

Protocol for access to FAO headquarters and related safety measures

From 1 November 2021 until further notice

On the basis of both WHO and Host Government health authorities' guidance, the following protocol must be observed for all persons who access FAO headquarters from 1 November 2021.

The protocol is based on the principle that working on premises is voluntary (except for those categories/persons whose mandatory presence is required to support the health and safety of FAO personnel and the headquarters buildings). Presence in headquarters will be managed by divisional management according to internal rotational arrangements and flexible hour arrangements that best suit the functions and requirements of divisional teams, with a view to ensuring business continuity, stimulating employee connection with the workplace, and in careful consideration and preservation of the health and safety of all personnel.

The Organization aims to cautiously and gradually increase physical presence in the workplace by maintaining a daily base rate of 30 percent physical occupancy, not to exceed 50 percent through year end, in line with prevailing local conditions, and mindful of local circumstances. The quota system has been lifted. Division Directors are expected to develop appropriate arrangements to address specific needs and functions of their teams, while being responsible and accountable for ensuring strict observance of this protocol.

The present protocol is driven by the principles of adaptability and flexibility, supported by close monitoring of the measures in place and related feedback from employees, to enable early adaptation and adjustment as needed. This approach includes the option to reverse measures in the name of caution should the evolution of the epidemiological situation so require. A survey with team leaders is envisaged to assess implementation constraints and additional proposals for remedial or improved measures. The ongoing communication campaign to inform and encourage adherence to the protocol by personnel will continue and is being strengthened to convey new measures in place.

Health and quarantine measures

1. FAO personnel and visitors who have COVID-19 or flu symptoms, even if mild (e.g. temperature of more than 37.5 °C, general body aches and pains, cough, runny nose or sore throat) or who have a sick family member at home with COVID-19 are requested to stay at home.
2. Personnel should immediately notify CSLH of any contagious disease (including COVID-19) occurring in their household or of any quarantine order affecting their household.
3. Personnel who become sick during the day on the premises should notify CSLH, extract themselves physically and immediately from others and return home with the guidance from CSLH. Standard operating procedures (SOPs) in case an employee is deemed positive with COVID-19 (either detected in the building or outside) are available on the Health Services intranet site [here](#).
4. Quarantine and sanitary measures enforced by the Host Government for close contacts and confirmed cases should be fully adhered to as outlined [here](#) (<https://www.esteri.it>). In addition, as extra cautionary measures to ensure the safety and well-being of all, 14-day quarantine and remote working are required for close contacts and confirmed cases. Details of actions in different scenarios are in CSLH intranet page¹.
5. Quarantine requirements applicable to employees' households in case of infection would preclude the concerned employees from coming to the office – i.e. direction of the Health Authorities should be adhered to.
6. COVID-19 vaccination is strongly encouraged but is not mandatory for FAO personnel.

¹ Policy of Dealing with COVID-19 Cases and Contacts in FAO, A Unified Advisory Guidelines-Rev2, October 2021

7. COVID-19 health related information and guidelines for dealing with cases or contacts, together with all relevant COVID-19 information and updates can be accessed on the Health Services intranet website [here](#).
8. Emergency medical contacts in FAO and in the city of Rome can be found [here](#).

Entering the premises

9. In order to effectively fulfil its duty of care towards its personnel and prevent the spread of COVID-19, FAO requires personnel and visitors entering the premises to show proof (in English, Italian or non-official translation) that they have either:
 - (i) been vaccinated against COVID-19 (nine [9]-month validity) – Any COVID-19 vaccine that is recognized by the WHO or under routine approved use by a Member national health authority is accepted; or
 - (ii) received a negative test result (in the previous 48 hours for rapid antigen tests and 72 hours for PCR tests); or
 - (iii) recovered from COVID-19 (six [6]-month validity).
10. Verification of the proof required for personnel and visitors entering FAO premises will be carried out strictly by FAO Security and Red Cross personnel. When undertaking this verification, no personal data will be transferred to or stored by the Organization.
11. Mandatory body temperature checks are conducted for personnel and visitors entering FAO premises, at the Atrium entrance and at Building B entry point from 07:30 to 17:00 hours.
12. A more advanced digital technology will be introduced shortly to streamline and accelerate checks at the entrance.
13. Children are not permitted to enter the building. Personnel's access to the Childcare Centre is limited to parents or delegated persons only.
14. Personnel may enter headquarters from 07:00 and must vacate the premises by 19:00 hours. Exit from the building for all personnel is exclusively through the sliding doors of Building D (from there people should walk to their vehicle or take the pedestrian exit). Personnel may also exit the premises from the Atrium after 16.00 hours.
15. Cleaners may enter the premises from 06:00 hours. Body temperature checks will be carried out by security guards until 07:30 hours.
16. Two headquarters vehicular entrances are open: Ramp 1 for cars; Ramp 2 for trucks (concessionaries) and motorbikes or bicycles. Pedestrians can access headquarters through turnstiles located at the metro (underground) station entrance and those in proximity of Ramps 1, 2 and Ramp D (the petrol station vehicular entry/exit point will remain closed). Personnel may enter the premises either through the Atrium or through Building B, the latter being also accessible for concessionaries. Thermoscanners are installed in both entrances.
17. Parking is restricted momentarily to facilitate maintenance works. Parking will be made available as and when possible. Any inconvenience is regretted.
18. The Atrium remains the principle entrance to the premises. The entrance in Building A will be reserved for ceremonial events.

Measures to be observed inside the premises

19. While inside the premises, FAO personnel and visitors shall strictly adhere to the following precautionary measures at all times:
 - use of surgical medical masks - only surgical medical masks should be used and should not be replaced by cloth face coverings;
 - frequent hand washing with soap and water or rubbing with alcohol hand sanitizer;
 - observance of respiratory etiquette when coughing or sneezing (covering one's mouth and nose);
 - observance of a 2 metre interpersonal distance;

- opening of office/room windows, at least for a few minutes in the morning and afternoons, and always in the presence of any short face-to-face meetings (as per paragraph 31 below);
 - displayed signage to be respected, in particular directional floor signage, to ensure “one way” or “alternate way” movement in the corridors.
20. Protective equipment (including masks and other sanitary/hygiene items) is available for FAO personnel and visitors in CSLH (first floor of Building B) and at the Security Desk (ground floor).

Travel related measures

21. For travel from Italy and countries adhering to the European Union (EU) Digital certificate²: no quarantine is required. Persons may enter the FAO premises according to the established entry requirements as per paragraph 9 above (i.e. either vaccination certification, COVID-19 recovery certificate or negative PCR/Antigen test).
22. For travel from any country other than the ones adhering to the EU Digital Certificate, except those addressed in paragraph 23 below: persons may enter the premises after five (5) days self-quarantine following standard FAO building entry requirements as per paragraph 9 above.
23. For travel from high risk countries (as defined in List E” [HERE](#) of the Host Government travel measures³), individuals must adhere to one of two options:
- ten (10) days self-quarantine can be observed after the travel. To enter FAO headquarters after the quarantine period, a negative test (either molecular or antigenic) must be completed, and the standard FAO building entry requirements as per paragraph 9 above will also apply; OR
 - fourteen (14) days self-quarantine can be observed. The standard FAO requirements as per paragraph 9 above will apply for entry into headquarters after completion of the quarantine period.
24. Notwithstanding the aforementioned paragraphs, which refer to access to headquarters premises, with respect to entry into Italy, persons must comply with all restrictions imposed by the Host Government. The link [HERE](#) should be consulted on the standing travel measures from/for all countries/territories
25. Individuals should carry the documentation identified in paragraph 9 and 23 above while inside headquarters. These may be subject to checks by Health Services or Security, it being understood that no copies or records will be retained.
26. The cost of testing related to duty travel and entitlement travel (appointment travel, Home Leave, and transfer) may be reimbursed to the traveller through a TEC claim. Testing should be undertaken in any institution authorized to conduct such a test by national authorities.
27. The use of public transport is allowed. Nevertheless, it is recommended to reduce the use of public transport, (trains and underground rail in particular) to the extent possible. Special care should be taken when travelling on any form of public transport, whether commuting to the office or during free time. “General Advice to Employees Using Public Transportation” is detailed in the Health Services (CSLH) inFAO. In order to avoid use of public transport during peak hours, managers are requested to facilitate employees’ flexible hours.

Office occupancy

² Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark (including the Faroe Islands and Greenland), Estonia, Finland, France (including Guadeloupe, Guyana, Martinique, Mayotte, Reunion and excluding other territories outside the European mainland), Germany, Greece, Hungary, Iceland, Ireland, Israel, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Principality of Monaco, the Netherlands (excluding territories outside the European mainland), Norway, Poland, Portugal (including the Azores and Madeira), Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland. The list is subject to changes: latest update may be consulted [HERE](#)

³ As of 18 October 2021 States and territories in List E are: Aruba, Bangladesh, Brazil, Dominican Republic, India, Maldives, Mauritius, Seychelles, Sri Lanka and some areas in Egypt. NB: this is constantly updated and should be consulted to the link above before any travel.

28. Regular office space occupancy is limited to one person only. Open space occupancy may occur up to 50 percent capacity. **In any instance, a 2 metre interpersonal physical distance** must be respected at all times in addition to the following measures:
- mask wearing (surgical medical masks only) at all times in a shared open or office space and while using all common areas (restrooms, facilities, corridors, printers, meeting rooms);
 - single use (touch) of office or personal items: folders, keyboards, mobile phones, stationary, cups, laptops, etc.;
 - aeration of these spaces at least twice a day for a few minutes by opening the windows. In the absence of windows or the possibility of window opening, CSLI-Infrastructure@fao.org should be contacted and consulted at least five (5) working days in advance (to check the type of air-conditioning system) before plans for occupancy.
29. The aforementioned guidance on open spaces (paragraph 25) can be applied to accommodate more than one employee in large offices, should a 2 metre distance between employees at all times be possible and respected.
30. Staff may use offices or workstations on a rotational basis as long as this is not done on the same day (as cleaning of desks, keyboards and office door handles is carried out every evening).
31. Small face-to-face meetings are allowed in large offices (or divisional meeting rooms) if precautionary measures as per paragraph 16 above can be respected (2 metre interpersonal distancing, mask wearing and ventilation).
32. It is highly recommended to open the windows for a few minutes daily (morning and afternoon).

Services available at FAO headquarters

33. Catering concessionaires (Eden and Polish bars, respectively) will provide meals or take away food, between 08:00 and 17:00 hours, observing hygiene measures.
34. An external marquee (in lieu of the 8th floor cafeteria) is also open from 09:00 to 17.00 hours to provide meals or take away food. The marquee is available as a common space for refreshments as well as for informal gatherings in designated seating areas.
35. Safety and precautionary measures in place must be respected at all times to maintain a protected environment for amiable catering patronage.
36. Banks are open with regular hours to personnel, retirees and visitors authorized to access the building as per paragraphs 44 and 45 below.
37. All lifts are in service from 07:00 to 19:00 hours. One (1) to three (3) maximum persons are allowed in a lift at the same time, as designated by the signage displayed. Staff are encouraged to take the stairs if possible.
38. All offices have been sanitized and deep cleaned and are being cleaned every evening. Waste bins (desks/offices) must be emptied by individual occupants. Cleaning services will only collect waste from bins located in the corridors and communal areas. Staff are reminded to separate waste according to signage displayed. These efforts will also lower the amount of undifferentiated waste generated at FAO headquarters.

Meetings

39. Small face-to-face internal meetings (up to room maximum capacity) may take place in large offices or divisional meeting rooms when precautionary measures can be respected (2 metre distance, mask wearing and natural ventilation of space or air-conditioning with no air recirculation).
40. Divisional/stream meeting rooms can be used for internal meetings (with different levels of capacity). All divisions/streams should list their meeting rooms in the Outlook calendar under the Tab ADD ROOM including Location, reduced capacity of the room and E-mail of the focal point of the division/stream that will confirm the booking of the room and provide the keys to the meeting

room. All divisions are free to book any meeting room provided they receive the confirmation from the focal point.

41. Meetings with external visitors and FAO internal large meetings can take place only in dedicated rooms and are regulated under the specific protocols detailed in Addendum 1.
42. Meetings with Permanent Representatives are subject to the approval by the Director CSG (who will consult Crisis Management Team (CMT) Chair, as appropriate), in line with the protocol in Addendum 1.
43. Meetings with other external visitors are subject to Chief Security authorization (who will consult CMT Chair, as appropriate), which should be requested through the concerned Core Leader.

Access for external visitors

44. The ground floor of the premises is established as a **“free circulation zone”** for access and informal gathering. This comprises the ground floor of the main buildings and includes catering concessionaires, the external marquee and service providers (banks, insurance, courier).
45. **Access** to the free circulation zone is permitted, following established safety and precautionary measures, to permanent representations; passes will be activated accordingly and no additional authorization is required provided permanent representations visitors remain within the established “zone”.
46. Access to the free circulation zone for retirees, FAO staff dependents and other external visitors - other than permanent representations or other externals already authorized for in-person meeting attendance as per paragraphs 41 and 42 above - is subject to the **authorization** of the Chief Security Services, responsible for oversight and application of the protocol in the zone.
47. Access of external visitors beyond the free circulation area, including FAO employee offices, is not permitted.
48. Access to floors above ground floor is strictly limited to FAO employees and pre-authorized visitors.

Addendum 1 to the Protocol

Meetings Protocol

1. Rooms in Building A, the Atrium and Ground Floor Building B are available for meetings with external visitors, up to the maximum capacity established under COVID-19 protocols.
2. Meeting rooms in Buildings B, C, D and F are available for internal meetings, up to a maximum capacity established under COVID-19 protocols.
3. Meetings with the participation of externals refer to Governing and Statutory Bodies (Conference, Council and its Committees, Technical Committees as well as Statutory Bodies on technical matters), based on the principle of a minimum participation in person and a larger audience in virtual attendance, i.e. hybrid meetings. These meetings are under the authority of the Director CSG, in consultation with CMT Chair if/when relevant.
4. Requests for meetings with Members' participation other than those listed in paragraph 3 above will be reviewed on a case-by-case basis for final approval by CSG Director, in consultation with the CMT Chair if/as needed.
5. Booking of all meetings involving participation of externals is mandatory and should to be done to a centrally managed meeting rooms system, by sending an email to Meeting-Services@fao.org, with a clear indication of time and number of participants, one week before the date of the meeting.
6. The full list of participants in external meetings should be submitted when booking.
7. Access to the building for participation in meetings for both personnel and external visitors is regulated under the safety protocol for all persons entering FAO headquarters.
8. Circulation of external meeting participants is limited to the "Free circulation Zone", which comprises the ground floor of the main buildings and includes catering concessionaires, the external marquee and service providers (banks, insurance, courier).
9. Participation of external guests in FAO internal meetings is subject to obtaining relevant authorization from Chief Security (who will consult CMT Chair, if/as appropriate) through the concerned Core Leader. Access and safety protocol should be respected.
10. Virtual and hybrid meetings should remain the preferred format. All meeting rooms are equipped with relevant equipment and connections for hybrid meetings. Any IT support should be requested at the time of booking.
11. Two meetings can take place each day in a given meeting room: one in the morning and one in the afternoon.
12. The participants should open the windows (where available) at the end of the meeting, while the cleaners will close the windows upon completion of cleaning.
13. All centrally managed meeting rooms will be sanitized at lunch time and in the evening every day.
14. Distance between participants is 2 metres.
15. Masks must be worn all the time in meeting rooms.
16. For tracking purposes, participants in internal meetings will be requested to fill the attendance sheet placed on the meeting room table. The Responsible Officer will be responsible for keeping the attendance sheet for a period of three weeks.
17. Special measures for large hybrid meetings will be discussed on a case-by-case basis, including adaptation of protocols for travellers' access to headquarters.