

COVID-19 Protocol for access to FAO headquarters and related safety measures

From 6 March 2023 until further notice

1. On the basis of both WHO and Host Government health authorities' guidance adapted to FAO headquarters specific context and footprint, the following protocol must be observed for all persons who access FAO headquarters.
2. The current protocol reflects the continuation of the arrangements introduced on 1 March 2022, which initiated mandatory return to work in the office for all FAO personnel. It builds on the gradual increase of the physical presence in the workplace, implemented in recent months in line with prevailing local conditions and circumstances, and continues the gradual discontinuation of those exceptional emergency measures put in place since March 2020. It supports the move towards a "next normal", with decision-making and responsibilities for day-to-day management devolved to line managers, with more flexible working arrangements in place as a legacy of the progress made towards a more digital FAO.
3. In order to ensure connection with and dynamics in the workplace, the Organization aims at maintaining a floor of 60 percent daily presence in the workplace (not counting personnel on leave; duty travel or on teleworking outside of the duty station), with management of team presence fully under the responsibility of managers, using existing available flexible working arrangements.
4. Presence at headquarters will continue to be managed by Division Directors and Team Leaders according to exigencies of service, with careful attention to the duty of care and the health and safety of all personnel. Throughout 2022-23 (pilot period), teleworking arrangements continue to be agreed upon between managers and FAO personnel, according to the provisions ruling teleworking reflected in the HR Administrative Guidelines (Staff members and Affiliate Workforce). The present Guidelines build on those arrangements, foreseeing the possibility for FAO personnel to initiate, until the end of February 2023, Flexible Teleworking (FTW) for up to three days a week within the duty station, and so would be expected to work at least two days per week in the office, and up to 20 working days outside the duty station per calendar year, if approved by managers according to exigencies of service. From 1 March through 31 July 2023, FTW will be permitted for up to two days a week within the duty station and up to 15 working days a year outside the duty station. The number of days and the schedule for attendance in the office must be agreed with supervisors and adjusted according to specificities and exigencies of service of the teams.
5. Division Directors and Team Leaders are expected to act as role models by setting the example in terms of frequency of presence and to develop appropriate rotational and flexible time arrangements to address the specific needs and functions of their teams, with a view to ensuring business continuity and stimulating dynamics in the workplace, ensuring observance of this protocol. Managing office occupancy is a judgement call of managers, who are encouraged to aim at a minimum of 60 percent daily presence for their teams, with a view to ensuring a critical mass to support those vital exchanges among colleagues, which are at the heart of creativity and positive transformation.
6. 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 managers and FAO personnel, to enable early adaptation and adjustment as needed. This approach still includes the option to reverse measures and rules in the name of caution should the evolution of the epidemiological

situation so require or to lighten them should the situation improve. Any relevant change to this protocol will be communicated through established internal communication channels.

Health and quarantine measures

7. 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) are requested to stay home.
8. Personnel should immediately notify CSLH of any contagious disease (including COVID-19) occurring in their household or when advised by their physician to be in isolation at home.
9. Personnel who become sick during the day on the premises should notify CSLH, distance themselves physically from others and return home following the guidance from CSLH. Standard Operating Procedures (SOPs) in case an employee is deemed positive with COVID-19 (detected either in the building or outside) are available on the Health Services intranet site [here](#).
10. Quarantine and sanitary measures enforced by the Host Government for close contacts and confirmed cases should be adhered to as outlined in the following link: [COVID-19 Contacts and Confirmed Policy Rev3.pdf \(fao.org\)](#).
11. Complete COVID-19 vaccination (primary cycle¹ plus booster) is strongly encouraged for FAO personnel. Information on vaccinations in the Lazio Region is available here www.salutelazio.it/campagna-di-vaccinazione-anti-covid-19. Vaccinations are available to all individuals, irrespective of nationality.
12. Emergency medical contacts in FAO and in the city of Rome can be found [here](#).

Entering the premises

13. FAO personnel can access FAO premises under normal security arrangements in place for building pass owners.
14. Access of external visitors to FAO premises is regulated under the paragraphs 40 to 42 below.
15. Personnel may enter headquarters from 06:30 hours and must vacate the premises by 23:00 hours. Exit from the building for all personnel is through the sliding doors of Buildings A, B and D. Cleaners may enter the premises from 06:00 hours. Access during weekends and non-working days is subject to advance communication to CSLS Supervisors (CSLS-Supervisors@fao.org).
16. Three headquarters vehicular entrances are open: Ramp 1 for cars (open from 06:00 hours throughout the working day); Ramp 2 for trucks (concessionaries) and motorbikes or bicycles (from 07:00 to 13:00 hours. If closed, Ramp 1 is to be used by the mentioned categories); Ramp D near the petrol station, which only serves as vehicular exit (open from 07:00 to 09:30 hours, and from 16:00 to 18:00 hours). Pedestrians can access headquarters through turnstiles located at the metro (underground) station entrance and those in proximity of Ramps 1 and 2 and Ramp D. Personnel may enter the premises either through the entrance of Building A, the Atrium (when appropriate), Buildings D or B, the latter being also accessible for concessionaries.
17. The entrance to Building A is the principal entrance to the premises. In case of ceremonial events, high-level visits or other operational needs, FAO personnel and visitors will be directed to temporarily use the Atrium, leaving Building A's entrance free.

¹ Primary vaccination cycle is considered complete fourteen days after the second dose in a two-dose series OR fourteen days after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine. Consult your physician for instructions on type and timing of booster doses.

Measures to be observed inside the premises

18. While inside the premises, FAO personnel and visitors shall adhere to the following precautionary measures:
 - a) the use of FFP2/N95 or equivalent masks is recommended for tour participants and large conferences, as per paragraph 42 below and Meeting Guidelines in the *Addendum*;
 - b) it is a highly recommended practice to maintain adequate physical distancing (1 metre) when in-door with large concentration of persons. If distancing cannot be maintained, the use of masks is necessary to mitigate the high exposure risk;
 - c) frequent hand washing with soap and water or rubbing with alcohol hand sanitizer;
 - d) observance of respiratory etiquette when coughing or sneezing (covering one's mouth and nose);
 - e) opening of office/room windows, at least for a few minutes in the morning and afternoons, and when having face-to-face meetings. Please remember to turn off the air-conditioning of your office when you open the windows.
19. FAO personnel have the freedom to decide if they wish to adopt higher protective measures (e.g. use of mask or distancing). These choices must be respected by others. FAO personnel should also bear in mind that some colleagues may have particular health vulnerabilities.
20. Protective equipment (including masks and other sanitary/hygiene items) is available for FAO personnel and visitors in CSLH (first floor of Building B).
21. When outside of FAO premises, FAO personnel are subject to local authorities' rules; however, it is always advisable to observe respiratory infections preventive measures.

Travel related measures

22. For persons travelling to Italy from any country or region, entry and quarantine requirements, including restrictions in public transportation, established by the Host Country will apply². Currently applicable requirements can be accessed through the official link on [Covid-19, travelers \(salute.gov.it\)](https://www.salute.gov.it) [HERE](#).
23. Full COVID-19 vaccination³ is required for any duty travel (i.e. missions). This applies to FAO personnel and to any external person travelling under the responsibility of FAO. A self-declaration indicating that the traveller is vaccinated should be added in the notes section of the TA and should be verified by the responsible approving officers before approving the TA.
24. The cost of mandatory testing related to duty travel and entitlement travel (appointment travel 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.
25. When travelling on any form of public transport, whether commuting to the office or during free time, the same precautionary measures when in crowded indoor spaces under Point 18 apply. The use of masks (FFP2/N95 or equivalent) is strongly recommended on public transport especially at peak hours.

Office occupancy

26. Regular office space occupancy is limited to one person for small offices.
27. Shared offices or open spaces can be used with the following guidance:

² Requirements constantly evolve and should be consulted in the official site in the link provided.

³ Full vaccination: fourteen days after the second dose in a two-dose series; fourteen days after a single-dose vaccine such as Johnson & Johnson's Janssen vaccine; OR completed any of the previous two with booster (travellers to consult with their physicians for type and timing of boosters).

- up to the capacity that permits 1 metre interpersonal physical distance;
- mask wearing is not required; though it is recommended in line with the indications as per paragraph 18 above;
- it is a good practice to use hand sanitizer or frequent hand washing when in office especially when using common equipment (printers, laptops, etc.) and spaces.

28. 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).

Services available at FAO headquarters

29. Catering concessionaires will provide meals or take away food, between 08:00 and 17:00 hours, observing hygiene measures.
30. Catering areas are available on the 8th floor Building B and C (FAO Main Cafeteria, Uzbekistan Lounge and Restaurant), as well as on the Ground Floor of Building D (Eden Bar) and Building A (Polish Lounge). Safety and precautionary measures in place must be respected at all times to maintain a protected environment for amiable catering patronage.
31. Banks are open with regular hours to personnel, retirees and visitors authorized to access the building as per paragraphs 38-40 below.
32. All offices have been sanitized and deep cleaned and are 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

33. Small face-to-face internal meetings may take place in large offices (or divisional meeting rooms) with natural ventilation of space or air-conditioning with no air recirculation, with the caution indicated in the precautionary measures under paragraph 18 above.
34. Divisional/stream meeting rooms can be used for internal meetings (with different levels of capacity – ref. table in *Addendum*). 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 which will confirm the booking and provide the keys to the meeting room. All divisions are free to book any meeting room as long as they receive confirmation from the focal point. Larger internal meetings can also make use of the rooms managed by CSG listed in the *Addendum* to the present Protocol, which should be booked through Meeting-Services@fao.org.
35. Meetings with personnel of Permanent Representations are subject to the same precautionary measures for meetings in this protocol, and in line with its *Addendum*. These meetings can only take place in dedicated rooms and are regulated under the protocol detailed in the *Addendum*.
36. Meetings with other external attendees are subject to prior notification of participants by the organizing Division/Office to CSLS Registration Office (CSLS-Security-Registration@fao.org), in order to facilitate smooth access to FAO premises through the Reception Pavilion and ensure compliance with the current Protocol. These meetings can take place in dedicated rooms or in Senior Management Offices, for small face-to-face meetings, and are regulated under the protocol detailed in the *Addendum*.
37. Virtual or hybrid meetings should remain a preferred option.

Access for external visitors

38. 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, meeting rooms on the second/third floor of Buildings A, B, C and D and the service providers (banks, insurance, courier, etc.). The free circulation zone also includes terrace and catering areas on the 8th floor.
39. Access to the free circulation zone is permitted to the personnel of Permanent Representations, retirees, FAO staff dependents having a FAO building pass and children, under normal security arrangements in place for building pass owners.
40. Access to the free circulation zone for other external visitors is subject to prior invitation from a FAO staff, who will send an advance notification to CSLS Registration Office (CSLS-Security-Registration@fao.org) and escort the guest throughout the visit, thus ensuring compliance with the measures established by the Protocol.
41. Access of external visitors beyond the free circulation area, including FAO employee offices, is not permitted, except for accessing meeting rooms or the 8th floor or if specifically authorized by the Chief Security.
42. Group visits to FAO headquarters are subject to the Chief Security authorization (who may consult Line A, if/as appropriate) and to the following conditions:
 - (i) Groups do not exceed 30 persons.
 - (ii) Group itinerary is communicated to and cleared in advance by FAO Security.

Addendum to the Protocol

Meetings Guidelines

1. Meeting Rooms are available for meetings with external visitors, up to the maximum capacity established under this protocol.
2. Pre-booking of all meetings involving participation of externals is mandatory (unless held in Senior Management offices as per para 36 above).
3. Access to the building for participation in meetings for external visitors is regulated under paragraph 36 of the present Protocol.
4. Circulation of external meeting participants comprises the “Free circulation Zone”, as per paragraphs 38 to 41 of the Protocol and, where appropriate, the itinerary that is to be followed to reach the concerned meeting room. Appropriate signage is placed, when needed, to provide directions to meeting attendees and avoid unrestricted movement within the premises.
5. 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.
6. Two meetings can take place each day in a given meeting room: one in the morning and one in the afternoon.
7. 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.
8. All centrally managed meeting rooms will be sanitized at lunch time and in the evening every day.
9. In the following cases, mask wearing may be recommended at all the time in meeting rooms⁴:
 - (i) high-level meetings (e.g. Governing or Statutory Bodies sessions), generally hosted in large meeting rooms (Plenary, Red, Green, Sheikh Zayed Centre, King Faisal, etc.) and entailing long duration sessions;
 - (ii) meetings with a large number of visitors coming from outside Italy (e.g. forum, technical meetings, trainings, etc.);
 - (iii) other types of meetings involving a large number of participants staying in the same room for a long duration.
10. For all other meetings not falling under the categories referred to in paragraph 9 of the present *Addendum*, the use of masks is voluntary though recommended.
11. Special measures for large meetings, if/as required, will be discussed on a case-by-case basis, including eventual protocols for travellers’ access to headquarters and contingency planning to be implemented following confirmed COVID-19 cases.

⁴ Flexibility for pulling down mask when taking the floor can be considered under authority of Chair or organizer of the meeting.

**Internal meeting rooms managed by the Streams –
Occupancy levels⁵**

Meeting rooms under DDG-Thomas		
D136	CSL Meeting room	10
D387	CSH Meeting room	6
E216	CSH Meeting room	4
B425	DDCT Meeting room	8
Meeting rooms under DDG-Semedo		
C155	NFI Meeting room	10
C560/C562	NSA Meeting room	10
B444	DDCS Meeting room	6
B638/B640	NS Meeting room	12
D440	NFO Meeting room	9
F313	NFI Meeting room	12
Meeting rooms under DDG-Bechdol		
B425	DDCB-Meeting Room	8
B309	PSU Meeting room	12
D738	PSR Meeting room	6
D768	PSR Meeting room	6
Meeting rooms under Chief-Economist		
B126	CSI Meeting room	12
B144	CSI Meeting room	14
B245	ESN Meeting room	8
B538/B540	ES Meeting room	10
B598	ESA Meeting room	6
C348	ESP Meeting room	4
D838	EST Reference room	10
C464	ESS Meeting room	10
D171	ESA Meeting room	10
D532/D534	CFI Meeting room	12
D539	CFI Meeting room	4
Meeting rooms under Chief-Scientist		
C604	OIN Meeting room	8
Meeting rooms under ODG		
A143B	CSG Meeting room	10
A451	LEG Meeting room	8
B343/B344	OSP Meeting room	10
B361	OED Meeting room	8

⁵ Reference for the calculation of occupancy capacity is based on a one-metre distance between participants.

Rooms for larger meetings, either internal or with external participants, as per details below, are managed by CSG and should be requested to Meeting-Services@fao.org

Rooms available for meetings with external participants managed by CSG		
A 335B	Plenary	960 Participants
A 122 int	Green	495 Participants
A 121 int	Red	455 Participants
Atrium	Sheikh Zayed Centre	170 Participants
B 116 bis	Iran	127 Participants
A 357	Canada	14 Participants
A 024	Espace Gabon	14 Participants
A 327	India	20 Participants
A 127	Pakistan	18 Participants
C 250 bis	Austria	60 Participants
2nd floor	Azerbaijan	13 Participants
B 224	Cuba	11 Participants
C 289	Ethiopia	51 Participants
C 269	German	53 Participants
D 263	King Faisal	69 Participants
D 277 bis	Lebanon	69 Participants
B 227	Malaysia	69 Participants
D 273 bis	Mexico	34 Participants
C 283	Nigeria	16 Participants
C 277	Philippines	36 Participants
B 323	Queen Juliana	21 Participants