

Protocol for access to FAO headquarters and related safety measures

From 1st March 2022 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 1st March 2022.

The entry into force of the current protocol marks the discontinuation of the exceptional arrangements that earlier supported the principle of voluntary presence in the office.

As of 1st March, return to work in the office is mandatory for all employees. Exceptions will only be based on medical grounds and should be certified by the Chief, CSLH.

Initially, during the month of March, employees will be expected to work at least one day a week in the office and telework at least one day a week. The Organization aims to gradually increase physical presence in the workplace, in line with prevailing local conditions, and mindful of local circumstances. The physical occupancy is initially set at 40 percent, not to exceed 50 percent. This may be adjusted depending on the evolving epidemiological situation. Over 2022, all employees would be expected to work two to three days in presence. Managers and team leaders are called upon to set the example in this regard.

The provisions ruling teleworking have been updated in the HR Administrative Guidelines ([Staff members](#) and [NSHR](#)) and extended to cover the pilot period, which will run until the end of this year. The Guidelines foresee the possibility for employees to initiate Flexible Teleworking (FTW) for up to three days a week within the duty station, and 20 working days outside the duty station in the calendar year, if approved by managers according to exigencies of service. 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. In addition, Management may mandate Alternate teleworking (ATW) with the objective to decrease presence in the office according to prevailing epidemiological conditions. Any proposed changes to the number of days of mandated teleworking, office presence and/or established thresholds (percentage attendance) will be communicated through established channels.

Presence at headquarters will be managed by Division Directors and Team Leaders according to exigencies of service with careful consideration to the duty of care and the health and safety of all personnel. Division Directors and Team Leaders are expected to develop appropriate rotational and flexible hour arrangements to address the specific needs and functions of their teams, with a view to ensuring business continuity and stimulating employee dynamics in the workplace, while being responsible and accountable for ensuring strict observance of this protocol, including in managing office occupancy to ensure that daily targets are met.

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 employees, to enable early adaptation and adjustment as needed. This approach 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. In this regard, it is envisaged that precautionary measures detailed in this protocol would be eased and gradually implemented, should conditions and situation permit. Updates will be provided through the usual communication channels.

Feedback from managers and employees is welcome in support of the identification of implementation constraints and proposals for remedial or improved measures. An internal communication campaign will continue to support implementation of the protocol as it may evolve and encourage its adherence by all.

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, distance themselves physically and immediately 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](#).
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.governo.it/it/articolo/domande-frequenti-sulle-misure-adottate-dal-governo/15638#zone](https://www.governo.it/it/articolo/domande-frequenti-sulle-misure-adottate-dal-governo/15638#zone).
5. In addition, as extra precautionary measures to ensure the safety and well-being of all, updated quarantine and isolation for close contacts and confirmed cases can be found in CSLH intranet [page](#)¹.
6. 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.
7. Complete COVID-19 vaccination (primary cycle² plus booster) is strongly encouraged for FAO personnel.
8. COVID-19 health related information and guidelines for dealing with cases or contacts, together

¹ Policy of Dealing with COVID-19 Cases and Contacts in FAO, A Unified Advisory Guidelines-Rev3, January 2022

² Primary vaccination cycle is considered complete fourteen days after the second dose in a 2-dose series OR fourteen days after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine

with all relevant COVID-19 information and updates can be accessed on the Health Services intranet website [here](#).

9. Emergency medical contacts in FAO and in the city of Rome can be found [here](#).

Entering the premises

10. 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 of primary cycle) or completed the cycle with booster dose — 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);
 - (iii) unvaccinated recovered from COVID-19 (six [6]-month validity);
 - (iv) recovered from COVID-19 within 14 days of completing the 1st dose of vaccine (six [6]-month validity);
 - (v) recovered from COVID-19 after completing the primary vaccination cycle (nine [9]-month validity).
11. 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.
12. 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.
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 only FFP2/N95 masks or equivalent. FAO distributed masks are equivalent and can be used while in the building - cloth face coverings (with or without filters) are not permitted;
 - 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 1.5 metre interpersonal distance;
 - opening of office/room windows, at least for a few minutes in the morning and afternoons, and when having face-to-face meetings (as per paragraph 31 below);
 - displayed signage to be STRICTLY 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 persons travelling to Italy from any country or region, entry and quarantine requirements established by the Host Country will apply³. FAO does not wish to avail of possible "diplomatic" waiver of these requirements. Currently applicable requirements can be accessed through the official link on [Covid-19, travelers \(salute.gov.it\) here: \(https://www.salute.gov.it/portale/nuovocoronavirus/dettaglioContenutiNuovoCoronavirus.jsp?lingua=english&id=5412&area=nuovoCoronavirus&menu=vuoto\)](https://www.salute.gov.it/portale/nuovocoronavirus/dettaglioContenutiNuovoCoronavirus.jsp?lingua=english&id=5412&area=nuovoCoronavirus&menu=vuoto).
22. Notwithstanding the above, the entry requirements to HQ premises stipulated in paragraph 10 to 18 in the section titled "Entering the premises" will apply in all cases.
23. Full COVID-19 vaccination⁴ is required for any official travel, including duty travel and entitlement travel. This applies to employees and dependents 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.

³ As of 1st March 2022, no quarantine is required for travel from any country, though requirements constantly evolve and should be consulted in the official site in the link provided.

⁴ Full vaccination: fourteen days after the second dose in a 2-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.

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. The use of public transport is allowed. 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 flexible hour arrangements for access and presence in the office.

Office occupancy

26. Regular office space occupancy is limited to one person only for small offices where distance of 1.5 metre cannot be guaranteed. Open space occupancy may occur up to 50 percent capacity. **In any instance, a 1.5 metre interpersonal physical distance** must be respected 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.
27. The aforementioned guidance on open spaces (paragraph 25) can be applied to accommodate more than one employee in large offices, should a 1.5 metre distance between employees at all times be possible and respected.
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).
29. 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 (1.5 metre interpersonal distancing, mask wearing and ventilation).
30. It is highly recommended to open the windows for a few minutes daily (morning and afternoon).

Services available at FAO headquarters

31. Catering concessionaires (Eden and Polish bars, respectively) will provide meals or take away food, between 08:00 and 17:00 hours, observing hygiene measures.
32. An external marquee (in lieu of the 8th floor cafeteria) is also open 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.

33. As of 13 January 2022, clients who wish to consume food or beverages inside FAO Catering locations are requested to show a valid Super green pass (vaccinated or recovered from COVID-19 in past 6 months; negative COVID-19 test insufficient) at the cash till. Those clients not in possession of a valid Super Green Pass are requested to purchase food or beverages to takeaway.
34. Safety and precautionary measures in place must be respected at all times to maintain a protected environment for a viable catering patronage.
35. Banks are open with regular hours to personnel, retirees and visitors authorized to access the building as per paragraphs 44 and 45 below.
36. 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.
37. 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

38. Small face-to-face internal meetings may take place in large offices when precautionary measures can be respected and up to the capacity that would enable full respect of the measures. (1.5 metre distance, mask wearing and natural ventilation of space or air-conditioning with no air recirculation).
39. Divisional/stream meeting rooms can be used for internal meetings (with different levels of capacity – ref. table in Addendum 1). 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.
40. Meetings with external visitors and FAO internal large meetings can take place, if specifically approved (see point 42 below), only in dedicated rooms and are regulated under the specific protocols detailed in Addendum 1.
41. Meetings with Permanent Representatives offices staff 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.
42. 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.
43. Virtual or hybrid meetings should remain a preferred option.

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, and 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, except if specifically authorized by Director CSG, or Chief CSLS (who will consult CMT Chair, as appropriate).
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 and duly authorized meetings with/amongst external visitors, 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), with hybrid meetings encouraged. Approval of these meetings is 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) as well as itinerary to/from meeting rooms.
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 1.5 metres.
15. Masks must be worn all the time in meeting rooms. Flexibility for pulling mask when taking the floor can be considered according to configuration of the room and under authority of Chair/organizer of the meeting.
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 travelers' access to headquarters.

Internal meeting Rooms – Maximum capacity under current measures (1.5 meter distancing)

Meeting rooms under DDG-Thomas		
D136	CSL Meeting room	6
D387	CSH Meeting room	4
E216	CSH Meeting room	4
B425	DDCT Meeting room	6
Meeting rooms der DDG-Semedo		
C155	NFI Meeting room	6
C560/C562	NSA Meeting room	6
B444	DDCS Meeting room	4
B638/B640	NSP Meeting room	8
D440	NFO Meeting room	7
F313	NFI Meeting room	8
Meeting rooms under DDG-Bechdol		
B425	DDCB-Meeting Room	6
B309	PSU Meeting room	8
D738	PSR Meeting room	4
D768	PSR Meeting room	4
Meeting rooms under Chief-Economist		
B126	CSI Meeting room	6
B144	CSI Meeting room	12
B245	ESN Meeting room	4
B538/B540	ES Meeting room	6
B598	ESA Meeting room	4
C348	ESP Meeting room	4
D838	EST Reference room	6
C464	ESS Meeting room	7
D171	ESA Meeting room	6
D532/D534	CFI Meeting room	8
D539	CFI Meeting room	4
Meeting rooms under Chief-Scientist		
C604	OIN Meeting room	6
Meeting rooms under ODG		
A143B	CSG Meeting room	6
A451	LEG Meeting room	6
B343/B344	OSP Meeting room	8
B361	OED Meeting room	6

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