

Protocol for access to FAO headquarters and related safety measures

From 16 May 2022 until further notice

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.

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 employees. 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 (in April 2022, physical occupancy was set at 50 percent, not to exceed 60 percent) and marks the progressive lightening and discontinuation of those exceptional emergency measures put in place during the pandemic. It supports the move towards a "next normal" with more flexible working arrangements in place as a legacy of the progress made towards a more digital FAO.

As of 16 May 2022, the physical occupancy targets and ceiling earlier defined by the CMT will be lifted. In order to ensure sufficient connection with the workplace, the Organization will aim at achieving and maintaining a base of 50 percent daily presence in the workplace (50 percent of personnel actually present at the duty station, not counting those on leave or on duty travel), with management of team presence fully under responsibility of managers using existing available flexible working arrangements.

This arrangement may obviously be adjusted depending on the evolving epidemiological situation, and we should be prepared to return to CMT guided targets and protocols if the situation so requires in order to continue to give highest priority to duty of care of FAO employees and visitors, while protecting the delivery of the work of the Organization.

Presence at headquarters will 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 (pilot period), teleworking arrangements will be agreed upon between managers and employees, according to the provisions ruling teleworking reflected in the HR Administrative Guidelines ([Staff members](#) and [NSHR](#)). The Guidelines foresee the possibility for employees to initiate 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. 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. 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.

Division Directors and Team Leaders are expected 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 employee dynamics in the workplace, while being responsible for ensuring strict observance of this protocol, including in managing office occupancy to ensure that every effort is made to maintain a minimum of 50 percent daily presence for their teams according to specificities of work and roles. Managers and team leaders are called upon to set the example in this regard.

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 further eased, 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. Internal communication 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) 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 adhered to as outlined in the following link: [COVID-19 Contacts and Confirmed Policy Rev3.pdf \(fao.org\)](#).
5. Complete COVID-19 vaccination (primary cycle¹ plus booster) is strongly encouraged for FAO personnel.
6. 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](#).
7. Emergency medical contacts in FAO and in the city of Rome can be found [here](#).

Entering the premises

8. 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 undergo body temperature self-check, to ensure they have no medical conditions listed under paragraph 1 above.
9. Green pass proof is not required for FAO personnel.
10. For external visitors only, until early June 2022, proof will be required (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 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);

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

- (iv) recovered from COVID-19 within 14 days of completing the first 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 visitors entering FAO premises will be carried out strictly by FAO Security and Medical Unit 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.
 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 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.
 15. 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. Thermoscanners are installed in all entrances.
 16. Parking is restricted momentarily to facilitate maintenance works. Parking will be made available as and when possible. Any inconvenience is regretted.
 17. The entrance to Building A is restored as the principle entrance to the premises. In case of ceremonial events or high-level visits, FAO employees and visitors will be directed to temporarily use the Atrium, leaving Building A entrance free.

Measures to be observed inside the premises

18. While inside the premises, FAO personnel and visitors shall strictly adhere to the following precautionary measures at all times:
 - use of FFP2/N95 masks or equivalent in the building (masks can be removed when seated at your desk, under the provisions detailed in paragraph 26 below). 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 metre interpersonal distance when wearing a mask; in all situations where mask is not used (e.g. in open spaces as per paragraph 26 below) 1.5 metre distance should be maintained;
 - 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).
19. 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

20. For persons travelling to Italy from any country or region, entry and quarantine requirements established by the Host Country will apply². 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](#).
21. Notwithstanding the above, the entry requirements to headquarters’ premises stipulated in paragraphs 10 to 18 in the section titled “Entering the premises” will apply in all cases.
22. Full COVID-19 vaccination³ 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.
23. 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.
24. 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

25. Regular office space occupancy is limited to one person for small offices when and if the one metre distance requirement with mask (or 1.5 metre without mask) cannot be respected.
26. In shared offices or open spaces occupancy may occur up to the capacity that permits 1.5 metre interpersonal physical distance, in addition to the following measures:
 - mask wearing is not required when employees are seated at their desk provided interpersonal distance is respected at all times. However, masks should be worn any time the employee leaves his/her desk 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 as often as possible and at least twice a day by opening the windows. When opening windows please remember to turn the air-conditioning off for energy saving purposes. 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 26) can be applied to accommodate more than one employee in large offices, should a 1.5 metre distance (without mask) 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. It is highly recommended to open the windows for a few minutes daily (morning and afternoon).

² As of 1 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.

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.

Services available at FAO headquarters

30. Catering concessionaires will provide meals or take away food, between 08:00 and 17:00 hours, observing hygiene measures.
31. An external marquee (in lieu of the 8th floor cafeteria) is also open for staff to consume take away food. Once part of the catering areas of Building C (FAO Restaurant and Uzbekistan Lounge, former Blue Bar) are completed on 16 June, the marquee will be dismantled. A coffee stand has been installed on the FAO terrace and catering services are also available in the Flag Hall. Safety and precautionary measures in place must be respected at all times to maintain a protected environment for amiable catering patronage.
32. Banks are open with regular hours to personnel, retirees and visitors authorized to access the building as per paragraphs 42 and 43 below.
33. All lifts are in service from 07:00 to 19:00 hours. Two (2) to four (4) 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.
34. 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

35. Small face-to-face internal meetings may take place in large offices (or divisional meeting rooms) when precautionary measures can be respected and up to the capacity that would enable full respect of the measures (1 metre distance, mask wearing and natural ventilation of space or air-conditioning with no air recirculation).
36. 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.
37. Meetings with personnel of Permanent Representations are subject to the approval by the Director CSG (who will consult Crisis Management Team [CMT] Chair, if/as appropriate), in line with the protocol in the *Addendum*.
38. Meetings with other external visitors are subject to Chief Security authorization (who will consult CMT Chair, if/as appropriate), which should be requested through the concerned Core Leader. These meetings can only take place in dedicated rooms and are regulated under the protocol detailed in the *Addendum*.
39. Virtual or hybrid meetings should remain a preferred option.

Access for external visitors

40. 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, the external marquee and the service providers (banks, insurance, courier).

41. **Access** to the free circulation zone is permitted, following established safety and precautionary measures, to permanent representations; only an FAO building pass is required to access the “zone”.
42. 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 38 and 39 above - is subject to the **authorization** of the Chief Security, responsible for oversight and application of the protocol in the “zone”.
43. 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). Access to floors above the ground floor is strictly limited to FAO employees and pre-authorized visitors (except for accessing meeting rooms on the second/third floor of Buildings B, C and D).
44. Group visits to FAO headquarters are subject to the Chief Security authorization (who may consult CMT Chair, if/as appropriate) and to the following conditions:
 - (i) Information on COVID-19 vaccination status of all participants is shared in advance with FAO Security and Medical Service.
 - (ii) Groups do not exceed 15 persons.
 - (iii) Group itinerary is communicated to and cleared in advance by FAO Security.

Addendum to the Protocol

Meetings Guidelines

1. Meeting Rooms in Building A, the Atrium and Ground Floor Building B and second/third floors of Buildings B, C and D are available for meetings with external visitors, up to the maximum capacity established under COVID-19 protocols.
2. Requests for meetings with Members' participation will be reviewed on a case-by-case basis for final approval by CSG Director, in consultation with the CMT Chair if/as needed.
3. Booking of all meetings involving participation of externals is mandatory and should to be done through 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.
4. Access to the building for participation in meetings for external visitors is regulated under paragraph 10 of the present Protocol, reproduced below:

Only for external visitors, until early June 2022, proof will be required (in English, Italian or non-official translation) that they have either:

 - (vi) 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*
 - (vii) received a negative test result (in the previous 48 hours for rapid antigen tests and 72 hours for PCR tests);*
 - (viii) unvaccinated recovered from COVID-19 (six [6]-month validity);*
 - (ix) recovered from COVID-19 within 14 days of completing the first dose of vaccine (six [6]-month validity);*
 - (x) recovered from COVID-19 after completing the primary vaccination cycle (nine [9]-month validity).*
5. 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 on the second/third floors of Buildings B, C and D.
6. Participation of external guests in FAO internal meetings is subject to the authorization of the Chief Security (who will consult CMT Chair, if/as appropriate) through the concerned Core Leader. Access and safety protocol should be respected.
7. 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.
8. Two meetings can take place each day in a given meeting room: one in the morning and one in the afternoon.
9. 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.
10. All centrally managed meeting rooms will be sanitized at lunch time and in the evening every day.
11. Distance between participants is 1 metre.
12. Masks must be worn all the time in meeting rooms. Flexibility for pulling down mask when taking the floor can be considered according to configuration of the room and under authority of Chair/organizer of the meeting.

13. 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.
14. Special measures for large hybrid meetings will be discussed on a case-by-case basis, including adaptation of protocols for travellers' access to headquarters.

Internal meeting rooms managed by the Streams – Maximum capacity with 1 metre distancing

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

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	Podium: 5 Room: 198 delegates Galleries: 53
A 122 int	Green	Podium: 4 Room: 104 delegates Other seats: 19
A 121 int	Red	Podium: 5 Room: 95 delegates Other seats: 29
Atrium	Sheikh Zayed Centre	Podium: 5 Room: 45
B 116 bis	Iran	Podium: 5 Room: 28
A 357	Canada	11
A 024	Espace Gabon	9 + 2 additional seats
A 327	India	12 + 5 additional seats
A 127	Pakistan	10 +11 additional seats
C 250 bis	Austria	Podium: 5 Room: 30
2nd floor	Azerbaijan	13
B 224	Cuba	9
C 289	Ethiopia	17 + 14 additional seats
C 269	German	29 + 17 additional seats
D 263	King Faisal	42 + 16 additional seats
C 283	Nigeria	12 main table
C 277	Philippines	30
B 323	Queen Juliana	12 main table + 4 secondary table
B318	HD VC B-318	3