

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

*From 13 June 2022 until further notice – (Update of 10 October 2022)*

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 marks the 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 50 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 (pilot period), teleworking arrangements will be agreed upon between managers and FAO personnel, according to the provisions ruling teleworking reflected in the HR Administrative Guidelines (Staff members and NSHR). The Guidelines foresee the possibility for FAO personnel 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.
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 50 percent daily presence for their teams, with the view to ensure 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 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 at home.
8. Personnel should immediately notify CSLH of any contagious disease (including COVID-19) occurring in their household or of any quarantine order affecting their household.
9. 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](#).
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 cycle<sup>1</sup> 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](http://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 41 to 44 below.
15. Children are not permitted to enter the building. Personnel's access to the Childcare Centre is limited to parents or delegated persons only.
16. 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.
17. 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.
18. The entrance to Building A is restored as the principle entrance to the premises. In case of ceremonial events or high-level visits, FAO personnel and visitors will be directed to temporarily use the Atrium, leaving Building A entrance free.

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<sup>1</sup> 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

## Measures to be observed inside the premises

19. 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 mandatory in catering areas, unless seated for food/drink consumption, as well as for tour participants and large conferences, as per paragraph 45 below and Meeting Guidelines in the *Addendum*;
  - b) except for the cases in point a) above, the use of masks is voluntary in the premises, though strongly recommended at all times while indoors, in particular in elevators and other closed spaces;
  - c) it is a good and highly recommended practice to maintain adequate physical distancing when in-door (1.5 metres when without masks and 1 metre with masks), in particular in areas with large concentration of persons;
  - d) frequent hand washing with soap and water or rubbing with alcohol hand sanitizer;
  - e) observance of respiratory etiquette when coughing or sneezing (covering one's mouth and nose);
  - f) 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.
20. 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 vulnerabilities.
21. Protective equipment (including masks and other sanitary/hygiene items) is available for FAO personnel and visitors in CSLH (first floor of Building B).
22. When outside of FAO premises, FAO personnel are subject to local authorities' rules.

## Travel related measures

23. 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 apply<sup>2</sup>. 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 \(salute.gov.it\)](https://www.salute.gov.it) [HERE](#).
24. Full COVID-19 vaccination<sup>3</sup> 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.
25. 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.
26. In respect of FAO corporate environmental responsibility and efficient use of the Organization's resources, duty travel should focus on those essential missions whose objective cannot be met through digital means. Managers are reminded of the requirements to adhere to the 15 days advance booking policy. Divisions are required to prepare Divisional travel plans, also taking into account the appropriate balance of presence in the office at any time (see reference in para 5 above).

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<sup>2</sup> 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.

<sup>3</sup> 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.

27. 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) in FAO. 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. The use of masks (FFP2/N95 or equivalent) is strongly recommended in public transport especially at peak hours.

### **Office occupancy**

28. Regular office space occupancy is limited to one person for small offices.
29. Shared offices or open spaces can be used with the following guidance:
- up to the capacity that permits 1.5 metres interpersonal physical distance;
  - mask wearing is not required; though it is recommended in line with the indications as per paragraph 19 above;
  - 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.
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).

### **Services available at FAO headquarters**

31. Catering concessionaires will provide meals or take away food, between 08:00 and 17:00 hours, observing hygiene measures. As per paragraph 19 a) above, masks should be used in catering areas, unless seated for consumption.
32. Catering areas on the 8th floor Building B and C (FAO Main Cafeteria, Uzbekistan Lounge and Restaurant) are again open. Safety and precautionary measures in place must be respected at all times to maintain a protected environment for amiable catering patronage.
33. Banks are open with regular hours to personnel, retirees and visitors authorized to access the building as per paragraphs 48 and 49 below.
34. 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.
35. 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

36. 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 19 above.
37. 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](mailto:Meeting-Services@fao.org).
38. Meetings with personnel of Permanent Representations are subject to the approval by the Director CSG (who will consult Line A, if/as appropriate), in line with the protocol in the *Addendum*. These meetings can only 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*.
39. Meetings with other external visitors are subject to Chief Security authorization (who will consult Line A, if/as appropriate), which should be requested through the concerned Core Leader. These meetings can only 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*.
40. Virtual or hybrid meetings should remain a preferred option.

## Access for external visitors

41. 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). The free circulation zone also includes terrace and catering areas on the 8th floor.
42. Access to the free circulation zone is permitted to the personnel of Permanent Representations, retirees and FAO staff dependents having a FAO building pass under normal security arrangements in place for building pass owners.
43. Access to the free circulation zone for other external visitors - unless 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”. Authorization can be requested at [Security-Services@fao.org](mailto:Security-Services@fao.org).
44. 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.
45. 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) 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 (calculation of occupancy is based on a reference of one metre distance between participants).
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 Line A if/as needed.
3. Pre-booking of all meetings involving participation of externals is mandatory (unless held in Senior Management offices as per para 38 above) and should to be done through a centrally managed meeting rooms system, by sending an email to Meeting-Services [Meeting-Services@fao.org](mailto: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 41 to 44 of the present Protocol.
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, service providers (banks, insurance, courier), terrace and catering areas on the 8th floor, as well as itinerary to/from meeting rooms on the second/third floors of Buildings B, C and D and the 8th floor.
6. Participation of external guests in FAO internal meetings is subject to the authorization of the Chief Security (who will consult Line A, 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. In the following cases, masks must be worn all the time in meeting rooms<sup>4</sup>:
  - (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.
12. For all other meetings not falling under the categories referred to in paragraphs 10 and 11 of the present *Addendum*, the use of masks is voluntary though strongly recommended.
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, if/as required, will be discussed on a case-by-case basis, including eventual protocol for travellers' access to headquarters.

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<sup>4</sup> 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 levels<sup>5</sup>**

<b>Meeting rooms under DDG-Thomas</b>		
D136	CSL Meeting room	10
D387	CSH Meeting room	6
E216	CSH Meeting room	4
B425	DDCT Meeting room	8
<b>Meeting rooms under DDG-Semedo</b>		
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
<b>Meeting rooms under DDG-Bechdol</b>		
B425	DDCB-Meeting Room	8
B309	PSU Meeting room	12
D738	PSR Meeting room	6
D768	PSR Meeting room	6
<b>Meeting rooms under Chief-Economist</b>		
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
<b>Meeting rooms under Chief-Scientist</b>		
C604	OIN Meeting room	8
<b>Meeting rooms under ODG</b>		
A143B	CSG Meeting room	10
A451	LEG Meeting room	8
B343/B344	OSP Meeting room	10
B361	OED Meeting room	8

<sup>5</sup> 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](mailto: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 + 5 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