



Returning to the WHO Geneva Campus



In light of the current reduction in local transmission of COVID-19 in Switzerland, as well as the easing of lockdown measures in Switzerland and France, WHO (Geneva) is beginning a progressive return of staff to the workplace to optimize delivery against our mandate while ensuring occupational safety and health for all WHO workforce.

This document provides information and guidance on the context, steps taken and expectations as we welcome staff in WHO - Geneva who will be returning to the office in the first phase.

Ensuring the safety of all colleagues and their families will require a new way of working on our campus as outlined in this document.

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Guiding principles to return to the office

WHO's priority is to ensure the safety and health of staff and maintain a secure and safe environment. The reopening of the premises will be gradual and in phases over a period of several months.

The return to WHO premises will be carried out in a controlled manner and in line with the activation of one of the return phases for the return to the campus. In this context, staff will generally be informed by relevant senior managers two weeks before.

Occasional return to the premises is granted by the staff members manager and ADG/BOS and should be requested using the Indico system (http://indico.un.org/e/Temporary_access_COVID19 and click on "Register" or "Renew Registration" – Google Chrome or Firefox only). All other staff members will continue teleworking. Everyone is expected to follow all guidance, protection and prevention measures appropriately, despite the inconvenience.

There should be no stigma against staff who have contracted Covid 19 and/or who continue teleworking.



Return to WHO HQ phased approach

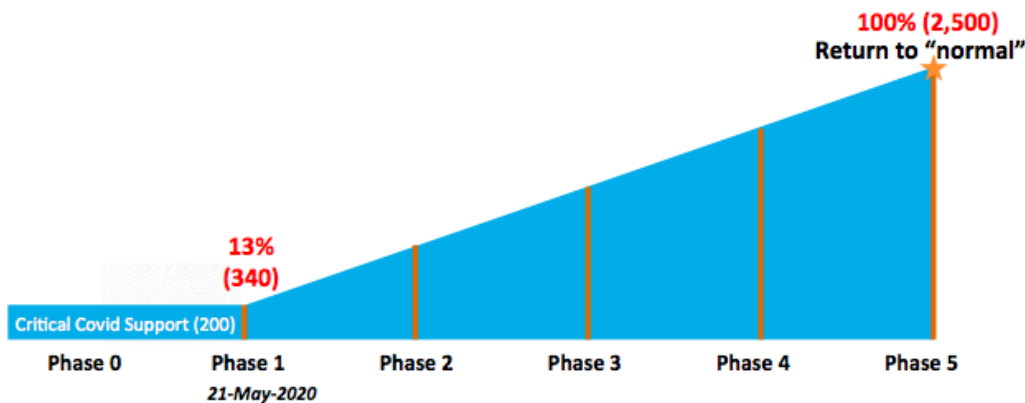
Phase 1 is scheduled to begin on 21 May 2020. In addition to the Covid-19 business continuity staff currently on premises, the first phase will mainly include the directors, the divisional management officers and some departmental assistants. The management officers have provided the list of staff who will return to office. The list will be provided to building security for badge activation.

All buildings will re-open and staff will return to their original office as far as possible. Some changes may be necessary for physical distancing, especially for staff in shared offices/space.

Staff will be informed individually if required.

The entire 1st floor of the main building as well as the SHOC room area are allocated to Covid-19 operations.

Phased return – increasing occupancy over time



- Phase 1 – limited return on 21 May, then assess epidemiologic situation before moving to next phase
- Phases 2 – 5:
 - A set number of colleagues will return to premises during each phase
 - Return will be approved on phase by phase basis based on epidemiological situation
 - Two weeks advanced notice given to staff prior return*
 - Must be in compliance with host government regulations

*Phase 1 may require a shorter notice period

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The dates of the remaining phases will be decided later, considering the evolution of the coronavirus outbreak, the measures in Switzerland and France. Staff should be ready to quickly adjust should the situation so requires.



Work from home, occupational safety & health and flexible working hours

- Staff not identified as returning to the premises will continue with the current teleworking arrangements.
- Due consideration will be given to staff with pre-existing health conditions, in order not to put them at higher risk of COVID-19-related complication.
- Due consideration will also be given to staff members living with dependents requiring care including those with young children, whose day-care centres or school are closed.
- Staff members who use public transport and face more risk of exposure to COVID-19 are encouraged to use flexible working hours to travel outside of rush hour periods. Staff are requested to inform managers, and managers are expected to be supportive of flexible working hours.
- Flexible working hours can be used by staff who need to cross the border to come to the office. Staff are requested to inform managers and managers are expected to be supportive of flexible working hours.
- Staff currently exceptionally teleworking at a duty station outside of Geneva and not part of an activated phase will continue to do so until the situation allows return.
- Newly recruited staff, and staff being reassigned to or from Geneva as a result of a mobility or a recruitment process, will work from their current location if the situation does not allow for their travel and/or conditions are not suitable at the receiving duty station.
- Under Phase 1 of the return to office at WHO, staff who continue teleworking are not required to complete teleworking forms.



Access to WHO premises

- Temperature screening (thermoscanners) are installed at the WHO main building entrance.
- All staff must use these entrances.
- Only those staff members with a body temperature below 38 degrees Celsius based on the thermoscanner will be allowed to enter the premises.
- When entering the building, staff members are requested to use the disinfecting hand sanitizer stands to sanitize their hands. Staff members are also requested to wash their hands thoroughly and frequently while at WHO premises, particularly after touching high-touch surfaces, including door handles, stair handrails, elevator buttons, water fountains, coffee machines, microwaves, vending machines, ATMs, and printers.
- Exit via badge controlled doors in main building and L/M building and main D building entrance. No exit through main entrance of main building.
- All receptions, visits, tours and events at WHO are suspended until further notice.
- D-Building underground parking remains closed. If you need to come to the office by car, please park in the outside parking areas or in underground parking P5/6.



Infection prevention and control measures

Individual measures

All measures communicated to staff at on the onset of the outbreak remain valid and important to respect:

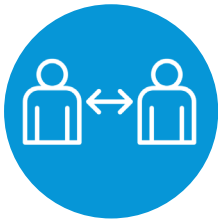
- Don't come to the office if you feel unwell and show suspected COVID-19 symptoms. Contact your treating physician and inform SHW (covid19-shw-hotline@who.int). Self-monitor your temperature and, in general, your health status (e.g. fever and cough).
- Complete the "SHW self-reporting form" that is sent to your email account on a daily basis.
- Wash your hands often with soap and water (for 40-60 seconds) or using hydro-alcoholic hand-rub (for 20-30 seconds).
- When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately in a bin and wash hands.
- Avoid touching your eyes, nose and mouth.
- Practice physical distancing (i.e. 1 meter /3 feet) in meetings, in the cafeteria and in the lifts (restrict to 1 or 2 persons at a time).
- If staff start to feel unwell with suspected COVID-19 symptoms e.g. fever, while in the office, they should stay in their office and immediately call Security emergency at ext. 1114.

Collective measures

In addition, the below infection prevention control measures are in place in common areas:

- All external visitors, i.e., non-staff are not generally permitted until further notice.
- Conference/meeting rooms are sanitized after every meeting.
- Additional hand sanitizers are being installed in common areas.

- Additional cleaners are deployed on every floor during the working day.
- High-touch surfaces are sanitized several times a day.
- Hand sanitizer are available next to print stations and vending machines.
- Staff are requested to sanitize their hands before and after using a printer
- The number of staff in toilets at same time is limited.
- Paper bins are located outside toilet doors.
- Staff are requested to keep their desks clear and free of all objects including personal items, papers, books or files to help ensure thorough cleaning.
- If a cleaner comes to your area while you are in the office, if possible, please vacate the space to enable them to clean your office/area.
- The air conditioning and ventilation systems has been modified as follows: increased rate of air exchange; increased volume of external air; earlier start of the ventilation earlier that runs longer; no recycling of air; external filters rated as high as we can go and the same as for health facilities/high end commercial use. This approach follows guidance of all available technical literature and professional HVAC institutes/bodies, and we continue to monitor this guidance in case it evolves.
- Where a member of the workforce present on the campus exhibits symptoms and leaves the office, the relevant office areas will be disinfected. Contact tracing is initiated by SHW and close contacts are informed to self-isolate until results of the test are available. The person having symptoms will be assisted by SHW in order to have a test.



Physical distancing

To ensure physical distancing of 1 meter in the building:

- Sitting in public areas is discouraged and some areas closed off.
- Use of elevators is limited to max 1 or 2 persons, with posters indicating capacity. Staff are encouraged to use the stairs.
- Floor line markers have been placed for circulation and queuing.
- Layout at entrances has been modified to promote physical distancing.
- One-way circulation is deployed in corridors where possible to minimize two-way face-to-face traffic.
- Some stairwells are also one directional.
- D & M Building cafeterias are closed.
- The Coffee shop (ex-Ritazza) is open from 8h00 to 11h30 and 14h00 to 16h00 but sitting inside and outside the Coffee shop is not possible until further notice.
- The main cafeteria remains open from 11h30 to 14h00 but physical distancing is enforced: every alternate chair has been removed.
- The post office remains closed until further notice.
- ATM machines and Multimat continue to be operational
- The gym will remain closed until further notice.

Staff are requested to sit at their own desk. If they cannot go back to their own desk, they will be informed individually about the location of their office. Only single occupancy of offices is allowed. For hygiene reasons, staff must not self-allocate office space or use desks/offices which may appear unoccupied.



Behavioural protocol

Colleagues should continue to be sensitive to the need to keep each other and their families safe. Colleagues must respect the guidance on physical distancing and maintain at least one meter distance at all times.

As per WHO guidance, the best way to prevent COVID-19 is to wash your hands regularly and strictly practice physical distancing.

There is no requirement for all staff to wear masks in the office. Staff who want to wear masks in the office should feel free to do so.

External service providers are required to follow the same safety protocols as above.



Meetings and conference rooms

- All should continue meeting as much as possible with their colleagues virtually, even when some colleagues are already at WHO premises and when meeting face to face, ensure that remote participation is possible;
- Enclosed offices will not be used for meetings;
- Unplanned use of conference rooms is prohibited as this will not allow for planned disinfection of rooms. Occupancy limits will be indicated in the meeting room booking system and on conference room doors.
- When meeting rooms are used, there should be 1 person per meeting table.
- External participants in meetings are not permitted access to the site until further notice. Virtual meeting alternatives should be used instead.



Mail and deliveries

- Staff members are instructed to ensure that all professional mail (including invoices) are sent electronically to WHO. Staff members are reminded that personal mail should not be sent to the office, and are requested to divert personal mail to their own addresses, and not to place orders for personal items with delivery at WHO. Items will be refused and returned to sender.



IT equipment

- For staff who had brought their IT equipment and/or furniture home, please note that we will not be in a position to provide duplicate equipment in the office. They should therefore bring their equipment back to the office and inform asset management accordingly by sending an email to fixedassetshq@who.int (except for mobile equipment such as tablets and laptops).



Continuous monitoring of effectiveness of the measures put in place

WHO will continue to monitor developments in Geneva and adjust this plan in accordance with Swiss rules and regulations and based on our internal experience. We may be required to adjust quickly to changes in our internal and or external environment.

