



Instructions and guidelines for the gradual return to work at UNESCO premises during the COVID-19 pandemic

Applicable to staff authorized to return to the premises from 11 May 2020

General points:

The COVID-19 pandemic is unprecedented and knowledge about the virus is evolving over time. The measures below may therefore be subject to change at any time. Check the [coronavirus intranet website](#) regularly and do not hesitate to contact coronavirus@unesco.org with any questions.

1. [Coming to work](#)

In order to come in to work, you need an **authorization** from your Assistant Director-General or Director. You may be asked for this authorization at the entrance of the building. The authorization may be in the form of a memo or e-mail.

- **Do not come to work if you have symptoms.** Mainly: fever; cold-like symptoms; cough; muscle aches and pains; severe fatigue; loss of taste or sense of smell. In which case, stay at home and contact your doctor. As a general rule, teleworking continues to be recommended until 2 June 2020.
- **Taking public transport:** follow the instructions of the host country. (Please note that wearing a mask is mandatory.)
- **Travelling by car:** if you have a passenger, he or she must sit in the back seat on the opposite side from the driver, and both driver and passenger must wear masks.
- **Travel on foot or by bike whenever possible.**

2. [On arrival at work](#)

- **At the reception desk, discard the mask you have been wearing:** throw your single-use mask in a closed bin or put your washable mask in a plastic bag.
- **Wash your hands** with soap and water or with a hydro-alcoholic solution.
- **Follow and observe directions** which will be displayed for movement around the sites. The use of elevators, corridors and stairways may be regulated.

3. Inside the building

- **Greet your colleagues without hugging or shaking hands.**
- **Keep a distance of one metre from your colleagues in all situations.**
- **Wash your hands frequently:** with soap and water or with a hydro-alcoholic solution.
- **Leave doors open to the extent possible** in order to avoid touching door handles.
- **Observe the recommended number of people in the lifts (1 person per lift).**
- **Wear a mask** in situations where it is impossible for you to maintain a distance of more than 1.5 metres between two people. For the month of May, UNESCO will provide each staff member with a sufficient number of masks. The masks will be distributed to those authorized to come in to work.

Note that wearing a mask only constitutes one of the protective measures.

Practical instructions for wearing masks:

How to wear a mask?



4. In your office

- **In the case of a shared office, maintain a distance of at least 1.5 metres between two workstations.** Do not face each other but stagger the workstations.
- **Air your office twice a day.**
- **Avoid sharing pens, headsets, tablet computers and telephones.**
- **Clean your workspace:** tablet computer, keyboard, mouse and telephone. This is in addition to the strengthened periodic disinfection of premises by UNESCO. Respect and assist cleaning and maintenance personnel.

5. Meetings

- **Hold meetings online whenever possible.**
- **Plan meetings that are short and without too many participants.** We recommend meetings with no more than 10 people in the same room.
- **Sit around the table,** respecting more than one metre between each participant and avoiding facing each other. (The simplest way is to leave every other seat vacant).

6. Catering

At least for an initial period as lockdown restrictions are eased, the restaurant services will only provide lunch bags. All cafeterias, bars and restaurants will remain closed.

7. Support services

- The UNESCO Day Nursery and Children's Club will remain closed.
- The library and the shop will remain closed.
- The Société Générale bank branch will be operational.
- The mail service will be operational (courrier@unesco.org).
- The badge office will be open and will operate by appointment only (badgeurs@unesco.org).
- Protocol services – opening hours of the visa, residence permit, diplomatic license plate and United Nations Laissez-Passer services will be as follows:
 - Visa and residence permit office: Monday to Wednesday, 10 a.m. to 12 noon.
 - Diplomatic license plate office: Thursday and Friday, 10 a.m. to 12 noon.
 - United Nations Laissez-Passer (UNLP) Office: Thursday and Friday, 10 a.m. to 12 noon.

8. Medical measures

Certain chronic illnesses pose an additional risk with regard to coronavirus disease (COVID-19) and require the continuation of teleworking. Please contact the medical service in case of doubt.

You must inform the medical service as soon as possible in the event of suspected or confirmed infection by coronavirus disease (COVID-19): (service.medical@unesco.org or 01 45 68 08 67)

Medical Service coverage: a member of the Medical Service at the Fontenoy site will be on duty at all times, but no one should go to the Medical Service without giving prior notice of his or her arrival by telephone: 01 45 68 08 67

