

## Returning to offices during COVID-19

### *Global guidance document*

## Table of contents

<b>Objectives</b>	<b>2</b>
<b>Who is covered?</b>	<b>2</b>
<b>A phased approach for returning to the office</b>	<b>2</b>
<b>Guidance for the phases of returning to the office</b>	<b>3</b>
<b>COVID19 Recovery Phase</b>	<b>3</b>
<b>1. For individual staff</b>	<b>3</b>
1.1. Employee considerations and accountabilities	3
1.2. Commute to work	3
1.3. Social distances	3
1.4. Health measures	4
1.5. Common areas use (e.g. kitchen, conference rooms)	4
1.6. Declaration of sickness	4
<b>2. For offices</b>	<b>4</b>
2.1 Equipment and health measures	5
2.2 Ensure workplaces are clean and hygienic	5
2.3 Office Design for Distancing Measures	5
<b>3. For meeting &amp; travel</b>	<b>5</b>
3.1 Meeting space & visitors	5
3.2 Travel	6
<b>Return to the New Normal Phase</b>	<b>6</b>
<b>1. For Individual staff</b>	<b>6</b>
1.1. Social distances	6
1.2. Health measures	6
<b>2. For offices</b>	<b>6</b>
Office design	6
<b>3. For meeting &amp; travel</b>	<b>6</b>
3.1 Meeting space & workshops	6
3.2 Business travel	6
<b>Non-exhaustive summary</b>	<b>8</b>
<b>Important links:</b>	<b>10</b>

## Objectives

- Create a safe environment for our colleagues to come back to offices
- Minimize the risk of infection for staff
- Communicate and maintain health & safety recommendations
- Provide clear processes and expectations for all employees on planning for return to office phases
- Communicate clearly and regularly on the evolution of the situation
- Build awareness that personal responsibility is needed, over and above measures taken to make our workplace safe and healthy for all
- Comply with local and national requirements as needed

## Who is covered?

- All WBCSD Staff
- Landlords
- Suppliers
- Visitors

## A phased approach for returning to the office

WBCSD wants to ensure the safest return to office working. The lockdown has resulted in significant changes in the way we work but has also proven we can work effectively remotely and continue to service our members and deliver business solutions, shape systems transformation and the post-COVID recovery.

The health, wellbeing and safety of all WBCSD staff is of utmost importance, and flexibility will remain our driving criteria during the pre-opening and the COVID19 recovery Phases. For those staff who are returning to the office, we have defined specific Phases informed by the objectives listed above.

Weekly monitoring will continue, due to the evolving nature of the global COVID19 crisis, and offices may close again if risks increase, for instance if:

- o The contagion rates are increasing
- o New cases are reported among employees / family members/ people I live with
- o Requirements and recommendations from government/authorities/landlords

Following is a summary of the phased approach for returning to the office:

**Pre-opening Phase:** Test measures put in place for readiness, to identify and mitigate risks. This will be completed in Geneva HQ and other regional offices, with learnings applied to the other office locations.

**COVID19 Recovery Phase:** Based on guidance from our medical consultant, and recommendations from relevant authorities which in some cases go above and beyond these recommendations, WBCSD will implement the following measures to ensure maximum safety and peace of mind- when offices are ready, with all required sanitation and safety measures in place. Numbers of people in the office will be limited due to social distancing requirements. Registration to work from the office will be required.

**Return to New Normal:** Based on guidance from our medical consultant, and recommendations from relevant authorities, which in some cases go above and beyond these recommendations, WBCSD will implement the following measures to ensure maximum safety and peace of mind- when offices are ready, with all required measures in place for hosting meetings and business-related travel.

## Guidance for the Phases of returning to the office

### COVID19 Recovery Phase

#### 1. For individual staff

Staff members must take into account the following before returning to the office during this Phase:

##### 1.1. Employee considerations and accountabilities

- No symptoms (self-check before coming to the office, such as taking temperature that should be below 37,5°, no coughing, no muscle aches, etc.). For common symptoms visit here: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
- Not part of the high-risk group and/or none of the people I live with are displaying symptoms and/or in a high-risk group
- Can commute safely to the office, particularly during peak hours
- Have been working from home alone or in a small place and would welcome personal interactions
- Must meet a team member in person
- Registration required for working in the office daily

##### 1.2. Commute to work

- Distribution of personal protective equipment, such as masks / face shields and antiseptic gel
- Allow flexibility in office working hours. For staff members who take public transport, encourage off-peak transit and use of personal protective equipment
- Use personal mobility, with strong preference for soft mobility (e.g. walking, cycling).

##### 1.3. Social distances

- Maintain social distances, minimum of 2 meters. Strictly respect floor markings and other visual instructions.
- Specific number of staff allowed at the same time in the office during pre-opening Phase and COVID Recovery Phase in order to respect physical distancing measures. This will be managed based on a registration process.

#### 1.4. Health measures

- Provide staff with online training for hygiene and safety measures prior to returning to the office. At a minimum, this will include a clear expectation of the individual hygienic measures we expect based on guidance from our medical expert and recommendations from relevant authorities. Note that measures implemented by WBCSD, in some cases, go above and beyond these recommendations, to ensure maximum safety and peace of mind. This will be communicated to staff online (document or infographic).
- Masks distributed at the entrance and must be worn for movement in the office.
- Disinfecting wipes will be made available to allow staff to clean all shared surface before and after use.
- Employees should sanitize their phones and badges.

#### 1.5. Common areas use (e.g. kitchen, conference rooms)

- Employees must disinfect shared ICT equipment before & after each use, particularly touch screens and other parts with a shared use (i.e. printer screens, etc.).
- Each individual staff must bring their own mug, cutlery, plate, glass and jug.
- Washing hands with water and soap is mandatory before touching any equipment.
- Use disinfecting wipes on all equipment available in the kitchen **before & after** touching it (fridge, coffee machine, kettles, microwave, etc.).
- Individual lunch should be brought by the employee in an individual lunch box.
- No lunch should be eaten in the kitchen (for offices with kitchen facilities). Recommended areas are: individual desks or outside if the weather allows.

#### 1.6. Declaration of sickness

- Declare at once any symptoms to HR, even light ones – all employees must stay at home in case of any symptoms.
- For each individual, if symptoms are reported: At least 10 days of self-isolation after the first symptoms have developed and one week after the symptoms fully disappeared. Work from home to fully recover.
- If a WBCSD employee reports infection from COVID-19 (either diagnosed through testing or by presence of 2 or more symptoms), the office should be placed in “self-isolation”/ quarantine for 14 days.

## 2. For offices

WBCSD’s offices are hosted within other facilities and so getting to and from the offices will require accessing public spaces. Employees must use common sense and at a minimum avoid sharing elevators

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with others, respect social distancing, wash hands with soap and water when using restrooms, touching communal facilities, etc.

### **2.1 Equipment and health measures**

- Medical grade masks and/or face shields provided by WBCSD (must be used when moving around the office but not at the desk, and changed every half day).
- Antiseptic hand gel and disinfecting wipes provided by WBCSD.
- Display posters promoting handwashing with soap – from local public health authority or directly from [www.WHO.int](http://www.WHO.int)
- Use stickers to mark the kitchen floor or any other area which requires specific behavior (for instance, staff should sanitize / wash their hands before touching any equipment in the kitchen).
- Floor markings to indicate passageways and social distancing safety zones near workstations.

### **2.2 Ensure workplaces are clean and hygienic**

- Define a strong and detailed cleaning protocol with our cleaning companies (disinfection of the surfaces and objects, evacuation of the used personal protective equipment...)
- Make sure there is a continuity of the enhanced cleaning measures (toilets, staircases, lifts, etc.)
- Regular ventilation by opening all windows, in the morning, during lunch hours and breaks (four times a day for a minimum of 10min)
- While air conditioning does not seem to be a vehicle for COVID-19, proximity to forced ventilation of significance (such as a blade fan or HVAC outlet), may require increased social distancing beyond the norm of 2 meters.

### **2.3 Office design for distancing measures**

- Define and communicate clear office space to staff which respect social distancing
- Individual seating space with screen but no keyboards (use of individual computer)

## **3. For meeting & travel**

### **3.1 Meeting space & visitors**

- Limit use of meeting rooms and meeting participation to ensure safe distancing can be applied
- Meeting space capacity must be adapted to local regulation, while respecting the social distance
- Provide disinfecting wipes in the meeting space, clean the area when you leave and remove all your personal items
- No hosting of external meetings
- Large meetings (i.e. staff meetings) remain virtual
- Visitors should be limited to critical office activity (such as equipment maintenance) and should be approved by the Covid-19 response team before. A health and Safety briefing must be provided to the visitor at the reception.

### 3.2 Travel

- No business travel allowed
- Personal travel calls are each employee's own judgement, but considerations should be given to access to health care, potential border closures and mandatory or voluntary self-isolation needs.

## Return to the New Normal Phase

### 1. For individual staff

#### 1.1. Social distances

- All staff allowed at the same time in the office, no more registration required
- Social distancing restrictions are no longer applicable

#### 1.2. Health measures

- No more masks required in the office
- Remove floor markings

### 2. For offices

#### Office design

- Office design back to normal
- No more restriction on occupation limit in the kitchen but hygienic measures remain

### 3. For meeting & travel

#### 3.1 Meeting space & workshops

- No meeting room capacity limit enforced (however respect the meeting room maximum capacity limits)
- Large meetings (i.e. staff meetings) can take place physically again
- Visitors can come to the office without restriction

#### 3.2 Business travel

- Only essential travel will be considered by SMT until further notice
- Any travel on behalf of WBCSD must receive SMT authorization before booking or traveling
- If travel is authorized, staff members must travel with personal protective equipment provided by WBCSD (and adhere to any additional requirements required by airport, airline and visiting location requirements)



- Personal travel calls for each employee's own judgement, but considerations should be given to access to health care, potential border closures and mandatory or voluntary self-isolation needs.

## Non-exhaustive summary

	<b>Preopening</b>	<b>Covid-19 Recovery</b>	<b>Return to New Normal</b>
<b>Purpose</b>	Assess measures put in place for readiness, identify and mitigate risks. This will be completed in Geneva HQ and other regional offices, with learnings applied to the other office locations	Create a blended working environment (Office and WFH) in the respect of safety and health measures that enables a flexible return from the lockdown	Enable all staff to return to flexible working conditions with dominance of collaborative office working conditions
<b>Who it concerns</b>	Covid-19 task team and regional directors (all other staff to keep lockdown mode of operation)	All staff (all regions)	All staff (all regions)
<b>Before you come to the office</b>	Provide all staff training on safety and hygiene measures to adopt in other phases.	<p>No symptoms (self-check before coming to the office, such as taking temperature that should be below 37,5°, no coughing, no body aches , etc.). For common symptoms visit here: <a href="https://www.who.int/news-room/q-a-detail/q-a-coronaviruses">https://www.who.int/news-room/q-a-detail/q-a-coronaviruses</a>. No symptoms declared from cohabitants.</p> <p>Not part of the high-risk group and/or none of my family members/people I live with are displaying symptoms and/or in a high-risk group</p> <p>Can commute safely to the office, particularly during peak hours</p> <p>Have been working from home alone or in a small place and would welcome personal interactions</p> <p>Must meet a team member in person</p> <p>Registration for working in the office daily</p>	<p>No symptoms (self-check before coming to the office, such as taking temperature that should be below 37,5°, no coughing, no body pain, etc.). For common symptoms visit here: <a href="https://www.who.int/news-room/q-a-detail/q-a-coronaviruses">https://www.who.int/news-room/q-a-detail/q-a-coronaviruses</a>. No symptoms of cohabitants</p>
<b>Declaration of illness</b>	<p>Announce at once any symptoms, even light ones.</p> <p>For each individual, if symptoms are reported: At least 10 days of self-isolation after the first symptoms have been developed or 1 week after the symptoms fully disappeared. Work from home to fully recover.</p>	<p>Declare at once any symptoms to HR, even light ones – all employees must stay at home in case of any symptoms.</p> <p>For each individual, if symptoms are reported: At least 10 days of self-isolation after the first symptoms have been developed or 1 week after the symptoms fully disappeared. Work from home to fully recover.</p> <p>If a WBCSD employee reports infection from COVID-19 (either diagnosed through testing or by presence of two or more symptoms), the office should be placed in “self-isolation”/ quarantine for 14 days.</p>	
<b>Commuting</b>	Private transport	<p>Allow flexibility in office working hours. For staff members who take public transport, encourage off-peak transit</p> <p>Use personal mobility, with strong preference for soft mobility (e.g. walking, cycling).</p> <p>Distribution of masks / face shields and antiseptic gel to staff</p>	Usual ways of commuting allowed.



<b>At the office</b>	<p>Put floor markings for social distances between desks.</p> <p>Put antiseptic gel and disinfecting wipes around the office.</p>	<p>Maintain social distances, minimum of 2 meters. Strictly respect floor markings and other visual instructions</p> <p>Specific number of staff allowed, based on registration, at the same time in the office during pre-opening phase and COVID recovery phase in order to respect physical distancing measures.</p> <p><b>Health measures:</b> Provide staff with online training for hygiene and safety measures <u>prior</u> to returning to the office. At a minimum this will include a clear expectation of the individual hygienic measures we expect based on recommendation from our medical expert. This will be communicated to staff online (document or infographic).</p> <p>Masks distributed at the entrance and must be worn for movement in the office.</p> <p>Disinfecting wipes will allow staff to clean all shared surface before and after use.</p> <p>Employees should sanitize their phones and badges.</p>	<p>Office design back to normal No more masks in the office Remove floor markings</p>
<b>Common facilities (kitchen areas, toilets, etc...)</b>	<p>Put signalization stickers, posters and floor markings.</p> <p>Seal all the common cupboards.</p> <p>Put antiseptic gel and disinfecting wipes.</p>	<p>Employees must disinfect shared ICT equipment before &amp; after each use, particularly touch screens and parts commonly used.</p> <p>Each individual staff must bring his own mug, cutlery, plate, glass &amp; jug.</p> <p>Wash hands with water and soap mandatory before touching any equipment.</p> <p>Use disinfecting wipes on all equipment available in the kitchen before &amp; after touching it (fridge, coffee machine, kettles, microwave, etc. )</p> <p>Individual lunch should be brought by the employee in an individual lunch box</p> <p>No lunch should be eaten in the kitchen. Recommended areas are: individual desks or outside if the weather allows.</p>	<p>No more restriction on occupation limit in the kitchen but hygienic measures remain</p>
<b>Meeting rooms</b>	<p>Remove the excess of chairs.</p> <p>Put antiseptic gel and disinfecting wipes.</p>	<p>Limit use of meeting rooms and meeting participation to ensure safe distancing can be applied</p> <p>Meeting space capacity must be adapted to local regulation, while respecting the social distance</p>	<p>No meeting room capacity limit enforced (however respect the meeting room maximum capacity limits).</p>
<b>Visitors</b>	<p>No visitors allowed except cleaners</p>	<p>No hosting of external meetings</p> <p>Visitors should be limited to critical office activity</p>	<p>Visitors can come to the office without restriction</p>
<b>Travel (Business)</b>	<p>No business travel allowed</p>	<p>No business travel allowed</p>	<p>Only essential business travel will be considered by SMT until further notice</p> <p>Any travel on behalf of WBCSD must receive SMT authorization before booking or traveling.</p> <p>If travel is authorized, staff members must travel with masks, gel and gloves provided by WBCSD</p>

			(and adhere to any additional requirements required by airport, airline and visiting location requirements)
<b>Travel (personal)</b>	When staff members return from personal travel, a self-isolation of 14 days must be respected.	Personal travels are each employee's own judgement, but considerations should be given to access to health care, potential border closures and mandatory or voluntary self-isolation needs.  When staff members return from personal travel, a self-isolation of 14 days must be respected.	

## Important links:

[WHO document](#)

Geneva

[Confederation measures](#)

[Liste de controle](#)

<https://www.ge.ch/covid-19-entreprises-commerces-chantiers/directives-aux-entreprises-autorisees-rester-ouvertes>

<https://www.seco.admin.ch/seco/fr/home/Arbeit/Arbeitsbedingungen/gesundheitsschutz-am-arbeitsplatz/Pandemie.html>

India

- Awareness materials <https://www.mohfw.gov.in/index.html>
- Behavioral health resources <https://www.mohfw.gov.in/index.html> (including yoga and meditation)
- Guidelines for home quarantine <https://www.mohfw.gov.in/pdf/Guidelinesforhomequarantine.pdf>
- Advisory on social distancing <https://www.mohfw.gov.in/pdf/SocialDistancingAdvisorybyMOHFW.pdf>

Singapore

- COVID 19 symptom checker [sgcovidcheck.gov.sg](http://sgcovidcheck.gov.sg)
- Safe distancing measures <https://www.mewr.gov.sg/safe-distancing>

United Kingdom

- NHS information <https://www.nhs.uk/conditions/coronavirus-covid-19/>

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- Coronavirus (COVID-19): what you need to do <https://www.gov.uk/coronavirus>
- Stay at home guidance for households with possible coronavirus (COVID-19) infection <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>
- Get an isolation note to give to your employer <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>
- Coronavirus outbreak FAQs: what you can and can't do <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>
- 10 tips to help if you are worried about coronavirus <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>

#### United States

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- Prevent getting sick <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html>
- What to do if you are sick <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
- 15 days to slow the spread: The President's Coronavirus Guidelines for America [https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20\\_coronavirus-guidance\\_8.5x11\\_315PM.pdf](https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf)
- Cleaning your home <https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-your-home.html>
- Daily life and coping <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/index.html>

#### EPI WIN

- EPI WIN website with trusted information on COVID-19 <https://www.who.int/teams/risk-communication/Individuals-and-communities>
- Healthy at Home <https://www.who.int/news-room/campaigns/connecting-the-world-to-combat-coronavirus/healthyathome>