

International Residual Mechanism for Criminal Tribunals Arusha Branch



Back-to-Office Guide



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1. Introduction

This document provides information on the measures that have been put in place at the IRMCT Arusha branch premises to facilitate personnel's¹ return to work in a manner that supports their health and safety. It also gives guidance to staff on recommended practices to minimise the possible spread of COVID-19 while on the premises.

The measures implemented by the IRMCT Arusha branch are in line with guidance from the United Nations Secretariat and the World Health Organization (WHO).

The return of personnel to the office is planned to be done in a phased manner. Managers of the respective sections shall be responsible for ensuring the proper implementation of the phased return.

Phase 1 was a preparatory phase which included the assessment of the premises to identify required modifications to the infrastructure that ensure the safety of staff on the premises. Following the assessment, those modifications were carried out by the General Services Section (GSS) and Information Technology Services Section (ITSS) in consultation with the Medical Unit, Safety and Security Section and Staff Union. Phase 1 has been completed with the required modifications implemented.

Phase 2 is scheduled to start on Wednesday, 2nd of September 2020, with a maximum of 30% of personnel allowed on the premises at any given time. The dates and details of the later phases will be communicated upon review of the success of Phase 2, and subject to the readiness of the premises for increased occupancy and operational requirements.

2. Compliance

This guide applies to all personnel on the premises. Contractors shall additionally follow the SOP entitled "*External Contractors Present on the IRMCT Arusha Branch Premises*".

3. Guiding Principles

The following guiding principles have been adopted by the COVID-19 Management Team in consultation with the Medical Unit, Safety and Security Section and Staff Union:

- Protection of Health and Welfare: The health and welfare of staff members, as well as non-staff personnel including contractors and interns, as well as other participants and stakeholders such as detainees, witnesses and visitors, must be considered in all planning and decision-making, using a risk management approach with due consideration given to expert advice and national policies.
- Business Continuity: Plans and decisions must aim to maximise business continuity and efficiency throughout the COVID-19 crisis.

¹ For the purposes of the Back-to-Office Guide, the term "personnel" means staff (International Staff, General Service Staff) and non-staff (Consultants, Individual Contractors, Interns, UN Volunteers, etc.)



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- Mitigate Financial Impact: The financial impact of plans and decisions must be considered and, where possible, plans and decisions that address both COVID-19 concerns and the Mechanism's financial situation should be preferred.
- Transparency and Consultation: COVID-19 planning and decision-making must be transparent and involve meaningful consultation to the extent possible.
- Communication: COVID-19 plans and decisions should be communicated in a timely and clear manner, mindful of the different concerns and experiences of those affected. Careful thought should be given to the means of delivering the information and messaging, as well as the need to safeguard sensitive information. The use of available technologies for communication should be optimised.
- Flexibility: COVID-19 planning must be flexible in terms of flexible application among organs, sections and units, flexible application over time in light of events and developments and recognising that there may be individual circumstances that would need to be accommodated.
- Agility: COVID-19 planning, decision-making and adopted implementation measures must be sufficiently agile to be able to respond effectively to dynamic circumstances and changes in the operational context.

In preparing this guide, the following are considered throughout this document:

- a) Phased approach: The return to office shall be done in a gradual manner and with strict adherence to all precautionary measures to ensure a controlled and safe return. Measures and plans shall be assessed regularly and adjusted, if necessary.
- b) Flexibility and respect for concerns of personnel: We recognise that the pandemic and related measures have affected personnel in different ways. Returning to the office should be voluntary and, subject to operational requirements. Managers are requested to exercise flexibility in this regard. Personnel are reminded to contact the Medical Unit if they or their recognised dependants have an underlying medical condition (e.g. heart disease, lung disease, diabetes, obesity, or if immuno-compromised) that puts them at a higher risk of severe illness from COVID-19.
- c) Guidance is taken from the UN Country Team, WHO and UN Headquarters.
- d) Communication: To facilitate a safe and productive return to working on-premises, best efforts are made to communicate effectively through a variety of means to both inform and solicit feedback.
- e) Adapting to "the new normal": We are not returning to "business as usual", Instead, we are returning to a "new normal" at the office premises. Precautionary measures, such as physical distancing and enhancing personal hygiene standards will continue to be important for the foreseeable future.

4. [Precautionary measures on the premises](#)

Precautionary measures, such as physical distancing, are simple yet effective ways to prevent the spread of the virus. The following measures need to be adhered to while on the premises:



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- Keep a minimum of 1.5-metre distance from others at all times. This includes the distance between work stations in shared offices.
- At all times, maintain thorough hand hygiene through frequent hand washing and sanitising. Compliance with the Mechanisms policy entitled “Hand hygiene and distancing on Mechanism premises”² is mandatory.
- Practice good coughing etiquette, such as coughing into a flexed elbow.
- Refrain from physical contact with others, such as handshakes or hugs.
- Avoid touching surfaces that are frequently touched by others, to the extent possible.
- Avoid ad hoc meetings or gatherings in corridors or other common areas.
- Stay at home in case of slight cold, flu or COVID-19-like symptoms.

5. Access to the premises

During Phase 2, a maximum of 30% of all personnel are allowed on the premises, at any given time. Additionally, please mind the following:

- a) Vehicle Screening: No changes to vehicle screening measures. Personnel are advised to display their ID cards to the Security Officer without winding down their windows.
- b) Pedestrian entry and exit: At the first gate, pedestrians are required to wash or sanitise their hands before entering the premises. Entry and exit are through the same gate, give way to exiting traffic and remember to maintain physical distance.
- c) Pedestrian screening area: At the second gate, personnel are required to wash or sanitise their hands, before entry. Disinfectant sprays and paper towels are provided for cleaning of the X-ray trays. In addition to the metal detectors and X-ray scanners, thermal scanners have been put in place. Procedures for entry into and exit from the screening area remain unchanged.
- d) Pedestrian exit: When exiting or re-entering the premises, pedestrians are to use the turnstiles beside the second gate. To avoid traffic build-up, the exit turnstiles should be approached from the walkway opposite the exit turnstiles. 1.5-meter floor markings are in place to remind personnel to keep a safe distance.

6. On the premises

Text and infographic posters have been placed around the premises to provide reminders of recommended practices. The following added measures are in place on the premises:

- a) Lifts: The use of the lift in the office building is limited to one person at a time. Priority should be given to persons with physical or mobility disabilities. Personnel are encouraged to use the stairs where possible. Users must sanitise their hands before operating the lift.

² At the time of issuing this document, the policy version approved by the IRMCT COVID-19 management team on 15 July 2020 was effective.



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- b) Stairs/corridors: Some stairs/corridors are narrow and do not allow for the 1.5 metres to be maintained. Where possible, give way to colleagues who are already on the stairs/corridor.
- c) Toilets: The use of the toilets is limited to one person at a time. The main toilet doors have been fitted with latches that indicate when the toilet is free (green) or occupied (red). Posters reminding users to lock the door when using the lavatory have been placed on the doors. Hand washing soap, disinfectant spray and paper towels are available in each toilet. Personnel are encouraged to use the hand sanitiser provided on the wall outside, especially when exiting the toilet.
- d) Main lobby: To avoid traffic build-up, personnel are requested to avoid congregating in the lobby. Magazines and newspapers are no longer provided in the lobby. The number of furniture has been reduced.
- e) Water dispensers: Water dispensers are communal and represent an increased risk if not used properly, Wash or disinfect hands before operating and ensure your bottle or cup does not come in contact with the dispenser when refilling.
- f) Printers: In addition to PINs, badge authentication has been installed on the printers to increase document confidentiality and reduce the frequency of forgotten prints. This measure also reduces the frequency of others touching your printouts. Please sanitise your hands before operating the printer.
- g) Gym: The gym is closed until further notice.
- h) Outdoor recreational areas and smoking areas: Personnel are requested to adhere to physical distancing requirements when using the designated outdoor recreational and smoking areas. Benches may be utilized by one person at a time. For larger benches, a maximum of two persons sitting at each extreme applies.

7. Office Spaces

Shared Offices: To ensure that safe distance is maintained between workstations, the layouts were reviewed and changes were made to ensure a 1.5-metre sitting distance.

For optimal physical distancing, during Phase 2, managers are encouraged to give staff in shared offices the option to be present on a rotational basis.

A disinfectant kit will be made available to each office for staff to clean their workstations.

8. Meeting rooms

Where possible, meetings should take place through Microsoft Teams, or other approved virtual solutions. If a face-to-face internal meeting is necessary, please select a meeting room that is large enough for the number of participants, and limit the meeting to one hour to avoid long face-to-face meetings. Meetings should only take place if the requirement of 1.5-metres physical distance can be adhered to.



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The meeting rooms have been rearranged to ensure adequate physical distancing. The maximum occupancy of meeting rooms has changed as follows and will be displayed on the door as well as in the booking system:

- B128: 7 persons
- B123: 4 persons
- B023: 4 persons
- Training room (Tent): 4 persons
- Mount Meru (Tent) 4 persons
- Meeting room (Prefab) 4 persons

Within the conference rooms, participants are requested to occupy the furthest possible seat on entry. This will minimize the number of times you need to pass colleagues. Likewise, the participant closest to the exit door is expected to leave first. Disinfectant spray bottles and paper towels are available in the meeting rooms.

9. Cleaning and disinfection measures

Thorough cleaning of exposed and frequently touched surfaces remains a crucial measure to prevent the spread of COVID-19. The GSS has reviewed the cleaning protocols per guidance from WHO and has implemented the following measures:

- Regular cleaning of all areas of the buildings
- During the regular cleaning, toilets and other common areas (e.g., lifts, cafeteria, seating areas, etc.) are sanitised daily or more frequently, depending on the scale of usage
- Cleaning and sanitising of frequently touched surfaces (e.g. door handles, lift buttons, stairway rails, etc.) will be done several times throughout the day
- Hand sanitisers have been made available in all common areas
- Meeting rooms and other equipment are thoroughly cleaned and sanitised before and after use

10. Cafeteria

The procurement process for a new cafeteria service provider is underway and expected to be in place during Phase 2.

Staff are encouraged to stagger their lunch breaks to avoid build-ups in the cafeteria. To ensure the safety of personnel, the following measures are in place³ in the cafeteria:

- Markings on the floor to remind everyone of the required 1.5 metres of physical distance while queuing.
- Installation of plexiglass screens between the service providers and customers, to ensure safe interaction

³ At the time of publication, some measures were not fully implemented, however their implementation is underway.



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- Spacing of tables and chairs in the cafeteria to comply with physical distancing requirements. One person is permitted per table, however, tables may be combined to allow colleagues to have lunch together in a safe manner. If all the tables are occupied, staff may use outdoor sitting areas or come back later.
- Signage has been posted in strategic locations to remind people of the need to maintain physical distance, washing or sanitising one's hands is mandatory when entering the cafeteria.

11. Kitchenettes

The kitchenettes remain open and available for personnel to use. However, it is important to highlight the increased risks associated with shared equipment such as microwave ovens and fridges. Users are requested to be extra cautious and vigilant.

It is recommended to wash or disinfect storage containers after taking them out of the fridge and before putting into the microwave ovens. In the interest of all users, it is required to wash or disinfect your hands thoroughly when in the kitchenette.

Disinfectant sprays and paper towels will be available for staff to clean the microwave ovens.

12. Courtroom

Modifications to the courtroom to ensure safety measures are ongoing and will be communicated in due course.

13. Ventilation

In areas with centralised cooling, the use of recycled air has been turned off to use 100% fresh air. The use of cooling units attached to the central system and split AC units is discouraged, reliance on natural ventilation by keeping windows and doors widely open is recommended.

14. Transport

All passengers are required to wear face masks while in the vehicles and sanitise their hands, immediately after entering the vehicles. The vehicles are cleaned frequently and disinfected between trips. Requests for vehicles should be made in advance to allow for adequate planning and preparation.

15. External Visitors

It is recommended to limit the number of external visitors. Where possible, meetings should be held virtually. For necessary on-site visits, refer to the most up-to-date Mechanism advisory on visitors.

All meetings with visitors shall take place under the precautions outlined in this guide.

Group visits to the IRMCT Arusha branch are currently suspended until further notice.



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16. What to do if you feel unwell on the premises

If you become unwell with COVID-19 like symptoms while on the premises, put on a mask immediately, limit contact with others and call the Medical Unit on 5339 / 5302 (Extension) or +255 784 401 204 / +255 767 269 642 (Mobile).

After hours, in case of emergency, personnel should call the Security Operations Centre on +255 784 400 859 (Mobile) or +255 272 565 200 (Landline) or 179-5200 (Inter-Mission). Even if a member of the UN personnel is off-site and they become unwell, they are requested to inform the UN Medical Unit as soon as possible if they develop COVID-19-type symptoms.

17. Use of face mask

Please refer to and comply with the Mechanism's policy document entitled "Use of face masks on IRMCT premises"⁴.

18. Communication

Personnel will be informed through their managers and broadcast messages.

On the premises, reminders to adhere to the required precautionary measures through posters and floor markings will be displayed throughout.

A Back-to-Office information video has also been made.

19. Where you come in

All the measures described in this guide have been put in place to ensure the safety of staff on the premises. In order to make them successful, we rely on you following them. Do not hesitate to politely remind others to follow them. The fight against COVID-19 is a joint effort.

⁴ At the time of publication, the version adopted by the COVID-19 management team on 14 July 2020 is effective.



20. Gallery

Image 1: Floor markings in the pedestrian screening area





Image 2: Floor markings in pedestrian screening entrance

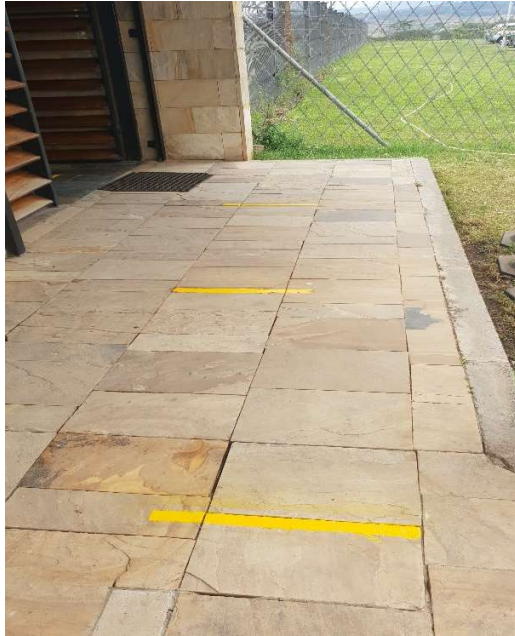


Image 3: Hand washing station





Image 4: Pedestrian exit turnstile

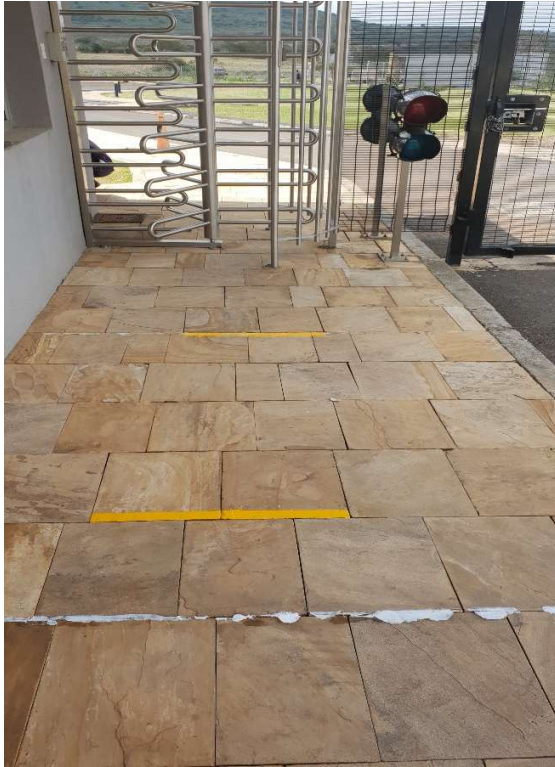


Image 5: Entry and Exit pavements

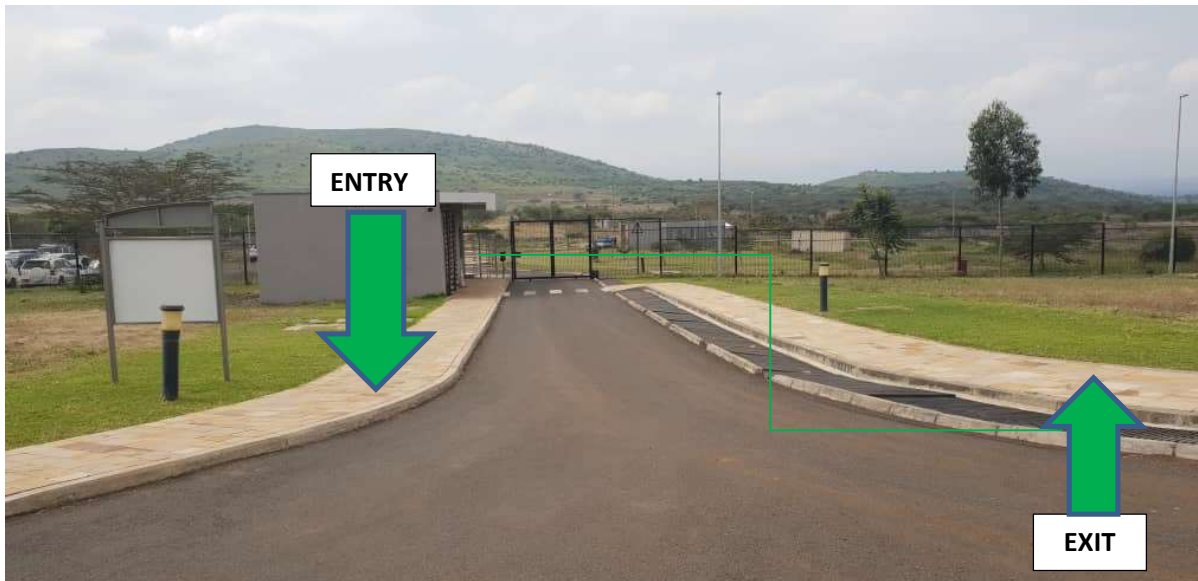




Image 6: Sanitizer dispenser





Image 7: Toilet latch and sanitizer dispenser





Image 8: New layout: Two-person shared office



Image 9: Sanitizer dispenser in the printing area

