Colofon

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Objective of this generic guide

It is a fact that we will still have to live with the coronavirus for a long time to come. This is why it is important to continue to take measures for a long time to avoid the further spread or new waves of the virus as much as possible, including at work and during work-related travel. Employers, workers, social partners, prevention services and other actors, in both the private and public sectors, have an important role to play here.

This generic guide was produced in April of this year and was the result of co-operation between the social partners in the High Council for Prevention and Protection at Work, the Economic Risk Management Group, the FPS Employment and the policy unit of the Minister for Employment. Based on their expertise, they have developed a tool that carries considerable support, containing a number of necessary and minimum building blocks to enable workers to work as safely as possible by keeping the risk of infection as low as possible and avoiding infections as much as possible.

This generic tool can then be further customised by the different sectors to take maximum account of their sector-specific context, and by any employer who needs it. In the meantime, many sectors have made use of this possibility by drawing up sector guides or protocols that can be consulted on the FPS ELSD website.

Social dialogue at all levels plays a central and crucial role in creating a coronasafe working environment as much as possible. Existing consultation bodies within the organisation, such as the Committee for Prevention and Protection at Work, the Works Council, the trade union delegation and the workers themselves (if there is no trade union delegation) should be involved in the choice and implementation of these measures according to their respective powers. In addition, the expertise available internally and externally, e.g. from the prevention advisor and the external prevention services, must also be called upon, especially at companies where internal expertise is lacking or limited.

This generic guide aims to propose concrete and feasible prevention measures to support employers and protect workers at work, during journeys to and from the workplace (e.g. communal transport), or during other work-related activities (e.g. use of canteens, changing rooms and other social services and contact with customers, suppliers and sub-contractors).

In the federal regulations, which include measures to limit the spread of the coronavirus, it is stated that companies must take adequate preventive measures in order to be able to comply with social distancing rules as far as possible. Employers can use the measures in the generic guide and the sectoral guides as a basis for taking these preventive measures: these can thus be considered as good practice, compliance with which creates a presumption that the employer has taken appropriate preventive measures in relation to the coronavirus. This is of course without prejudice to the application of the Act of 4 August 1996 on the well-being and the Codex on well-being at work, including the hierarchy of preventive measures.

The content of this guide may be supplemented in the light of other coronavirus guidelines at federal, regional and local level, including the corona barometer, and on the basis of new scientific insights and best practices.

**Together against the virus**: in order to keep the spread of the virus under control as much as possible, it is very important that employers, workers and other stakeholders correctly and systematically apply all the principles and measures of the generic guide on the workplace, taking into account the specific needs of the sector and the company.
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Note: the images in this guide are intended only to illustrate and clarify the principles or measures contained in the text. They are not a perfect reflection of reality in terms of layout and dimensions. They should not be regarded as a mandatory example but can provide inspiration.
CONTEXT How does this generic guide relate to the sectoral guides and their application in the company?

### Generic guide
- Basic principles
- Guidelines
- Examples/Tips
- Documentation/Info

### Sector
- Sector-specific detail where necessary/possible
- On the basis of generic guide
- Existing protocols/measures to be tested/refined

### Application in company
- Company-specific application in combination with the Codex on well-being at work
- On the basis of the generic guide and/or the sectoral guide
- Existing protocols/measures to be tested/refined

- Dialogue social partners
- High Council for Prevention and Protection at Work
- Dialogue with social partners at sectoral level
- Corporate consultation (competent bodies - cascade)

Figure 1. Guideline framework for safety at work

The generic guide and the sectoral guides on which companies can rely can be consulted on the FPS ELSD website [www.employment.belgium.be](http://www.employment.belgium.be).
General measures

Make maximum use of the social dialogue in your company

Consultation on a regular basis on the measures (to be) taken with the Works Council, the Committee for Prevention and Protection at Work, the trade union delegation and the workers themselves (through direct participation), in accordance with their respective powers: this will increase support for and observation of the measures.

Involve experts

First of all, make use of the expertise available internally and externally, such as the prevention advisor and the external prevention services.

![Diagram of social consultation and experts](image)


Give clear instructions and provide the necessary training and communication

Inform your workers as to why it is necessary to start work or stay at work in a safe way, even if working from home is not possible.

Provide your workers with accessible information, clear written instructions and appropriate training on the measures and ensure that this information and these instructions are properly understood and followed. Also pay particular attention to the correct use of the mask. Repeat the instructions regularly, having regard to workers who may need additional training and instructions, such as inexperienced workers or temporary workers.

In addition, ensure psychosocial support for your workers and, if necessary, involve the psychosocial aspects prevention advisor or confidential counsellor, including for home working.

Vulnerable workers
Pay particular attention also to workers with vulnerable health, such as workers with chronic conditions (e.g. lung and heart problems, diabetes) and workers undergoing or having undergone cancer treatment. Workers with special needs, such as young people, trainees, workers with disabilities (visually impaired, persons with reduced mobility), new workers, allophones, foreign workers,... also deserve special attention.

Have regard to workers who have continued to work in unusual or difficult circumstances.

Communicate continuously with all workers.
Provide information for workers and externals

Contact your workers, including temporary workers and interns, in a timely manner, as well as external parties such as customers, clients, suppliers, sub-contractors, freelancers, visitors, parents and others who come into contact with the organisation, to inform them about the rules at your organisation.

Many people will have practical questions: make it clear to whom they can turn via info boards, your intranet, website, etc.

Include the contact details of useful reference people at the internal or external prevention service, such as the occupational physician, the confidential advisor, the prevention advisor and the psychosocial aspects prevention advisor, the confidant(s) potentially along with a contact point for corona-related questions.

Apply the social distancing rules to the maximum

Social distancing involves a number of actions or infection reduction or control measures aimed at stopping or slowing the spread of an infectious disease. The aim is to avoid or reduce the risk of physical contact between infected persons and others and thus prevent the spread of the disease.

For this, it is very important to maintain social contacts between colleagues and between colleagues and the hierarchical line, preferably in another way than physically, e.g. by telephone, e-meetings,...
Keeping a distance, i.e. avoiding contact with other people within 1.5 metres, remains the best way to limit the spread of COVID-19. So, guarantee a distance of 1.5 metres as much as possible and forbid gatherings.

If the organisation of work does not permit this despite other additional measures, then try to come as close as possible to the margin of 1.5 metres. Use markings, ribbons or physical barriers to demarcate zones or places or mark on the ground how much distance to keep. These principles apply to all places in the company and to all other aspects of work.

At the end of this guide, a series of examples of scenarios have been developed that illustrate the principles of social distancing. See Social distancing: illustration of scenarios.

Apply the rules concerning quarantine and isolation

There are specific rules that apply to specific situations, such as the return from a red zone, after contact with coronavirus-positive people at work or at home, etc.

In order to keep the spread of the virus under control as much as possible, it is very important that employers, workers and all other actors in the workplace strictly follow the rules on quarantine, isolation and contact detection. It is only possible to derogate from it for specific persons in certain well-defined situations (e.g. professional care) if this is the only way to guarantee continuity of care/services. This exception applies only to preventive quarantine, not to isolation after a positive test result, unless explicitly allowed according to Sciensano's guidelines.

Quarantine means that you have to stay at home to limit the possible spread of the coronavirus (e.g. waiting for a test result). In these cases, you must receive a quarantine certificate and follow the following measures, as indicated on https://www.info-coronavirus.be/en/quarantine-isolation/:

- Always wear a mask correctly.
- You can only go to the chemist's, doctor's or supermarket if you have no other option.
- Do not welcome outsiders in your home other than those with whom you live.
• Do not visit other people.
• You can go to your garden or terrace.
• Take your temperature twice a day.
• Ventilate your home.
• Clean every day the surfaces that you often touch (e.g.: door handles, taps, switches, etc.).
• Use objects that are different from the people you live with (for example: other plates, other towels, other sheets, etc.).
• If possible, use another toilet than the people you live with.
• If possible, use another bathroom than the people you live with.

If you test positive for coronavirus, you should go into isolation. In this case, you follow the following steps as indicated on https://www.info-coronavirus.be/en/quarantine-isolation/

• Do not leave your home.
• You can go to your garden or terrace.
• Do not welcome outsiders in your home other than those with whom you live.
• Do not visit other people.
• Ventilate your home.
• Clean every day the surfaces that you often touch (e.g.: door handles, taps, switches, etc.).
• Stay away from people you live with.
• Use other objects than the people you live with (for example: other plates, other towels, other sheets, etc.).
• If possible, use another toilet than the people you live with.
• If possible, use another bathroom than the people you live with.
• If possible, use a different bedroom from the people you live with.

If you are not ill (not incapacitated for work), you can telework if the nature of your work allows it.

If you cannot telework, your employer may be able to make use of the temporary unemployment scheme. For this, a quarantine certificate is always necessary. For statutory public service staff, there are other regulations.

If you are ill (unable to work), then contact your doctor. In this case, the doctor will provide a certificate of incapacity for work entitling you to the guaranteed income.


To find out which rules apply to temporary unemployment, visit the ONEM website (https://www.onem.be/fr).
Hygiene measures

Hand hygiene (and respiratory hygiene)

✓ Wash your hands regularly, with water and liquid soap in a correct manner (even if gloves were worn). See Figure 3.

✓ Provide means for washing hands (preferably with water and liquid soap) and drying them (paper wipes, cloth towels for single use or a towel automat with a two-chamber system for paper or cotton towels on a roll for single use, no electric hand dryer) and/or disinfecting them. Provide suitable hand gels or disinfectants in places where handwashing is not possible, preferably in dispensers that should not be touched.

✓ Check which products qualify as suitable soap, hand gel (with alcohol) or disinfectant: not all products are suitable or sufficient; if in doubt, contact your occupational physician or occupational hygienist.

Figure 3. Wash hands regularly and correctly
✓ Avoid contact with objects or surfaces that have been used or touched by others and wash hands regularly and thoroughly after contact with surfaces and containers that are touched by many people.

✓ Dry your hands after washing. Use a (paper) towel to turn off the tap if necessary or turn off the tap with your elbow.

✓ Raise worker awareness about hand hygiene and coughing or sneezing into handkerchiefs or elbows, e.g. through posters, and discard used handkerchiefs immediately.

✓ Provide appropriate containers for the collection of the (waste) material used for the application of individual and collective hygiene, such as handkerchiefs and disposable cleaning cloths (and used protective equipment).

✓ If necessary, use protective equipment such as (disposable) gloves and be careful when putting them on, taking them off and throwing them away.
Cleaning of workplaces, work equipment and social facilities

✓ Ensure proper cleaning of the workplace and workstations and provide cleaning between shifts.

✓ Clean work equipment (handles) after use, and in any case before it is used by someone else; this also applies to mobile work equipment, such as forklift trucks.

✓ Pay extra attention to vending machines, including in areas for rest and lunch breaks and customer areas.

✓ Also pay attention to door handles, handrails, elevator buttons, light switches, handles of cabinets and slides, washbasin taps, control buttons of appliances and machines, etc. You can also look at possibilities for opening doors, cabinets, etc. without contact or using the elbow.
✓ Also pay attention to the hygiene and cleaning of smartphones, keyboards and computer mice, or provide alternative modes of operation (e.g. a touchscreen pen).

✓ Also pay attention to cleaning printer or machine control screens.

✓ Pay particular attention to appropriate protective equipment, cleaning agents and instructions for cleaning staff.

✓ Be alert for possible contamination (like legionella) in unused pipes when restarting.
Ventilation and aeration

✓ Ensure adequate and regular ventilation of work areas and social facilities, either by natural ventilation (e.g. by opening windows or doors) or mechanical ventilation. If a space in which several people are present is not ventilated or is insufficiently ventilated, then the aerosols carrying the virus (these are droplets, so fine that they remain airborne) can contaminate these people, even if they keep their distance and wear a mask. The smaller and more enclosed the space, the greater the risk of virus transmission.

✓ Ensure proper maintenance of ventilation and/or aeration systems; check whether additional measures are necessary for systems in which air circulates.

✓ Ventilate the space with fresh air if possible and avoid air recirculation as much as possible.

✓ Try to maintain permanent ventilation 24 hours a day, 7 days a week, by lowering the flow rate during unoccupied periods.

✓ Pay particular attention to the CO2 value in space as an indicator of ventilation (cf. article III.1-34 and following of the Codex on well-being at work).

✓ Do not use individual fans. They are likely to spread the virus.
Collective protective equipment and personal protective equipment

✓ Collective protective equipment takes priority over personal protective equipment according to the hierarchy of preventive measures.

✓ The following can be regarded as collective protective equipment: installing partitions, putting up ribbons, applying markings, etc.

✓ The following can be regarded as personal protective equipment: protective clothing such as an apron, goggles, gloves, respiratory protection masks, etc.
Masks

When we talk, cough, sneeze, droplets of saliva are released into the surroundings. But even when we breathe normally, droplets, so fine that they remain airborne, are also released from the mouth and nose (aerosols). If we are contaminated with the virus, these aerosols contain the virus. This can spread directly into our environment. It can also spread indirectly, as the virus that is released can be deposited on objects that will be touched by other people.

If the masks are not worn correctly, they are useless. To be effective, these masks must be worn correctly with the mouth as well as the nose covered. Make sure you have clear instructions for the correct use of the mask and when it should be worn and replaced. For more information on this subject, see https://www.info-coronavirus.be/en/facemask/.

Masks that are worn correctly can greatly reduce the spread of the virus. However, aerosols may still be released along all sides of the mask. Foggy glasses show that an infected person can still spread the virus.

Even when wearing a mask, it is therefore still necessary to keep as much physical distance as possible. A mask does not completely protect the wearer from contamination.

By wearing a mask, we protect our colleagues and third parties such as customers and suppliers. By keeping our distance, we protect ourselves.

The right personal protective equipment will protect the wearer. In general, they are reserved for workers at risk due to the nature of their work, such as caring for patients or working with biological or chemical agents. These are respiratory protection masks, such as FFP2 and FFP3, which protect the wearer against one or more risks to the health or safety of workers. Personal protective equipment has strict standards with degrees of protection and requires risk analysis, information and user training.

✓ For the use of masks, take into account the general measures established by the federal, regional or local authorities and include them in the determination of measures in the company resulting from the risk analysis.

✓ In situations where organisational measures and collective protective equipment cannot offer sufficient protection and where the 1.5 metres cannot be respected, the wearing of masks is necessary as a complementary measure, in combination with other preventive measures and in accordance with the hierarchy of prevention.

If you have to use objects that are used by several people during work, it is also preferable to wear a mask to avoid contaminating these objects and thereby infecting other people.

If the wearing of masks in the workplace is compulsory, the employer is responsible for providing masks. When masks, other than disposable masks, are used, the employer shall ensure that these masks are properly maintained (e.g. by giving appropriate instructions, (having) them cleaned,...).

If, for medical reasons, a person cannot wear a mask, the opinion of the occupational physician must be sought concerning the measures to be taken.
✓ The standards for masks and personal protective equipment are (temporary) available for free on the website of the NBN.

- Official Belgian reference document masks for daily use
- Standards
From home to work

Before you leave

✓ Anyone who feels ill should stay at home and inform their employer according to the rules applicable in the company.

✓ Wash your hands before you leave home.

Transport

✓ If you come to work by bicycle or scooter, or on foot, then keep a sufficient distance. Pay attention to hygiene if you use shared bikes or scooters.

Those who do arrive in a shared car must respect the greatest possible distance between each person during transport and wear a mask. If possible, limit the number of people in the vehicle. Sitting together in the car carries an additional risk of contamination. It is not advisable to be more than two people together in an ordinary car (except for people living under the same roof). If you still carpool, then choose a fixed carpool partner.

✓ Communal transport organised by the employer: Respect the greatest possible distance between each person during transport, limit if possible the number of people in the vehicle and/or provide a separation (in a flexible material and with care for visibility and safety); Use masks in addition. Ensure that ventilation and aeration systems in means of transport are properly operated and maintained and pay particular attention to hygiene inside vehicles used by different people.

✓ It is necessary to ventilate the vehicle and clean it regularly.

✓ Those arriving by public transport (train, tram, bus) must follow the instructions from the transport companies.
Upon arrival at work


✓ Avoid the simultaneous arrival of workers. Provide multiple entrances and exits if possible. Also pay attention to the layout of car parks (number, distribution, for bicycles too). Look at the possibilities of spreading the work out over time during a calendar day, e.g. possibilities for starting work earlier and later in the day too: this automatically has an impact on the number of people present. See Figure 16 at the end of this Guide.

✓ Use distancing measures at entrances, exits and passages with aids such as markings, ribbons or physical barriers, and consider one-way traffic in corridors where people pass by each other too often or without sufficient distance.

✓ Respect maximum social distancing and keep your distance. See Figure 8 at the end of this Guide.

✓ Avoid using elevators. If this is not possible, then limit the number of people using the elevator at the same time (e.g. allow only 1 person in a smaller elevator), keep your distance, wear a mask and stand back to back.

✓ Provide one-way traffic or priority rules on narrow stairways where people cannot keep enough distance when passing by (e.g. right of way for those coming down). Keep a sufficient distance on staircases and escalators.
✓ No greetings that involve physical contact: there are plenty of alternatives to a handshake or a kiss.

✓ If you use clock in organise this in such a way that social distancing is respected, consider alternative ways of clocking in (e.g. contactless), cleaning between uses by different workers.

✓ Upon arrival: wash hands with (liquid) soap and according to hygiene regulations (see also hygiene measures); use posters as an awareness-raising tool. See Figure 3 hygiene measures.
Changing rooms

✓ Respect social distancing, including when entering and leaving the room.

✓ Limit the number of people in the changing room at any one time.

✓ Redesign the concept of the changing room if necessary: temporarily provide additional changing rooms, create demarcated areas where up to 1 person may enter at any one time. Respect social distancing for those waiting. Also see Figure 14 at the end of this Guide.

✓ Provide regular ventilation and cleaning of the changing rooms, and in any case between shifts and at the end or beginning of each working day.

✓ Wash hands before and after use of the changing room
Labour organisation and social distancing

✓ Organise the work in such a way that teleworking is made possible to the maximum extent possible for the functions that lend themselves to it.

✓ Organise the work in such a way that social distancing is respected as far as possible for those present at work.

✓ Create sufficient distance between workstations; if this is not possible, then organise the layout of the workstation in such a way that a sufficient distance can be maintained, e.g. use only certain desks in open-plan offices, rearrange workstations or place them in separate rooms and work back-to-back instead of face-to-face. See Figure 14 at the end of this Guide.

✓ If it is nonetheless not possible to maintain a sufficient distance from other people: use collective protective equipment in the first instance, such as screens or walls to compartmentalise workplaces, and/or organisational measures, e.g. spreading out working hours and breaks, flexible hours, working in shifts and adapting the sequencing of work tasks. See Figure 13 and Figure 16 at the end of this Guide.

✓ Limit the number of workers working in one room at the same time as far as possible (by providing work from home, adjusting breaks, etc.) and limit the time that workers work or are present in one room at the same time as far as possible, including in printing rooms, archives, etc., and keep a sufficient distance while waiting.

✓ When working in shifts or teams:
  • Limit the size of the teams.
• Limit the rotation in the composition of the teams.

✓ Do not enter rooms where you do not need to be present or do not need to carry out any work.

✓ Consider postponing work where it is not possible to maintain a sufficient distance and which is not urgent to a later date or reviewing work where it is estimated that a safe distance is not possible, but which is also urgent.

**Work equipment**

✓ Ensure good hygiene of work equipment (tools, machines, smartphones, keyboards, etc.): work with your own equipment as much as possible and clean it regularly (especially when used by another worker).
Meetings and other gatherings

✓ Use alternatives to meetings, such as conferencing, training courses or works consultations, using digital means of communication and communication tools and tools. Start-up work meetings or toolbox meetings can be held via a loudspeaker system where everyone stays at their workstation and keeps their distance.

✓ If a meeting with physical presence is necessary, then apply the principles of social distancing: only the necessary people and keep a distance.
Ill at work

What if a worker falls ill at work?

✓ The worker returns home. In this case, the procedure in the event of illness is applied and the spaces and equipment with which the worker has been in contact must be disinfected, see: https://emploi.belgique.be/fr/actualites/comment-doit-agir-lemployeur-avec-des-travailleurs-qui-presentent-des-symptomes-du.

✓ Provide workers with accurate information about the procedures applicable at the company in the event of illness.

What to do if a worker has tested positive and was at work the days before the test or the onset of symptoms?

✓ The occupational physician applies the contact detection procedure to examine which are the high-risk contacts of that worker at the workplace and examines whether for any of these high-risk contacts additional measures, such as quarantine, are necessary. Employers and workers cooperate fully here.

✓ The employer and workers follow the recommendations of the occupational physician (in terms of work organisation and/or working conditions) to prevent contamination in the workplace as far as possible.

✓ The employer examines whether the measures previously taken need to be adapted and deliberates with the workers on this.

First aid

✓ Ensure that the workers responsible for providing First Aid are familiar with the necessary corona guidelines and that they have the necessary personal protective equipment at their disposal. For an overview of the instructions, see this diagram.
Sanitary facilities

✓ Wash hands before and after use of the toilet.

✓ Respect maximum social distancing, e.g. by temporarily providing extra toilets, by limiting the number of people present in the toilet area at any one time, by leaving sufficient space between urinals that can be used, and by not queueing inside the toilet area when it is crowded but outside.

✓ To dry hands, provide paper wipes, single-use cloth towels or automat s with a two-chamber system for single-use paper or cotton towels on a roll. Avoid the use of electric hand dryers.

✓ Provide liquid soap, preferably in dispensers that should not be touched.

✓ Thorough cleaning and ventilation at regular intervals.

✓ Consider installing (additional) sanitary columns if people have to walk too far to be able to wash their hands regularly, at the entrance or in the loading and unloading area, e.g. for externals. Also see Figure 9 at the end of this Guide.

✓ If there are showers, apply the relevant measures mentioned above.
Rest and lunch breaks

✓ Wash hands before and after break/lunch.

✓ Spread breaks and lunchtimes out so that they do not coincide and limit the number of simultaneous attendees at vending machines and in lunch or break rooms. Also see Figure 16 at the end of this Guide.

✓ Determine the maximum number of people that may be present in rest or lunchrooms.

✓ Limit the time you spend in rooms or places where groups of people are present.

✓ Organise seating in social areas and restaurants so that social distancing can be respected. Also see Figure 14 at the end of this Guide.

✓ Preferably make use of a home-made lunch or pre-packed meals.

✓ Avoid using cash.

✓ Provide suitable hand gels, e.g. at self-service or vending machines.

✓ Pay extra attention to hygiene in areas for rest and lunch breaks, e.g. at vending machines with frequent use over a short timeframe.

✓ These rules also apply to smoking areas or smoking rooms. See Figure 8.
Circulation

✓ Keep a sufficient distance and respect maximum social distancing.

✓ Use tools such as markings, ribbons or physical segregation to indicate the routes as clearly as possible, for workers as well as for customers and suppliers. Consider a circulation plan. See Figure 10 at the end of this Guide.

✓ Use distancing measures at entrances and exits and in corridors, with aids such as markings, ribbons or physical barriers.

✓ Ensure that persons need to pass by one another as little as possible, e.g. by placing markings on the ground or considering one-way traffic or priority rules in corridors and stairs (e.g. right of way for those coming down) or other places where people must pass by without sufficient distance. See Figure 11.
✓ Provide one-way traffic or priority rules on narrow stairways where people cannot keep enough distance when passing by (e.g. right of way for those coming down). Keep a sufficient distance on staircases and escalators.

✓ Avoid the use of the elevator; if this is not possible, then limit the number of people using the elevator at the same time (e.g. allow only 1 person in a smaller elevator), keep a distance and stand back-to-back.

✓ For safety reasons, leave doors that should not be kept closed open as much as possible to avoid frequent touching of doors. See Figure 12 at the end of this Guide.

✓ Use these rules both inside and outside the building, e.g. in car parks, for going to production lines and workstations, for going to social facilities, coffee corners or smoking rooms.

✓ Limit evacuation exercises to theory and remote testing.
Going back home

✓ Wash your hands before departure.

✓ Spread departure times out as far as possible.

✓ See transport at 'From From home to work ».

✓ When you get home: wash your hands
## Rules for external persons, such as visitors, customers, suppliers and parents

- Post the rules that apply to external persons where they enter and, if possible, notify them in advance. External must always follow the organisation's instructions. Also see Figure 9 at the end of this Guide.

- Spread visits out so there are not too many external persons present at the same time; make appointments for visits in advance; e.g. no visits that are too long, maximum 1 customer per 10m² in the shop, shop individually as much as possible.

- If possible, receive external persons in a separate room and limit the number of people present. Also see Figure 14 at the end of this Guide.

- Reorganise the layout of the reception area, e.g. by providing protective equipment at the reception desk (walls and screens), remote reception, the facility for visitors to wash their hands, or providing suitable handgels if washing hands is not possible and providing a place where mail or parcels can be deposited without contact. See Figure 14 at the end of this Guide.

- Suppliers carry out their deliveries with as little physical contact with other people as possible (loading and unloading entirely by the supplier or entirely by the recipient).

- Delivery schedules are best spread out so that there are not too many external persons present at any one time.

- Work with orders and arrange pick-up hours and/or pick-up points outside the building.
✓ Payments should be made electronically; avoid cash. Also clean the payment terminal regularly.
Working with external workers or self-employed persons ('working with third parties') or with several employers at the same workplace

✓ If several employers work with their workers or with self-employed persons at the same workplace, they should co-ordinate the measures to be applied.

✓ Clients should make clear agreements in advance with contractors and sub-contractors and exchange information in good time about the measures that apply at the workplace of the company where these contractors and sub-contractors will come to work; the contractors should provide their own workers with the necessary information and instructions in good time.

✓ Self-employed persons and freelancers going to work at a company should be informed in advance of the measures that apply at the company where they are going to work (e.g. using a checklist).

✓ Temporary workers must maintain the same working method and be given the same instructions as the organisation's own workers; they must also be treated in the same way (e.g. with regard to protective equipment).

Figure 5. Working with third parties
Working on the move (at other employers or at private houses)

✓ Clear agreements should be made before the commencement of the work; the employer should request timely information about the measures that apply at the location where the work is to be carried out; the employer should provide his own workers with the necessary information and instructions about this in good time and certainly before the commencement of the work. The employer may take additional measures. See also Figure 5 above.

✓ Provide a tool (e.g. LMRA - Last Minute Risk Analysis) or a short checklist for the workers.

✓ A checklist may be made available to transporters.

✓ Delivery of parcels, orders, etc.: avoid contact for deliveries; agree on a time; adjust rules for confirmation of receipt (no signature).

✓ Anyone who is going to carry out maintenance, repairs, cleaning, etc. at private homes or at companies: if the presence of the occupant or workers is not necessary, the occupant or workers should preferably go to another room; in the case of work at private homes, the occupant may be asked in advance to indicate whether ill people are present: in that case, the work should be postponed unless it is very urgent; specific rules should apply to care for people (e.g. home care).

✓ Use your own work equipment and protective equipment, and not that of third parties or other workers.
Off-site work on construction sites, public property, parks and roads

✓ Respect maximum social distancing and keep your distance.

✓ Restrict unauthorised access, e.g. using physical dividers or ribbons.

✓ Install the necessary facilities for (hand) hygiene.
✓ Pay special attention to the storage of materials on a site (so that not all workers have to collect their materials from the same place and would therefore be unable to keep a sufficient distance).

✓ Ensure good hygiene of work equipment: work with your own equipment as far as possible, clean this regularly (and especially when used by another worker).

✓ If social facilities are present: see also rest and lunch breaks and social facilities; avoid (lunch) breaks in confined spaces, such as lorries or small site sheds, as far as possible.

✓ See also sanitary tips.

✓ See also tips on loading and unloading at suppliers.
Working at home

✓ Organise the work in such a way that teleworking is made possible to the maximum extent possible for the functions that lend themselves to it.

✓ Make sure you have clear agreements about working hours, tasks, planning and consultation.

✓ Provide appropriate instructions in relation to communication and communication tools.

✓ Point out the importance of breaks and avoid workers putting in too many hours due to a false sense of responsibility.

✓ Provide an ergonomic setup, good lighting and a workstation that is conveniently furnished with a properly adjusted chair and table.

✓ Discuss the welfare aspects related to working from home with the workers, including the work-related psychosocial aspects.

✓ Keep in mind that managing workers who telework is different from a situation where workers are physically present in the company. If necessary, provide sufficient support and training so that the managers in your company can adapt to it.
Social distancing: illustration of scenarios

**Figure 6.** Floor plan before corona crisis

**Figure 7.** Situation normal occupation
Figure 8. Scenario social distancing

Figure 9. Scenario sanitary stations and posters
Figure 10. Pedestrian circulation in normal conditions

Figure 11. Pedestrian circulation plan
Figure 12. Scenario some doors always open

Figure 13. Scenario screens and barriers
Figure 14. Scenario reorganisation

Figure 15. Overview combined measures
**Mesures organisationnelles**

**Situation normale**

12 travailleurs : travail ensemble, pauses ensemble

**Situation 1**

16 travailleurs : pauses alternées
2 collègues en pause, 14 collègues continuent de travailler

**Situation 2**

16 travailleurs en 4 équipes
2 travailleurs en pause, entre 2 et 14 travailleurs en même temps au travail

**Situation 3**

16 travailleurs en 2 équipes, seulement 8 collègues travaillant en même temps

**Légende**