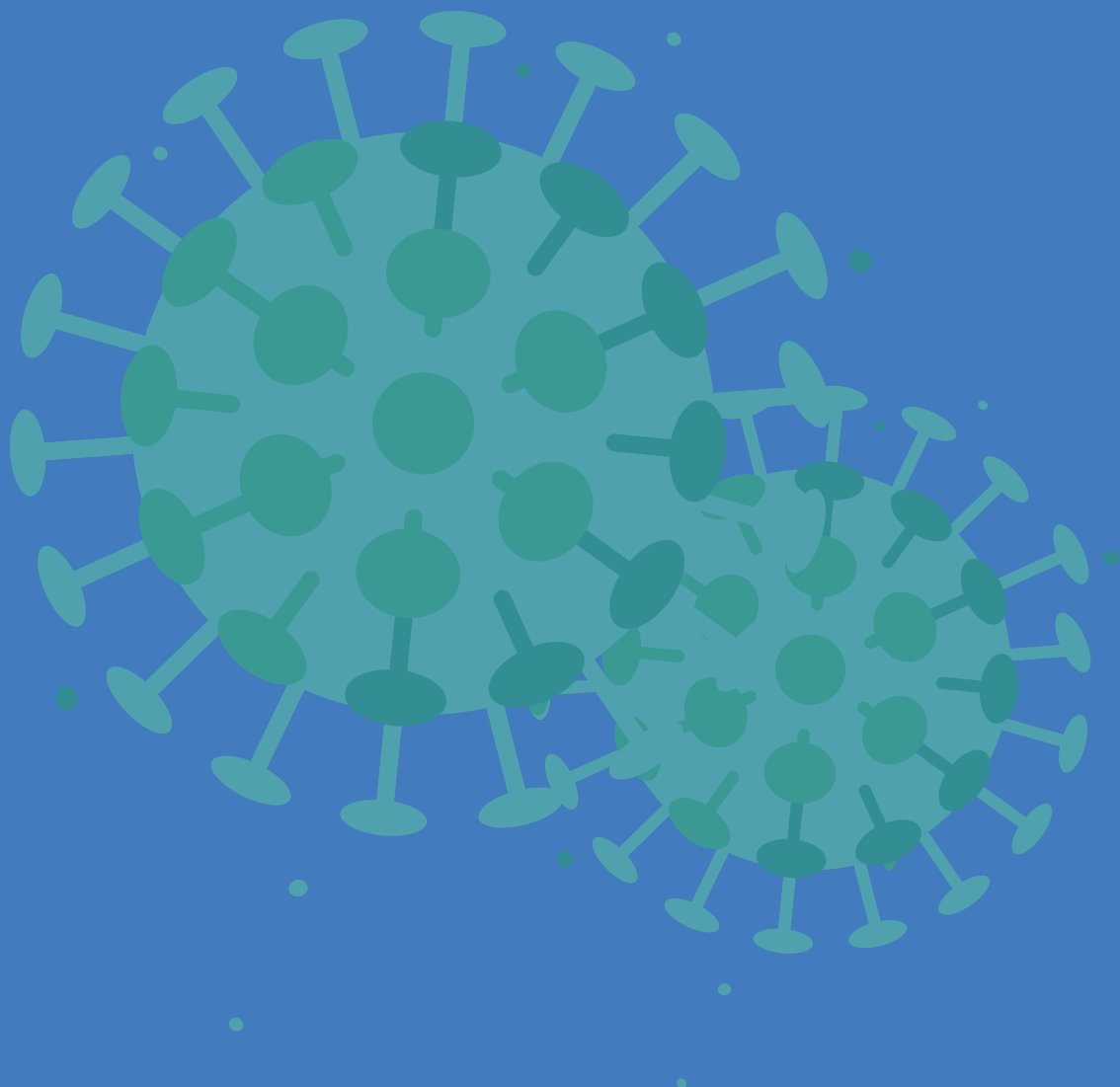
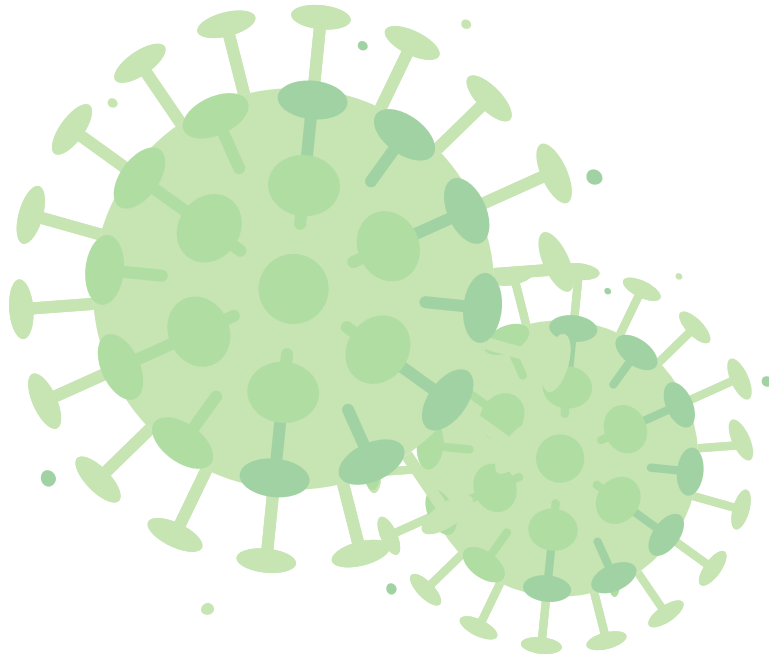




A Safe Return to the Office FAQs





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FAQS

I. Scope of the return to the office measures

1. Will Commission measures apply to executive agencies and delegations?

The Commission measures do not apply to executive agencies, as they have their own Appointing Authority who is competent to decide on such measures for their staff. For Commission staff in delegations, the EEAS is the competent Authority to decide on such measures. But there is close coordination between the different Appointing Authorities to offer the same degree of protection to all staff.

2. Will the measures take into account the specific situation and needs of representation offices in Member States?

Working arrangements applicable to Commission staff cover staff working in representations. Where necessary, measures will be adapted to take into account the situation in the host Member State, in particular for triggering the various phases.

On the re-opening of the spaces shared with the Parliament, the Commission is in close contact with the Parliament and decisions will be taken jointly.

II. Working arrangements

3. What will be the organisation of shifts?

In order to ensure physical distancing, all staff are divided into two teams. Each DG or service shall determine the appropriate level for this division, which may be, for instance, a unit, team or sector having due regard to physical distancing. In this context, no distinction is made anymore between critical/essential and non-critical tasks: the shift arrangements **apply irrespective of the nature of the tasks performed**.

4. Under which conditions am I entitled to return to the office?

Teleworking remains the rule.

Staff who have been on continuous teleworking during phase 0, may return to the office during phase I on a voluntary basis, subject to physical distancing measures (1,5m in Belgium, 2m in Luxembourg).

The voluntary return to the office does not apply to staff members falling into one of the below categories:

- Staff presenting any symptoms compatible with COVID-19 (whose list is found [on this page](#)) must stay at home. *The usual rules on sick leave apply.*
- Staff who have been in close contact with a confirmed COVID-19 patient (see the definition of close contact [on this page](#)). Telework applies, as a rule, for 14 days (the incubation period) or for a longer period if medically necessary.
- Staff (even if asymptomatic) living with a person (e.g. spouse, child, roommate...) with all COVID-19 related symptoms. Telework applies for the period required, based on medical advice.

Staff falling into one of these categories shall not come to the office and shall self-quarantine at home.

5. Do I have to return to the office?

Staff performing critical/essential tasks may be required to come to the office when necessary (while respecting their shift), as was the case pursuant to the previously applicable Guidelines on teleworking. The decision on who is critical staff can be changed. It is possible, based on the needs of the service that **non-critical staff are designated critical and their presence in the office becomes necessary**. This change has to be made at the level of the DG/Service/Office/Executive Agency or by the management concerned.

In very exceptional and well-defined circumstances, for tasks linked to the management of the coronavirus crisis or in services where the number of staff coming to the office would not materially allow to put a shift in place, staff may be required to come to work at all times, based on a derogation granted by DG HR. Derogations granted during phase 0 remain valid during phase I.

Staff who have been under special leave regime because their tasks cannot be performed remotely have to come back to the office, under a weekly shift regime, even when they are not qualified as critical staff. During the shift away from the office, such staff are granted special leave.

This mandatory return for staff who have been under special leave regime because of the nature of their tasks does not apply to the following cases, where special leave is still granted:

- staff who have a condition that increases the risk of adverse outcomes of COVID-19 (see the list of conditions established by the Medical Service, [on this page](#)); a medical certificate or other relevant evidence may be requested if the condition is not mentioned in the medical file held by the Medical Service.
- staff who have children under 13 years who are not able to attend school or go to kindergartens, because these facilities are not open yet;
- in exceptional circumstances, based on an opinion of the medical service and provided that it is compatible with the interests of the service, for staff who live with a person who has a condition that increases the risk of adverse outcome of COVID-19.

6. Who will ensure that the shifts of teams A and B are efficiently created and managed?

Each DG or service shall determine the appropriate level for the division into the shift teams, which may be, for instance, a unit, team or sector having due regard to physical distancing.

The number of staff of a Directorate General coming to the office **at the same time** during phase I shall not go beyond 10% of the total staff of this Directorate-General. This rule shall be enforced at unit/team/sector level (based on which division in team A and team B has been implemented) and it is the responsibility of the line manager to monitor the maximum number of staff present. Staff need to inform their hierarchy one week in advance of their intention to come back to the office.

7. How flexible can the return to the office be?

Staff on voluntary shift can come for the whole week, some days or half a day (instead of the full working day).

8. What measures will be taken to ensure the work-life balance of colleagues with children when teleworking (e.g. the right to disconnect)?

Staff whose children's schools/kindergartens/crèches are closed, or with teaching classes suspended, and who therefore need time during the day to home-school their children or care for their young children, need to inform their line manager. The line manager and the staff member should agree on the core tasks the staff member needs to perform during this period and on the extent to which they need to be available.

Specific consideration will continue to be given to staff who need to care for a child with special needs/a disability.

9. Will colleagues who need to telework much longer than others (e.g. until vaccination is available) be given additional support (e.g. given a second screen to overcome eyestrain from a laptop screen, or receive a contribution to cover the cost of their internet connection)?

For the time being, the applicable rules on teleworking in the Commission apply to all staff, irrespective of the length of the period one teleworks.

Colleagues with a condition increasing the risk of COVID-19 who need to telework even during the last phase of the [Action Plan for a gradual return to the office \(the new normal\)](#), will be offered special teleworking arrangements. In particular, based on lessons learnt, new general teleworking rules will be considered.

10. Can managers get specific support from the Medical Service to limit impact on other colleagues? Can other staff also get support from the Medical Service?

Yes, the Medical Service has set up a team providing support for issues related to Covid-19. Contact the 22222 number and you will be redirected to the right person in the Medical Service. Or use the following email addresses:

Brussels Medical Service – HR-MAIL-D3@ec.europa.eu

Luxembourg Medical Service – HR-LUX-SERV-MEDICAL@ec.europa.eu

Ispra Medical Service – HR-ISP-MEDICAL-SERVICE@EC.EUROPA.EU

III. Healthcare and safety measures

a) Facemasks & Gloves

11. When are you obliged to wear a facemask

The use of a facemask is compulsory in the Commission buildings in situations where physical distancing can not be ensured. This includes common areas like entrances, lifts, corridors, staircases, printing rooms and other narrow spaces. Particular attention should be paid when **putting on, using, taking off and disposing of a facemask** (*see the dedicated video*). Importantly, it is recommended to hold the facemask by the ear loops.

The recommendations for physical distancing in Commission premises mirror those recommended by host states (i.e. 1,5m in Belgium, 2m in Luxembourg).

12. Where can I find a facemask?

Facemasks are available at the reception desks of each building (at least one facemask per staff per day).

13. Is there a protocol on how to use facemasks (how to wear them, how to take them off, how long can you wear the same facemask, whether you can reuse the same facemask, what to do and what not to do)? Should we follow WHO recommendations?

A specific *video*, based on WHO recommendations, informs staff members on how to put on, use, take off and dispose of a facemask.

The relevant information on efficient use of facemasks is as follows:

1. Before putting on or even touching a facemask, *wash your hands efficiently* with soap and water or with an alcohol-based hand rub.
2. Hold the facemask by the ear loops and inspect it for tears or holes.
3. Orient which side is the top side (where the metal strip is).
4. Ensure the proper side of the facemask faces outwards (the coloured side).
5. Place the facemask on your face. Pinch the metal strip or stiff edge of the facemask so it moulds to the shape of your nose.
6. Pull down bottom of the facemask so it covers your mouth and your chin.
7. After use, take off the facemask; remove the elastic loops from behind the ears while keeping the facemask away from your face and clothes, to avoid touching potentially contaminated surfaces of the facemask.
8. Discard the facemask in a fully closed bin immediately after use.
9. Perform hand hygiene after touching or discarding the facemask – Wash your hands efficiently with soap and water or use alcohol-based hand rub.

14. Can you bring your own facemask?

Staff are encouraged to use facemasks available in the Commission premises, but you can, of course, bring your own facemask.

15. How can we avoid that masks are contaminated when displayed in boxes and touched by potentially contaminated colleagues? Should facemasks be pre-packaged?

Facemasks cannot be pre-packaged. Disinfectant gel will be placed next to the facemasks. Staff must first sanitise their hands, and then take a facemask.

16. Where can I find disinfectant gel and/or gloves?

Sanitizer gel dispensers are available in key locations (where hand washing is not possible). Following the recommendations of DG HR, hands should be washed thoroughly with soap and water. The use of disinfectant gel is a complement, not a substitute.

17. Will gloves also be distributed to staff? Will they be mandatory in the buildings?

Gloves will be made available to the staff at the entrance desks on demand, but priority should be given to staff whose tasks so require.

According to the Medical Service, washing hands and using sanitising gel is much safer than using gloves, as gloves give a false impression of safety (with infected gloves you are not protected and you can become infected, if you touch your face).

18. Will facemasks be distributed to pupils in European Schools?

The European Schools are an international organisation that is autonomous and does not fall under the authority of the Commission. They are in charge of informing all parties concerned about the measures they will implement when the schools re-open. The Commission is in regular contact with European Schools to discuss these issues.

19. Will specific bins be put at the buildings entrance so that staff can dispose of used facemasks and gloves?

Yes, bins will be/are available at least at the entrance (reception desks and garages).

b) Hygiene precautions

20. What measures are in place for the cleaning of our buildings?

Cleaning services are currently operational in accordance with current need and will be operational in all buildings a few days prior to Monday 25 May. Reinforced cleaning practices are also put in place for all manual contact surfaces, such as lift buttons, printing machines and door handles in common areas.

A special protocol is in place for spaces with suspected and/or declared Covid-19 cases. In order to clean shared IT equipment, like printers and photocopiers, your unit secretary can order cleaning wipes from the office supplies catalogue. At the start of Phase I, cleaning wipes will be available at the reception desk of your building.

It is not possible to disinfect all surfaces that people tend to touch continuously and quickly enough. As every surface can be potentially infected the best and the safest way to proceed is to wash your hands regularly and avoid touching your face.

21. Will hand sanitizer be distributed, e.g. near each copy machine/printer?

Hand sanitizer gel is available at main entrances and at the entrance to canteens and cafeterias. It will not be possible to make it available for every copy/printer room.

Efficient hand washing with soap is actually the best option ([See the tutorial here](#)). To ensure maximum hygiene and safety, wash your hands in the restroom, where soap and disposable paper towels are available. It is recommended that staff carefully clean their hands before and after the use of a multi-user device, in the nearest bathroom.

Staff are also invited to think about how much they need to print – this may be a good opportunity to be more paperless and reduce our impact on the environment.

22. Can soap be made available in office kitchen space so that colleagues can wash their hands with hot water?

You do not need hot water to wash your hands properly. Cold and warm water are equally effective at killing germs and viruses – as long as you wash your hands with soap, efficiently.

23. Will the shared offices and open spaces be sanitized after each shift? What about the cleaning of common spaces (meeting rooms, cafeterias, vending machines, mail rooms, elevators, staircases, door handles, shared printers...)?

Surfaces are cleaned daily in offices and common spaces used during the day.

Staff are requested to implement a strict clean desk policy – i.e. no paper, objects, except the screen and the docking station on the desk – to allow the thorough cleaning of the furniture in shared offices and collaborative spaces.

Common areas and frequently touched surfaces are cleaned several times a day.

For the rest, basic hygiene is recommended: use individual napkins for single use to cough or sneeze and throw them away immediately. If you do not have a napkin with you, cough or sneeze in your elbow.

Wash your hands thoroughly, especially after using common tools such as printers, vending machines, elevators, door handles, etc.

24. Are water fountains still available?

The water fountains located in the canteens where take-away lunches are distributed are available and regularly maintained. Staff are requested to respect strict health and safety conditions when using them.

c) Testing and risk-estimates

25. Can I ask to be tested by the Medical Service?

The Medical Service currently does not provide testing for the staff. However, molecular testing (used to detect acute infection) is now widely performed in the host member states and available to our staff under national systems.

Developing the serology testing strategy (detection of COVID-19 antibodies in the blood) can only be useful once the scientific research establishes the reliable meaning of serology testing results.

Testing is an important matter that will evolve depending on availability and reliability of the tests and the situation in the host Member States.

26. Will testing be mandatory?

No, the Commission follows the rules of the host country in this regard.

27. What is the procedure for staff members who have been tested positive for the virus to get official clearance from the Commission's Medical Service?

This is defined in the Medical Protocol for staff.

28. As of what age is a person considered to be at risk?

According to estimates in the last update of the European Centre for Disease Prevention and Control (23 April 2020), the likelihood of hospitalisation, severe illness and death increases in people over 65 years old and those with defined risk factors

including hypertension, diabetes, cardiovascular disease, chronic respiratory disease, compromised immune status, cancer and obesity (based on data on EU/EEA countries).

The Interinstitutional Medical Council has defined the age at risk to be 65 for the purpose of handling the pandemic in the institutions.

In addition, people with certain medical conditions are at particular risk. The (non-exhaustive). See the list of conditions established by the Medical Service, [on this page](#)

d) Tracing

29. Are staff going to be asked to have their temperature taken before coming to the office (at home or at the office entrance)?

Taking the temperature of staff would not help because people might be infectious in a pre-symptomatic phase or have taken an antipyretic. Keeping the recommended physical distancing, performing meticulous hand hygiene and wearing facemasks are all better ways of containing the virus.

30. What about colleagues who have had COVID-19 symptoms or live in a household with somebody with symptoms or have had close contact with somebody having symptoms but who have not been tested?

This is defined in the [Medical Protocol for staff](#).

31. Will staff members be informed of the state of health of their close colleagues? How can we efficiently trace back close contacts of staff who were infected?

As of 17 March, colleagues who were confirmed or suspected of having Covid-19 have been asked to contact the Medical Service and/or their line manager and when possible provide their name, service, the date of the appearance of the symptoms, the list of colleagues or staff from other institutions with whom they were in close contact since the appearance of the symptoms. Accordingly, their close contacts were informed (see the definition of close contact [on this page](#)).

32. Where do we stand with regard to the potential implementation of a Commission COVID-19 tracing application? Should we use an app developed by Member States?

The creation and use of a tracing app is widely debated in the Member States and no consensus has yet appeared on this question. For now, the Commission does not intend to develop such an application, but follows the evolution in the host Member States very closely and will act in line with the measures taken by national authorities.

No EU Member State has made such an app available yet.

On 17 April 2020 the European Commission published guidance on the development of new apps that support the fight against coronavirus (2020/C 124 I/01). The development of such apps and their take up by citizens can have a significant impact on the treatment of the virus and can play an important role in the strategy to lift containment measures, complementing other measures like increased testing capacities.

However, a tracing app is only efficient, if EU citizens fully trust such innovative digital solutions and download it en masse to exploit its full potential. Tracing apps have to be compliant with EU rules, notably the General Data Protection Regulation (GDPR) and the ePrivacy Directive, to make them trustworthy (i.e. the voluntary approach, data minimisation, and time limitation must be ensure for such apps to be widely used).

33. Can we use already existing logs for automatic tracing (DIGIT logs, badges logs, outlook, skype for business)? Is it in line with data protection rules?

The Medical Service of the Commission has published a data protection record (DPR-EC-04906), which refers to processing operations related to the follow-up of staff health and safety during the Covid-19 pandemic crisis. The record covers the establishment of a list of close contacts with the staff member concerned over a period to be determined on a case-by-case basis after appearance of the first symptoms. It does not single out the use of existing logs for automatic tracing for that purpose.

34. How can we know whether a colleague has COVID although he or she is asymptomatic?

Testing is the most reliable way to know whether you have COVID-19.

Knowing whether other persons have or have had COVID-19 is often impossible, as data protection rules apply.

However, the *Medical Protocol for staff* lists the steps that need to be followed by confirmed or suspected cases. They were asked to inform the Medical Service and/or their line manager, including the names of colleagues they were in close contact with since the appearance of the symptoms, so that they were informed in due time and were able to take any necessary measures.

e) Heating, ventilation and air conditioning

35. WHO recommends opening the windows but some colleagues have their windows blocked? What should they do? How can the ventilation system be stopped?

All Commission buildings have air circulation systems that ensure air quality and safety: fresh air is collected at the top of the building, is pushed to rooms individually via a pipe system, and is expelled from the same rooms of the building. The air does not go from one office to the other through the circulation system.

This system is designed to work best when all windows are closed. Indeed, if a window is open, it offers air a different exit route and will create an imbalance in the system. For more information, see the document *"Why is it not always a good idea to open the window?"*

f) Ensuring physical distancing throughout the day

36. What is the guidance for using public transport? Should we go by car instead or bike or walk?

For staff who live not too far from the office, walking or biking to the office are of course the best option to ensure both physical distancing and physical exercise.

Staff taking public transport need to be aware that in Brussels, Luxembourg and Italy, it is mandatory to wear a facemask while using the service. In addition, physical distancing rules are applicable.

For more information regarding measures taken by the national authorities as regards public transport, please refer to the links below:

- In Brussels: *STIB* and *De Lijn*
- In Luxembourg: see *on this page*
- In Ispra: see *on this page*

Staff who need to take public transport to come to the office should avoid peak hours as far as possible. They should inform their line manager and discuss with them the possibility of establishing set alternative core hours on the days they come to the office.

There is also the car-pooling option, provided that physical distancing measures are respected in the car (maximum three people including the driver in the car, and everyone wearing a facemask). More information can be found [on this page](#)

37. How can staff use public transport safely? Are there any solution to deal with the fact that fewer users are allowed to use buses, trams and trains, etc. at any time nowadays, which may increase commuting time for some colleagues?

To make public transport as safe as possible, national measures make the use of facemasks mandatory. For example, in Belgium facemasks are compulsory in public transport for all passengers over 12 (from the point of they enter in the station, or at a transport stop). Similar rules for the use of public transport apply also in Luxembourg and Italy whenever physical distancing cannot be ensured.

At least one facemask per day will be provided to staff working their shift in the office. These facemasks may also be used in the public transport when commuting from/to the workplace.

In addition, more flexible core-time rules will be put in place so that staff can avoid using public transport during rush hours. Obviously, this flexibility may not go as far as counting commuting time as working time.

38. Is garage access still possible without a garage badge?

At least under the first phase I of de-confinement, a staff badge will suffice to get into and park in the garages. In cases where colleagues do not have a garage badge, they will be asked to register their car at the reception desk, for safety reasons.

39. Are Commission service bicycles available?

Service bikes are available and regularly maintained in all buildings. It is the responsibility of staff to take all precautionary measures possible when using them.

Service bikes may be used to commute between buildings for professional purposes. The size of the fleet does not allow use for private usage. Before and after using a service bike, disinfect your hands and clean the handlebars, brake and gear levers.

40. Will there be specific arrangements for moving around inside the buildings, such as separate entrances and exits, including in cafeterias/canteens, e.g. creating an obligatory one-way direction for staff movement?

In areas where people tend to gather (e.g. canteens, cafeterias, services having individual meetings with colleagues, entrances, etc.), the flow of people will be organised in such a manner that physical distancing can be respected as much as possible. In any event, staff must wear a facemask in the public areas of buildings where minimum physical distancing cannot be ensured.

You are advised to walk on the right side of staircases; foot print stickers are being installed at the bottom of the stairs to remind staff of this.

Circulation within cafeteria/canteens with take-away food and beverages will be marked with arrows and space will be delineated.

Stickers on the ground will remind staff of the safety distance of at least 1,5m (Belgium) or 2m (Luxembourg) in the main common areas.

41. Will security guards remind staff when procedures are not followed?

No, this task does not fall within security guards' duties. The institution trusts each staff member to implement the precautionary measures themselves.

42. What is the specific physical distancing for sporadic interactions, sharing office spaces, meetings, etc. (1.5, 2 or 2.5 m)?

The Commission Medical Service proposes to follow the recommendations made by the authorities of the host Member States: 1,5m in Belgium, 2m in Luxembourg.

43. Will staff sharing offices or in open space be relocated?

No. All teams work in shifts to respect physical distancing.

44. How can we use those spaces safely? What about shared offices where physical distancing is not possible?

Staff are obliged to wear a facemask when recommended physical distancing can not be ensured.

Physical distancing needs to be implemented between people, and not desks. The minimal distance is 1,5m in Belgium and 2m in Luxembourg.

Moreover, [*guidelines on teleworking*](#) provide that when dividing staff members into teams, priority shall be given to colleagues sharing the same office or, in open spaces, colleagues sitting directly next to each other into different shift teams.

In case of doubt, a case-by-case analysis can be carried out before proposing a solution.

45. Can meetings rooms be used to enforce physical distancing in shared offices? Could protective screens between desks be installed?

It is important to bear in mind that a physical distance needs to be established between people (not desks).

Where it is not possible to ensure the recommended physical distancing sufficiently despite the shift system, it may be possible to use meeting rooms to host staff members and to set up any other measure necessary to ensure staff safety, in line with medical recommendations.

46. How will physical distancing be ensured, in bathrooms, kitchens, elevators, staircases, entrances, common spaces, common printer rooms, etc.?

In narrow common areas (e.g. kitchenettes, wellbeing rooms, printing rooms), and any other small spaces where the minimum physical distancing (1,5m in Belgium, 2m in Luxembourg) cannot be ensured, presence must be restricted to one person at the time.

Staff members are encouraged to use stairs whenever possible, in particular to offices on lower floors, to limit the use of elevators. Depending on the size of the elevator – **3 people in large elevators** (e.g. the main BERL elevators) – **2 people in other elevators**, staff members wearing facemasks can enter at the same time. The appropriate number is clearly displayed next to the elevator. Inside elevators, people must wear a facemask and stand on the stickers put on the floor.

47. Will cafeterias be open? Will there only be a take-away service? How will the canteen take-away be organised? How will the queues be organised? Will the payment have to be done electronically?

In Brussels, all cafeterias and canteens are closed. A take-away lunch (cold meal and drink) can be purchased at certain catering points. Hot drinks can be purchased at the vending machines. Only contactless payment will be accepted.

In Luxembourg, take-away will be sold in ECOBOX's doggy boxes and paper/cardboard packaging for take-away and more snacks will be offered. In Luxembourg, electronic payment is not available for the moment.

Check [*Where2Go*](#) for more details.

Queues will be organised in a way to respect physical distancing rules and avoid crowding and gathering: tape on the floor and signs with clear messages will be posted to achieve this. Catering personnel will be trained to observe the follow-up of the physical distancing rules.

g) Missions, events, meetings

48. What are the rules about meetings/events/missions of the Commission?

Meetings: Videoconferencing remains the rule. No physical meeting is allowed if physical distancing (1,5m in Belgium, 2m in Luxembourg) cannot be ensured. In meetings, wearing a facemask is strongly recommended.

Missions: Only essential missions are allowed.

Rules on gatherings and meetings will be updated in line with the rules adopted by the host Member State, taking into account the recommendations of the relevant health authorities and of the Medical Service.

External visitors: visits from organised groups of external visitors (e.g. to the visitors' centre) remain suspended until further notice. Only essential visitors can enter the Commission premises.

As regards **conferences** with physical participation organised by the Commission, the gradual easing of the containment measures and the phased approach for the opening of the EU internal and external borders require the postponement or cancellation of all conferences planned until **31 August 2020**.

49. Will it be possible to organise virtual meetings with interpretation?

Yes. DG SCIC has introduced an innovative technology in a number of corporate meeting rooms that allows simultaneous interpretation to and of remote participants in video conferences. Services can introduce requests as usual via WEBDOR. The availability of corporate rooms fitted with this new technology will be scaled up in June to serve more virtual meetings such as comitology meetings, negotiations with stakeholders or third states in the CCAB.

For more information, see DG SCIC page FWC for event management and the dedicated SCIC Covid page.

50. How can we achieve physical distancing in our buildings and interact with others? Can colleagues in different shifts use the same office?

No physical meeting is allowed if physical distancing cannot be ensured (at least 1,5m in Belgium and 2m in Luxembourg). In meetings, wearing a facemask is strongly recommended.

Staff in different shifts can use the same office but should avoid using the same IT equipment/same workstation. If the same IT equipment has to be shared, each staff member who has used it needs to disinfect it. However, headsets/microphones should never be shared.

IV. Business Continuity

51. How often is postal mail picked up and delivered in the Commission buildings?

One daily mail service (incl. registered mail) to all buildings is operational, and the Diplomatic Pouch is dispatched once a week.

52. Is the removal service still available?

Moves are ongoing at a reduced capacity while respecting social distancing. Priority will be given to installing staff who have moved to another office or entered service during the confinement period. Contact your [Logistics Proximity Team](#) (LPT) for more information.

53. Will the Logistics Proximity Teams (LPT) be available in all buildings?

Yes. Aside from their normal activities, Logistics Proximity Teams (LPT) are responsible for the provision of soap, paper towels and disinfectant gel.

54. Are building maintenance and repairs being carried out?

Yes. The main logistical and infrastructural services such as cleaning and maintenance works are being gradually deployed in all our buildings and the service providers follow the safety instructions in place. We count on all of you in the office to support them in doing their job correctly under these difficult circumstances.

55. When will nurseries (crèches) and after-school child minding facilities (garderies) reopen and under what conditions?

A reflection on the gradual and partial reopening of childcare facilities is under way. Please check the [dedicated website](#) for more details and updates.

56. Is CIE in Overijse open for outdoor sports?

CIE-Overijse opens its outdoor tennis and padel facilities under strict health and safety conditions on Monday 11 May. Check out the [website](#) for more details.

