



„COVID-19“

Basel, 9. Juni 2020

Safety policy for customer contact

Counter services, face-to-face customer meetings and consultations, as well as house calls

1. Preliminary remarks and objective

This safety policy for the Canton of Basel-Stadt under COVID-19 was enacted by the Government. It describes the guidelines with which the cantonal administration must comply in order to be able to resume or continue its activities in relation to customer contacts. Specific work situations are regulated in the relevant sector-specific safety policies. Offices and businesses that have a service contract with the canton are basically responsible for drawing up and adhering to an appropriate safety policy themselves.

The measures listed are intended for operators of administrative institutions where there is customer contact, and for the canton as an employer. They help towards defining internal safety measures that can be implemented in collaboration with employees.

The aim of the following measures is to protect employees and people who work in the business or institution, on the one hand, and the general population as users of the services, on the other, from infection with the coronavirus. It is also essential to protect particularly at-risk people as well as possible, both as employees and as customers.

This safety policy for customer contact is the safety policy of the Canton of Basel-Stadt under COVID-19 from June 2020. The specific regulations for dealing with customers in administrative premises and during house calls are as follows.

2. Hand hygiene

Measures

Customers are asked to sanitize their hands when they enter. Dispensers of hand sanitizer are stationed at the entrances to administrative buildings. Instructions on correct use of hand sanitizer are displayed.

Instructions on correct hand washing are displayed in the toilets. In addition to liquid soap and towel rolls, extra paper towels are also provided where possible, so that people do not need to touch door handles etc. without protection when leaving the toilet.

3. Distancing

Measures
Employees and other people must keep at least 2 metres' distance from each other. Office managers must mark the floors in customer areas if it is not possible to adhere to distancing regulations. Employees must make customers aware of distancing regulations.
Office managers stipulate the maximum number of customers that may enter their customer areas at the same time (the FOPH recommendation in work situations is 4 m ² per person). The maximum number should be visibly displayed.
Meetings should be digital if possible. If this is not possible, the meeting rooms chosen should guarantee that there can be enough distance between the attendees. The office managers stipulate the maximum number of meeting attendees permitted in their meeting rooms (the FOPH recommendation in work situations is 4 m ² per person). The maximum number should be visibly displayed.
If it is not possible to guarantee that staff and customer areas in an administrative department can be kept separate, wearing of face masks can be recommended (unavoidable distance of under 2 m and time spent over 15 minutes). If wearing of face masks is recommended, customers should be made aware of this at the entrance / reception, and equipped with a face mask.
A suitable waste bin should be made available at reception so that used face masks can be properly disposed of.

4. Cleaning

Measures
Counter areas, handrails, passenger lifts, banisters and door handles in buildings where there is contact with customers should be cleaned several times a day.
Offices and meeting rooms should be ventilated 4x a day for 10 minutes.
Regular cleaning of surfaces and objects as required after use, especially if they are touched by several people (e.g. meeting table) should be guaranteed.
Waiting rooms for customers, toilets and break rooms should be cleaned several times a day. Brochures should not be put out.

5. Ill people

Measures
Employees must not continue to work if they are ill.
People who are ill must not visit the administration. People who are ill must not be visited for consultations, customer meetings or house calls.
In accordance with Federal Government guidelines, people who have become ill with COVID-19 must enter into self-isolation immediately. Relatives of people with COVID-19 (who live in

the same household) must enter into quarantine..

6. Work in the counter area

Measures

The counters of the cantonal administration are basically open again during business hours.

All counter areas in the administration are protected with screens if possible. Where this is not possible, and where a distance of under 2 m is unavoidable for a longer duration (more than 15 minutes), face masks are recommended. Face masks are made available to customers and the employees concerned.

Documents should not be touched by several people. If this is not possible, gloves can be used in some cases.

Distancing regulations must be followed as consistently as possible for face-to-face customer meetings and consultations away from counter areas.

7. Face-to-face customer meetings and consultations, as well as house calls

Measures

Customers are asked to sanitize their hands.

Distancing regulations must be adhered to consistently during recruitment interviews and they must be conducted in meeting rooms that are big enough.

If possible, customer meetings and consultations will continue to be done by telephone.

If possible, face-to-face customer meetings and consultations or house calls take place in accordance with special safety precautions, after being arranged in advance by telephone.

If possible, groups of people should not be received. Otherwise, the rules for meeting rooms should be observed.

Face masks are recommended where unavoidable distances of under 2 m are expected for a longer duration (more than 15 minutes). Face masks are made available to customers and the employees concerned.

These guidelines apply analogously for house calls.

The duration of meetings should be as long as necessary, but as short as possible.

House calls by the court usher services (e.g. to check identity for certification) are permitted in urgent cases under certain circumstances.

There will be no personal anniversary visits until further notice. Congratulatory messages and flowers will be sent instead.

8. Dealing with at-risk people

Measures

Provided that FOPH conduct recommendations are implemented, a return to the workplace is possible under special conditions by arrangement with the person responsible.

People who are at risk in accordance with the respectively valid definition of the Federal Government should not work in areas where there is contact with customers (cf. COVID-19-Verordnung-2 [COVID-19-Ordinance-2], Appendix 6).

9. Implementation of measures

Measures

The departments and offices, but primarily the department management and specialist managers are responsible for implementation of and adherence to safety precautions in their teams.

If necessary, the safety policy should be adapted in consultation with the office and by arrangement with the department management and the cantonal emergency services.

10. End of validity

End of validity

This "Safety policy for customer contact" is valid from 22 June 2020 until revoked.