



Support to internal climate and communication

Annex No. 4 to the document «towards the premises reopening plan»

Staff support actions

The Foundation will adopt specific measures aimed both at supporting the **internal climate** and the **well-being** of its staff, and at ensuring internal **communication** attentive to the exceptional situation caused by the COVID 19 epidemic.

These actions regard:

- Training, climate and well-being;
- Internal and external communication with focus on FBKjunior initiatives;
- IT support.

Training, organizational climate and welfare: ongoing and upcoming actions

Ongoing actions:

Training. New digital format for continuing training while on telework in the dedicated area: [#menoviruspiùconoscenza](#).

Priority to professional development and emotion management with virtual classrooms and webinars.

Identification of needs and monitoring of the new climate dimensions of special relevance during an emergency period.

Welfare. Increased work schedule flexibility procedures such as [telework/smartworking](#). Rethinking of family support initiatives such as "[Spazio 0-100](#)", "[Families Share](#)". [Sanifonds](#) package update for health coverage.



Physical and mental well-being and organizational climate



Upcoming actions

Reorganization of the **FBK Academy catalog** based on the new organizational needs. Focus on new training formats and ongoing feedback collection.

Activation of a **support help desk** for the physical and mental well-being of staff.

Implementation of a **specific roadmap** based on needs emerging from discussions on virtual platforms.

Collection and new analysis of needs through an **internal survey** to the end of reformulating welfare and work-life balance actions that will meet the real needs of the staff.

Internal communication

Foundation internal communication, for the purpose of updating staff on developments of the COVID-19 epidemic and on the response initiatives - both internal and external to FBK - is provided through two channels.



Web site FBK Amministrazione Trasparente

It gathers all **notices** and **useful and official information** to stay updated on the Covid-19 emergency and external law enforcement initiatives.



FBKLive *“Net-working” in the time of the coronavirus*

Internal newsletter with the aim of informing staff of the internal initiatives to respond to the Covid-19 crisis, as well as **maintaining FBK community’s sense of belonging and involvement**.



Both communication channels, each of them in indifferent ways, complement and support each other: in fact, on the Transparent Administration website you can find the FBKLive archives and the Newsletter always makes reference to the website.

The #menoviruspiùconoscenza communication campaign

Communication as a common thread between inside and outside, connector between experiences, research and reflections that arise in a research community and offer their thoughts as a point of reference to provide guidance and support to the community on critical situations of change.

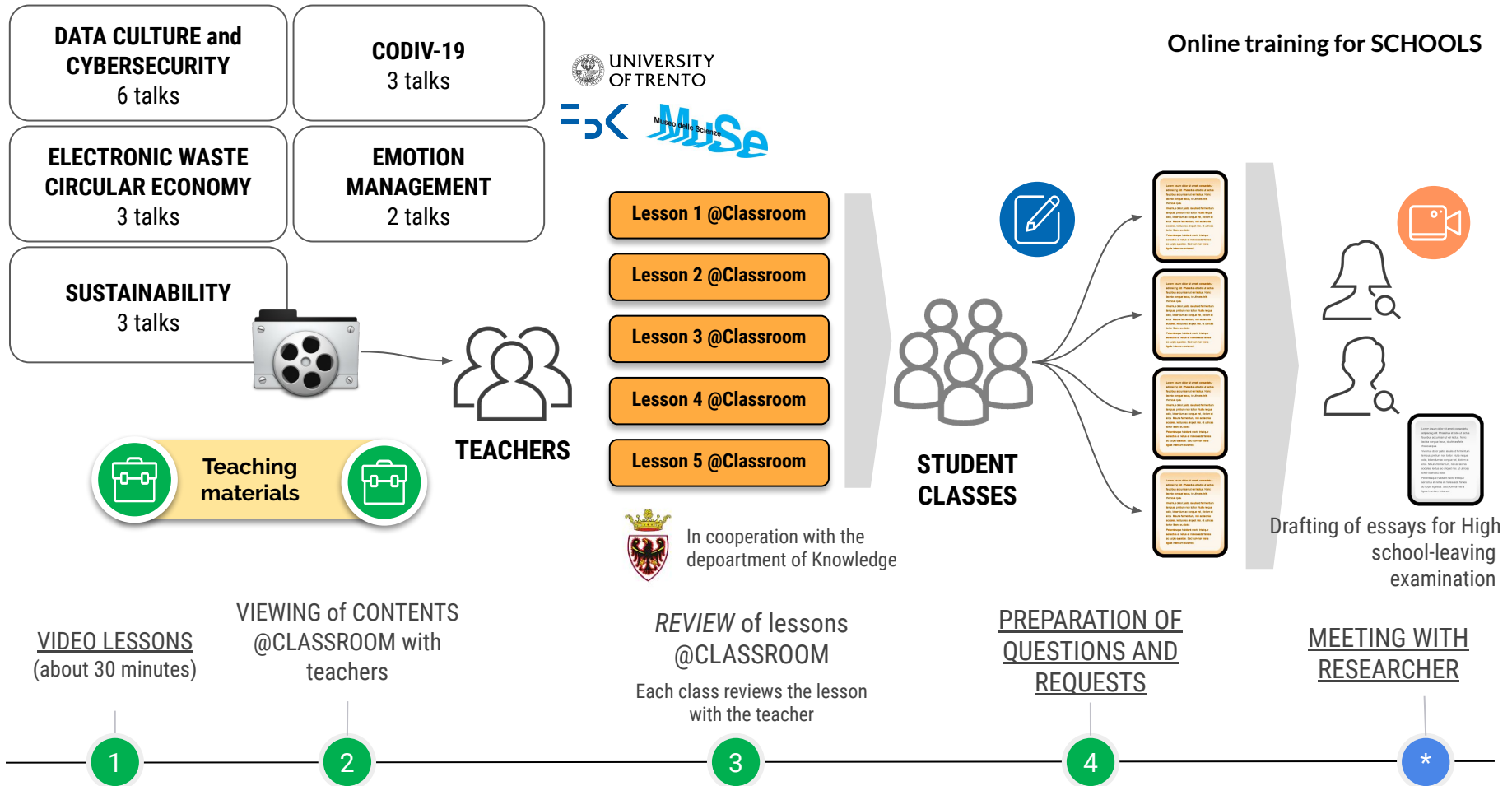
Hence the [#menoviruspiùconoscenza](#) external and internal communication campaign, brings together and channels the different targets the FBK experience in the time of Covid-19:



- Dedicated Area on the [fbk.eu](#) portal
- Collection of research on [Covid-19](#) produced by FBK, web app and insights on the topic
- Selection of [digital contents and archive materials](#) organized by topics and targets
- Daily information campaigns on [social networks](#)
- Production of original contents: series of articles on our [magazine](#), [campaign kick-off videos](#), [Facebook livestreaming events](#)
- [Press](#) releases on the main news regarding Covid-19 related FBK research and activities and online e offline dedicated PR work
- Topic-based organization of the training section in the time of the Coronavirus on [FBK Academy](#)
- [FBK Junior](#) dedicated program: [#menoviruspiùconoscenza](#) for schools.

The #menoviruspiùconoscenza program for schools

The researchers at Fondazione Bruno Kessler, in collaboration with the University of Trento (DiPsCo, DICAM, C3A), MUSE and other local organizations, wish to offer students some training modules for in-depth study and reflection on topics of relevance in the areas of science and the humanities.



Upgraded IT services

FBK was able to count on telework right from the start thanks to the "zero trust" IT upgrade process (work independent of the location, secure and confidential data) implemented before the crisis and on specific support during the crisis:

Pre-Covid-19 actions:

- Single web portal for applications (my.fbk.eu), inclusive of remote access with same procedures and password
- Data migration to Google Drive and Share Drive
- Laptops for all employees and computing and enterprise applications migrated to the datacenter or cloud
- Professional unlimited remote working tools (e-mail, office applications, chat, audio and video conference, etc ...)
- Landline telephony on IP technology (telephone remote control and virtualization);
- IT support for remote users on FBK-owned and private PCs
- Adoption of technical security measures

Services activated for Covid-19:

- Additional Pulse VPN licenses
- Firewall and VPN configuration to improve remote running
- New software for remote support of FBK-owned and privately owned PCs
- Seminars on remote working tools (through [#menoviruspiùconsocenza](https://twitter.com/menoviruspiùconsocenza))
- Speed-up of data transfer onto Google Share Drive.



Useful contacts

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