

Guidelines for the management of incoming and outgoing mail

Adopted with Resolution no. 03/2023 of the Head of the Corporate Assets Service dated February 24, 2023.

Article 1 – Introduction

1. Paper mail is a working tool. The increasing use of digital emails has reduced the amount of paper correspondence, which still remains a current tool of work.

Article 2 - Purpose

1. These Guidelines govern the management of incoming and outgoing institutional mail for all Foundation locations. Packages that are not folds of books and any bulky materials are excluded from the management policy set forth in this document.

Article 3 - Audience

1. The recipients of these Guidelines are all individuals who have a formalized working relationship with the Foundation. Co-located companies/entities, contractors, are therefore excluded from the mail management system.

Article 4 – General provisions

1. The Foundation is not responsible for personal incoming mail, including registered mail.
2. Whenever possible, it is recommended to opt for institutional subscriptions to electronic journals to reduce environmental impact and optimize the use of internal resources.
3. The Foundation does not handle personal correspondence and dissuades the delivery thereof. Blatantly personal non-registered mail (magazines, coupons...) is stored at the sending station for 90 days and then sent to the pulping mill. For the via Sommarive site, the storage station is the Corporate Assets Service office.
4. When mailing registered letters, the writer must indicate, in the return receipt prepared for sending the Registered Letter, the organizational arm and a specific name.

Article 5 – Mail services at the Povo, via Sommarive site

1. Registered mail delivered to the via Sommarive site is stored at the Porter's Lodge. If there is an e-mail address of the recipient, the concierge will try to notify him or her by e-mail. Registered letters with Fondazione Bruno Kessler listed as generic recipient are handled by the Corporate Assets Service.
2. Regular mail delivered to via Sommarive is sorted by the Corporate Assets Service on a weekly basis.
3. Institutional mail is sorted by Research Center and placed in the dedicated pigeonhole unit. Institutional mail for the administrative organizational arms is delivered to the north building's rack.
4. Mail shippings with the Foundation as institutional sender are handled by the Corporate Assets Service once a week, except in cases of proven urgency. No mail services are provided to individuals not related to the Foundation.

Article 6 – Mail services in Trento, via S. Croce

1. Registered mail delivered to the via S. Croce headquarters is kept at the concierge desk. If there is an e-mail address for the recipient, the concierge will try to notify him or her by e-mail. Registered mail with Fondazione Bruno Kessler listed as generic recipient is handled by the Corporate Assets Service.
2. Regular mail delivered to via Santa Croce's offices is sorted by the Concierge and kept at the concierge desk. Incoming mail addressed to co-located companies is sorted by the staff of the concierge service and stored at the concierge desk. The institutional mail of the administrative organizational arms is processed as internal mail.
3. Institutional mail to be shipped from the via S. Croce headquarters are handled by the Library. No shipping services are provided for co-located companies or personnel not related to the Foundation.
4. All mail relating to the Library is handled directly by the Library.

Article 7 – Mail services at Povo, via alla Cascata

1. Registered mail delivered to via alla Cascata is kept at the porter's lodge. If there is an e-mail address for the recipient, the concierge will try to notify him or her by e-mail. Registered mail with Fondazione Bruno Kessler listed as generic recipient is handled by the Corporate Assets Service.
2. Regular mail delivered to via alla Cascata's offices is sorted by the Concierge staff and kept at the concierge desk. Mail addressed to co-located companies is placed in a pigeonhole unit located at the entrance. The institutional mail of the administrative organizational arms is processed as internal mail.
3. Mail shippings with the Foundation as institutional sender are handled by the Corporate Assets Service once a week, except in cases of proven urgency. No shipping services are provided for personnel not related to the Foundation.

Article 8 – Mail services at Villazzano, Strada delle Tabarelle

1. Registered mail delivered to the Strada delle Tabarelle offices is collected by the Foundation's staff and delivered to the recipient.
2. Regular mail delivered to the Strada delle Tabarelle offices is collected by Foundation staff and placed in the inbox and outbox desktop trays located in the Villa Tambosi Staff area. The institutional mail of the administrative organizational arms is processed as internal mail.
3. Mail shippings with the Foundation as institutional sender are handled by the Corporate Assets Service once a week, except in cases of proven urgency. No shipping services are provided for personnel not related to the Foundation.

Article 9 – Internal mail management

1. The Corporate Assets Service is responsible for collecting internal mail exchanged between the different offices of the Foundation, sorting it and delivering it twice a week.
2. Internal mail must be placed in the outgoing mailbox that is located:
 - a. for the via Sommarive site, in the pigeonhole unit located in the Corporate Assets office;
 - b. for the Via S. Croce offices, in the Library's South Office;
 - c. for the via alla Cascata offices, at the entrance;
 - d. for the Strada delle Tabarelle offices, in the desktop trays at Villa Tambosi Staff area.

3. The mail exchanged between the different offices is sorted by the resource made available by PAT through Consorzio Lavoro Ambiente.

Article 10 - Instructions for FBK mail handling staff

1. The staff in charge of handling FBK mail:
 - is not authorized to open incoming mail;
 - is not authorized to process any personal data contained in the FBK mail;
 - is required to place the closed envelopes in the correct internal mailbox;
 - is required to report to the Head of the Corporate Assets Service any anomalies, accidents, theft, accidental loss of documents;
 - for any concern, should contact the Head of the Corporate Assets Service.

Article 11 – Specific instructions for the protection of personal data contained in internal mail

1. Personnel authorized to process personal data contained in the documents transmitted between the various organizational arms of the Foundation must adopt appropriate organizational measures to protect the confidentiality of personal data. In particular, authorized personnel shall:
 - transmit documents containing personal data in a sealed envelope;
 - clearly and accurately indicate on the envelope the recipient and the organizational arm to which the document(s) is/are addressed;
 - place the closed envelope in the corresponding internal mailbox indicated in art. 9 c. 2;
 - where possible, indicate on the envelope the name of the person authorized to process the documentation sent;
 - is not authorized to open incoming mail;
 - if he or she receives by mistake documentation containing personal data not within their competence, he or she shall close the envelope and deliver it to the correct recipient, or place it in the correct internal mailbox;
 - is required to report to the Head of the Corporate Assets Service any anomalies, accidents, theft, accidental loss of documents;
 - for any concern, should contact his or her Supervisor.
2. These instructions complement the instructions for the correct processing of personal data provided for by the Foundation.