













STAFF HANDBOOK




A PRACTICAL GUIDE FOR ETF STAFF


[#HR](#) [#newcomers](#) [#induction](#)



Contents

STARTING AT THE ETF	4
Induction programme 	4
ICT equipment and offices 	4
ETF building and facilities	4
ETF canteen.....	4
CONTRACT OF EMPLOYMENT 	5
Probationary period.....	5
Contract renewal	5
REMUNERATION 	5
Regular salary revisions	6
Other possible financial rights (upon start of service).....	6
WORK-LIFE BALANCE - WORKING CONDITIONS 	6
Part-time.....	6
Part-time credits	6
Maternity and paternity leave	7
Parental leave	7
Family leave.....	7
Unpaid leave.....	7
WORK-LIFE BALANCE – PRESENCE, ABSENCE 	7
Annual leave (holidays)	7
Public holidays.....	8
Special leave.....	8
Sick leave	8
Standard working hours.....	8
Flexitime.....	8
Teleworking.....	9
LEARNING AND DEVELOPMENT 	9
Internal Temporary Assignment (ITA)	10
PERFORMANCE MANAGEMENT 	10
RECLASSIFICATION 	10
HEALTH AND WELLBEING 	10
Medical cover and regular medical check-up.....	10
Accident cover.....	11
ETF Medical Advisor.....	11
Fit in the body.....	11
Fit in the mind.....	11
Preventing harassment.....	11

ETHICS AND INTEGRITY 	12
Code of Good Administrative Behaviour.....	12
Conflict of interest	12
Anti-fraud measures 	12
Whistleblowing protection 	12
Outside activities and publications.....	12
Data protection	13
SOCIAL SECURITY BENEFITS.....	13
Retirement pension and pension transfer.....	13
Unemployment allowance	13
LIFE IN TURIN – ADMINISTRATION	13
Counselling and more	13
ID card 	14
Residence.....	14
Purchase of one VAT-free car and other goods 	14
Fiscal Code	14
Fiscal residence	14
Housing in Turin.....	14
Driving in Italy	14
LIFE IN TURIN – SCHOOLING.....	14
English speaking nurseries/kindergartens.....	14
International schools.....	15
Universities.....	15
LIFE IN TURIN – LEISURE	15
USEFUL CONTACTS	15
Emergency numbers	15
Main hospitals in Turin.....	15
ETF ORGANIGRAMME	16
.....	16
HR, PEOPLE AT THE HEART OF ETF.....	16

In the electronic version of this Handbook, the symbol  indicates an external link providing further info

STARTING AT THE ETF

Induction programme [🔗](#)

To help you integrating smoothly into your new professional and social environment, two ETF colleagues will be at your disposal during the first two months of your employment. One colleague will be your Induction Buddy, helping you with your social integration and taking you through the routine tasks that are part of the working experience at the ETF. The second colleague will be your Induction Mentor, focusing more on the professional integration and your specific role within the ETF's Departments, Units and Teams.

Of course, your manager as well as any HR colleague are available to help, guide and support you whenever is needed.

A series of 30-minute induction sessions are arranged specifically for you in your first days and some at a later stage, together with other new colleagues where possible. These sessions can help you to understand what each Department is working on, highlight specific areas that must be known by all staff, etc.

ICT equipment and offices [🔗](#)

Most of us share an office with one or more colleagues. Printers and copy machines are situated in the ETF corridors. If you are recruited as a manager you will have an individual office and will get your own printer.

We work on a "virtual desktop" environment based on the standard Microsoft environment; this means that we can access our individual workstation from anywhere, provided that a PC and a working Internet connection are available.

In case of business trips (known at the ETF as "missions"), you can obtain a smartphone and a laptop PC.

ETF building and facilities

ETF's premises are situated in the hills of Turin, ten minutes from the city centre, by car. Public transport services reach Villa Gualino quite regularly. Two spacious car parks are available to ETF staff. Checks and repairs to ensure safety and healthy environment are regularly performed on the building.

ETF canteen

The ETF has, within its premises, a coffee/lunch room where meals, sandwiches and a range of salads are served daily by a catering service.

CONTRACT OF EMPLOYMENT

Probationary period

The first nine months of your new job at the ETF correspond to your probationary period. Your manager (Reporting Officer, RO) defines your objectives in the first month of employment. One month before the end of your probationary period, your RO and the Director decide whether to confirm your contract of employment or not.

Contract renewal

Your contract is for a fixed term and it may be renewed, but there is no legal obligation to do so. Around four months before the end of your contract, the ETF informs you whether your first contract is renewed or its end date is confirmed. A second renewal results in a contract of an indefinite duration.

Before eventual renewal for an indefinite duration, Contract Agents Function Group IV must demonstrate knowledge of a third EU language at B2 level, determined by a specific language test.

REMUNERATION

The elements of your salary and other possible financial rights are determined based on supporting documentation and your personal situation. Your salary is subject to annual adjustment and to a correction coefficient related to the cost of living in Italy, and it's mainly composed of:

- The Basic Salary (BS), set according to your Function Group, Grade and Step
- Possible Allowances, determined on the basis of your personal situation, such as:
 - Household allowance: 2% of your BS plus € 187.69
 - Dependent child allowance: around € 410.11
 - Pre-school allowance: around € 100.18
 - Reimbursement of school fees: up to a maximum of € 556.50 per child
 - Expatriation allowance: 4% or 16% of your BS (and family allowances)
- Deductions for:
 - Progressive tax levy between 8% and 45%

- Solidarity levy tax of 6%
- Social security contributions of around 13%

Regular salary revisions

- Every 2 years, if your latest performance appraisal has been satisfactory, your step is automatically increased and your salary adjusted up accordingly
- Every year (usually in December), a salary adaptation takes place (increase of basic salary and allowances) retroactively to the month of July. On that occasion there is also a revision of the weighting factor (a correction coefficient applied to salaries, depending on the cost of living in Italy), either positive or negative

Other possible financial rights (upon start of service)

Depending on your personal situation and upon specific conditions, the following extra financial rights may be granted to you:

- Daily allowances between around € 34 and € 43 per day, for some months
- Installation allowance: lump sum equal to your BS following a successful end of your probationary period
- Contribution towards travel expenses linked to your start of service and family situation, where applicable
- Removal expenses linked to your start of service, reimbursed up to variable ceilings after the end of your probationary period

WORK-LIFE BALANCE - WORKING CONDITIONS

Part-time

You may be authorised to work Part-time (at various %, your salary is proportionally reduced) and for a number of reasons. Your request for Part-time needs to be evaluated and authorised by your manager, HR and the ETF Director.

Part-time credits

This form of Part-time allows you to work full-time for 1 month with the salary reduced by 50% and to obtain 10.5 additional Annual leave days that you can spend within the following twelve months.

Maternity and paternity leave

Women expecting a child are entitled to 20 weeks of Maternity leave (24 weeks for multiple birth or birth of a disabled or seriously ill child). Fathers are entitled to 10 days of Special leave (12 days in case of multiple birth and 20 days in case of birth of a disabled or seriously ill child).

Parental leave

Before your child is 12 years old, you are entitled to Parental leave. You can take up to 12 months per child full-time Parental leave or up to 24 months half-time (50% work and 50% Parental leave). During this period, you do not receive any salary, but an allowance of around € 986 for the first six months and 50% of such allowance for the next six months in case of full-time Parental leave; this allowance is halved if the Parental leave is set at half-time. The duration of the Parental leave is doubled for single parents.

Family leave

Under certain conditions (e.g. a family member being seriously ill), you are entitled to Family leave. You can request up to 9 months of full-time Family leave or 18 months at half-time, alternating work and leave. During this period you do not receive any salary, but an allowance of around € 986 (or half of it, plus 50% of your salary in case of half-time Family leave) plus family related allowances, if applicable.

Unpaid leave

In exceptional cases, you may be granted Unpaid leave for several months if you are a Contract Agent or a Temporary Agent with a definite contract duration or for several years if you are a Temporary Agent with an indefinite contract duration. During this period you do not receive any salary and your social security and tax contributions are suspended.

WORK-LIFE BALANCE – PRESENCE, ABSENCE

Annual leave (holidays)

You accumulate two days of Annual leave for each full month of service, plus other days depending on your personal situation (each full year of service you are entitled to a maximum of 30 Annual leave credit.) You are not allowed to take Annual leave during your first three months of service. To spend Annual leave days you must get prior authorisation from your manager.

Public holidays

In addition to the standard Annual leave credit, the ETF normally observes 17 or 18 days of public holidays, set and communicated to all staff around October of the previous year. During public holidays the ETF offices are closed.

Special leave

Under certain conditions, you may be granted one or more days off which will not be deducted from your Annual leave credit. These days, called "Special leave", are granted in case of some specific events (marriage, birth of a child, removal, job-seeking at the end of contract, etc.) or in case of family-related issues (serious illness or death of a family member, etc.).

Sick leave

If you feel unwell before coming to work, you must call the ETF Reception to inform of your absence. The Reception will notify HR, your manager (RO) and your team.

If your absence is less than three consecutive calendar days, no medical certificate is needed; non-certified absences cannot exceed twelve days over a 12-month period.

For Sick leave longer than three consecutive calendar days and in other specific cases, you must provide HR with a medical certificate (without diagnosis); failing to do so results into a reduction of your Annual leave credit, accordingly.

Standard working hours

The number of working hours is 40 per week, thus the standard working hours are eight hours each day, from 09:00 to 18:00, with a mandatory break of at least 20 minutes between 12:00 and 14:00, after 5 hours of consecutive work.

Flexitime

When you enter or leave the ETF building, you must swipe your magnetic badge to record your presence at the office.

The scope of Flexitime is to allow better work-life balance and therefore, if you work more than the daily standard working hours some days in a month, you will have a positive time credit (expressed in hours) to offset, by:

- Choosing to start later or finish earlier in the following working days during that month, around "Core hours" (the time range when all staff must be in the office: from 10:00 to 12:00 and from 14:00 to 16:00 with at least 20 minutes break)
- Requesting recuperation time, called "Flexi-recup" (full days or half days) depends on the Flexi credit you have at the time of the request and is

automatically reduced to a maximum of two days per month if you are working full time

Restrictions:

- Managers cannot use Flexi-recup
- Staff at AST 9 or AD 9 grade and above can take Flexi-recup up to a monthly total of two days too, but only by asking half-days (two half-days of Flexi-recup in the same day are not allowed)
- Flexi credit is automatically carried over from a month to the next, up to a maximum of 20 hours

Teleworking

The ETF Teleworking policy offers the possibility to work from home (Turin and surroundings), under certain conditions. Every Teleworking day is accounted for as a normal working day.

For “occasional” Teleworking (up to 60 days per year), you must get authorization from your manager in advance and clearly state what you expect to achieve during your Teleworking days.

For “structural” Teleworking (up to 2.5 days per week for staff working full time for one year maximum, renewable) you also need to seek prior authorisation from your manager; this arrangement is available only once your probationary period is over.

LEARNING AND DEVELOPMENT

The ETF is committed to develop a lifelong learning culture. For this purpose, HR designs and organises corporate Learning and Development (L&D) activities all year, in line with the strategic needs and priorities of the ETF (i.e. development programme for managers, Health & Safety trainings, Project Management courses, etc.). You might be invited to L&D events depending on your role and needs as defined by your manager.

You also can submit Individual Training Requests (ITR) or Language Training Requests (LTR) for the approval of your manager and HR.

Other L&D opportunities available to you and offered on an ad-hoc basis, can be:

Internal Temporary Assignment (ITA)

ITAs are short-term posting to a Unit or Department different from the one you normally work for. The scope is to allow you to discover other ways of working, to bring your expertise to colleagues and to learn from the expertise of others.

PERFORMANCE MANAGEMENT

With a constant, all-year-round discussion amongst staff and between staff and managers, nothing should come up as a surprise when it's time to talk about yearly appraisal and setting of objectives. Genuine feedback enhances our development and our performance. HR therefore encourages both staff members and their managers to communicate and have an on-going open dialogue, leading to a smooth performance management activity.

RECLASSIFICATION

On a yearly basis, ETF managers discuss and compare merits of staff, which may lead to reclassification (promotion) to the next higher career grade.

Each staff member is eligible for promotion every two years. In addition, Temporary Agents need to master a third EU language at B2 level before their first promotion; Contract Agents are not subject to this rule.

HEALTH AND WELLBEING

Medical cover and regular medical check-up

You (and under some circumstances your spouse and children) are covered by a medical insurance called Joint Sickness Insurance Scheme (JSIS). Through this scheme you can ask reimbursement of medical visits and tests as well as medicines prescribed by a doctor. In case of hospitalization, JSIS can pay the hosting hospital directly.

In almost all cases, the reimbursement rate is between 80% and 85% of your expenses, in some cases a ceiling is applied. In case of professional illness or serious illness recognised as such by the JSIS, you may get 100% reimbursement of

all related expenses.

On a yearly basis, you will be invited to undergo an Annual Medical Check-up (AMC), comprising blood and urine exams (plus other optional exams). The costs of this service are entirely covered by the ETF.

In addition, you are also given the opportunity to take part in a Preventive Medical Check-up (PMC), paid by the JSIS. Its frequency varies depending on your age and gender.

Accident cover

ETF staff enjoy full-time worldwide cover for accidents occurring in private or working life. Such event must be communicated to JSIS within 10 calendar days, unless prevented from doing so by *force majeure*.

ETF Medical Advisor

The ETF offers you the opportunity to meet its Medical Advisor, in particular at the time of the Annual Medical Check-up, to discuss and possibly prevent any health-related issues.

Fit in the body

The ETF offers you a gym room that you can use freely outside core hours.

Fit in the mind

The ETF puts at your disposal the services of a psychologist. Psycho-socio support can help you identifying sources of stress, work-related or not, that can potentially lead to difficult situations in both professional and private life.

Preventing harassment

The ETF is against all forms of harassment. ETF Confidential Counsellors are specifically appointed and regularly trained to support with such delicate situations, helping you to find amicable solutions. Strict confidentiality is ensured.

Before any potential escalation of a conflict towards a potential situation of psychological harassment, do ask for help to your colleagues, manager, HR or ETF Confidential Counsellors.

ETHICS AND INTEGRITY

Code of Good Administrative Behaviour

The ETF has adopted a Code of Good Administrative Behaviour (CGAB). The Code states both rights and responsibilities of ETF staff in dealing with members of the general public, and with each other. According to the CGAB you have, amongst other rights, that of being treated fairly, with objectivity and impartiality. You also have the responsibility to respect the principle of non-discrimination, to act objectively and impartially in the interest of the Union and for the public good.

Conflict of interest

Whenever necessary, you must declare any potential conflict of interest you may have in your ETF work. A conflict of interest might arise when a third party could complain about your involvement in a specific job, claiming that you have personal, financial or other relations impairing your independence and decision-making prerogatives.

Anti-fraud measures

All ETF staff have the obligation to report any fraudulent activity or any suspicious behaviour to their manager or to the ETF Director. In these cases, if you prefer, you can report such instances directly to the European Anti-Fraud Office (OLAF), the official EU institution investigating fraud against the EU budget, corruption and serious within the European institutions.

Whistleblowing protection

The protection of a person reporting in good faith a potential fraud or serious irregularity is first of all guaranteed by confidentiality. Staff is also protected from retaliation. No member of staff or manager of the ETF may use their position to prevent other members of staff from reporting potential fraud or serious misconduct.

Outside activities and publications

You must obtain permission from the ETF Director before undertaking any type of work outside the ETF, whether paid or unpaid. The same applies to documents (articles, books on anything related to your work or any EU matter) you intend to publish.

Data protection

The ETF applies the EU regulation EC 45/2001 of 18 December 2000 on the protection of individuals with regards to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

SOCIAL SECURITY BENEFITS

Retirement pension and pension transfer

If you started working after 31/12/2013, retirement is set at the age of 66. If you started before 01/01/2014, the retirement age can be between 60 and 65.

To have a rough estimation of the pension allowance you will receive after retirement, you need to add-up 1.8% of your basic salary per year of service.

If you leave before the retirement age, you need to have at least 10 years of service to be entitled to a retirement pension, paid not before the retirement age. If you have less than 10 years of service in the Commission's institutions and agencies, your pension contributions (plus interests) acquired during your service will be transferred into an EU national system or into a private pension fund.

You can request to transfer your national pension rights into the European Commission's system before reaching the retirement age and before reaching 10 years of service in the EU agencies and institutions.

Unemployment allowance

At the end of your contract and under certain conditions, you may be entitled to an unemployment allowance for a certain period (depending on your number of years of service).

LIFE IN TURIN – ADMINISTRATION

Counselling and more

Beyond the services of housing research and settling related administrative documentation offered to new colleagues, the ETF relocation agency is at your disposal, and there at your own cost, to support in various areas.

ID card

ETF staff (and their family, in some cases) are entitled to a special ID card from the Italian Ministry of Foreign Affairs, relieving non-EU colleagues from applying for a permit of stay (obviously this does not apply to Italian colleagues) and allowing all staff to register their residence at the Turin Municipality.

Residence

If you are not Italian, you are not obliged to transfer your residence to Turin, unless you intend to do so.

Purchase of one VAT-free car and other goods

If you are not Italian, during the first year of service, you can buy one VAT-free car and some other items, such as furniture.

Fiscal Code

Every person living in Italy must request a fiscal code (*codice fiscale*) and HR will help to get the fiscal code card quickly. The fiscal code is necessary for various procedures like opening a bank account, buying a SIM card for a mobile phone, etc.

Fiscal residence

Your fiscal residence is in the country where you have last paid taxes. You are exempt from national taxes on salary paid by the ETF. For any other revenue, you must abide to concerned national law.

Housing in Turin

In addition to the many house renting websites, the ETF can offer relocation support.

Driving in Italy

EU driving licenses are valid on Italian roads. An international driving license is necessary in all other cases.

LIFE IN TURIN – SCHOOLING

English speaking nurseries/kindergartens

- Buddies: www.buddies.it
- L'Angioletto: www.langioletto.it

International schools

- International School – Chieri (Torino): www.isturin.it
- European School Altiero Spinelli: www.istitutoaltierospinelli.eu
- Lycée Français Jean Giono: www.lyceegionoturin.it

Universities

- Università degli Studi di Torino: www.unito.it
- Politecnico di Torino (Engineering and Architecture): www.polito.it

LIFE IN TURIN – LEISURE

For information about tourism, health, car rental, etc., you can visit the following websites:

- www.turismotorino.org
- www.aboutturin.com/en/
- <http://wikitravel.org/en/Turin>
- www.comune.torino.it/canaleturismo/en/

USEFUL CONTACTS

Emergency numbers

- Carabinieri: 112
- Police: 113
- Fire Brigade: 115
- Road Side Assistance (ACI): 116
- Medical Emergency: 118

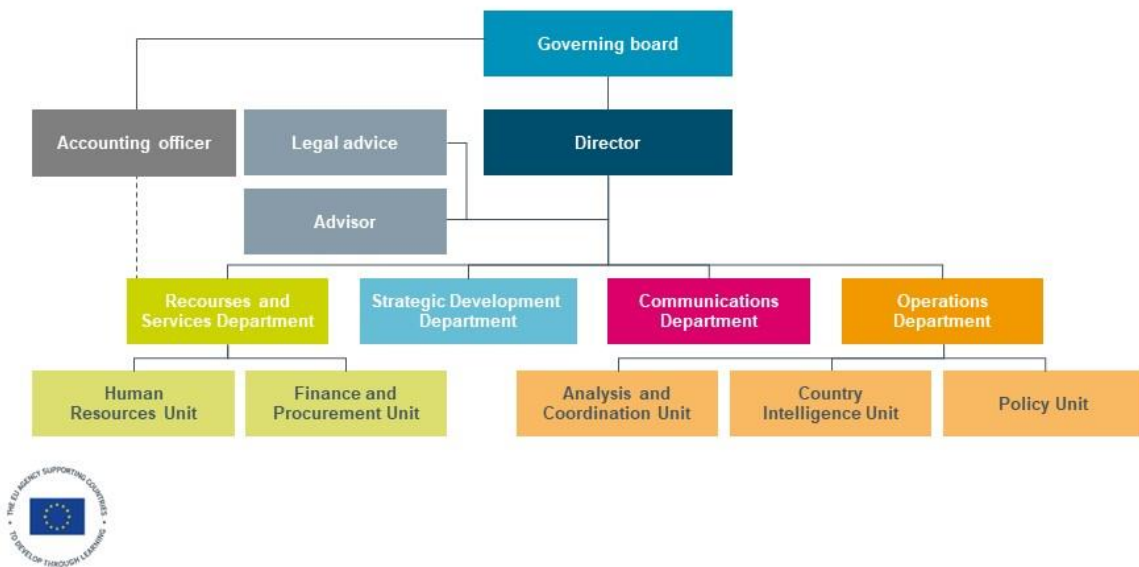
Main hospitals in Turin

- San Giovanni Battista/Molinette (Corso Bramante 88, +39 011 6331633)
- Luigi Einaudi (Via Cigna 74, +39 011 240111)
- Mauriziano/Umberto I (Largo Turati 62, +39 011 5081111)
- Valdese (Via Silvio Pellico 19, +39 011 65401)
- C.T.O. (traumatological-orthopedic, Via Zuretti 29, +39 011 6933111)
- Sant'Anna (obstetric-gynaecological, Corso Spezia 60, +39 011 3134444)
- Regina Margherita (children hospital, Piazza Polonia 94, +39 011 3134444)

ETF ORGANIGRAMME



Our organisational structure



HR, PEOPLE AT THE HEART OF ETF

FRANCESCO Recruitment Officer 📞 2261

Recruitment, Probation, Interimaires, Trainees

GIULIA Learning & Development Officer 📞 2325

Corporate learning activities, Individual Training Requests, Learning paths, Coaching opportunities (non-OPS)

JERCA Assistant 📞 2374

Medical issues, Leave and absences, Induction, ID and credit cards, Language courses

KARELLE Career Management Officer 📞 2314

Performance, Promotions, Career orientation, Job descriptions, Coaching opportunities (OPS)

NADÈGE Head of HR 📞 2264

HR Management, HR policies, Staffing

ROBERTO HR Communication Officer 📞 2380

HR and internal comms, HR management systems, Staff surveys

SERENA Rights & Obligations Officer 📞 2307

Start of service, Relocation, Remuneration, Working conditions, Harassment issues

SILVIA HR Officer 📞 2234

Staff Regulations, Contract renewals, Title 1 budget, Exit interviews, End of service and pension

