

Board of the Centre

89th Session, November 2025

CC 89/7

SEVENTH ITEM ON THE AGENDA

Administrative questions

I. Introduction

1. The Centre continued to strengthen the quality, effectiveness and efficiency of internal services to enhance delivery of training and learning outcomes. In particular, a new procurement process was successfully completed for accommodation services (catering, hotel and cleaning services) with new contracts signed at the start of 2024, leading to an increase in the quality of services offered, as confirmed by the strong ratings of guests, which are regularly monitored and tracked in the ReviewPro system.
2. To better handle the higher volume of activities owing to the combination of both online and presential learning modalities, the Centre continued its efforts to streamline and digitalize workflows. Priority projects underway include the automation of payments for self-paying participants, paving the way for a full e-commerce platform, as well as the external review of the Centre's participant enrolment processes, which identified major bottlenecks and recommendations for process simplification and automation.

II. Infrastructural projects

3. The projects to renovate Americas 2 and Italy Pavilions on the Centre's Campus proceeded in 2024, according to the timing and the budget included in the respective Memorandum of Understanding signed between the Government of the Italian Republic and the International Labour Organization in 2023. A Steering Committee and two distinct renovation teams were put in place to ensure sound project oversight supported by user dialogue and engagement.
4. A new Data Centre was installed in Africa 10, replacing the aging Data Centre located in the Italy Pavilion (which will be renovated for the United Nations System Staff College). The new data centre brings increased reliability, business continuity and cost-efficiency using a hybrid cloud approach that will allow the Centre to tailor and adapt its IT infrastructure to specific needs, whether for security, performance, or agility.
5. As part of the preparatory activities to the 60th Anniversary of the Centre, specific facility maintenance projects have been timely and successfully completed.

III. Health and Safety

6. Routine activities to promote staff health and safety were discussed by the Occupational Safety and Health (OSH) Committee on a regular basis and implemented, to maintain full compliance with the applicable standards.

7. The ITCILO Medical and Occupational Health Services were reorganized in 2025 in line with the specific needs of the Turin Campus, including ITCILO and UN staff as well as participants. The reorganization included a health and safety risk assessment and action plan, the appointment of the ILO Medical Advisor as the ITCILO Medical Advisor, the realignment of the medical service based on the UN/ILO walk-in-clinic model, managed by a full-time nurse with medical doctors providing health care services complemented by telehealth services.

IV. Security

8. In 2024, no significant internal security issues have been reported. The Centre was in constant contact with the UN Security Management Team - Italy and implemented the recommendations made, also coordinating the other two agencies present on Campus. The excellent collaboration with the Italian intelligence and law enforcement units continued in 2024.
9. In terms of information and data security, the Centre renewed its certification against the new version of the ISO information security standard, 27001:2022, demonstrating the Centre's proactive approach in addressing information security risks and evolving cyber threats, all of which are critical for the Centre's credibility vis-à-vis partners and clients.
10. Cybersecurity matters are also regularly discussed with the UN Security Management Team as well as with the United Nations Digital and Technology Network (UN-DTN). The Centre actively participates in the yearly UN cybersecurity baseline reviews, which help address maturity levels ensuring that relevant standards are adequately considered in the Centre's policies and measures.

V. Greening the Campus as a part of a wider sustainability effort

11. The Centre carried on its annual action plan concerning eco-sustainability issues. Greenhouse gas (GHG) inventory reports and a waste inventory were produced and submitted to the UNEP / Greening the Blue Initiative. Unavoidable emissions were neutralized by procuring carbon offsets. The annual process for maintaining the Centre's Green Flag status awarded by the Foundation for Environmental Education was successfully completed. The LEED certification was included as a requirement in the design phase of the renovation of pavilions Americas 2 and Italy.

VI. On Campus activities with local partners

12. The Centre intensified its partnerships with local stakeholders in the context of the 60th Anniversary celebration. This included a programme of cultural and artistic events ranging from the 60th Anniversary Photo Exhibition, to the hosting of local cultural events, as well as increased engagement with schools and civil society organizations to raise awareness on the values and mandates of the United Nations and the International Labour Organization. Through a more selective approach and considering the increasing number of institutional Face-to-Face activities, such requests have been evaluated according to their financial contribution but also to their value in terms of establishing or reinforcing collaborations consistent with the ITCILO mandate.