

**INFORMATION ON THE BUDGETARY AND
THE FINANCIAL MANAGEMENT OF THE
EUROPEAN PARLIAMENT IN 2016**

AND

**REPLIES TO THE QUESTIONNAIRE IN
PREPARATION FOR THE
EP DISCHARGE FOR 2016**

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Introduction

This document presents the answers by the Secretary General to the questions tabled by Members of the Committee on Budgetary Control in the preparation to the decision on the European Parliament's discharge for budgetary and financial management of the year 2016.

In this context, the following introduction gives an overview of the main characteristics of the year 2016, Parliament's use made of financial resources and important events as well as the fulfilment of the objectives for that year as they were formulated in Parliament's budget as adopted by the budgetary institutions and by its Bureau's decisions.

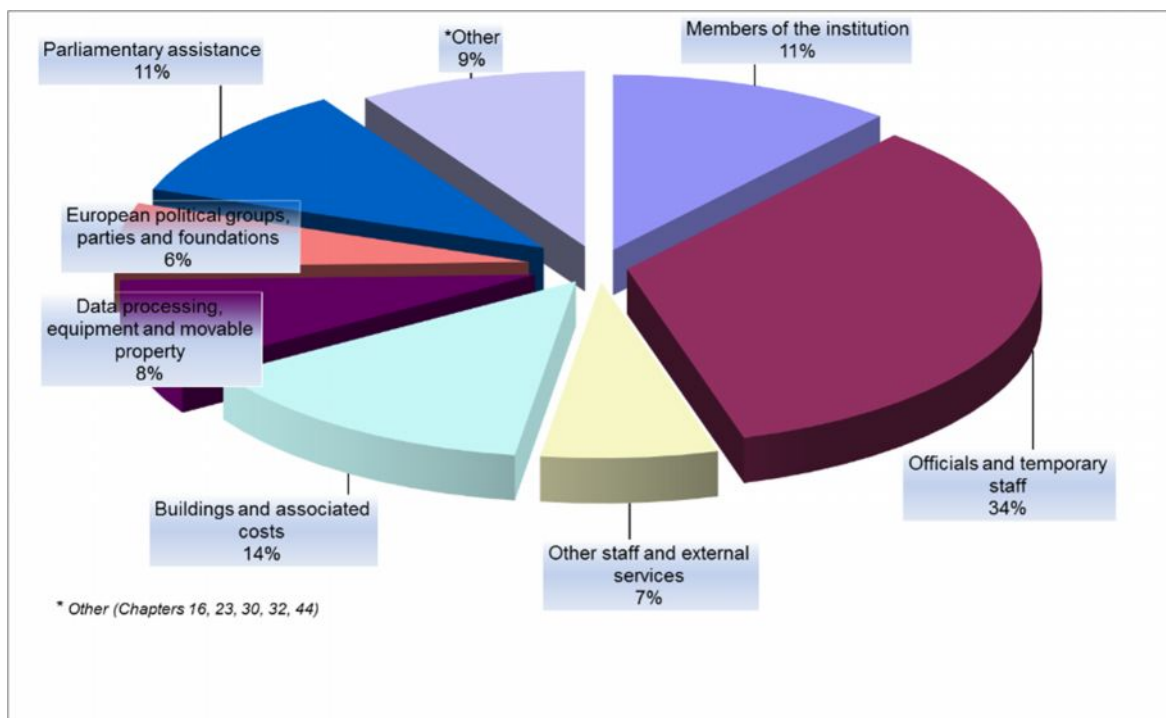
BUDGET OF THE EUROPEAN PARLIAMENT IN 2016

Parliament's final appropriations for 2016 **totalled EUR 1 838 613 983**, or 19.39 % of heading V of the Multiannual Financial Framework¹. In 2016, 99.2% of the final budget was committed and only 0.8% (EUR 14 769 811) had to be cancelled.

This excellent result could be achieved thanks to a combination of a very high degree of implementation of the budget as requested by the financial authorities on the one hand and an end of the year transfer of EUR 53.5 Mio of unspent funds on the request of the Joint Working Group of the Bureau and Committee on Budgets and following a positive opinion by the Committee on Budgets, so as to help fund the extension and modernisation of the Konrad Adenauer Building (KAD), which is the main construction project in Luxembourg. As a result of this an estimated EUR 13.8 Mio in financing charges will be saved over the construction period and loan amortisation period. Without this end of the year transfer, 96.3% of the final budget had been committed.

In 2016 four chapters accounted for 70% of total commitments. Those chapters were Chapter 10 'Members of the institution', Chapter 12 'Officials and temporary staff', Chapter 20 'Buildings and associated costs' and Chapter 42 'Expenditure relating to parliamentary assistance'.

¹ Council Regulation (EU, Euratom) No 1311/2013 of 2 December 2013 laying down the multiannual financial framework for the years 2014-2020 (OJ L 347, 20.12.2013, p. 884).



COMPLIANCE OF BUDGETARY AND FINANCIAL MANAGEMENT WITH POLITICAL DECISIONS

The objectives pursued and outcomes achieved in 2016, which are set out below, stem from the priorities and decisions adopted by the Bureau in 2016, the guidelines adopted by Parliament in its budget resolutions, and the goals and achievements of the Parliamentary Project Portfolio².

A. Enhancing the security of Parliament

A.1. Stepping up cooperation with national authorities and the other institutions

In response to increased security threats, cooperation in this area was stepped up between Parliament and the national authorities of the host countries, in particular the Belgian authorities.

A high-level working group on security issues was set up, with a very small number of members. Two key issues were discussed: the need for a clear and formally established definition of the European district and the designation of a single body within the Belgian authorities to consider, track and take action on all security issues that arise in the district. Other more general issues were also discussed, such as CCTV coverage, specific security measures for events held in public places, the conclusion of a formal agreement on a police and military presence, even when the state of alert is at its lowest, and security screening of external service

² Set of strategic projects adopted by Parliament's administration and to be implemented over a period of 3 years.

providers employed by the European institutions. Agreements were reached with national authorities on these matters.

A.2. iPACS project

The integrated Physical Access Control System (iPACS) project was adopted by the Bureau on 9 March 2015 with a view to acquiring new security techniques to step up security in Parliament by giving it modern, integrated, non-invasive technological tools capable of assimilating future technological developments.

In accordance with the Bureau decision, a schedule for the phasing in of the system at the three places of work over an estimated time span of five years was drawn up.

A start was made on the project in 2015 with the completion of tender procedures for the buying of IT tools and expertise.

Tender procedures for equipment were completed in 2016.

Furthermore, the Bureau asked for the entrances to all Parliament buildings at the three places of work to be improved and reorganised on the basis of a new security concept. All the entrances to the Parliament buildings in Brussels that were modernised in 2015 and 2016 were fitted out with new access control systems and have been incorporated into the new central iPACS system.

A.3. Measures to make Parliament's buildings more secure

Since 2014 the Bureau has taken a series of decisions to tailor security and protection arrangements at Parliament's buildings, which were designed and acquired before terrorism became widespread, to the new types of risk now faced. In April 2016 the Bureau approved a general update on all the security work and investments previously approved for Brussels and Strasbourg and the scheduling thereof for 2016 and 2017.

In tandem with that, the Bureau also adopted a series of measures to step up security and the level of protection of Parliament's central buildings in Brussels and Strasbourg against risks of intrusion or terrorist attacks by creating an external perimeter around them.

Against this background, the Bureau had asked for the entrances to all Parliament buildings at the three places of work to be improved and reorganised on the basis of a new security concept able to guarantee a sound and safe working environment for parliamentary activities while retaining the openness to the public that is the hallmark of Parliament.

A.4. Internalisation of drivers

At its meeting of 11 April 2016, the Bureau adopted the proposal for the internalisation of Members' transport service. The main objective of the internalisation was the improvement of the security of Members as Parliament will be able to conduct security screenings of drivers before employment and to provide continuous training and monitoring of its staff. The recruitment of new drivers under the statute of contract agent started as from the beginning of 2017.

B. Enhancing the work of Parliament and its Members in order to complete the legislative cycle

B.1. Searching for and managing knowledge

2016 was the first year in which the “Members’ Research Service” was fully operational in terms of its staff complement, level of policy specialization and range of products for and services to Members. In addition to answering numerous enquiries from Members or their offices, the Service has also generated an increasing number of publications for Members and the institution as a whole, all designed to being clear, content-rich, accessible and easy to read. There are several types of publications, which differ in length and detail. “At a glance notes” provide a one-to two page summary of a topic whereas “Briefings” offer a more detailed overview of a policy, issue or piece of legislation and have a length of up to twelve pages. A much more comprehensive and detailed analysis of the same is provided by “In-depth Analyses and Studies”. Overall, in 2016 the MRS generated 746 print publications, out of which 330 were “At a glance notes”, 384 “Briefings and 32 “In-depth Analyses and Studies.”

The MRS has also worked closely with the two EU advisory committees - the European Economic and Social Committee and the Committee of the Regions - as foreseen in the cooperation agreements signed with them in 2014, and delivered services to those bodies by responding to specific requests for research and support in other forms. Around 150 such pieces of work were provided in 2015 and 2016, as foreseen in those agreements.

Parliament’s Library, in addition to the classic library function, also provides digital and online access for Members and staff to a very wide range of knowledge sources, including many subscription-based journals, databases, and news and other information sources.

Furthermore, the new unit dealing with comparative law that was created at the end of 2015, has successfully begun the process of building up a reference collection, both physically and electronically, in this field, and of establishing links with comparable libraries worldwide. It hosted a major conference on the role of constitutional courts in multi-level governance in November 2016. In parallel, the unit published seven studies on the constitutional courts of different EU and non-EU states and on the Court of Justice of the European Union.

B.2. Supporting political priorities

In 2016, legislative activity substantially increased as Parliament was approaching the mid-term of its 2014 - 2019 legislative period. This led to a considerably higher output in the areas of Impact Assessment and European Added Value compared to previous years.

Seven “Cost of Non-Europe Reports³” were published in 2016, including on completing the single market, the sharing economy, the resilience of Banking Union, integrated research area, organised crime and corruption, and cost of border controls in the Schengen area (‘Cost of Non-Schengen’). Five “European Added Value Assessments” were completed in 2016 on issues, including an EU mechanism for the rule and law and fundamental rights, cross-border recognition of adoptions, and the coordination of corporate tax policies in the EU. In addition, two European Added Value in Action briefings, which highlight the added value of existing

³ These reports analyse the potential benefit of future action by the Union in policy areas where greater efficiency or a collective public good could be realised through common action at European level.

EU policies, were published on Common Security and Defence Policy and EU development policy.

With the Commission's legislative output reaching its cruising speed, 2016 was marked by a very important increase in the number of legislative proposals submitted to Parliament and consequently in the number of Commission impact assessments requiring appraisal: 36 initial appraisals - almost three times as many as in 2015 - were produced by Parliament's administration.

Furthermore, new rules on implementation reports adopted by the Conference of Presidents in April 2016 have contributed to a significant increase in the number of "European Implementation Assessments": 13 such assessments were produced in 2016.

A broad range of forward-looking studies, workshops and other activities, at the request of the "Science and Technology Options Assessment (STOA) Panel" of 25 Members of the European Parliament, nominated by nine parliamentary committees, were organised during the year. In 2016, 10 publications were produced in this field, which were published on the Parliament's Website.

Finally, a new unit with the responsibility to follow Global Trends was established in April 2015, which seeks to identify, track and analyse medium- and long- term global trends - especially changes in the international economic, social and political environments - which may affect the European Union in the years to come. It keeps Members informed about such trends and their potential policy implications, by publishing briefings and organising seminars. These publications include a new Global Trendometer, to be produced at least twice a year, which analyses changes of potential importance to the Union. During 2016, the unit's first briefing was published, 'Migration and the EU: a long-term perspective', followed by the first edition of the new Global Trendometer.

B.3. Internal policies

2016 saw a high level of legislative and non-legislative activity. Beyond the traditional core activities during the legislative phase, committees and committee secretariats continued to invest a considerable amount of work towards inter-institutional agenda-setting, as well as in the consultation phase, and in the scrutiny phase. In this context 391 parliamentary committee meetings and 135 trilogue meetings were organised in 2016.

In particular, thorough expertise and support were provided for the preparation of Parliament's position on the first ever proposal to revise a multi-annual financial framework (MFF), via the lead of the committee on budgets and the involvement of a large number of stakeholders. This allowed for an in-depth analysis of the functioning of the current MFF and the adoption of a wide-ranging report, with guidelines that enabled extensive discussions and which provided valuable input to the Commission's proposal.

In 2016, substantial expertise was also provided into the process of revising the Rules of Procedure via the lead AFCCO-committee working-group and through an administrative project team set up to support its work.

On 13 April 2016, a new inter-institutional agreement on better law-making was signed. Parliament's administration has contributed extensively and successfully to the preparations for the negotiations and, after its signature, has also been actively working on the implementation and follow-up of this agreement.

A very substantial share of expertise needed for the work of the committees is produced in-house and this share has been increasing in the past years. In 2016, some 382 (2015: 352 and

2014: 218) internal studies and briefing papers were produced (including about 100 updates of existing ones).

B.4. External policies

In 2016, the five committee and sub-committee in the field of external policies have developed an enhanced scrutiny and monitoring of the EU foreign policy through, inter alia, the scrutiny of the implementation of financing instruments and broader budgetary oversight, regular exchanges of views with the Vice-President/High Representative for foreign Policy of the European Commission, the Commissioners responsible for external relations, the EEAS⁴ and Commission high officials on key geographical and sectorial issues. In the legislative field, the committees have played an essential role in the work of the European Parliament's negotiating team in numerous trilogue meetings including on sensitive files (ex. conflict minerals regulation, updated Anti-torture Regulation);

Parliament has also participated in interinstitutional negotiations on arrangements for cooperation and information-sharing related to international agreements. Moreover, the operational arrangements for access to TTIP-related documents were further implemented, allowing to handle a substantial amount of documents and providing unprecedented access to documents relating to ongoing trade negotiations.

Parliament's administration has also implemented the administrative agreement reached with the EEAS on the sharing of political reporting, inter alia through the setting up of a secure reading room and its daily management and through the use of the secure e-mail transmission.

In relation to Inter-parliamentary Delegations, particular attention was given to continue the consistent implementation of the scrutiny working methods and modalities introduced in 2015 and revised at the beginning of 2016.

This aimed to ensure the effective assessment and monitoring of international agreements, the level of implementation of EU financial instruments, the impact of programmes and projects financed by the EU, the follow-up given to recommendations issued by election observation missions, the human rights situation and the monitoring legislation in force or in the making. A total of 66 detailed mission reports also known as "reporting sheets" were produced during the period of reference, most of them focusing on Monitoring of international agreements (23) and financial instruments (16), human rights (14), follow-up to recommendations of Electoral Observation missions (7) and the impact of legislation in force or in the making (6). Ad hoc guidelines were also prepared with a view to streamlining the preparation and transmission of reporting sheets and to improve other aspects of the work of delegations (including the collection of data for statistical purposes).

The policy department in the field of external policies continued its embedded approach in its communication activity by publicising its work on the EP Think Tank internet site, the policy departments' common intranet site and by contributing to monthly overviews of policy departments' activities. In addition, in June 2016 it launched its own monthly newsletter.

With a view to developing more links with the academic and think tank communities and relevant international organisations, the policy department unit organised 13 policy hubs, two diplomacy forums and two roundtables. It intensified cooperation and exchange of information with the Political Affairs and Public Diplomacy Departments of NATO and informal meetings at advisers' level have become regular (biannual).

⁴ European External Action Service

Most of the activities related to democracy support were organized in the six priority countries adopted by the Democracy Support and Election Coordination Group (DEG) - (Ukraine, Moldova, Tunisia, Morocco, Tanzania and Myanmar) and in the priority region (Western Balkans and Turkey). Nine election observation delegations (Uganda, Peru, Mongolia, Zambia, Gabon, Jordan, Georgia, Moldova and Ghana) were organised in 2016.

In particular in March 2016, the European Parliament organised the Ukraine Week, a three-day event for the launch of capacity building activities with the Verkhovna Rada (VRU). 80 Members and senior staff participated to the programme. As a result of the Ukraine week, the European Parliament signed a Memorandum of Understanding with the Verkhovna Rada to build a close partnership in developing capacity building activities with a country which is a top political priority for the European Parliament.

The 2016 support programme for the Western Balkan and Turkish parliaments provided capacity building sessions on a wide range of policy topics, such as immigration and asylum policy or non-discrimination of persons with disabilities. It strengthened parliamentary dialogue and increased regional ownership. Members and staff of enlargement parliaments were exposed to the EU policies and decision making processes, through debates with participating Members, which helped them to understand and comply with the EU values and accession criteria.

B.5. Improving plenary sitting services and provision of ICT to Members in their constituency offices

The project e-Parliament aims at providing Members with an authoring tool to draft reports and integrate them in the legislative text production chain. It also deals with the redesign of Plenary applications. During 2016, the roll-out of the verbatim minutes has been completed and the governance board for e-Parliament has adopted the working programme until 2019 (end of legislative term).

Another project (ICT4MEPs) improves the ICT services offered to MEPs and their staff while they are in their constituencies by providing wider access to EP resources and applications. Phase 1 of the Project was implemented in October 2016, providing access management for up to 1 000 Local Assistants. In addition, an international green phone number was also activated in all 28 Member States, to offer a wider range of support to cover all EU time zones, in English, French and German. New features to systems accessible from outside the EP have been added in 2016, like the possibility to change password.

C. Communication and visitor reception

C.1 Media and Stakeholder dialogue

A note from the Secretary General to the Bureau dated 30 November 2016 took stock of the main projects and activities in the area of communication and visitor reception that took place since the end of 2014. These projects and activities were undertaken in addition to the day-to-day business of communication. They encompass a strong focus on strengthening the visitor strategy of the Parliament, media relations, the provision of expertise to Members and an expanding strategy for developing ties with important information multipliers in the Member States.

Concerning the effort of adapting the communication workflow to the evolving media landscape, the Parliament followed closely the revamp of media activities and the overall approach to move from a platform-oriented coverage to a thematic and audience-oriented one. Parliament's website offers a multitude of information to citizens, Members, staff, media, stakeholders and visitors and state-of-the-art online tools allow for enhanced online communication. In this context, the reorganisation of the EP News website has started in 2016. Following diverse studies and evaluation, Parliament's video production service started to produce in a more targeted way, with a pre-production analysis of distribution channels and audiences to boost the success of, and engagement with videos.

A note on trusted relationships with journalists through numerous daily activities and products by the EP press officers was discussed, recalling that the main goal of the EP press activities is to increase the EP's visibility.

Cooperation between the Committee Secretariats and EP Information Offices have been intensified with a view of organising a more systematic dialogue with stakeholders on the legislative issues under discussion in the European Parliament in the framework of the stakeholder dialogue project. This project aimed at activating the stakeholders in Member States and get them involved in the legislative process of the European Parliament through active dialogue with rapporteurs.

C.2 EP Ambassador School programme

Another milestone was the innovative approach to reach out to schools across EU Member States by means of the Ambassador School Programme. The project aims at creating a continuously increasing network of schools which would be engaging with the European Parliament, its Members and the EP Information Offices. Interested schools have to apply to become part of the network and then perform teaching activities that raise awareness on European parliamentary democracy and European citizenship values. The Bureau Working Party on Information and Communication Policy endorsed a pilot phase launched in six Member States for the school year 2015/2016 and provided a positive assessment of the outcome. Subsequently, the Bureau approved the launch of the EP Ambassador School Programme in all Member States on 3 October 2016.

C.3 Visitors projects

The European Parliament has been striving to improve the experience of visitors both on the EP premises in Brussels and Strasbourg as well as in the EP's Information Offices in the Member States. Over the past years, the need arose to introduce effective, informative and coherent reception arrangements and other facilities to all visitors in its different poles of attraction. In 2016 the Parliament pursued to improve offers to visitors in Brussels, Strasbourg and in the Information Offices, in application of the visitors' strategy adopted by the Bureau on 27 April 2015.

Specific visitors' projects include the House of European History, whose construction works were completed in 2016 and which opened in May 2017. Conceptually and academically, it offers an intellectually rigorous, yet fresh and multi-perspective view of the history of the European continent, seen from a European as opposed to a national standpoint. Museologically, the House has taken on the unprecedented task of building a major new collection from scratch. Since the end of 2016, a new welcome point for groups of visitors is situated in the Atrium Building in Brussels. The main purpose of this project was to better manage the flow of visitors that is expected after the opening of the House of European History. It gives a welcoming and

friendly first image to the groups invited to visit the site of the European Parliament. The Visitors' Reception Area guarantees a proper welcome and safe arrival of visitors to Parliament.

The concept for the Visitor Welcome Centre 'Station Europe' was approved by the Bureau at its meeting of 18 May 2015 and implemented in 2016. The project converted the old Brussels-Luxembourg station into an orientation point for the European Parliament visitor pathway, with interactive and user-friendly applications and uses the first floor as a space for events and receptions.

After the Bureau had mandated the Secretary-General to negotiate a potential long-term lease of the House of the former artist 'Wiertz' and its garden in 2015, the Deputy Prime Minister of Belgium confirmed in June 2016 that Belgium would be interested to establish a public-private partnership. The Wiertz garden directly borders the Paul-Henri Spaak Building and is easily accessible from Parliament's main entrances. The Belgian state would put at Parliament's disposal the House and the Garden for lease for 50 years for 1 EUR and Parliament would renovate and maintain the premises. The negotiations of the precise terms of the contract and also the elaboration of a detailed concept for the future use of the complex are making good progress.

Another important project starting to take shape is the modernisation of the publicly accessible welcome areas of the EP Information Offices, which began in 2016 with the opening of the "Europa Experience" centre in Berlin.

C.4 Events and exhibitions

The Parliament fosters interaction with citizens through recurrent and occasional events, in particular:

- the Europe Day - the 9th of May honours the Anniversary of the Declaration made by French Foreign Minister Robert Schuman in 1950. As every year, in 2016 the European Parliament celebrated this occasion by organising Open Days in its places of work, as well as in the Member States. In Brussels, this event was organised in collaboration with the other Brussels-based EU institutions.

- the European-Youth-Event (EYE) - under the motto "Together we can make a change", 7 500 Europeans aged 16-30 gathered in Strasbourg on 20-21 May 2016 to exchange ideas and perspectives on youth-related issues. The Bureau confirmed on 6 June 2016 to make it a recurrent event to be organised every two years in the framework of an open and continuous two-way communication strategy with young people. The next EYE will take place in June 2018.

C.5 Lux Prize, Sakharov Prize and European Citizen's Prize

The LUX Prize pursues two objectives: enhancing the circulation of European films across Europe and sparking Europe-wide debate and discussion on societal issues. To these ends, the LUX Film Prize promotes the distribution of its three contending films by subtitling each of them in the EU's 24 official languages and by producing one digital cinema package per film for each country. The celebrations for the 10th anniversary of the LUX Prize took place on 10 October 2016.

The European Parliament supports human rights through the annual Sakharov Prize for Freedom of Thought, established in 1988. The prize is awarded to individuals who have made an exceptional contribution to the fight for human rights across the globe, drawing attention to human rights violations as well as supporting the laureates and their cause. The 2016 laureates

were Nadia Murad Basee Taha and Lamiya Aji Bashar, both survivors of sexual enslavement by the so called “Islamic State” (IS) that have become spokespersons for women afflicted by IS's campaign of sexual violence. They are public advocates for the Yazidi community in Iraq, a religious minority that has been the subject of a genocidal campaign by IS militants.

Since 2008, the Parliament awards the European Citizen's Prize every year to projects and initiatives that facilitate cross-border cooperation or promote mutual understanding within the EU. The prize, which has symbolic value, is also intended to acknowledge the work of those who through their day-to-day activities promote European values. In 2016, the European Parliament has honoured 50 people and organisations from 26 EU countries. National award ceremonies were followed by a central ceremony in October 2016 in Brussels.

C.6 AskEP

The Citizens' Enquiries service (AskEP) answers information requests from members of the general public on the Parliament and EU issues more widely. The 2014-19 Parliament has witnessed a significant increase in the volume of requests, mainly as a result of seemingly coordinated ‘write-in’ campaigns on topical issues. As a matter of course, the unit replies to correspondence in the official language in which the citizen has sent their letter or email. In 2016, the service received 8 967 individual letters or emails from citizens and 82 923 enquiries as part of organised campaigns.

A range of publicly-available ‘EP answers’ to frequently asked questions - with around 50 topics currently covered - is available on a specially developed platform, called AskEP.net, on the Parliament's website. Parallel arrangements are being made to install an interactive terminal on citizens' issues in the Parliamentarium.

C.7 Other activities

In 2016, a new multi-annual work programme for grants in the area of communication began, covering two areas - Media and Events - for the period 2016 - 2019. It consists of the co-financing of projects, selected through a call for proposals in accordance with the Financial Regulation, which are aimed at raising awareness on the role of the EP, its powers and political nature; disseminating information about the EP and its activities and increasing knowledge and understanding of the three pillars around which the EP operates, namely politics, policies, and values.

Grants in the area of Media (television, radio, on line) are implemented on the basis of multiannual partnership agreements with a limited number of media in the Member States having a minimal reach capacity, whereas grants in the area of Events are awarded directly to eligible organisations based in the Member States. In the media category, 102 partnerships were concluded and 48 grants have been awarded in 2016 for a total amount of EUR 3.9 Mio, out of 79 applications received. In the events category, 18 grants have been awarded in 2016 for a total value of EUR 0.8 Mio, out of 64 proposals received.

The rules governing the payment of financial contributions to sponsored visitors' groups have been revised by a Bureau decision in October 2016 in order to enhance the transparency and accountability of the process.

D. Continuing to implement the multiannual programmes to rationalise and modernise key parts of Parliament's Administration

D.1 Buildings policy

Buildings policy is a long-term policy that does not follow the annual rhythm of the EU budget. For the best possible results in the long term, it is necessary to plan 5 to 10 years ahead while bearing in mind prospective needs emerging over 20 to 25 years. Building projects often require financing over several years; proper planning is therefore fundamental for sound financial management.

Building acquisition has been Parliament's main policy related to infrastructure investment since the 1992 Edinburgh European Council decision establishing the seats of the EU institutions. Building renovation on the other hand is a relatively new activity that due to the ageing building stock will grow in importance. In the coming years, major renovations of big buildings, such as the Paul-Henri Spaak Building, are expected to take place.

A decision on the renovation of the Paul-Henri Spaak Building and the related measures will need to be taken by the Bureau.

In 2016, building projects at the three main working places and the information offices continued as set out below:

Brussels

In June 2014, even though the works by the owner were not finalised, some 1000 staffers moved into the building at Square de Meeûs. That removal was the first key stage in the process of making additional space available in Parliament's main buildings for Members through the political groups and allowed to avoid major moves of Members' offices during the term.

Between the date of occupation of the building in June 2014 and April 2016, the works under the owner's responsibility were finalised. An agreement was found with the owner, which consisted in the provisional acceptance of the building, a fee for the occupancy of the building since June 2014 and the entry into force of the usufruct contract. This agreement was approved by the Bureau at its meeting of 14 December 2015; the 12-year usufruct contract had already been approved in 2013.

The first phase of construction of the Martens Building was finalised in 2016 and the handover from the promoter to the Parliament took place at the end of June 2016. In the second phase of the project, the Parliament was in charge of the fit-out and the adaptation works. The ongoing third phase entails the installation of furniture and equipment. The completion of these activities and the delivery of the building is foreseen for 2018.

At its meeting on 7 October 2015, the Bureau authorised the Secretary-General to finalise negotiation for the signature of a long term usufruct contract for the new Professional Training Center. For this purpose, the technically outdated building Montoyer 63 was demolished and the training centre is currently being rebuilt at the same site. A 21-year usufruct contract was signed at the beginning of 2016. During the 24 months it will take to build the training centre, the building Belmont Court is temporarily leased from the same provider.

At its meeting on 12 September 2016, the Bureau decided to exercise the option to purchase the building Montoyer 75 at a cost of EUR 1. In 2005 the Parliament had signed a long lease with option to purchase after the rental payments made over a 10-year period have covered the cost of the building.

At its meeting on 11 November 2016, the Bureau approved the extension of the Wayenberg crèche. The crèche was initially opened in 2005 and the site is owned by Parliament. The extension works are planned to be completed end of 2019.

The provisional handover of the Eastman building hosting the House of European History took place in 2016. Architecturally the project transformed an existing building, not designed as a museum, into an example of cutting edge contemporary architecture and design offering a suitable environment for a major new museum.

Luxembourg

The KAD (Konrad Adenauer) project constitutes the main axis of Parliament's property policy in Luxembourg. The new KAD building will consolidate activities in Luxembourg in one building complex with a view to rationalising costs. The project comprises two phases: the construction on the "East site" and the construction on the "West site". Completion of the east site works is scheduled for 2018 (tower and certain other areas with offices) and 2019 respectively; completion of the west site works is scheduled for early 2022. Following the Bureau decision of 6 July 2015, the decision on the future of the old KAD building is left for the beginning of the next term. As in previous years, the Committee on Budgets authorised in 2016 a year-end transfer for the pre-financing of the project. This transfer amounted to EUR 53,5 Mio.

Until the new KAD Building becomes available, it is necessary to extend the lease of the GEOS building. Therefore, an extension until end of 2018 was negotiated.

Strasbourg

The Havel Building, originally constructed in 1955, was owned by the Council of Europe. It was bought by Parliament in 2012, completely renovated and upgraded in a two-part project: refurbishment of the building proper and construction of a footbridge to link it to the Pierre Pflimlin Building and landscaping of the surrounding area. The project made good progress in 2016 and the building was opened in 2017.

In order to improve the visitors' experience, a Parliamentarium was built in the framework of the modernisation of the welcome areas. Works started in 2016 and the Parliamentarium was opened in 2017.

Information Offices

In Berlin, the works on building a mini-Parlamentarium - called "Europa Experience" - on the ground floor of the Europe House were finalised in 2016. "Europa Experience" was opened in May 2016 and gives visitors the possibility to find out more about European politics.

In Ljubljana, the specific fitting-out work in the new Europe House was accepted on 27 September 2016. The opportunity was used to install interactive 'Europa Experience' features in the public area in order to make it more attractive. The units concerned moved into the new premises in mid-October 2016.

For the Europe Houses in Warsaw, Paris and Barcelona, additional lease extension contracts were signed in 2016.

Work on extending the capacity of the Jean Monnet House in Bazoches and on improving the standard of its facilities was completed in 2016. The building will be more extensively used by the Parliament for a number of flagship learning and development programmes, as well as for other events.

Maintenance policy

A multiannual maintenance and upkeep programme has been introduced. There were a number of key developments in 2016.

As regards Brussels, cases in point are the study into ways of improving the use of lifts and vertical circulation of users in the Spinelli Building (ongoing), completion of the first stage of refurbishment of electrical systems in the Wiertz Building, refurbishment of the Remard Building boiler plant, and vital work to keep the Spaak Building boiler plant operating at all times. Refurbishment of the high-voltage room in the Atrium Building was completed. A start was made on preparations for the invitations to tender for works to modernise the building services management and fire detection systems.

In Strasbourg, action taken in 2016 chiefly involved refurbishment work on offices, replacement of heat pumps in the Louise Weiss Building, and renovation of fire safety and building services management systems in the Salvador da Madariaga Building.

Following the collapse of the Strasbourg Chamber ceiling and its immediate rebuilding in 2008, as a precautionary measure Parliament had the ceilings of the main rooms and circulation areas in the Louise Weiss building inspected. As a result, a number of defects and instances of non-compliance with building regulations and industry standards were established. Parliament brought legal proceedings against its insurer, the firms involved in the construction of the ceilings, the clients and project managers in charge of the construction work and the inspection firms that were responsible for supervising that work. In view of the highly technical nature of this issue, the court appointed a panel of three experts to determine the causes of the problems and put a figure on the damage caused to Parliament. That panel also addressed a further problem that had been detected: the poor state of repair of the flocking on the structural steelwork supporting the roof of the building. The experts' work was completed on 31 March 2016, and legal proceedings continued with a view either to an amicable settlement or to a court ruling. Consideration of the technical aspects having been wound up, the main works proceeded in 2016 and were completed in 2017.

With regard to maintenance work in Luxembourg, the optimisation of cleaning services and the award of two new contracts concerning cleaning and upkeep of green areas brought about considerable savings in 2015 and 2016 in comparison with 2014 (when optimisation of services began). The entry into force of the contract for carcass work and fixtures and fittings on 1 February 2016 made it possible to improve the service, reduce response times, obtain more favourable prices and simplify administration.

D.2 Environmental policy

The European Parliament recognises that it has a duty to make a positive contribution to sustainable development as a long-term goal, not only through its political role and its role in legislative procedures, but also in the context of how it operates and the decisions that it makes on a day-to-day basis.

Due to this environmental commitment, the European Parliament uses the Eco-Management and Audit Scheme (EMAS), which is a management instrument of the European Union for private and public organizations to evaluate and improve their environmental performance in accordance with the EMAS Regulation 1221/2009. The European Parliament is EMAS-registered at all three places of work since December 2007. In 2016, the registration was successfully extended until 17 December 2019.

In accordance with Parliament's Environmental Manual, the Environmental Policy had been established by the Bureau and signed by the President and the Secretary-General on behalf of the Institution, first in 2007 and in a revised form in 2010. As the Environmental Policy should be renewed during each legislative term, a revised document was approved by the Bureau and signed by the President and the Secretary-General in 2016.

Overall, the Eco-Management System at the European Parliament is successful. Parliament has set up targets to reduce CO₂ emissions, electricity consumption, gas, heating oil and district heating consumption, paper and water consumption, waste production and to increase the waste recycling rate. Most environmental indicators have improved since 2006.

One of the main objectives of Parliament is to reduce carbon emissions by 30% by 2020. By September 2015, Parliament had already achieved a considerable reduction of 27,2% compared to 2006. Whereas Parliament's environmental policy is based on preventing or limiting emissions first, carbon offsetting is a useful and compensatory measure to combat climate change. Although offsetting cannot be taken into account for calculating and possibly reducing Parliament's residual carbon footprint, it can be applied in those cases where own carbon emissions are unavoidable or cannot be reduced any further.

CO₂ offsetting means the purchase of carbon offsets to compensate for the purchaser's own CO₂ emissions. Such offsets are typically achieved through financial support for projects in the areas of renewable energy or energy efficiency, which aim at reducing the emission of greenhouse gases in a global context.

The Parliament decided first in 2011 to implement a CO_{CO} offsetting scheme. In view of the experience gathered over the years, the Bureau decided in October 2015 on a new approach for carbon offsetting. This decision also takes the recommendations of the European Court of Auditors included in its Special Report⁵ n° 14 from October 2014 into account. Other than before, the new approach provides for the offsetting of the total amount of Parliament's carbon emissions, including emissions from flights by Members of the European Parliament between their country of origin and Brussels or Strasbourg. Further, it allows for projects with priority in the African, Caribbean and Pacific Group of States and incorporates the widely-recognised "Gold Standard" as a quality standard for offsetting projects in developing countries.

In 2016, the new approach for carbon offsetting was applied and the EMAS Action Plan of the year was successfully implemented. The EMAS Action Plan for 2017, based on the EMAS Mid-Term Strategy 2016-2020, was adopted by the Inter DG Steering Group on Environmental Management.

One element of Parliament's Environmental Policy is the commitment to "Green Public Procurement" (GPP), which is defined in the European Commission's Communication on Public Procurement for a better environment as: "a process whereby public authorities seek to procure goods, services and works with a reduced environmental impact throughout their life cycle when compared to goods, services and works with the same primary function that would otherwise be procured"⁶. Over the last decade, GPP has become an increasingly important aspect of the activities of public bodies in Europe. In June 2016, the "EP Implementation Guide

⁵ "How do the EU institutions and bodies calculate, reduce and offset their greenhouse gas emissions?"

⁶ COM (2008) 400, page 4

on Green Public Procurement” was approved. It is designed to help authorising officers at the European Parliament to successfully launch green purchasing policy and procedures. It explains the possibilities offered by legal tools in force (the Financial Regulation and its Rules of Application) in a practical way, and looks at simple and effective solutions that can be used in public procurement procedures.

Following the experiences gained during the test phase of Parliament’s “Green Public Procurement (GPP) Helpdesk” - which had been set up to accompany the GPP approach - an inter-institutional procurement procedure for this project was launched in 2016, pooling the purchasing power of several European institutions.

Different communication and awareness-raising activities such as the “Earth day event” and the “inter-institutional Green Week” took place in 2016 and the European Parliament has been awarded the Belgian Label “Entreprise Eco Dynamique” in October 2016.

D.3 Catering policy

Efforts continued in 2016 to modernise catering within Parliament until 2019 as laid down in the Bureau decision of 10 June 2013 on 'Parliament's future catering policy 2014-2019 - Guidelines for modernisation'.

A major element of the catering policy are unsubsidised “fixed price” contracts. In Strasbourg, a new contract unsubsidised by Parliament entered into force on 1 November 2016. In Brussels, a new provider had already taken over in 2015 under an unsubsidised contract. In Luxembourg, the timing of contractual changes will be aligned with the conclusion of the construction of the new KAD building.

The food offer was gradually diversified and new canteens and restaurants were opened in Brussels and Strasbourg. In the Spinelli building, an organic food corner opened in September 2016 and a Mediterranean-style restaurant in November 2016. Also the refurbished Sandwich bar re-opened in November 2016. Two new canteens were created in the Square de Meeûs and Trèves buildings. In Strasbourg, a fresh food-to-go outlet has opened in March 2016 and the canteen in the Weiss building was enlarged in August 2016. From July 2016, a pilot project has been running with hot meals being served continuously with time restrictions in the Bar des Députés in order to cater for different eating habits and meal times.

In order to improve health and well-being at the workplace, it was decided to favour healthier food options and support more sustainable food choices at the catering facilities of the Parliament. Therefore, the latest restaurant/catering and vending service contracts have included requirements on fair trade aspects, transition to better diets, healthier lifestyles and, very importantly, combatting food waste. The tenders have integrated criteria for sustainable food consumption, such as seasonal products, animal welfare and a vegetarian offer.

Giving away unsold food to charity is also making its way as a good practice in Parliament’s canteens and sale points. Another element of the catering policy is the further reduction of the use of bottled mineral water in meetings and the installation of water fountains in passageway areas.

D.4 Modernisation of information technologies

ICT measures for improving plenary sitting services and the provision of ICT to Members in their constituency offices are described above in section III.B.4 of this report. Also other areas of Parliaments ICT infrastructure continue to be modernised and in November 2016, the mid-

term implementation report of the Strategic Orientations for the period 2014-2019 was presented to the Bureau Working Group on ICT.

According to this mid-term review, achievements on the key strategic pillars include firstly the evolution of the ICT infrastructure, the replacement of aging ICT equipment and the identification and phasing out of redundant applications. Following the general ICT evolvement of the past years, measures in this area have for instance been the deployment of 18 000 telephones over IP and the suppression of 1 800 faxes thanks to the new E-fax service via Email. Another example is the accessibility of WIFI for EP visitors as another step towards a digitally more inclusive Parliament. Concerning the phasing out of redundant applications, in 2016 more than 60 applications have been identified as obsolete and are in the final verification step in order to be decommissioned.

Another important key strategic pillar is the strengthening of ICT security in an open communication world and the efforts in this area continue in 2016. ICT security comprises the elements ICT security governance, ICT security policies and engineering, ICT security assessment, Cyber-defence capabilities and Cyber-security culture. In this framework, the Bureau approved the nomination of the Chief Information Security Officer in October 2016.

Further developing an innovation approach is a strategic aim of the Parliament and in February 2016, the innovation service was created with the mission to promote, stimulate and introduce technological innovation. By performing permanent technology scouting, the innovation service has the mission to detect opportunities with potential relevance to the EP activities at an early stage.

Also several ICT projects considered as strategic were pursued in 2016. In particular, it is to be pointed out that the first technical migration of the European Parliaments intranet has been completed. The integration of the EP intranet and the intranets of the Directorates General on the new Platform (SIFE) is ongoing and the Platform is being updated. The validation of content by the Directorates General is still ongoing.

The project “Mobility as a multidimensional working method” provides a context for aligning and leveraging the advantages that mobility in general can bring to the European Parliament. The impact study of Mobility on EP’s processes was completed in 2016. Roles and responsibilities have been agreed and a phased approach for the implementation (in 2018 and 2019) of the project have been identified in 2017. The aim is to develop a catalogue of services for mobility by the end of the legislative term.

The project “Digitalising the procurement chain” aims at shifting to full electronic workflows and submission of procurement documents to shorten the “time to contract” by using a system made available by the European Commission. The design of the “Procurement chain” has been approved; full and direct eAccess was implemented in 2016. Workshops regarding e-Submission, e-Request and e-Invoicing were organised during the year. Next steps will target the security aspects and the functionality of e-Submission and the pre-procurement tool.

Another important project of the Parliament is the new Financial Management Project (FMS), which is described below in section III.E.1.

In addition to the aforementioned achievements in the key strategic pillars, the Parliament continued in 2016 the close cooperation with other EU Institutions. Several common projects were pursued, and in particular ICT security is an important area of cooperation. Furthermore, a common XML format for the exchange of structured legislative content and documents between EU Institutions was agreed.

E. Other modernisation measures

E.1. Financial and budgetary management

The aim of the Financial Management System (FMS) project is to improve the visibility and availability of decision-critical information on available resources (human, IT and financial) and their use, achieve efficiencies by standardising and automating key central financial processes, and provide a solution to the approaching technical obsolescence of existing IT applications, in particular the general and budgetary accounting systems and the payments system.

In 2016, the study of options stage was concluded and the SAP system was confirmed as the optimal choice. The management and governance structure of the project was revised in October 2016 and the project ownership was transferred to the Directorate General for Finance (DG FINS).

E.2. Improving services to Members: Members' Portal and e-Portal

As regards Members' financial and social entitlements, the Bureau endorsed at its meeting of 26 October 2015 a new approach with the goal to enhance client orientation and to reduce the administrative burden for Members. In this respect, two new instruments play a major role: the Portal and the e-Portal.

The Portal is a single front desk integrating all services related to financial and social entitlement formalities and became fully operational in July 2016 whereas the electronic counterpart, the e-Portal, has been accessible since January 2015. The Portal provides Members with concise information regarding the rules in force and the status of their rights. Application forms can be submitted and preliminary verifications are performed on the spot. In a second phase, the files are verified by specialised back-office staff in each unit with a personalised approach.

E.3. Human resources management

Following the entry into force of the new Staff Regulations, all changes concerning the career management have been implemented. In 2016, the Directorate-General for Personnel proposed an amendment of internal rules on the attribution of merit points allowing the implementation of electronic decisions on merit points. The review of the mission rules and of the code of conduct is ongoing.

The issue of equal opportunities remains a key component of Parliament's human resource management policy. The action plan for the promotion of gender equality and diversity for the current legislature, i.e. until 2019, was approved by the Bureau on 27 April 2015. Specific objectives are described in the action plan and in 2016 the implementation of the related measures was continued. In March 2016, a roundtable "Women with management potential" was organised with the participation of Vice-President Mr Papadimoulis, Ms Mlinar, Rapporteur on Gender Mainstreaming, and male and female top managers of the administration.

At its meeting of 12 September 2016, the Bureau approved the introduction of an occasional teleworking scheme for the Secretariat-General of the European Parliament. The political groups may also decide to apply the scheme. Whilst safeguarding the interests of the service

and the effective organisation of the institution's work, the Parliament wished to implement flexible, modern staff management arrangements in order to improve performance and staff motivation by promoting a better work-life balance. Occasional teleworking shall make it possible for staff members to work at home on an ad hoc basis, for a maximum of three consecutive calendar days and on no more than 36 working days per calendar year.

When the Staff Regulations of Officials were revised and the 2014-2020 multiannual financial framework was adopted, an interinstitutional agreement was concluded on reducing posts on each institution's establishment plan by 1% annually over five years. In accordance with that agreement, 57 posts were deleted from the Parliament's establishment plan for 2016. A further two posts were deleted with a view to being transferred to the Commission in connection with interinstitutional IT projects. Moreover, following the decision of the Budgetary Authority, the Parliament had to reduce its establishment plan by further 76 posts as of 1 January 2017.

In the framework of the amending budget n° 3 of the European Union for the financial year 2016, the Parliament was allocated additional 34 SC posts and one AD post. This reinforcement was necessary to assure the security of strategic points at the interior of Parliament's buildings by armed guards.

E.4. Parliamentary assistance

At its meeting of 26 October 2015, the Bureau adopted amendments to the Implementing Measures for the Statute for Members, focusing on parliamentary assistance. These entered into force on 1 January 2016 and comprised amongst others the following changes: 25% of the parliamentary assistance allowance must be set aside for the recruitment of accredited parliamentary assistants, therefore limiting to 75% the allocation of expenditure on local assistants and service providers. This provision is intended to improve the balance between local and accredited assistants, the need for which was indicated at the time of the discharge for the year 2013. For each Member, the absolute number of parliamentary assistance contracts in force must not exceed three - in exceptional cases four.

As regards local assistants, the amendments make the salaries and fees of local assistants subject to reference thresholds, with the aim of limiting the risk that pay may diverge excessively from the average pay in the Member States. In addition, a complete file must be submitted with the recruitment request, to make it possible to check that the work to be done by a local assistant is genuine and to limit risks of conflicts of interests.

The amendments seek to clarify that Members may also make use of natural or legal persons to provide to them services in order to obtain specific and clearly identified services directly linked to the exercise of their parliamentary mandate. The obligation to publish the names of all natural and legal persons whose cost is defrayed from the parliamentary assistance allocation is extended for the duration of the contract of these persons. This is in accordance with the principle of transparency provided for by the Treaties⁷, whose importance has been recalled, in particular, by the European Ombudsman⁸.

⁷ Cf. Article 15 TFEU.

⁸ Letter of 30 September 2002 from the European Ombudsman to the President of the European Commission.

F. Impact of the Brexit vote

Following the referendum held on 23 June 2016 in the United Kingdom (“Brexit vote”), the Bureau discussed the consequences in its meeting of 4 July 2016. The President underlined that as long as the United Kingdom was a full member of the European Union, British Members and staff of the European Parliament enjoyed exactly the same rights and obligations as all other Members and staff of the house.

The referendum had a considerable impact on committee secretariats, research units and horizontal services of the political Directorates General, which were called upon to follow this process and to prepare analytical material based on fact-finding work to consider the impact of the United Kingdom’s withdrawal on the policy areas and legislation in their respective fields. Future work on this issue is of very complex legal nature but the expertise built up in committee secretariats and policy departments is ready to be mobilised during the subsequent phases of the withdrawal process based on political decisions taken.

PARLIAMENT'S GENERAL CONTEXT

1. Could you please inform us about the number of meetings cancelled at short notice in 2016? What were the reasons for the cancellation?

In 2016, 494 meetings with interpretation were cancelled at short notice according to article 8(1) of the Code of Conduct on Multilingualism. This means that the cancellations were notified later than midday on the Thursday of the week preceding the meeting.

The four main reasons for the late cancellation of these meetings were the following:

- Political urgency / necessity;
- Agenda constraints / modifications of Members;
- Revised timetable (due to internal political constraints but also technical ones such as the availability of amendments as well as inter-institutional constraints linked to the other institutions);
- Force majeure (Brussels' terrorist attacks on 22 / 23 March, which led to massive late cancellations on the day of the attacks itself and also on the day after, and Brexit on 27 June, when all of the 9 ordinary committee meetings were cancelled as political groups organised extraordinary meetings to discuss the outcome of the Brexit referendum of Thursday 23 June).

The breakdown per meeting requester of the meetings cancelled at short notice in 2016 is as follows:

	Number of meetings cancelled at short notice	% of total meetings per meeting requester
Political Groups	241	10%
Committees	150	7%
DGs and other	45	6%
Delegations	28	8%
Governing Bodies	23	8%
Inter-parliamentary Assemblies	7	11%
Total	494	8%

Following the adoption of Internal Audit Report no. 15/03 to the Institution on the Implementation of the Code of Conduct on Multilingualism in the field of interpretation services, an inter-DG operational co-ordination group was created. In this framework, an analysis of possible reasons for cancellations has been initiated and is ongoing. Based on the outcome of this analysis, a typology of reasons will be drawn up and used to enrich discussions on late meeting cancellations and, whenever possible, further reduce their likelihood.

2. How many cases were investigated by OLAF in 2016? On what issues? How many of them led to a sentence? Among the 18 interventions by OLAF in 2015, was any case declared to be fraudulent or being investigated as such?

In 2016, OLAF investigated 23 cases related to Parliament out of which 17 concerned MEPs, 3 EP staff, 1 a political group and 2 European political parties.

In 2016, OLAF closed 6 investigations related to the EP concerning fraud in parliamentary assistance allowance (2), MEP's widow's pension (1), visitors groups (1) and staff medical reimbursements (2). Financial and disciplinary follow-up is being duly implemented by the EP. The EP is not aware of any final judicial sentence in the Member States related to these OLAF cases.

3. Could you please provide an overview of all Members of the European Parliament that have held a non-honorary political mandate, for instance in a regional parliament, next to their mandate in the European Parliament, broken down by nationality and by political group?

When collecting data for a reply to Question 3, the following elements were taken into account:

- The administration does not collect data from MEPs concerning their political mandates in general. The only disclosure obligation Members have in this context concerns a possible mandate in another parliament.

Pursuant to Article 4, paragraph 2, point (b) of the Code of Conduct for Members of the European Parliament with respect to financial interests and conflicts of interest (Annex I to the Rules of Procedure of Parliament) Members have to declare any salary they receive for the *exercise of a mandate in another parliament*. This information shall be provided in Section (B) of the Declaration of Financial Interests.

Since in accordance with the relevant provisions of the 1976 Elections Act (Act concerning the election of the members of the European Parliament by direct universal suffrage) a Member of the European Parliament may not hold an office that would be incompatible with his/her office as MEP under rules established by Member States at national level (Article 7, paragraph 3), the aforementioned disclosure obligation concerns only parliamentary mandates which are compatible with the office of Member of the European Parliament.

- The Declaration of Financial Interests uses the term “remunerated” or “unremunerated”. The term “non-honorary” in Question 3 is therefore understood as meaning “remunerated” in the present context.
- For the purpose of the discharge exercise 2016, only political mandates held between 1/1/2016 and 31/12/2016 were considered.

- Only those Declarations were taken into account where the MEP concerned indicated an amount other than zero in Section (B). It should be pointed out, however, that in the case of French MEPs holding a local mandate, the absence of any specific amount indicated in their Declaration may be the result of the suppression (écrêtement) realised with regard to a remuneration they received for exercising that mandate.

In the light of the above, the table enclosed contains the overview of those Members of the European Parliament, broken down by nationality and by political group, who filled in Section (B) of their Declaration of Financial Interests by indicating a mandate they exercised in a representative body in the course of 2016 and the remuneration they received for it.

In total, 33 Members appear to have held a non-honorary political mandate in 2016, broken down as follows by nationality and by political group.

Members holding a non-honorary political mandate in 2016 by nationality:

Country	N° of MEPS
BE	4
CZ	2
DE	5
DK	1
FI	1
FR	16
GB	2
IT	1
SK	1

Members holding a non-honorary political mandate in 2016 by political group:

Political Group	N° of MEPS
EPP	11
S&D	4
ECR	3
ALDE	2
GUE/NGL	1
GREENS/EFA	0
EFDD	2
ENF	10
NI	0

4. Could you please outline the rules in place to offset the income from the mandate in the European Parliament and the income from another non-honorary political mandate against each other? To how many cases has this rule been applied during the ongoing and the previous legislature?

The relevant rules can be found in Article 2 of the Implementing Measures for the Statute for Members (IMMS). Under this provision, the salary received by a Member for exercising a mandate in another parliament simultaneously with that in Parliament is offset against the salary provided for in Article 10 of the Statute. The IMMS also specifies that such offsetting shall be for any salary stemming from a mandate in a parliament that is established in a Member State and has legislative powers. The offsetting is based on the total of the two salaries before the deduction of tax. There has been one case of such deduction in the 7th Legislature and three cases in the 8th legislature to date.

5. In his replies to the 2015 discharge resolution adopted by the EP on 27 April 2017, the Secretary-General states that his notes to the Bureau are not public documents, but only intended for Bureau members, as they usually contain information on financial, legal, security, organizational and personal matters, and thus cannot be distributed automatically to all Members of Parliament. How does this relate to the criteria recognised for not giving access to information in Regulation (EC) No 1049/2001 of the European Parliament and of the Council of 30 May 2001 regarding public access to European Parliament, Council and Commission documents? Since the Bureau consists of and works for Members of the European Parliament, is it possible to find ways of giving access to the documents, for example, in secure reading rooms, and to make a distinction between those documents which contain sensitive information in line with the above-mentioned regulation and other documents?

The meetings of the Bureau are only open to its members and selected staff of the administration, whose presence is essential for the running of the meeting. All participants in the meetings of the Bureau, as well as the Secretary-Generals of the political groups, receive all documents both in electronic and in paper form, prior to the meetings. In addition, agendas of the meetings are published beforehand and are made available on Parliament's intranet and internet site. All discussions and decisions of each meeting of the Bureau are minuted and, once approved by the Bureau at its following meeting, these minutes are published on Parliament's intranet and internet site pursuant to Rule 31(1) of Parliament's Rules of Procedure.

However, there is no rule or practice, which foresees the distribution or publication of all documents for the Bureau, including the notes of the Secretary-General, to all Members of the European Parliament. Preparatory documents for the Bureau are only distributed to those Members who participate in the meeting and need to prepare for it.

All Members have the right to ask questions concerning the performance by the Bureau of its duties pursuant to Rule 31(2) of Parliament's Rules of Procedure.

Furthermore, Members of the European Parliament are entitled to inspect files held by Parliament pursuant to Rule 5(5) of Parliament's Rules of Procedure, subject to certain limitations. On that basis, Members of the European Parliament can ask to read documents prepared for the Bureau, provided that those documents do not contain any protected information, such as personal data, and none of the exceptions of Article 4 of Regulation (EC) No 1049/2001 of the European Parliament and of the Council applies.

Regulation (EC) No 1049/2001 of the European Parliament and of the Council is not directly applicable to requests for information from Members as it concerns public access to documents. Nevertheless, as Members are also members of the public, they can request an access to documents on the basis of that Regulation and in that case the same rules and exceptions as for any such request would apply.

In this respect, it should be noted that requests for public access to notes of the Secretary-General to the Bureau are carefully examined on a case-by-case basis and are decided on their merit. Notes of the Secretary-General are submitted to the Bureau to assist it in the performance of its tasks. The general publication of such notes would entail that the views expressed therein could be systematically compared with the eventual decision, which would undermine the internal decision-making process. There would also be a high risk that views or interpretations expressed therein could be used to challenge the actual decision. The quality of the preliminary debates and discussions within the institution would significantly deteriorate which would, as a result, adversely affect the quality of the decisions of the institution.

6. *Regarding the answer to paragraph 43 of the 2015 EP discharge Resolution, how can the Secretary-General explain that “all Vice-Presidents and Quaestors vote the discharge resolution in Plenary” and that “the Members of the Bureau are fully aware of all recommendations” but then they do nothing to implement these recommendations?*

As it has been recalled in the above mentioned answer to the 2015 EP discharge resolution, all Vice-Presidents and Quaestors vote the discharge resolution in Plenary and therefore are fully aware of all recommendations. Furthermore, the information concerning the replies and actions taken on the resolution on discharge adopted by Parliament in respect of the implementation of the general budget is transmitted to the Bureau for each annual procedure.

It is worth underlining that the requests formulated by the Plenary which fall under the competence of the Bureau are dealt with by the Bureau.

7. *What are the costs of the newsletters of the committees of the EP? Are there any data concerning the use made of these newsletters inside and outside the EP?*

The production of committee newsletters is directly linked to their meetings. Newsletters are prepared - from the conceptual phase to writing, designing and distribution - internally by staff in committee secretariats. The number of colleagues involved in this work varies from secretariat to secretariat.

Costs related to committee newsletters are internal and therefore absorbed in the general day-to-day running of the work of the European Parliament.

The services currently do not have sufficiently adequate means of making a comprehensive qualitative and/or quantitative analysis as requested, within the required timeframe. Obtaining precise figures on costs and usage would entail the organisation of dedicated, long-term, large-scale surveys, involving staff from all of the abovementioned services throughout the EP.

Distribution channels of committee newsletters vary from secretariat to secretariat: either by email (most often with a pdf version of the newsletter in attachment), or by means of online publication, or by printing, or a combination of the three.

It should be noted that none of these three means of data collection is likely to provide a reliable, timely and comprehensive source of quantitative and qualitative data, including in terms of audience reached, since newsletters may or may not be distributed using all of the three abovementioned distribution channels. Such data collection is currently not common practice among the secretariats.

8. *Are there any data concerning the use made of the EP Think Tank?*

The EP ‘Think Tank’ website at <http://www.europarl.europa.eu/thinktank/> features all publications on EU policy issues produced by the European Parliamentary Research Service (DG EPRS) and the policy departments of DGs IPOL and EXPO. In 2016, the Think Tank website recorded 873 000 page-views on the basis of 325 955 unique visits. In the period from 1 January to 15 November 2017, it recorded 970,000 page-views on the basis of 870 000 unique visits. On average, each visit to the Think Tank website lasts 161 seconds. More than three-quarters of all visits come either via the Google search engine or by using a direct link to the Think Tank.

9. *How do Parliament’s support programmes for the Ukraine, Western Balkan and Turkish parliaments relate to the programmes run by the Commission in support of political reform in these countries? Is there any overlap? How are the institutions co-ordinating their efforts? Which performance indicators are used by the Parliament for the activities under these programmes?*

– Ukraine

Concerning Ukraine 2016 marked the beginning of the Democracy Support and Election Coordination Group activities for the Verkhovna Rada of Ukraine (VRU) - following the signature of a Memorandum of Understanding (MoU) between Martin Schulz and Volodymyr Groysman (then Presidents of the EP and VRU respectively) and an EP Needs Assessment Mission (NAM) accompanied by a report, developed under the guidance of the former EP President Pat Cox.

An Administrative Cooperation Agreement (ACA) was also signed between the Secretary-Generals of both parliaments, foreseeing the provision by EP staff of expertise, guidance and mentoring in various fields.

Both during the preparation of the NAM report and the ensuing democracy support programme for the VRU, the EP has been working in close cooperation with the Commission’s Support Group for Ukraine, and other relevant Commission and EEAS services.

The EP capacity-building programme has been developed in line with the EU funded project “Rada za Evropu: Capacity-Building in Support of the Verkhovna Rada of Ukraine”, implemented by the *United Nations Development Programme* (the principal expert managing this project was one of the main experts who supported Pat Cox in the elaboration of the NAM report).

There is also an ongoing coordination between different donors on the capacity-building support to the Verkhovna Rada, and an EC programme funded under the European Neighbourhood Instrument contributes to the implementation of some of the recommendations of the NAM report of the European Parliament.

In addition and in-line with the MoU and ACA, the EP has established a mediation and dialogue process bringing together the Speaker and 8 factions/group leaders known as the Jean Monnet Dialogue (JMD) for peace and democracy. The JMD is facilitated by former President Pat Cox and lead-MEP Elmar Brok and supports consensus-building amongst the Speaker and faction/group leaders in the Verkhovna Rada to ensure follow up and implementation of the institutional reform. The dialogue meetings are closely coordinated (including participation) with the Commission's Ukraine Support Group, the Head of EU Delegation in Kiev and the EEAS in Brussels.

Due to the close coordination and active participation of the Commission in the JMD process there is no overlap and indeed the Commission supports the overall process (including through the “Rada za Evropu” project).

– Western Balkans and Turkey

The European Parliament Support Programme for the parliaments of the pre-accession countries (Western Balkans and Turkey) seeks to facilitate the European Parliament priorities in this region, as they are expressed by its resolutions on the country reports, the positions of the Committee on Foreign Affairs and its Working Group on the Western Balkans. In doing so, it also takes into consideration the European Commission priorities and programmes.

In particular, the topics for the conferences of each annual programme are chosen among the issues which are highlighted in the European Parliament resolutions, which, in turn, are based on the issues highlighted by the country reports of the European Commission.

Furthermore, the European Parliament is in close contact with and regularly consults DG NEAR of the European Commission, in order to ensure that their respective activities are complementary. This is particularly the case ahead of the drafting of the programme, when a preliminary draft programme is shared with DG NEAR with the aim to guarantee that both institutions work on similar priorities during each year.

During the preparation phase of each inter-parliamentary conference, the European Commission is invited both to provide input and also to participate, preferably at Commissioner level. For instance, the conference on local and regional government was attended by the Commissioner for the European Neighbourhood Policy and Enlargement negotiations and former Commissioner for Regional Policy.

In addition, when setting agendas of joint parliamentary committee meetings, the secretariats of the EP delegations for Western Balkans countries and Turkey take into consideration the position on the reforms presented by the Commission. Each meeting of a joint parliamentary committee is preceded by a preparatory meeting with the Commission, where these priorities are discussed in order to set an agenda reflecting them. The delegations often visit EU funded projects, in the sector of the most important reforms.

– Mediation in former Yugoslav Republic of Macedonia

In July 2015, Commissioner Hahn and MEPs Mr Kukan, Mr Howitt (later replaced by Mr Fleckenstein) and Mr Vajgl jointly mediated a political agreement, known as the Przino Agreement, between the main political parties in the former Yugoslav Republic of Macedonia to help overcome a deep political crisis in the country and prepare for early parliamentary elections that took place in December 2016.

In order to support the implementation of the 2015 Przino Agreement, the EP continued in 2016 to work jointly (and in close coordination) with the Commissioner and Head of EU Delegation to ensure the political parties maintained their commitment and implemented the agreement in full. This required continuous and close coordination with the Commission and EU Delegation (incl. EEAS). As a result there was no overlap and the mediation can be considered a model of coordinated inter-institutional cooperation that ensured a successful political outcome and transition from crisis in the Former Yugoslav Republic of Macedonia. On the basis of this successful example of coordinated overall EU efforts, the EP and Commission (incl. EEAS) continue to work closely in the country.

The key performance indicator of the European Parliament Support Programme for the parliaments of the pre-accession countries is, like for the rest of the activities assisted by DG EXPO, a lead indicator that signals its efforts to deploy the resources more efficiently and to strengthen the Parliament's impact in external policies by projecting a unified message. The lead indicator is "joint activities to improve the coherence and consistency of EU external action". Please refer to question 101 to a more detailed answer.

10. Which concrete measures were taken to support MEPs who have to examine the accounts of Parliament in detail (notably the Rapporteur and shadow Rapporteurs for the EP discharge) in interpreting the accounts in detail? Which staff with auditing expertise is available in this respect? Please specify.

Following the request by the Plenary in its resolution of 27 April 2017 on discharge in respect of the implementation of the 2015 Budget, the Secretary-General has invited the Secretariat of the Committee on Budgetary Control (CONT), the Policy Department for Budgetary Affairs (DG IPOL) and the Unit for Budgetary Policies (DG EPRS) to further intensify their cooperation in order to put all necessary existing expertise at the disposal of the rapporteurs for the Parliament's discharge. For this purpose, the CONT Secretariat has already promoted a meeting with the current rapporteur for the Parliament's discharge in order to assess and clarify possible needs for expertise and to present the available services.

It has to be stressed that the existing support structure composed by the abovementioned three services represents an important tool to provide rapporteurs with all technical support to help them to examine and interpret the accounts in detail. Parliament's staff with specific auditing expertise is in fact available to them in both the Secretariat of the Committee on Budgetary Control and the Policy Department for Budgetary Affairs. Moreover, the Unit for Budgetary Policies within DG EPRS is tasked to respond to specific requests from individual Members for information, briefings, analysis and research in the policy fields covered by the Committee on Budgetary Control.

11. Please provide the breakdown of missions of Delegations and Committees outside the EU in 2016 indicating the countries visited, duration, number of MEPs and staff (including APA), the costs by mission and the average cost per MEP?

The requested information can be found in the annex.

12. Please provide total costs for each missions of Committees within the EU and the average cost per MEP.

The requested information can be found in the annex.

13. Could you please provide an overview of the total sum of interpretation costs during missions and committee delegations for all missions/delegations of all committees? Please also provide a breakdown per mission/delegation.

The requested information can be found in the annex.

14. In the spirit of sound financial management and cost reduction, is there a plan to reduce translation/interpretation services for missions/delegations to the following model: language of the destination country to English/English to language of the destination country?

Interpretation services for missions/delegations are provided on demand within the regulatory framework set by the Rules of Procedure (art. 158.4, 'At committee and delegation meetings away from the usual places of work, interpretation shall be provided from and into the languages of those members who have confirmed that they will attend the meeting. These arrangements may exceptionally, be made more flexible. The Bureau shall adopt the necessary provisions.' Consequently, the Bureau adopted the Code of Conduct on Multilingualism (last updated on 16 June 2014). Art. 5.2 and 5.3 of the Code foresee a cap on the number of languages provided, i.e. up to five languages from the committee or delegation language profile in weeks set aside for external parliamentary activities, and one language from the committee or delegation profile outside those weeks. In practice, for the latter case, the most frequently requested language combination has been English + the language of the country.

In view of the current regulatory framework, there is consequently no scope for imposing the latter more restricted model of service provision also in the weeks set aside for external parliamentary activity. Such a change would require a decision by the political authorities to modify the regulatory framework.

Within this framework, it is up to the requesting service to assess the real needs for interpretation and, if appropriate, request fewer than the maximum number of languages authorised. The following considerations need to be taken into account in this process:

- For teams serving 3 languages or more, portable interpretation equipment is often the only adequate solution to ensure the smooth running of meetings. The presence of a conference technician is therefore required in addition to 2 interpreters per language provided.
- For missions travelling with 3 languages or more, last minute changes in the language regime, mostly as a result of changes in the composition of the delegation, very often lead to additional costs if the external interpreters initially contracted no longer match the new needs of the mission.
- For languages other than English and the language of the destination country, interpreters generally cannot be sourced locally.

Within these constraints, interpreters are deployed on mission after a careful assessment of the needs in cooperation with the requesting service, and with a view to optimise the financial impact.

Traditionally, the European Parliament has used conference interpreting for all missions. However, for certain types of missions with restricted language combinations, liaison interpreting, which is also used in other organisations and business, might be more appropriate and could lead to substantial savings.

15. Which of the measures recommended by the Task Force on Security of EP External Missions established in March 2015 have already been implemented and which have not? For those not implemented, what were the reasons for not doing so?

The mandate of the Task Force on Security of EP External Missions recommended the actions here below, which have already been implemented:

- **The drafting of detailed requirements for an electronic central data base to improve security management of external missions:**
A comprehensive IT tool has been developed by EP services to facilitate a prompt and accurate response in case of crisis during official missions, called the Mission Crisis Management (MCM). The MCM will be operative in the course of 2018.
The MCM collects information which is vital to support the MEPs and staff in case of emergency, such as full details of the delegation, flight information, the final draft programme, emergency contacts, useful information for the official responsible on the ground and medical information (prepared by the Medical Service).

The information provided and contained in MCM is required for the monitoring of EP official missions. The main process around the use of this IT tool is to share with the Crisis Cell the details and organization specifications inherent to official missions hence allowing better assistance in case of emergency in the following scenarios: kidnapping, natural disaster, severe health problem and/or terrorist attack.

- **The verification of improving the information made available to the Conference of Presidents concerning the Parliament's risk assessment related to missions' requests, in particular, to negotiate closer cooperation with the EEAS as regards access to information on the security situation in a third country and access to their recommendations on authorising travel:**

A specific **Service Level Arrangement (SLA) for the cooperation on security matters** has been signed between the European Parliament and the European External Action Service on the 23rd of June 2017.

This arrangement provides for a distribution of roles and responsibilities between the European Parliament and the EEAS in order to guarantee maximum effectiveness in risk prevention and mitigation for high and critical threat level countries, (according to the EEAS risk classification), as well as management and resolution of security incidents affecting EP Members and staff on official EP missions outside of the EU.

Through this privileged inter-institutional cooperation and based on the EEAS's Country Threat Assessment, the Crisis Cell Secretariat produces a Mission Security Assessment, and other complementary notes, for the consideration of the Conference of Presidents ahead of authorisation of all official missions in those countries listed as Critical and High Risk.

- **The drafting of the Parliament's security check lists for emergency scenarios to be applied in case of any crisis situation during a mission with the expertise of DG SAFE:**

The Crisis Cell has a mandate to manage 4 specific types of emergencies potentially able to occur during official missions, as defined in its regulatory framework⁹, namely: *“Any situation which puts an individual's safety or physical well-being at risk and which requires immediate action shall be regarded as an emergency”*. The Crisis Cell has approved procedural check-lists for the following emergency scenarios: kidnapping, natural disaster, severe health problem and/or terrorist attack. In each scenario the instructions on how to manage the incidents by each stakeholder are described (e.g. Administrator responsible on the ground, duty officer, chair of the Crisis Cell, Medical service and DG/Directorate for Relations with Political Groups).

- **The revision of the composition, the mandate, the procedures and the resources of the Crisis Cell to increase its capability to coordinate preventive and intervention phases of potential crisis management related to external missions:**

A new regulatory framework is being considered in order to consolidate the new methodology as well as the efficiency of the Crisis Cell in terms of security.

- **The possible revision of the mechanism of the Crisis Cell co-operation with political groups:**

The Crisis Cell presented the mandate and the work of the Cell to the relevant administrative units of the political groups in June 2016. This was followed by training sessions for the preparation of security files, to ensure the coverage of official missions of the political groups.

⁹ PE 422.576/BUR ; Annex - Protocol on Emergencies arising during official travel activities outside the three places of work

– **Provide adequate human resources for a Permanent Secretariat:**

Since May 2016, the Crisis Cell is supported by a Secretariat composed of two temporary agents (AD) with the necessary skills to deal with the security aspects of the EP external missions.

16. Does the administration have any information about the number of friendship groups with third countries in the EP, the number of visits made and to which countries, how many MEPs participated in them and what were the costs?

Friendship groups have developed over the last few parliamentary terms and a growing number of countries having political relations with the EU has managed to establish a friendship group with the European Parliament. These groups currently cover most of the industrialised countries and a certain number of developing ones with the exception of African and Latin American countries.

The administration follows activities of friendship groups, both at the EP and in third countries, through information coming from public sources (news agencies, newspapers), as well as, from EEAS and diplomatic sources. Information compiled by the administration indicates the existence of, at least, 42 friendship groups in the EP.

Given its non-transparent nature and the fact that EP rules do not impose friendship groups to declare their activities and funding, the administration is not in a position to provide any information concerning the number of visits made by these groupings, their destinations, the number of participants or the costs involved since Parliament does not fund these informal structures.

COMMUNICATION

17. Please indicate the actual improvements that have been implemented regarding the parliament website.

The Europarl website is under a continuous improvement process.

Major technical and editorial improvements have been implemented to improve the Search Engine Optimisation (SEO) of the Europarl website and the ranking level of queries research in search engines.

SEO Guidelines are available to all EU institutions. They are constantly updated to ensure every new development leads to SEO compatibility. Various sections of the website are audited every month. The reports and recommendations are sent to the business owners for correction and improvement. Training and support are provided to all webmasters and editors in the different DGs.

An additional SEO strategy was tested from June to October 2017 on the topic "Migration". As the results are positive, the methodology will now be fine-tuned. In the coming months, we will apply the additional SEO to the themes "Future of Europe" and "Security".

The live streaming and Video-on-Demand platform will also be renewed and improved (in responsive design). It is being developed to permanently replace the provisional multi-device streaming service which is currently in place.

Moreover, as mentioned in answer 18, a major revamp project was carried out for the online section dedicated to journalists, particularly multimedia journalists: the new Multimedia Centre website, a merger of the current EuroparlTV + Audiovisual website, is currently ready and is being tested before the launch in responsive design in the weeks to come.

Meanwhile, the Europarl website has, in part, been set up in Responsive Web Design; see question 18 for more information.

18. It would also appear that the website requires updating to meet the needs of users equipped with smartphones, tablets etc...

- a. What modifications are foreseen in this regard?***
- b. What measure have already been implemented in this respect?***
- c. What are/were the costs?***

Point a:

- The "Responsive Web Design (RWD)" project aiming to redesign the Europarl website to make it adaptive to all kinds of devices was launched in 2016. Both DG COMM and DG ITEC are working on the implementation. In 2016, the focus was on the identification of charter and needs, and further corrective maintenance including small changes. The final aim is redesigning Europarl and eliminating the mobile website.

More in particular it aims at improving user experience, access to the content and navigation by ensuring that the Europarl website is fully functional with all possible screen sizes and for all types of devices (a responsive website adapts its content' presentation and layout to the size of the device without reducing the amount of information and documents from the website). It is not only a technical issue; it requires a rethinking of the contents of the website and includes i. a. the adoption of web accessibility techniques for people with disabilities. All website sections will successively be adapted.

- The live streaming and Video-on-Demand platform will also be renewed and improved using responsive design (“webstreaming 3.0”). It is being developed to permanently replace the provisional multi-device streaming service which is currently in place.

Point b:

RWD was launched in DG COMM in September 2015 with the adoption of the concept. In 2016 the new charter that takes all screen-sizes into account as well as accessibility standards has been defined.

During 2016 and 2017 the project was successively implemented with consecutive delivery of the main sections on the Europarl site, as follows:

- 12/2016: EuroparlTV
- 01/2017: Version 1.0 of the new Graphical Charter
- 05/2017: Portal and News section
- 10/2017: Delegations section

As to the Webstreaming 3.0 project the main steps until now were:

- 01/2015: Webstreaming EP platform transcoding service to support multiple devices (temporary solution)
- 09/2015 – 06/2016: project defined to replace the EP webstreaming platform
- 07/2016 – 12/2016: procurement procedure (contract signed 22 December 2016)
- 01/2017 – 12/2017: implementation of the project.

Point c:

The cost of the RWD project amounted (2017, DG ITEC) to EUR 380 000

As to the webstreaming 3.0 project (DG COMM):

- A five-year contract (value EUR 3 500 000) was signed by the Webmaster unit starting in January 2016. Costs are covered by the ordinary budget of the Europarl Webmaster Unit as innovation and maintenance activities.
- The Audiovisual unit spent EUR 241 696 on software services for the live transcoding of 14 streams in 12 months (period: 19/01/2016 au18/01/2017).

- 19. Please provide the following information regarding the EU information offices:**
- a. breakdown of EU information offices per member state,**
 - b. number of Staff employed by member state and grade,**
 - c. details concerning the criteria employed in allocating offices,**
 - d. employment modalities (national employees or EU staff),**
 - e. If EU staff:**
 - *Average remuneration grade,*
 - *Highest and lowest individual remuneration grades,*
 - *Additional entitlements,*
 - f. Taking into account the latest Eurobarometer survey and the decrease of 2 percentage points regarding the image of the European Parliament:**
 - *What are the implications for EU information offices in the Member States?*
 - *What are the targets set out and how are achievements assessed?*
 - *Do remunerations mirror this development and or are adjustments not foreseen?*

Point a:

The European Commission Representations and the European Parliament Liaison Offices (former EP Information Offices) share premises in the 28 capital cities in the member states, called “Europe Houses” (with the exception of Athens and Brussels where they are in separate premises and in the case of Brussels, where the EPLO occupies offices in the “Station Europe” building). The European Parliament has a second, small office (“regional antenna”) in the six largest member states. These offices are located in the cities of Munich, Edinburgh, Marseille, Milan, Barcelona and Wroclaw. In these cities premises are also shared with the Commission (with the exception of Edinburgh where they are in separate premises).

The Commission has in addition offices in Bonn, Cardiff and Belfast.

The European Parliament has in addition a Liaison Office in Strasbourg whose tasks and mission are related to the seat of the EP and in so far differs from EPLOs in the member states. The main tasks of the Strasbourg office in 2016 was, as in previous years, to accommodate the visitors at the seat of the EP outside the sessions, organisation of Euroscola sessions and ensuring the liaison with local and regional authorities in Strasbourg and in the region on both sides of the Rhine, as well as with the Council of Europe.

Point b, d, e - see [Annex Q 19. Staff based in liaison offices](#). The employment modalities for the EU statutory staff (officials and contract agents) are set out in the Staff Regulations and in the ‘General implementing provisions governing competitions and selection procedures, recruitment and the grading of officials and other servants of the European Parliament’. Remuneration for EU statutory staff is based on the Staff Regulations. There are no national employees in EPLO's.

Point c:

In the case of a market prospection for a building to host a new House of Europe or Information Office, DG COMM as client service is consulted by DG INLO. The European Commission Blue Book specifications are used to determine the amount of office space required. Once a building is selected, the office layout is designed according to the limitations of each specific building.

Once the premises are made available to the client service, the Heads of the Information Office assign offices to their staff members. If technical intervention is needed this is done in collaboration with the Information Offices Buildings Management Unit.

Point f:

– **Eurobarometer survey**

The latest Eurobarometer survey commissioned by the European Parliament, the ‘2017 Parlemeter’, asked a specific question on the “Image of the European Parliament”. 27 881 citizens in all 28 Member States were interviewed between 23 September and 2 October 2017. An important result of this survey was that **the percentage of Europeans who have a ‘positive view of the European Parliament’ is on the rise:** While in September-October 2016 only 25% of citizens had a positive image of the EP, 33% had this opinion in September- October 2017, resulting in a statistically significant **increase of 8 percentage points**. There is no Member State with a decrease in the ‘positive image’, only in Cyprus and Croatia the positive response rate remained stable compared to the previous year.

This increase of Parliament’s positive image with citizens directly corresponds to a **decline in the ‘negative opinion’ by 7 percentage points** from 28% in September-October 2016 to 21% in September-October 2017.

The “**don’t knows**” **increased from 3 to 4%**.

The above quoted **decrease of 2 percentage points is therefore in reference to the decline in the number of citizens who keep a ‘neutral opinion’ about the European Parliament which decreased from 44 to 42%**.

This Eurobarometer survey also shows that, in line with previous years’ results, most of Europeans citizens would like to see the European Parliament play a more important role. These findings, combined to the Europeans’ strengthened feeling that ‘their voice counts in the EU’ and to citizens’ increasing positivity towards the EU project, support the image of an institution which is **regaining trust of the citizens** and which should effectively respond to their wish for a stronger action.

– **What are the targets set out and how are achievements assessed?**

The Liaison Offices are responsible for decentralised implementation of the Parliament’s communication strategy and distribution of products and messages produced by central services of DG COMM, and are the main contact point with national media.

DG COMM defines the annual strategy of the EP Liaison Offices’ (EPLOs) by setting objectives and priorities based on the decisions made by the Members of the Bureau and the Members of the Bureau Working Party on Information and Communication Policy.

On the basis of the annual objectives outlined, each EPLO is requested to propose an annual programme of activities for the following year. DG COMM’s central services including Authorising Officers analyse and evaluate each of these activity proposals to be organised by the EPLOs for the year ahead. In particular, the DG COMM central services verify that the activity proposals set out by the EPLOs are coherent with the objectives and overall communication strategy of DG COMM.

While planning their activities in the regions and selecting specific target groups, the EPLOs constantly consult the results of the most recent surveys in the framework of EP Public Opinion Monitoring (Eurobarometer). This tool allows the EPLOs to identify trends in the Member States and distinguish which regions/topics/target groups should be reached as a matter of priority. Relations with the media are also the consequence of a detailed screening of media consumption by our target audiences.

Each activity carried out by the EPLOs is reported on and then evaluated by DG COMM on the basis of common qualitative and quantitative indicators for all EPLOs. The Directorate for Liaison Offices publishes an annual report highlighting all activities implemented by the EPLOs in the Member States.¹⁰ Moreover, several thematic reports related to Liaison Office activities are published yearly. In 2016 reports on the activities organised by the Liaison Offices in the Member States to celebrate Europe Day¹¹, promotion of the LUX Film Prize,¹² the Sakharov Prize,¹³ the Citizen's Prize¹⁴ and International Women's Day¹⁵ were produced by the Directorate for Liaison Offices. These reports focus on the outreach generated by the events organised by the EPLOs, including media, social media and on the involvement of MEPs, participants and stakeholders.

The Liaison Offices also use qualitative indicators to measure the level of satisfaction for events organised in the Member States. For example, feedback and evaluation forms are used for MEPs and stakeholders attending Stakeholder Dialogue events in the Member States and for teachers and students participating in the EP Ambassador School Programme.

In 2016, the EPLOs organised 654 events with over 212 580 participants, over 3 510 stakeholders and with the involvement of 314 MEPs. The Liaison Offices also reached out to over 800 000 followers/fans on their three main social media platforms (Facebook, Twitter and Instagram) in 2016.

¹⁰ <https://commnet.in.ep.europa.eu/files/live/sites/commnet/files/Documents/organisation/a-look-inside/info-offices/report-annual-report-2016.pdf>

¹¹ <https://commnet.in.ep.europa.eu/files/live/sites/commnet/files/Documents/organisation/a-look-inside/info-offices/report-europe-day-2016.pdf>

¹² <https://commnet.in.ep.europa.eu/files/live/sites/commnet/files/Documents/organisation/a-look-inside/info-offices/report-lux-prize-2016.pdf>

¹³ <https://commnet.in.ep.europa.eu/files/live/sites/commnet/files/Documents/organisation/a-look-inside/info-offices/report-sakharov-prize-2016.pdf>

¹⁴ <https://commnet.in.ep.europa.eu/files/live/sites/commnet/files/Documents/organisation/a-look-inside/info-offices/report-citizens-prize-2016.pdf>

¹⁵ <https://commnet.in.ep.europa.eu/files/live/sites/commnet/files/Documents/organisation/a-look-inside/info-offices/iwd-report-2017.pdf>

20. With regard to the Information Offices, please provide the details of the expenditures in each Member State over the year 2016.

Liaison office	Staff Cost			Buildings cost	Security cost	Communication cost	Total cost
	Salaries	Missions	Sub-total				
ATHENS OFFICE	799.866	51.580	851.446	191.540	44.280	180.900	1.268.166
BARCELONA REG OFFICE	333.990	17.588	351.578	136.344	56.079	94.320	638.320
BERLIN OFFICE	1.435.607	57.073	1.492.679	1.761.441	127.554	870.603	4.252.278
BRATISLAVA OFFICE	491.180	57.473	548.653	137.751	0	144.005	830.409
BRUSSELS OFFICE	884.962	20.199	905.161	0	0	482.717	1.387.878
BUCHAREST OFFICE	221.995	43.273	265.268	244.136	25.881	147.800	683.086
BUDAPEST OFFICE	436.477	32.764	469.241	105.918	36.411	150.906	762.476
COPENHAGEN OFFICE	743.912	51.724	795.636	176.049	131.718	151.906	1.255.309
DUBLIN OFFICE	848.657	32.660	881.317	478.518	67.153	232.477	1.659.465
EDINBURGH REG OFFICE	436.688	33.579	470.267	152.176	42.197	58.549	723.188
HELSINKI OFFICE	782.788	38.049	820.837	359.006	54.425	142.800	1.377.068
LISBON OFFICE	726.409	38.268	764.677	108.682	35.857	231.030	1.140.246
LJUBLJANA OFFICE	321.015	43.224	364.238	1.059.952	45.424	209.293	1.678.907
LONDON OFFICE	1.928.916	66.488	1.995.403	107.910	95.906	439.675	2.638.894
LUXEMBOURG OFFICE	318.370	16.459	334.829	207.135	0	89.101	631.065
MADRID OFFICE	1.402.600	49.316	1.451.917	590.672	100.058	349.700	2.492.347
MARSEILLE REG OFFICE	394.417	22.553	416.969	81.697	23.379	100.760	622.806
MILAN REG OFFICE	261.699	19.892	281.592	154.065	50.177	103.581	589.415
MUNICH REG OFFICE	205.836	12.402	218.238	54.287	33.239	73.868	379.633
NICOSIA OFFICE	299.984	59.563	359.547	146.559	53.323	100.931	660.360
PARIS OFFICE	1.389.081	48.890	1.437.971	1.212.207	92.301	332.621	3.075.100
PRAGUE OFFICE	429.994	48.366	478.361	170.580	944	185.935	835.820
RIGA OFFICE	290.207	43.700	333.907	162.825	48.008	72.801	617.541
ROME OFFICE	868.216	56.788	925.004	743.570	104.427	260.917	2.033.917
SOFIA OFFICE	204.254	38.132	242.386	92.602	14.592	136.160	485.740
STOCKHOLM OFFICE	839.763	50.110	889.873	394.503	94.510	199.074	1.577.960
STRASBOURG OFFICE	2.502.528	12.246	2.514.774	0	0	4.055.439	6.570.213
TALLINN OFFICE	361.274	39.475	400.749	160.733	24.436	137.210	723.127
THE HAGUE OFFICE	626.159	61.381	687.540	90.267	101.153	282.700	1.161.660
VALLETTA OFFICE	362.649	29.456	392.105	50.294	20.818	173.294	636.511
VIENNA OFFICE	629.152	44.688	673.840	105.136	81.937	155.992	1.016.905
VILNIUS OFFICE	303.399	34.022	337.421	196.806	16.508	122.700	673.435
WARSAW OFFICE	457.773	49.135	506.908	201.741	19.014	201.311	928.973
WROCLAW REG OFFICE	203.204	21.001	224.205	377.303	7.795	61.967	671.269
ZAGREB OFFICE	315.191	42.326	357.517	234.811	17.658	134.348	744.333
TOTAL	23.058.210	1.383.843	24.442.053	10.447.216	1.667.161	10.867.391	47.490.895

21. Please explain the necessity of having EU information offices in cities where the EP already has a seat.

The European Parliament has Information Offices (now EP Liaison Offices) in the 28 capital cities of the member states and a second, small office (“regional antenna”) in the six largest member states (these are located in the cities of Munich, Edinburgh, Marseille, Milan, Barcelona and Wroclaw).

In Belgium and Luxembourg the Liaison Offices are physically located in the cities of Brussels and Luxembourg, which are also the administrative seats of the European Parliament. These Liaison Offices have the same objectives and tasks as EP Liaison Offices (EPLOs) in all other member states: reaching out to citizens of Belgium and Luxembourg respectively and stimulating public debate via the national media and other national multipliers, civil society, teachers and schools, universities, stakeholders in legislation etc. Similarly to other EPLOs, focus is given to "going local" in the regions of Belgium and Luxembourg and providing platforms of debate for Members of these countries. These objectives and tasks are not related to the seat of the European Parliament.

The Strasbourg Office is different from other Information Offices in so far as its main “raison d’être” is linked to the seat of the European Parliament in Strasbourg. As in previous years, in 2016 the main mission of the Strasbourg Office was to accommodate the visitors at the seat of the EP outside the sessions (in 2016 it welcomed 93 316 visitors). The Strasbourg Office has also been ensuring the liaison with local and regional authorities in Strasbourg and in the region on both sides of the Rhine, as well as with the Council of Europe. In addition, it organised many pedagogical activities targeting youth, including 20 sessions of Euroscola which welcomed 10 025 participants from all member states. This program gives young people the opportunity to act as an MEP for one day. The Office in Strasbourg is also responsible for the organisation of the Open Door Days at the seat of the Parliament, which attracted 13 000 visitors in 2016.

22. What was the total utilization rate of MEP’s visitor groups in 2016 and 2017? Please, specify by country (13/10/2017 was the deadline for submit the last requests, so the data has to be already available).

In 2016 and 2017, the average utilization rates were similar to those of the years before. Concerning the figures for the UK members, we noticed a small decrease in the rates, probably due to the effect of Brexit.

Member country	% quota used 2016	% quota used 2017
AVERAGE	79.25%	78.16%
AVERAGE without-UK	83.58%	83.07%
Austria	76.02%	76.01%
Belgium	60.43%	64.45%
Bulgaria	91.78%	96.74%
Croatia	99.42%	97.60%

Member country	% quota used 2016	% quota used 2017
Cyprus	99.43%	99.55%
Czech Republic	92.87%	94.24%
Denmark	84.06%	82.24%
Estonia	93.01%	99.55%
Finland	87.55%	85.26%
France	58.71%	62.58%
Germany	84.46%	81.25%
Greece	97.49%	99.39%
Hungary	94.84%	83,72%
Ireland	75.29%	86.28%
Italy	84.35%	85.07%
Latvia	99.77%	100.00%
Lithuania	98.93%	95.70%
Luxembourg	61.36%	55.45%
Malta	100.00%	100.00%
Netherlands	62.76%	56.75%
Poland	98.68%	91.39%
Portugal	98.76%	99.09%
Romania	95.97%	94.91%
Slovakia	98.88%	98.11%
Slovenia	99.89%	100.00%
Spain	82.29%	83.30%
Sweden	76.62%	82.45%
United Kingdom	38.59%	31.99%

23. Can you indicate how much did the EYE programme cost in its first and second editions and what budget is planned for 2018? Is the programme EYE always going to take place in Strasbourg? How many officials or other staff work in the EYE unit since its creation (breakdown by year and grade)? This unit is dedicated exclusively to organize an event that takes place every two years.

The Bureau decided in 2015 that the European Youth Event (EYE) should be organized every second year in Strasbourg.

These are the figures for the two first editions of the EYE (included the Eye Hearings):

Edition	Expenses	Participants	Officials	Contractual Agents
2013			Organized by Vissem unit *	
2014	EUR 2 341 433.00	6 000	Organized by Vissem unit *	
2015			1HoU (AD) 2 AD	4 FG IV 1 FG III 2 FG II
2016	EUR 2 570 021.00	7 000	1HoU (AD) 3 AD	3 FG IV 1 FG III 2 FG II

Edition	Expenses	Participants	Officials	Contractual Agents
2017			1HoU (AD) 3 AD	3 FG IV 1 FG III 2 FG II
2018	EUR 2 558 782.50	8 000	1HoU (AD) 3 AD	3 FG IV 1 FG III 2 FG II

** When the first edition was decided and organized, the responsibility was given to the Vissem unit in DG COMM and only 4 contractual agents were recruited to help (3 FG IV and 1 FG III). The EYE Unit was created on 1/06/2015.*

Since its creation, the EYE unit has been organising the EYE event as well as the second EYE cycle, which includes the following elements:

- Drafting and editing the event programme (Dec 2014 / Jan 2015)
- Organising 50 activities (out of a total of 200 activities taking place in total during each event in 2016) (Sept 2015 – May 2016)
- Managing the logistics involved in the two-day EYE2016 event, which hosted 7500 young participants from all over Europe (Sept 2015 – May 2016)
- Managing the group and programme registrations of all EYE participants (June 2015 – May 2016)
- Managing the communication with all participants before, during and after the event (May 2015 – Jan 2017)
- Producing the EYE report (June – July 2016) which was disseminated to all MEPs in September 2016
- Organising 10 EYE follow-up hearings in 10 parliamentary committees, discussing the ideas young EYE participants came up with during the event with MEPs (Sept 2016 – Jan 2017)

Concerning the use of human resources in the unit, it is worth mentioning that following a discussion in the Bureau Working Party on Communication and Information in July 2017 and an exchange of views in the Bureau Away-Days in September 2017, the EYE Unit (now Youth Outreach Unit) will enlarge the scope of its mandate and coordinate a broader set of activities targeting young people.

24. Is it proper for Parliament's administration to set up a Citizens' Enquiries service (AskEP), as this could constitute a barrier between citizens and their MEPs? Would it not be better, if such questions were re-directed to MEPs themselves? What are the criteria used by the administration to reply to such questions? Is a distinction made between purely factual questions and political questions?

The right of citizens to contact and receive a reply from the EU institutions is a right provided for in the Treaties (under Articles 20.2 (d) and 24 TFEU), as part of European citizenship. Article 24 TFEU states: 'Every citizen of the Union may write to any of the institutions or bodies ... in one of the languages mentioned in Article 55(1) TEU and have an answer in the same language'.

This formal obligation on the EU institutions and bodies as such must be guaranteed and is separate to, and need not encroach upon, relations between citizens and individual Members of the European Parliament, which are governed by principles linked to the freedom of mandate, as regulated in both primary and secondary law.¹⁶

In order to comply with and operationalise the right of citizens under Articles 20.2 (d) and 24 TFEU, the Parliament has to provide a formal mechanism to receive enquiries from citizens and to answer them. Therefore, a “Citizens’ Enquiries Unit” (Ask EP) has been established for this purpose, providing a central point of contact which facilitates the easy access of citizens to the Parliament, so enabling them to exercise their right effectively.

The Citizens’ Enquiries Unit replies to general requests for information on the activities, powers or organisation of the European Parliament. In cases where enquiries more directly concern the roles of specific EP administrative services, the Unit seeks material from the latter and acts as a conduit for the reply.¹⁷ If this were not the case, every single service in Parliament’s administration would find itself under the obligation to implement the above-mentioned Treaty provisions, namely to reply to specific questions from citizens and to provide them in the language in which the request was made. Centralising the reply process contributes to the provision of more coherent, consistent responses at less cost to the institution.

The objective is to ensure that each reply sent to a citizen is relevant, clear and politically neutral, based as far as possible on objective facts. Responses given do not adopt political positions, other than draw attention to established positions of the institution; nor do they provide personalised legal advice or interpretations of national, European or international legislation. (This is made clear to citizens in the relevant [webform](#), when they send their requests, and/or subsequently in replies). Where an enquiry is of an obviously political nature, the Citizens’ Enquiries Unit informs the correspondent that they may address their questions to the attention of one or more MEPs of their choice, by contacting them directly.

In accordance with the Treaty provisions, the Unit also ensures that each reply is sent in the same EU language as the question posed and, following good administrative practice, within the shortest possible deadline.¹⁸ During the three years from 2014 to 2016, 40 per cent of enquiries were answered within three days and 80 per cent within ten days.

The 2014-19 parliamentary term has witnessed a significant increase in the volume of citizens’ enquiries, mainly as a result of seemingly coordinated ‘write-in’ campaigns on topical issues. In 2014, the Citizens’ Enquiries Unit received over 8 000 individual letters or emails from members of the public, and 2 500 enquiries as part of organised campaigns. In 2015, these figures rose respectively to 9 700 individual enquiries and 68 000 ‘campaign’ enquiries, with the volume broadly stabilising at 9,000 and 83 000 respectively in 2016.

¹⁶ Protocol on Privileges and Immunities; the 1976 Act concerning the election of Members by universal suffrage, and the Statute for Members of the European Parliament (Articles 2 and 3), as well as the Rules of Procedure of the European Parliament (Rule 2).

¹⁷ See the *‘Handbook on access to documents and information’*.

¹⁸ Parliament’s Code of Conduct, and principles from the European Ombudsman’s Code of Good Administrative Behaviour (which establishes a reply to each request of information in a two weeks deadline or an acknowledgement receipt within the above-mentioned deadline if the answer cannot be sent).

On average, in 2014-16, 45 per cent of citizens' enquiries related to aspects of internal policy, 30 per cent to institutional matters, 12 per cent to external issues, and 13 per cent to other questions.

To facilitate direct contact between citizens and MEPs, the Citizens' Enquiries Unit has developed a '[Model Answers](#)' database, at the disposal of Members, which contains a wide selection of answers to questions of general or current interest for citizens. Members are free to use or develop such replies, which can be down-loaded in Word format and be easily adapted by the Members' offices to their specific needs. Far from acting as a barrier between citizens and MEPs, the Citizens' Enquiries Unit facilitates such contact, whilst relieving Members of the burden of responding to an additional 50 000 to 100 000 pieces of correspondence directed each year at the institution as a whole.

25. With regard to the House of Europe in Berlin, please provide a detailed list of expenses over the year 2016.

See reply to question no. 20.

TRAINING

26. How many officials and other staff have participated in a training out of the three places of work in 2016? Please, provide breakdown per gender and grade, and indicate the duration, the place of destination, and the kind of training and the cost of each one.

Please see Annex Q 26.

27. How many officials have participated in a training or any kind of studies paid by the EP budget in the University of Stanford for the last ten years? Please, specify the genre and the grade, the kind of studies, the duration and the cost of each one.

A total of 15 staff members have participated in training provided by the University of Stanford (including distance learning licenses).

The requested information can be found in the table below.

Gender	Function	Course Info	Type	Duration	Course Fees
F	Director	Leading Change and Organizational Renewal 4-9/11/12 + PMO Stanford Online	Classroom + Online	5 Days	14.000 USD
M	Director	Executive programme in leadership 7-12/7/13	Classroom	5 Days	11.900 USD
F	Director General	Leading Change & Organizational Renewal 3-8/11/13 + PMO Stanford Online	Classroom + Online	5 Days	14.000 USD
M	Director	Executive programme in leadership 7-12/7/13	Classroom	5 Days	11.900 USD
M	Secretary General	Advanced Project Management 17-28/3/14	Classroom + Online	10 Days	12.165 USD
F	Director	Mastering the Project Portfolio / The Strategic PMO Stanford Online	Online		2.265 USD
M	Head of Unit	Mastering the Project Portfolio /The Strategic PMO Stanford Online	Online		2.265 USD
M	Director	Advanced Project Management 8-17/9/14	Classroom	8 Days	5.025 USD
F	Head of Unit	Advanced Project Management 8-17/9/14 + PMO Stanford Online	Classroom + Online	8 Days	9.405 USD
F	Director	Leading Change & Organizational Renewal 2-7/11/14	Classroom	5 Days	14.000 USD
M	Director	Advanced Project Management 18 - 27/3/15 + PMO Stanford Online	Classroom + Online	8 Days	11.610 USD
M	Administrator	Mastering the Project Portfolio / The Strategic PMO Stanford Online	Online		2.265 USD
F	Administrator	Advanced Project Management Stanford 18-27/3/15 + PMO Stanford Online	Classroom + Online	8 Days	11.610 USD

Gender	Function	Course Info	Type	Duration	Course Fees
F	Director	Advanced Project Management Stanford Online	Online		1.095 USD
M	Head of Unit	Mastering the Project Portfolio /The Strategic PMO Stanford Online	Online		2.265 USD

28. How many away days did the whole administration and the Bureau have in 2016? Where did they take place and how many people participated respectively? What were the costs?

A total of 7 Away Days were organised in 2016 for the Directors-General and their management teams. The total number of participants was 457.

Away days - EP administration, 2016

Class Name	Participants	Duration	Start Date	End Date	Cost	Venue
Away Day Dir. A DG PRES	99	1 D	22/02/2016	22/02/2016	19.779,01	MCE, Brussels
Away Day DG EXPO	25	1 D	23/06/2016	23/06/2016	3.000,00	CIE Overjise, Brussels
Away Day DG EPRS	27	2 D	15/09/2016	16/09/2016	4.238,00	Maison Jean Monnet, Bazoches
Away Day - Senior Management DG INLO	35	2 D	22/09/2016	23/09/2016	6.282,87	Maison Jean Monnet, Bazoches
Away Day Directorate Media DG COMM	120	1 D	22/09/2016	22/09/2016	23.560,00	CIE Overjise, Brussels
Away Day DG SAFE	96	1 D	16/10/2016	16/10/2016	19.000,00	CIE Overjise, Brussels
Away Day Resources Directors all DG's	55	3 D	13/11/2016	15/11/2016	16.878,00	Maison Jean Monnet, Bazoches

The Bureau did not have any away days in the year 2016.

29. Dans le cadre du multilinguisme, politique et concept piliers de l'intégration européenne, comment s'inscrit l'action de l'administration en faveur de la promotion et l'encouragement de l'apprentissage de langues de la part des représentants élus par les citoyens européens tout en sachant que c'est un moyen vital pour la compréhension et la communication dans leur travail ?

Multilingualism is promoted by the European Parliament. In order to encourage learning languages, Members can participate in language courses of their choice inside as well as outside of the Parliament. The costs for taking language training can be reimbursed up to a limit of EUR 5 000 exclusively for teaching fees. The detailed rules are available to Members' access on Parliament's intranet.

In addition, since January 2017, the dedicated website called [learn.MEP](#) on Parliament's intranet provide Members with an overview of all learning possibilities including language learning. The language training information refers to both internal language trainers and reimbursement of external courses. The same information is available in the learn.MEP brochure.

30. Est-ce que l'administration du PE a l'intention d'améliorer et d'augmenter le Service de Cours de Langues des députés? Si c'est le cas, quelles mesures ont déjà été prises et vont être prises dans le futur pour atteindre cet objectif?

The EP administration established a Task Force on Members' Training that met regularly and cooperated from March 2016 until January 2017. The Task Force developed a questionnaire and interviewed a representative sample (taking into the equation the age, nationality, political group, gender and terms in office) of a total of 52 Members in order to find out what kind of learning and development opportunities the Members need. The learning needs' analysis demonstrated that a large number of MEPs would have liked to learn languages, but did not find the time for continuous participation. However, the Task Force also discovered that a vast majority of Members were looking for a different kind of learning opportunity.

The learning needs are distinct between the induction phase at the beginning of the parliamentary term and later stages. All Members need practical information during the induction phase, e.g. concerning their financial rights and obligations. Other learning needs depend on previous experience and may vary. Members were also asked about the most suitable learning format and this seems to be '1:1 tutorials', delivered on demand with tailor-made content and a duration of around one hour. For induction training, small groups are also possible.

The Task Force did develop a catalogue of existing training. It was distributed to all Members' offices in person in January 2017. Language training figured in this brochure. At the same time, the catalogue went also online as 'Learn.MEP'. Language training opportunities figure prominently on the webpage.

31. Depuis quand il n'y a aucun type de publicité pour les cours des langues des députés avec les professeurs internes? Quelles sont les raisons de ne plus faire de publicité pour ces cours des langues comme c'était le cas dans le temps?

In January 2017, [learn.MEP](#), the training catalogue for Members, went online. It features language courses for Members, both in-house and external. A printed brochure with the same content was distributed to all Members' offices and the staff involved offered to show the attending assistants the access to [learn.MEP](#) through the EP's intranet.

The brochure at the disposal of the MEPs is also available in the One Stop Shop and the MEPs' Portal. Posters were printed with contact data of the service and placed in the MEPs' Portal in Strasbourg and Brussels.

32. Peut l'administration présenter toutes les statistiques disponibles dans au moins les deux dernières législatures sur le nombre de députés prenant des cours des langues avec les professeurs officiels internes? (spécifier par langue et année et/ou entre législatures).

The table below provide the statistics for the language courses and participating MEPs from 2009 to 2017.

Languages	2009	2010	2011	2012	2013	2014	2015	2016	2017⁽¹⁾	Total courses /Language
DE	10	18	13	18	14	19	15	16	14	137
EN	57	77	71	63	64	91	80	71	63	637
ES	21	15	17	13	10	14	9	11	12	122
FR	38	52	44	41	43	63	41	27	31	380
IT	10	17	16	12	8	8	5	6	4	86
Total courses /year	136	179	161	147	139	195	150	131	124	1362
Participating MEPs	136	160	133	125	112	163	131	114	111	1185

(1) From January to November 2017

MEPs can take more than one language course. Therefore, in some years, the total number of courses may exceed the number of participating MEPs.

33. Quelles sont les raison qui mènent à l'administration à transférer ce Service de la Direction Générale des Finances à la Direction Générale du Personnel?

As mentioned in the reply to question 30, the Task Force on Members' Training established that a vast majority of Members were looking for wider learning opportunities than language courses. In this context, the Secretary-General decided to transfer the Members Professional Training Service of DG FINS to the Learning and Development Unit of DG PERS with effect on 1 January 2018 in order to enhance the offer of trainings proposed to MEPs taking advantage of possible synergies between the two Learning entities.

34. Est-ce que l'administration, dans le cadre de ce propos, a l'intention de procéder à l'intégration définitive des professeurs officiels internes dans l'organigramme du PE et procéder à la régularisation définitive de leur situation contractuelle sur la base juridique de l'article 29 du Statut des Fonctionnaires et du RAA afin de subvenir aux besoins d'apprentissage linguistique des députés avec présence à 100% du temps de travail des professeurs dans les cinq langues européennes les plus demandées et offertes par le Service ?

As can be seen from the figures given in reply to question 32, the demand for the different languages varies significantly.

The demand for English lessons is continuously high, however, there is a significantly higher demand still for courses outside Parliament, in Brussels as well as in Members' constituencies and for immersion courses in the countries where the languages are spoken.

The demand for French has been declining since 2010. The demand for Spanish and Italian is very low. Both languages are not in demand since the last elections in 2014. Only the demand for German is more or less stable, albeit not at a very high level.

The learning and development opportunities to Members are offered 'on demand' and trying to find the most flexible solution best adapted to their expressed needs. Full time presence of language teachers does not provide for the required flexibility during peak moments.

35. In his answer to paragraph 91 of the Resolution of 27 April 2017 on Discharge 2015 the Secretary General states that "The EP services keep a record of all those cases where any technical problem caused a delay in re-recruitment in July 2014 and consider that for the purpose of calculation of pension rights, the employment was not interrupted." How many people are affected by these problems? Does the Commission's PMO office accept such a calculation method? Can the consequences of the decision to have early elections in 2014, which put APAs in a situation where they will be missing two weeks out of the 10 year service needed in order to access pension rights, be considered as a "technical problem"?

As indicated in the answer to paragraph 91 of the Resolution of 27 April 2017 on the Discharge 2015 - in order to be entitled to a retirement pension paid by the EU Institutions, a staff member must have completed at least 10 years of active service within the Institutions or have reached the normal retirement age whilst still employed by the Institutions.

These provisions are fixed in the Conditions of Employment of Other Servants of the EU (CEOS) and Article 77 of the Staff Regulations. Parliament's administration is not entitled to issue any interpretation changing the length of the 10 years period. The right of initiative to propose an amendment lies with the European Commission.

The consequences of the decision to have early elections in 2014 cannot be considered as a 'technical problem'. The 'technical problem' mentioned in the reply was an IT problem related to the transfer of data from one IT system to another, which caused a delay in re-recruitment of 7 APAs in July 2014. For those cases, for the purpose of calculation of pension rights, the employment was considered as uninterrupted.

The decision to have early elections was taken by the Council on EP's proposal.

When it comes to granting rights, the administration needs to respect the legal basis which clearly stipulates the conditions for receiving a specific entitlement. The legal basis does not foresee any kind of exception to the ten year rule for assistants of MEPs (nor for other EP staff), therefore the administration cannot proceed any further.

The situation of APAs will be clear only once the exact date of the elections in 2019 will be known, as this date will also determine the end of the parliamentary term. Only then will it become apparent if the ten years can be completed by an APA who worked for two entire parliamentary terms.

The ten years can be reached through different forms of employment (CA, TA or official if one succeeds in a competition) within the EP or in other institutions, with or without an interruption of contract. The already acquired pension rights can be kept in the system, as they do not need to be transferred into the national scheme straight away. In case a staff member does not reach the limit of ten years, the pension contributions are not lost, but can be transferred to a national or private pension scheme of the colleague's choice or "used" if the staff member is later employed within the institutions.

The Commission pays the pensions to retired colleagues, while the entitlements are calculated by the EP administration on the basis of the number of years staff have worked. The EP administration cannot submit a file to the Commission which does not meet the criteria, as the Commission would refuse the payment if there was no evidence for at least ten complete years on the records.

36. *Having regard to Article 3 of Council Regulation (EC) No 160/2009 of 23 February 2009 and considering that the right of initiative to propose amendments to the Conditions of Employment of Other Servants of the EU lies with the European Commission, has the Secretary General transmitted to the Commission a Report on the evaluation of the new Statute for Parliamentary Assistants requested in paragraph 85 of the Discharge 2014 Resolution? Has the European Commission reacted or commented on any proposed solutions to problematic issues concerning APAs?*

In the resolution of the European Parliament of 28 April 2016 with observations forming an integral part of its Decision on discharge for the financial year 2014, the Plenary has requested the Administration to produce a new evaluation report on the application of the Statute for Accredited Parliamentary Assistants (APAs). The report was transmitted to the Chair of the Budgetary Control Committee, as well as to the Rapporteur for the Discharge 2014 and the Chair of the Committee on Budgets, in March 2017.

Until now the Secretary-General has not been mandated to transmit the report to the European Commission. Nevertheless, if formally requested, the Secretary-General is ready to inform the European Commission accordingly.

37. *Tenant compte de la réponse au para 88 (“Replies to and actions taken in the European Parliament Resolution of 27 April 2017 on discharge in respect of the implementation of the general budget of the European Union for the financial year 2015”), considère que la solution proposée par le parlement continue à traiter les APAs de façon inégale face à la situation décrite et considère que la seule façon de vraiment garantir une égalité de traitement dans ces cas serait d'établir la même période de préavis (un mois par exemple) à partir de la date de démission ou de décès du député. Combien des APAs concernés par cette situation en 2015 et 2016 ont eu moins d'une semaine comme période de préavis (spécifier); les cas échéant, combien auraient pu éviter une rupture de contrat -avec les graves conséquences que celle-ci entraîne- s'ils avaient eu devant eux un mois de préavis?*

Formally, the notice period is not provided for in the Conditions of Employment of Other Servants of the European Union (CEOS) in the case described. However, the legislator has foreseen the following compensatory mechanism in the Article 139 of the CEOS: the APA is entitled to compensation equal to one third of her/his basic salary for the period between the date when her/his duties end and the date when her/his contract expires, subject however to a maximum of three months' basic salary. According to the information available for 2015 and 2016, 14 APAs' contracts were terminated for the reasons linked to MEP's end of mandate within less than one week, however only in 7 cases the APAs were not immediately re-recruited.

38. With regards to Strasbourg allowances for APAs, last year the CONT committee called for an increase in the allowances to bring them into line with other staff. On October 2nd, the Bureau decided to adapt the missions' ceilings applicable to Accredited Assistants as from 1st of January 2018. The adaptation for officials was instead done as from September 2016 and the Parliamentary Assistance Allowance was adapted as to cover the indexation of salaries and other expenses as from July 2016. Since the Implementing measures for Assistants' Statute - Article 29(4)c - foresee an index-link between the arrangements applicable to staff and APAs and there is no evidence so as to apply the index-link only when it comes to the indexation rate and not to the date, why hasn't the Secretary General proposed that the indexation for Assistants took place as from the same date as officials? Why is this treatment different only for the missions to Strasbourg while for the rest of the missions the same rules apply as for the rest of the staff? What are the travel allowances for other EP staff? (please provide a detailed breakdown by staffing group).

The hotel ceilings and the allowance rates to be applied for the EU staff' missions in the Member States were modified by a Commission Delegated Regulation (EU) 2016/1611 which entered into force on 10 September 2016.

For Strasbourg the new ceilings and rates are:

- Hotel ceiling: EUR 180
- Daily allowance: EUR 102

The new allowance rates for APAs decided by the Bureau on 2 October 2017 entered into force on 1 January 2018 and are the following: EUR 137, 160 and 183.

Article 132 of the Conditions of Employment of Other Servants of the European Union (CEOS) does not refer to Article 22 CEOS but to Article 125 of the CEOS which states that the European Parliament shall adopt implementing provisions by internal decisions for this purpose. Therefore, the Bureau decides on the revision of the flat rate allowances, not the Commission Delegated Regulation (EU) 2016/1611. The date of entry into force was decided by the Bureau.

As to the question regarding why the treatment of APAs is only different for the missions to Strasbourg, while for the rest of the missions the same rules apply as for the rest of the EP staff, it should be noted that:

- Article 29 of the Bureau decision provides for specific provisions for APAs for their duty travels between the three places of work,
- Article 30 of the decision specifies that missions outside the three places of work are reimbursed, mutatis mutandis in accordance with the rules specified for officials and other servants of the Parliament.

39. A specific budgetary line is aiming - beside other means - at providing a budget to the Staff Committee. The Accredited Parliamentary Assistants Committee of the European Parliament, is up to now working without any budget while they fulfil tasks provided by the statute, useful for the whole institutions and the MEPs. Why up to now a part of this specific budgetary line as not been dedicated to the APA Committee for its functioning? For what purpose this specific line can be used? What kind of expenses are authorized? What control and responsibility does the European Parliament have on the expenses incurred by the APA Committee?

As set out in the general budget (Section I - Parliament), budgetary item 1630 ('Social welfare') serves *inter alia* for the financing of a grant for the Staff Committee. As per the accompanying budgetary remarks for the line, 'contributions or defrayal of expenses by the Staff Committee for participants in welfare activities will be aimed at financing activities that have a social, cultural or linguistic dimension, but there will be no subsidies for individual staff members or households.'

As indicated in the reply to paragraph 66 of the EP decision and accompanying resolutions of 29 April 2015 on the discharge for the financial year 2013 regarding the activities organised and financed by the Staff Committee, '*a grant for the Staff Committee (SC) is paid by DG PERS in order to finance social and cultural activities. The financial statements of the SC are approved each year by the General Assembly. These documents as well as the reports of the External Auditor were transmitted to DG PERS to guarantee the transparency of the actions carried out by the SC. [...]*'.

As also indicated in the reply to question 115 of the questionnaire in preparation for the EP discharge for 2014, related to the grant allocated to the Staff Committee and paid by DG PERS in order to finance social and cultural activities, '*there is no similar amount attributed to APAs committee. However, it is important to mention that all social and cultural activities carried out by the Staff Committee are open to all EP staff, including APAs*'.

40. Due to the fact that all APAs elected as members of the APA Committee are also fully fulfilling the tasks they may fulfil for their MEPs, it seems necessary for the EP to provide to the APA Committee an administrative staff paid by the Parliament in order to help the ten members of the APA Committee to fulfil their statutory mission. Why this administrative staff has not been yet provided to the APA Committee? Could it be solved quickly for January 2018?

It should be noted that Article 126 (2), 2nd subparagraph of the Conditions of Employment of Other Servants of the European Union (CEOS) sets out that 'the arrangements relating to the autonomous representation of accredited parliamentary assistants shall be laid down by the implementing measures referred to in Article 125 (1) taking into account that a formal link shall be established between the statutory representation of staff and the autonomous representation of assistants', and that Article 35(2) of the Implementing Measures for Title VII of the CEOS adopted by the Bureau on 14 April 2014 provides that the APA Committee shall make 'a contribution towards the establishment of formal relations with Parliament's Staff Committee, so as to ensure that there is a direct formal link between the two committees'.

In this context, the APA Committee was granted an office (with computer and phone line) near the premises of the Staff Committee and was invited to contact the Staff Committee in order to benefit from facilities regarding meeting rooms and administrative support.

41. How is the administration involving the APA Committee in the decision making process of all rules that might concern Accredited Parliamentary Assistants exclusively or commonly with all the other categories of staff represented by the Staff Committee?

As mentioned in the reply to question 40, Article 126 (2), 2nd subparagraph CEOS sets out that ‘*the arrangements relating to the autonomous representation of accredited parliamentary assistants shall be laid down by the implementing measures referred to in Article 125 (1) taking into account that a formal link shall be established between the statutory representation of staff and the autonomous representation of assistants*’, and that Article 35(2) of the Implementing Measures for Title VII of the CEOS adopted by the Bureau on 14 April 2014 provides that the APA Committee shall make ‘*a contribution towards the establishment of formal relations with Parliament's Staff Committee, so as to ensure that there is a direct formal link between the two committees*’. In the framework of the establishment of such a formal link, the Staff Committee and the APA Committee requested in June 2011 the possibility for the APA Committee to appoint observers to several internal joint committees and the Secretary-General gave a positive answer to this request on 27 June 2011.

Furthermore, DG Personnel indicated in the report on the evaluation of the new statute for Parliamentary Assistants drawn up following the resolution adopted on 28 April 2016 on the discharge for the financial year 2014 (and in response to the wish of the APA representatives to be involved in a timely manner in the future when DG Personnel works on new rules), that the administration is responsible for drafting proposals regarding new rules on which staff representatives are then consulted.

42. Article 7 of the Annex VII of the Staff Regulations and Article 22 and 92 of the Conditions of Employment of Other Servants state that officials are entitled to a flat-rate payment corresponding to the cost of the travel for himself, his spouse and his dependants living in his household on taking up his appointment from the place of origin (where he was recruited) to the place where he is employed. Can you explain why this is actually not applied to APAs under the same circumstances?

There is no provision for payment of travel costs under Chapter 5 of Title VII ‘Parliamentary Assistants’ of the Conditions of Employment of Other Servants (CEOS).

Article 132 of this Chapter explicitly limits the application by analogy to some relevant articles of the CEOS.

43. Since the introduction of the occasional teleworking in the EP on 31 October 2016, how many APAs have applied for it? Has the administration officially informed the MEPs about the existence of this possibility?

From 31 October 2016 to 30 October 2017 (one year), 94 occasional teleworking requests were made in Streamline by 29 APAs.

The administration has put considerable effort into making sure that the launch of occasional teleworking has been effectively communicated to all staff members concerned, notably:

1. In accordance with the note from the Secretary-General of 6 September 2016 and the rules annexed thereto (PE 583.245/BUR), the Bureau agreed to the introduction of an occasional teleworking scheme during its debate of 12 September 2016, which was transcribed in its meeting minutes of the same date (PE 586.429/BUR), which are published on the website of the Bureau;
2. On 31 October 2016, the administration sent an e-mail to all staff members in order to present the occasional teleworking scheme to them;
3. Newshound, the EP's internal newsletter which is sent by e-mail to all staff members, including APAs and staff working in the political groups, addressed the issue on three occasions: on 9 November 2016, on 28 June 2017 and on 27 September 2017;
4. The administration prepared and published comprehensive Intranet pages on occasional teleworking in order to provide all necessary information and related decisions/regulations;
5. The administration launched a survey on occasional teleworking in September 2017 with a view to evaluating users' levels of satisfaction with the new scheme; this was communicated to all staff members via e-mail, as well as via Intranet and Newshound articles published in the same period.

HARASSEMENT

44. In his replies to the questionnaire on the EP discharge for 2015, the Secretary General announced that a proposal to the Bureau to change the rules regarding the advisory committee dealing with complaints of harassment between APAs and Members of Parliament is being prepared. Has such a proposal been eventually presented? If not, what is the timeline foreseen? Does it envisage a balanced representation and independent experts to seat in it? Has the EP reflected in parallel on the fact that additionally to independent bodies what is equally indispensable for denouncing problematic cases is the protection of whistle-blowers and their witnesses? What actions has it taken or will it take towards this direction?

The European Parliament has the most advanced system for preventing and addressing harassment in a parliamentary workplace and serves as role model for other Parliaments in this area. They regularly seek Parliament's advice on the matter such as recently the House of Commons.

With a view to introducing further improvements, the Secretary General submitted a detailed roadmap to the Bureau for its meeting on 15 January 2018. The document addresses among others the issues of the work of the Advisory Committee, external expertise, as well as further prevention and support measures.

45. The representative for Parliamentary assistants sitting at the committee on Harassment does not dispose of any resources for assistance, are in an outrageous minority and cannot be replaced by a substitute. Could you explain the reasons behind this choice? What would be the cost on non-representation of Parliamentary assistants in the Harassment committee?

According to the Bureau decision from April 2014 amended in July 2015, none of the members of the APA Harassment Committee is allowed to send a replacement to the meetings of the Committee in order to ensure the confidentiality and continuity of the deliberations. The roadmap (see previous reply) contains a suggestion to the Bureau in order to allow for a second APA representative. All the members of the APA Harassment Committee are equally assisted by staff members of the Bureau secretariat.

46. How much does the running of the Harassment Committee cost?

The Advisory Committee on Harassment and its Prevention in the Workplace deals with the complaints of psychological or sexual harassment at work (as defined in Article 12(a) of the Staff Regulations) addressed against staff members.

In 2016, there were 12 missions linked to this Harassment Committee for a total mission cost of EUR 2 886. Except for mission costs, no other costs are directly related to the Harassment Committee, since it uses resources already available in the General Secretariat.

The Advisory Committee dealing with harassment complaints between APAs and Members of Parliament (APA Harassment Committee) deals with complaints addressed against Members. Costs incurred in 2016 relate to missions: EUR 4 192, translation: EUR 154 221, interpretation: EUR 88 140 as well as specialised training.

47. Do you think that the absence of a probation period for the APAs in its Statute can justify that the Parliament in the recently leaflet distributed to MEPs to raise awareness on harassment recommends to them not to establish a contract longer than one year with their APAs in order to avoid problems (and even more if we take into account that the article 130 of the APA's Statute states that "contract shall not be extended more than twice during a parliamentary term"). Is this ethical or even legal?

The current Implementing Measures (Art. 18, 3) allow up to two contract extensions which does not hinder or complicate the further prolongation of the APA for the longest time possible (the whole term).

Especially in cases in which the MEP and the APA never worked together before, this suggestion aims to enable both to test their compatibility and for the MEP to assess the extent to which the APA's skills and profile reply to his/her needs. In a positive scenario, nothing hinders a prolongation of the contract. In a negative one, this can help avoiding eventual dismissal or resignation procedures, which are considered heavy, difficult and stressful for the APA as well as for the MEP.

In any case it is worth underlining that the information provided only takes the form of a suggestion - the Administration will follow up on the request of the MEP, whatever the length of the contract, provided that the legal conditions are respected.

It is to be noted that the brochure was adopted by the APA Harassment Committee. Its content was established in collaboration with the Legal Service, with a view to providing for the best possible working conditions for both the APAs and the MEPs.

48. How many cases of harassment were reported in 2016? How many of these cases concerned relations between staff members and how many cases concerned relations between MEPs and staff members? Which actions have been carried out to discourage the harassment in the working environment?

The Advisory Committee on Harassment and its Prevention in the Workplace deals with the complaints of psychological or sexual harassment at work (as defined in Article 12(a) of the Staff Regulations) addressed against staff members. In 2016, this Committee was approached on 23 occasions, eight colleagues filed an official complaint with the Advisory Committee, while 15 colleagues contacted the Committee informally. Three complaints were lodged by officials (37.5%), four by contract staff members (50%) and one by an accredited parliamentary assistant (12.5%). The Advisory Committee confirmed none of these complaints as harassment, according to Article 12(a) of the Staff Regulations.

The Advisory Committee dealing with harassment complaints between APAs and Members of Parliament, (APA Harassment Committee) deals with complaints addressed against Members. In 2016, it referred seven complaints for psychological harassment to the President for a final decision.

Of those seven complaints, four were brought in 2015 and three in 2016. Three of those were confirmed as harassment, all of them concerning the same Member. The APA Harassment Committee has not received any complaints for sexual harassment.

The Secretary General, following a proposal from the APA Harassment Committee, submitted a first roadmap to the Bureau for its meeting on 16 January 2017 which contained concrete measures to further develop the zero-tolerance policy towards harassment and to promote a safe and positive workplace. An updated and more far-reaching roadmap was submitted to the Bureau for its meeting of 15 January 2018 to prevent and address inappropriate behaviour, conflict and harassment in the workplace.

49. La DG PERS considère élevés les risques de non-identification des personnes en souffrance parmi le personnel. Le caractère spécifique des certains types de contrat comme les Agents contractuels ou les APAs font sans doute que ces travailleurs soient encore plus vulnérables à ces situations de risque. Est-ce que le Parlement prévoit des mesures spécifiques et/ou supplémentaires d'identification, information, prévention, surveillance et appui à leur égard?

If a DG asks for assistance for staff members who are considered to be exposed to risk factors, the Directorate for HR Support and Social Services of DG PERS is able to run a risk assessment and provide recommendations to address potentially problematic areas (e.g. risk assessments have been carried out for DG SAFE who has a large population of contract agents).

More in general, the medical services and social workers are always available for any member of staff, including APAs, and MEPs, who need help or assistance or who are in ill health and ask for support.

The proposal of the Secretary General to the Bureau for its meeting on 15 January 2018 contains further concrete measures such as increased support for APAs, a simplification of complaints procedures paired with strengthened advice, reinforced prevention, awareness-raising and training targets. The proposal also suggests to introduce a network of confidential counsellors who can be contacted by APAs, Members' trainees, group staff and all other staff and trainees. The Secretary General would select these counsellors on the basis of their expertise and inter-personal skills; they would undergo targeted training and could benefit from psychological support.

50. How does the Parliament raise awareness on the complaint procedures? What assistance is provided to the victims of harassment cases?

The brochure entitled 'Zero Harassment in the Workplace' constitutes an example of the commitment of the European Parliament to raising awareness of the problem.

In case of complaint for harassment, Parliament may grant upon assessment of each case assistance in accordance with Article 24 of the Staff Regulations. The nature of assistance depends on the circumstances, it may include the transfer of the person to another position, the authorisation to telework, etc.

As referred to in the replies to questions 44 and 49, the Secretary General submitted a roadmap to the Bureau for its meeting on 15 January 2018 with concrete further measures in the area of awareness-raising, the complaints procedure and the assistance to victims.

51. Could you please outline the procedures to file complaints in case of harassment for staff members and APAs?

There are two ways to launch a harassment procedure: either by virtue of Article 24 of the Staff Regulations and/or by contacting the secretariat of the relevant Harassment Committee. Persons who claim to be victims of harassment will then be invited to a meeting with the Committee. Subsequently, the Committee will invite to a hearing the person accused of harassment as well as all relevant witnesses. The Committee will then draw up a report with recommendations for the competent authority.

52. Could you specify how many MEPs followed in 2016 a "good behaviour" training?

The European Parliament does not offer Members training on ‘good behaviour’, as the need for such training has not been expressed by the Members.

In 2016 (as was done in the past), all the incoming Members were briefed on the Code of Conduct and related disclosure obligations as they took their seat in Parliament. On this occasion, MEPs are informed about their obligations relating to the Code of Conduct (guiding principles, conflicts of interest, declaration of financial interests) and to the Implementing Measures for the Code of Conduct (notification of official gifts, declaration of attendance at events organised by third parties). They also receive, on this occasion, a booklet that brings together the relevant documents and the jurisprudence of the Advisory Committee on the Conduct of Members.

53. What measures were taken to improve the work of the Advisory Committee on Harassment?

As mentioned in the replies to questions 44, 49 and 50, the Secretary General presented a road map to the Bureau for its meeting on 15 January 2018 with concrete proposals to improve the work of the Advisory Committee as regards its remit and administrative support, working methods as well as its composition.

STAFF

54. How many people are tasked with the processing of MEP travel cost reimbursements? Please provide us with details on the evolution/increase in staff, starting ten years ago, 5 years ago and finishing with the budget year 2016.

The Member's Travel and Subsistence Unit was created on 15 April 2008. By the end of 2016, 35 people were tasked with the processing of MEP travel costs reimbursements. The evolution in staff since its creation, is shown in the table below and indicates an important increase in staff numbers from 2008 to 2011. The main reason for this development is the change in the legal basis and the procedure as regards the travel cost reimbursements in the year 2009.

In 2009, the Implementing Measures for the Statute for Members, which established the principle of reimbursement based on expenses actually incurred, replaced the former PEAM Rules. The introduction of the reimbursement based on real costs instead of lump sums led, at the time, to a 16% decrease in spending (13Mio euros). However, the new rules also resulted in an increase of the workload for Parliament's services and higher responsibilities in the management of financial risk.

	2008	2011	2016
Officials	21	25	25
Temporary Agents	0	2	1
Contractual Agents	4	11	9
TOTAL	25	38	35

55. Travel between the 3 work places: Please provide us with the evolution of travel between the three work places of the EP by the EP staff (other than MEPs). Please detail the numbers in yearly increments, starting 5 years ago.

Missions between the 3 Work Places

Year	Number of missions	Increase/decrease	Total cost (EUR)	Increase / decrease
2012	34 904		23 227 552	
2013	36 263	3.89%	24 578 092	5.81%
2014	35 145	-3.08%	22 809 077	-7.20%
2015	37 601	6.99%	25 314 958	10.99%
2016	37 319	-0.75%	26 238 362	3.65%

For 2016, the increase of costs is linked to the adaptation of hotel ceilings and allowance rates to be applied for the EU staff' missions in the Member States by Commission Delegated Regulation (EU) 2016/1611 which entered into force on 10 September 2016.

56. Please provide the evolution of sick leave days of EP staff in yearly increments, starting 5 years ago.

Sick leave data provided is listed in hours, not in working days. This presentation provides a more correct overview as it takes into account different work schedules in certain DGs.

	2012	2013	2014	2015	2016
Hours worked	15.224.824,46	13.434.585,18	14.398.480,41	15.224.824,46	15.778.667,46
Sick leave certified	461.619,13	400.326,13	396.216,00	461.619,13	517.963,76
Absence (%)	3,03	2,98	2,75	3,03	3,28
Sick leave uncertified	117.167,54	99.034,65	109.257,52	117.167,54	123.612,53
Absence (%)	0,77	0,74	0,76	0,77	0,78
Total sick leave	578.786,67	499.360,78	505.473,52	578.786,67	641.576,29
Total absence (%)	3,80	3,72	3,51	3,80	4,07

This information takes into account sick leave data for all staff members, including officials, temporary and contract agents, and APAs. Data on maternity leave and irregular absences are not included.

57. Please provide an overview of all allowances (general or otherwise) that EP staff benefit from, as well as total costs per allowance/benefit.

Depending on the personal circumstances, a member of staff may be entitled to receive allowances as set out in the Staff Regulations, Annex VII to the Staff Regulations, and the Conditions of Employment of Other Servants (CEOS). The appointing authority may also approve internal rules or general implementing provisions to clarify the application of certain rules contained in the statutory provisions.

A breakdown of allowances paid in 2016 is shown in the table below:

Allocations et indemnités payées en 2016

Dénomination	Fonctionnaire/AT	AC	APA	Total rubrique
Statut Article 42 ter	114.884,79	1.427,15	-	116.311,94
Statut Article 42 bis	1.346.622,87	101.580,94	135.752,36	1.583.956,17
Statut Article 67 § 2 - annexe VII art. 2	(5.123.359,23)	(1.385.541,88)	(580.175,69)	(7.089.076,80)
Statut Annexe VII article 2	26.532.631,62	5.451.240,46	3.362.472,68	35.346.344,76
Statut Annexe VII article 1er	13.678.630,21	2.139.659,97	1.644.811,63	17.463.101,81
Statut Annexe VII article 7 § 1.b)	5.518,07	5.142,41	-	10.660,48
Statut Annexe VII article 8	6.877.274,38	878.598,84	324,08	7.756.197,30
Statut Annexe VII article 7 § 1.c)	60.641,49	376,37	-	61.017,86
Statut Annexe VII article 7 § 1.a)	20.325,04	54.278,90	-	74.603,94
Statut article 56 & annexe VI (art.1)	70.357,89	50.721,42	-	121.079,31
Statut article 56 & annexe VI (art.3)	135.886,64	200.054,24	-	335.940,88
Statut Annexe VII article 4 § 1	65.606.694,42	4.516.101,39	12.745.110,38	82.867.906,19
Statut Annexe VII article 4 § 2	1.409.228,61	413.485,36	120.419,57	1.943.133,54
Statut Annexe VII article 15	73.003,95	3.123,54	-	76.127,49
Statut Annexe VII article 14	698.986,59	76.660,50	-	775.647,09
Statut Article 44	2.551.973,12	-	-	2.551.973,12
Statut Annexe VII article 5	538.802,41	96.635,98	148.150,24	783.588,63
RAA Article 139 § 2	-	-	100.140,82	100.140,82
Statut article 56	278.423,79	3.103.754,08	-	3.382.177,87
Statut Annexe VII article 6	83.995,01	11.302,05	19.945,64	115.242,70
Statut Annexe VII article 3 - forfaitaire	5.314.175,90	504.898,57	341.157,28	6.160.231,75
Statut Annexe VII article 3 - non-forfaitaire	674.783,02	65.760,64	43.837,07	784.380,73
Statut Article 67 § 2 - annexe VII art. 1	(128.076,41)	(18.687,46)	(9.812,41)	(156.576,28)
Statut Article 67 § 2 - annexe VII art. 3	(1.306.664,85)	(54.708,74)	(14.531,22)	(1.375.904,81)
Statut Annexe VII article 8 - récupération	(89.796,11)	(6.314,53)	-	(96.110,64)
	119.424.943,22	16.209.550,20	18.057.602,43	153.692.095,85

- 58. Please provide the following information regarding long term missions of EP staff:**
- Where are the people currently on long-term missions?**
 - How many long-term missions are currently being conducted?**
 - What is the average time of a long-term mission?**
 - What is the shortest and longest long-term mission, respectively?**
 - What is the average cost of a long-term mission (including the lowest and highest cost of a long-term mission)?**
 - A detailed breakdown of long term missions from the start of this legislative period up to the foreseen ends of current long-term missions**

Between 1 November and 31 December 2017, five staff members are on long-term missions (i.e. missions lasting longer than four consecutive weeks). Four of them are taking part in fellowship programmes and one is temporarily working in the EP information Office in Tallinn (Estonian presidency).

In 2016, the average time of long-term mission (one long-term mission per person) was: 143 days. The longest long-term mission: 304 days (fellowship, Firenze) and the shortest was a secondment to the Information office in Berlin: 33 days.

The average cost of a long-term mission, including the lowest and highest cost of a long-term mission) is: EUR 20 730.

A detailed breakdown (one person for each destination) of long term missions from the start of this legislative period up to the foreseen ends of current long-term missions is presented below.

		Lowest start date	Highest end date
FIRENZE	FELLOWSHIP	01/09/2014	30/06/2015
SINGAPORE	FELLOWSHIP	02/09/2014	03/07/2015
WASHINGTON	FELLOWSHIP	13/09/2014	31/07/2015
FIRENZE	FELLOWSHIP	01/10/2014	20/07/2015
NEW YORK	UNO EP exchange of staff	29/11/2014	11/01/2015
NEW YORK	UNO EP exchange of staff	10/01/2015	20/02/2015
NEW YORK	UNO EP exchange of staff	21/02/2015	03/04/2015
PARIS	PLACEMENT EPIO	30/03/2015	31/10/2015
FRANKFURT/MA	INTER_INSTITUTIONAL EXCHANGE ECB	14/05/2015	14/08/2015
FRANKFURT/MA	SECONDMENT TO ECB	17/05/2015	17/07/2015
MIAMI	FELLOWSHIP	15/08/2015	15/06/2016
SANFRANCISCO	FELLOWSHIP	05/10/2015	02/06/2016
LA HAYE	MISSION IN THE FRAMEWORK OF THE DUTCH PRESIDENCY OF THE EU	17/01/2016	01/07/2016
WASHINGTON	FELLOWSHIP	20/01/2016	02/11/2016
FIRENZE	FELLOWSHIP	29/02/2016	01/09/2017
MUENCHEN	PLACEMENT EPIO	19/06/2016	29/07/2016
BRATISLAVA	MISSION IN THE FRAMEWORK OF THE SLOVAK PRESIDENCY OF THE EU	30/06/2016	22/12/2016
BERLIN	PLACEMENT EPIO	28/08/2016	30/09/2016
MILANO	PLACEMENT EPIO	28/08/2016	08/10/2016
NEW YORK	FELLOWSHIP	31/08/2016	01/06/2017
WASHINGTON	FELLOWSHIP	01/09/2016	30/06/2017
WASHINGTON	FELLOWSHIP	25/09/2016	01/08/2017
VALLETTA	PLACEMENT EPIO	03/01/2017	29/09/2017
TALLINN	SECONDMENT TO THE ESTONIAN PRESIDENCY, INFORMATION OFFICE TALLINN	09/07/2017	22/12/2017
EDINBURGH	PLACEMENT EPIO	19/08/2017	22/09/2017
LISBONNE	PLACEMENT EPIO	21/08/2017	22/09/2017
MILANO	PLACEMENT EPIO	03/09/2017	13/10/2017
FIRENZE	FELLOWSHIP	04/09/2017	31/12/2017
WASHINGTON	FELLOWSHIP	15/09/2017	31/12/2017
FIRENZE	FELLOWSHIP	27/09/2017	31/12/2017
ZAGREB	PLACEMENT EPIO	02/10/2017	10/11/2017
OXFORD	FELLOWSHIP	08/10/2017	31/12/2017

59. A specific training programme targeted at women eligible for management posts has been updated and now follows a new format and a bottom-up approach¹⁹. How many of these trainings have taken place in 2016? How many female staff members of which grade did participate respectively? How many of these women were since appointed as Head of Unit or Director?

Between October 2016 and February 2017, 4 separate sessions of a three-day modular training course ‘Women with management potential’ were organised; 3 of those sessions took place in Brussels and 1 in Luxembourg; 84 female administrators in grades AD9 - AD14 participated. Of the 84 participants who followed the ‘Women with management potential’ programme, 7 have since been appointed to Head of Unit posts.

60. A roundtable “Women with management potential” was organised in March 2016 with the participation of Vice-President Mr Papadimoulis, Ms Mlinar, Rapporteur on Gender Mainstreaming, and male and female top managers of the administration. Could you please inform us about the results of this roundtable? Which follow-up steps were taken?

The main outcome of the roundtable organised in March 2016 was the identification of the learning and development needs of women eligible for management posts and the measures required to answer these needs.

By way of follow up, six points were outlined:

- Help with defining learning and development needs;
- A course about women and leadership;
- Access to management courses and MMAP lunchtime conferences;
- Mentoring and networking;
- Other training measures, e.g. career advice and training for stakeholders;
- Other HR measures, e.g. strategic HR planning.

Furthermore, it should be noted that for the first time a ‘bottom-up’ approach was adopted, meaning that the female staff members concerned could indicate their interest to join the specific training programme targeted at women eligible for management posts.

61. Please provide the information concerning recent changes in target levels for senior female management staff (heads of Units and directors). Please indicate the concrete steps that have been undertaken and/or planned to address problems of gender imbalance.

Ten years after the Bureau adopted the Kaufmann report on ‘Equal Opportunities in the EP Secretariat - state of play and the way forward’, the High-Level Group (HLG) on Gender Equality and Diversity took stock of the good results achieved since then and proposed new targets and updated measures.

¹⁹ Replies to and actions taken on the European Parliament resolution of 27 April 2017 on discharge in respect of the implementation of the general budget of the European Union for the financial year 2015, par. 74, p. 13.

Considerable progress has been achieved in middle management. The percentage of female Heads of Unit, appointed by the Secretary General, almost doubled in ten years, from 21 % in 2006 to 36 % in 2016.

The Papadimoulis report, endorsed by the Bureau in January 2017, maintained the targets for female Heads of Unit (40%) and female Directors (35%) that were set in the Kaufman report of 2009. The report modified the target for female Directors-General, revising it upwards from 20% to 30%. Furthermore, an additional target was introduced: each DG must have at least 30% female Heads of Unit and 30% female Directors. All targets are foreseen to be achieved by 2019.

Gender equality at senior management level can be better ensured, if both genders are sufficiently represented in the pool of eligible staff members at head of unit level, therefore the career development of female members of staff has to be supported.

In order to implement fully the recommendations and conclusions of the Papadimoulis report, a roadmap has been adopted, which outlines concrete actions and a clear timeline for specific measures regarding management, professional training, awareness raising on gender equality, work-life balance measures and a regular monitoring of gender balance through statistics. Full details of the roadmap are available via the following link:

https://epintranet.in.ep.europa.eu/files/live/sites/epintranet/files/human-resources/equality-diversity/roadmap-gender-equality-2017-19/roadmap-gender-equality-2017-19_en.pdf

One of the roadmap's primary focuses is on widening the pool of women eligible for middle management by offering appropriate training and support to access Head of Unit positions.

Furthermore, it is noteworthy that different Appointing Authorities are responsible for the appointment of middle management and senior management.

In this context, the following points should be outlined:

- as regards the composition of the Advisory Committee for the Appointment of senior officials, given that the Secretary-General and the Deputy Secretary-General are both male, by decision of 20 January 2017, the Secretary-General has appointed a female Directors-General as standing member of the Committee with voting rights in order to guarantee a proper representation of each gender. She is also the observer for equal opportunities.
- as regards the appointment of middle managers, the Secretary-General has reiterated by note of 27 October 2017 that shortlists for all middle-management appointments should include three candidates, if available, and at least one of these candidates should be of the under-represented gender. It is also recommended that, if all else is equal (e.g. qualifications, experience), the under-represented gender should be preferred. In the event that these requirements are not fulfilled, the procedure might be closed and the post re-advertised.
- in order to raise awareness, the Secretary-General has informed by note of 5 December 2017, all the Directors-General about the state of play as to the female representation at Head of unit level. The table below shows the current state of play per DG.

GENDER	MALE	FEMALE	% female	TOTAL
DG				
PRES	10	10	50%	20
EPRS	6	6	50%	12
EXPO	10	8	44%	18
TRAD	18	14	44%	32
INTE	15	12	44%	27
LEGAL SERVICE	6	4	40%	10
COMM	31	18	37%	49
INLO	11	5	31%	16
FINS	7	3	30%	10
PERS	12	5	29%	17
IPOL	19	7	27%	26
SAFE	10	2	17%	12
ITEC	12	2	14%	14
TOTAL	167	96	36%	263

62. Le Commissaire Oettinger a indiqué récemment aux représentants des travailleurs de la Commission Européenne que les restrictions à la politique de personnel sont terminées sous risque de nuire gravement la fonction publique européenne. Quelle est l'avis du SG sur ces déclarations? Quels sont les intentions du PE à ce sujet dans un court et moyen terme?

The Secretary General welcomes the statement by Commissioner Oettinger, which will be an important element in the context of the next MFF discussions.

63. How many internal transfers of personnel took place in 2016 among the different DGs? In the case of substantial transfers, please indicate the reasons.

In 2016, 136 officials were transferred from one Directorate-General to another, 61 of them in the administrators' function group, 68 in the assistants' function group and seven in the secretaries/clerks' function group.

64. Please provide an overview of the number of people working in the cabinet of the Secretary-General from 2014 until 2017? (breakdown per gender, grade and nationality, year and areas of work).

The requested overview of the number of people working in the Cabinet of the Secretary-General from 2014 until 2017:

GENDER	2014	2015	2016	2017
Male	14	16	14	17
Female	15	14	16	14
Total	29	30	30	31

GRADE	2014	2015	2016	2017
AD05				1
AD07			1	1
AD08		1	1	2
AD09	2	2		1
AD10	6	3	4	3
AD11	1	3	3	3
AD12	1	1	1	1
AD13	2	1	1	
AD14		2	1	2
AST02	2	1		
AST03	2	3	4	1
AST04	3	1		1
AST05		1	2	
AST06	1	1	2	2
AST07				1
AST08	2	1		
AST09	1	2	1	2
AST10			1	2
AST11	1	1	1	1
I01	1			
I02		1	1	1
I03	2	2	2	2
III09	1	1	1	1
IV13				1
IV14			1	
IV18		1	1	1
SC01	1	1	1	1
TOTAL	29	30	30	31

NATIONALITY	2014	2015	2016	2017
AT	1	1	1	
BE	3	2	2	3
DE	4	4	5	5
DK	2	2	2	2
ES	2	2	1	2
FR	1	3	3	4
GB	1	1		
GR	2	2	2	1
IE	1	1	1	2
IT	1	2	3	4
LT	1	1	1	
NL	2	2	1	1
PL	5	5	5	4
PT	1	1	1	1
SI				1
SK	2	1	2	1
Total	29	30	30	31

AREA OF WORK	2014	2015	2016	2017
Administrator - Member of Cabinet	5	7	7	9
Archive documentalist	1	1		
Clerical and financial officer	1	1	1	1
Clerical officer				1
Director of Office	1	1	1	1
Driver	1	1	1	1
File manager	8	7	7	5
Legal administrator	2	2	2	1
Management assistant	2	3	3	2
Management secretary	1			
Office employee - Clerk	2	2	2	2
Secretary	1	1	1	1
Senior clerical officer			1	2
Team Leader - Cabinet	4	4	4	5
Total	29	30	30	31

65. Could you please outline the occasional teleworking scheme that was introduced in November 2016? Was an evaluation of the first year of operation carried out? If yes, what were the results?

Occasional teleworking offers the possibility to statutory staff to work at home, on an ad hoc basis, for a minimum of half a day to a maximum of three consecutive calendar days on no more than 36 working days (288 hours) per calendar year.

Participation in the scheme is voluntary and is compatible with other working arrangements.

Teleworkers must use their own equipment (IT and communication equipment) and bear any fees incurred in the context of teleworking such as WIFI network and phone calls. They cannot claim overtime.

Participation in the occasional teleworking scheme does not constitute an entitlement and may be authorized only under particular conditions, namely:

- the teleworker must have at least 9 months' work experience in their jobs;
- the request must be consistent with the interests of the service;
- the tasks to be carried out can be done at home; therefore, staff members engaged in shift work or whose tasks involve receiving members of the public, building security, driving or booth-based interpreting cannot telework;
- the number of teleworkers in a unit cannot exceed 20% of the unit's staff (unless in exceptional circumstances).

Staff members wishing to telework create a request in Streamline, specifying the tasks they intend to perform during this teleworking session. The request is sent for approval by the director with responsibility for the staff member concerned after consulting the staff member's immediate superior who must be at least head of unit.

As for APAs, they create their request for occasional telework in Streamline after having received their MEP's authorisation.

Occasional teleworkers enjoy all the usual rights and are required to comply with all the obligations laid down in the Staff Regulations. In particular, staff must telework in the place where they are employed or at a distance from that place which is compatible with the proper performance of their duties in the event of their being called into the office.

An evaluation of the first year of operation is being carried out, based on extensive reporting from the BO STREAM tool together with the review of the results of the staff survey that was launched at the end of September 2017.

66. Has there been any evolution about the introduction of the flexitime in the EP? Is there any plan for a near future? What are the reasons for which it has not been possible to introduce the flexitime in the EP while other institutions such as the European Commission has been carrying out for many years with excellent results?

Parliament is committed to providing modern and flexible working conditions. In order to address the needs of staff and to provide them with more flexibility in their working arrangements, it has already implemented occasional teleworking and is currently working on developing the extended teleworking project with the aim to deploy it for all EP staff. This project will help introduce work flexibility.

67. Please list the three highest expenses for external lawyer's fees in 2016? What were the purposes of these costs? The high costs incurred in 2016 are actually justified?

	Purpose	Amount paid (EUR)	Amount committed (EUR)
1	The main part (137.158) concerns the assistance for the Square de Meeûs building. One smaller amount concerns assistance in tax law for another building (2.858 for the Wiertz building)	140 158	160 000
2	Proceedings pending before the Tribunal de Grande Instance de Strasbourg resulting from the collapse of the hemicycle's ceiling in Strasbourg in 2008	39 000	50 000
3	Legal costs to be paid in civil service Court cases in 2016	31 593	31 593

In all cases cost were justified due to the complexity of the cases and the financial interest.

68. Quelle est la raison de ne pas ouvrir les prochains concours internes aussi aux Agents contractuels travaillant au Parlement Européen, une possibilité prévue par le Statut et pratiquée déjà depuis 2014 dans les autres Institutions?

Under the CEOS, contract agents are not eligible to participate in the current AD competition, which is at AD9 level. Only a very limited number of contractual agents could have been authorised to participate in the internal AST competition, which is at AST4 level. However, it was decided to maintain the same eligibility conditions for both competitions.

69. How many burnout cases were there in 2016? Please specify by grade, gender, and indicate how long the sick leave in each case was.

Medical leave certificates (generally) do not allow to distinguish between different medical pathologies. Therefore, no exact data exists on the incidence of burnout in the EP. There is no indication that it is higher or lower than in other Institutions or in the private sector.

70. How many Article 90 complaints were made by officials, other agents and APAs in 2016 (specify)? How many were upheld, partially upheld or rejected? How many were followed by appeal to the Civil Service Court/Court of Justice? Did the Court close any pending cases? What were the costs of the cases lost in the Court if any?

Article 90 complaints	Total
Officials	170
Other agents	14
APA	23
Other (officials on invalidity, retired officials or dependants (widow, orphan)	11
TOTAL	218

Upheld or partially upheld	54
Rejected	164
Followed by appeal	11
Closed cases	5

Costs for damages and interests to be paid	EUR 3 750
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71. D'après le rapport annuel d'activité de la DG PERS "les effectifs du PE sont en progression continue puisque plus de 9.400 fonctionnaires et agents figurent dans la paie de décembre 2015". Ce type de déclarations peut mener à confusion car on ne fait pas une distinction entre les postes fixes et les postes de caractère temporel et leurs respectives fluctuations. Peut l'administration présenter ces données depuis le début de la restriction du 5% jusqu'à présent en tenant compte de ces paramètres (chiffres totales)?

Evolution 2014 - 2017 - Situation as at 31/12

Number of agents per type and year				
Type	Post in the Establishment plan	2014	2015	2016
Contract Servant	NO	618	779	845
Contract Servant Auxiliary	NO	587	645	692
Official	YES	4938	4966	5017
Probationary Official	YES	89	136	107
Temporary Servant - political group	YES	568	635	676
Temporary Servant on permanent post PC	NO Part-time compensation	95	114	121
Temporary Servant on permanent post PV	YES	193	170	149
Temporary Servant on temporary post	YES	112	94	91
Parliamentary Assistant	NO	1685	1814	1919
TOTAL all staff		8885	9353	9617
Deleted posts		-67	-47	-57

72. How many females were employed in senior management positions in the Parliament in 2016? How many males? Please also provide corresponding figures for 2015. What is being done to promote gender equality in senior management roles?

Directors-General - breakdown by gender

	Female	Female %	Male	Male %
2015 (05/01/2016)	4	33.3	8	66.7
2016 (01/02/2017)	2	16.7	10	83.3

Directors - breakdown by gender

	Female	Female %	Male	Male %
2015 (05/01/2016)	14	29.2	34	70.8
2016 (01/02/2017)	14	29.8	33	70.2

Please refer to the answer to question 61 for further details.

73. Regarding the answer to para. 80 of the 2015 EP discharge Resolution, has the Parliament actually introduced regular alert and monitoring mechanisms in order to check that the all EP external service providers strictly comply with the social and labour provisions to avoid situations of the kind experienced by some COMPASS' workers in 2016?

Following the revision of the Financial Regulation and its Rules of Application in 2016, the EP, must, *ex officio*, examine that the tenderers comply with the relevant labour law and social obligations in all its tender procedures.

Article 105 of the Financial Regulation stipulates that in the preparation of procurement procedures “*the contracting authority shall also indicate which elements define the minimum requirements to be met by all tenders. Minimum requirements shall include compliance with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the applicable international social and environmental conventions listed in Annex X to Directive 2014/24/EU.*”

Offers failing to provide evidence of compliance with these minimum requirements will be rejected. If during contract execution Parliament has evidence that the contractor is in breach of these obligations, the contract can be terminated on these grounds.

In addition, Parliament’s Public Procurement Forum took the initiative to elaborate an internal reflection paper examining the impacts of social aspects in the PE’s procurement policy and procedure including supervision. This may, when considered appropriate, result in guidelines for the services on how to best consider them.

INFRASTRUCTURE AND LOGISTICS

74. According to the elaborations during the CONT meeting on the 11/10/2017, the House of European History was finished with 4.2 million less than budgeted and approved. Please provide the numbers (since its inauguration) regarding monthly visitors, building maintenance costs, costs for the permanent and the non-permanent exhibition (respectively), staff remuneration (i.e.: security), other/external contractors (tour guides and catering/restauration).

The **number of visitors** since the opening to the end of November 2017 amounted to 88 622, for the permanent and temporary exhibition combined, with the following breakdown over the months since the opening on 4 May 2017:

Month (2017)	Number of visitors
May	14 262
June	12 800
July	10 563
August	9 993
September	10 957
October	15 360
November	14 687
TOTAL	88 622

The **yearly building maintenance** for the House of European History amounts to EUR 451 058:

- Maintenance including omnium guarantee EUR 357 000
- Electricity: EUR 66 090
- Gas: EUR 22 424
- Water: EUR 5 544

There are no catering costs given that ‘Café Europa’ is run under a concession-based contract, which is not subsidised from Parliament’s budget and where the catering provider bears the full economic and commercial risk.

The running costs since the opening related to the **permanent** (level 1-6) **and non-permanent** (level -1 and 0) **exhibition**, all foreseen in the budget, concern notably:

- **Maintenance services** for the permanent exhibition, provided by an external contractor (value EUR 134 824). The provision of services stretches until February 2018 (included). The procurement procedure for a maintenance framework contract is in preparation. For the non-permanent exhibition in 2017 one order form amounting to EUR 9 779 has been issued, mainly related to the changing of objects in the showcases as well as minor repairs.

- **Floor staff services**, provided by an external contractor for the permanent and non-permanent exhibition. The floor staff services provided by 28 staff during opening hours concern welcoming and helping visitors, distribution of tablet devices, cloakroom services, involvement in administration of guided tours. From the opening to date end December 2017, the commitments for the regular services during the opening hours amount to EUR 1 698 171.
- **Security services**. Following certain fire safety requirements security services are provided by an external contractor concerning the presence of a security officer on each floor of the permanent and non-permanent exhibition. The amount committed to date (November included) equals EUR 426 025.
- **Transport services**. As the HEH exhibitions heavily rely on artefacts acquired on loan from other museums, institutions etc. these objects need to be changed regularly e.g. after expiry of the loan contract. Since the opening one new transport contract has been signed for the awarded value of EUR 132 949. These costs also include the expenses related to couriers from the respective museums.
- **Creation of family discovery spaces** in the HEH. In order to provide a suitable educational environment for young visitors, so-called discovery spaces will be created in the HEH building. Following a procurement procedure a contract has been signed in July 2017, with a value of EUR 375 000 (award decision).
- **Website services**. For the further development of the HEH website, a contract has been signed in September (stretching to October 2018) for a value of EUR 108 324.
- **Purchase of objects**. The continuation of the purchase of objects for the permanent exhibition is envisaged for 2018. Following the heavy workload after the opening, acquisitions procedures for original objects were limited to EUR 12 000 (commitments).

The European Parliament incurs no costs from external contractors for:

- The provision of **guided tours**. So far all guided tours, some 150 (mainly in FR, EN, DE and NL) have been conducted by internal HEH staff.
- The exploitation of the **shop and the cafeteria** in the HEH building. These generate no costs for the European Parliament as the contractual arrangement is based on ‘concessions’ with two external contractors, free of costs.

75. Please provide the following information regarding the construction of the Martens building: estimated costs vs final costs, list of the external contractors including the individually allocated sums, type of tender to select the previously mentioned external contractors.

Type of Cost	Estimated costs in million EUR	Final costs in million EUR	Contractors	Allocated sums in million EUR	Type of tender
Building	135.9 (purchase + fees + indexation)	124.3 (purchase + fees + indexation)	Atenor & Ethias Patrimoine	124.3	Negotiated procedure after local market prospection (Art. 104 FR, Art. 134.1.g RAP)
Infrastructure improvement fit out & adaptation works	25.1 (works without indexation)	28.0 (works without indexation)	Besix & Jacques Delens	28.0	Direct open public tender (Art. 104.1.a FR)
Additional security	5.7 (works + fees + indexation)	5.7 (works + fees + indexation)	Besix & Jacques Delens	4.1	Direct open public tender (Art. 104.1.a FR)
			Framework works contract with 5 contractors: - Bouygues - CFE S.A - Jacques Delens - Louis de Waele - Gillion construct	1.6	Direct open public tender (Art. 104.1.a FR)
Total	166.7	158.0			

76. Please provide the following information regarding the construction of the KAD building in Luxemburg: estimated costs vs final costs, list of the external contractors, list of countries of origins of external contractors, list of individually allocated sums, type of tender to select the previously mentioned external contractors.

1) Estimated cost vs final cost:

The currently estimated construction cost as calculated by the economist (Lot H) as of 22/09/2017 is EUR 406 957 994 (value date October 2012). As a reminder, construction cost does not include project management cost and other costs (financial, certified bodies, etc.).

As costs still evolve throughout the project, the actual final cost are not yet known. Therefore, the final construction cost will be determined at the end of the project. As a reminder, the budget allocated to the construction of the KAD project is EUR 432,8 million (value date October 2012).

2), 3) and 4): List of external contractors, countries of origin and individually allocated sums (construction companies only):

Lot	Contract subject	Company name	Country	Contract amount EUR
1	Terrassements	Olivi & Rodrigues T.P.	Luxembourg	7 290 392
2	Gestion chantier	AM: CIT Blaton S.A. - CBL S.A. - CLE S.A.	Belgium / Luxembourg	18 969 528
3	Travaux forages - géothermie	AM Drillexpert / ABT / Terrasond	Germany	3 092 007
41	Gros-œuvre Est	AM: Soludec - CDCL - CLE - Constantini - LuxTP - Perrard - Poeckes (ASMO KAD)	Luxembourg	65 577 000
43	Charpente métallique	Bohlen A.G.	Germany	4 609 256
45	Aménagement extérieur Est	Tralux Sàrl	Luxembourg	6 653 945
47	Appareils élévateurs	Schindler Sàrl	Luxembourg	4 812 618
48	GO - Démol. et désamiantage - Aménagement extérieur Ouest	<i>Not awarded yet</i>	<i>n/a</i>	<i>n/a</i>
51	Chapes – revêtement résine – moquette parquet	CBL S.A.	Luxembourg	12 408 318
52	Revêtement terrazzo – carrelage - enduits	AM: Lampertz Sàrl - Maroldt Sàrl	Luxembourg	4 998 032
53	Peintures cloisons légères	APLEONA R&M Ausbau Luxembourg Sàrl	Luxembourg	21 803 467
54	Planchers surélevés – planchers creux	Jansen Finishings N.V.	Belgium	3 844 361
55	Parois amovibles - portes	Beddeleem NV	Belgium	4 395 641
61	Portes métalliques	Hörmann KG Verkaufsgesellschaft	Germany	3 788 681
562	Cloisons acier-verre	Hörmann KG Verkaufsgesellschaft	Germany	6 962 776
563	Menuiseries intérieures bois - plinthes - stores - habillages allégés	Karl Westermann GmbH & Co. KG	Germany	6 707 890
58	Ferronnerie - portes industrielles	KEMA Schlosserei GmbH	Germany	8 023 970
61	Façades	AM: Gebrüder Schneider Fensterfabrik GmbH & Co. KG – Radeburger Fensterbau GmbH	Germany	63 302 602
71	Sanitaires	AM: Socclair S.A. - Gabbana Sàrl - Soclima S.A. (AM SoGaSo)	Luxembourg	8 585 551
72	Equipements de cuisine - Centrale d'achats	SM: GBM S.A. - Hobart Foster Belgium Sprl	Belgium	5 471 864
73	Centrale d'énergie	AM: Mersch & Schmitz Production Sàrl - Energolux S.A. (AM Energie KAD)	Luxembourg	34 450 563
741	Chauffage et climatisation	AM: Cofely Axima S.A. - Cegelec S.A. – Close S.A.	Belgium	27 803 692
742	Ventilation et détection CO	Climlux S.A.	Luxembourg	22 939 431
743	GTC / régulation	SM: Putman S.A. - Siemens S.A.	Belgium / Luxembourg	4 750 864
75	Electricité - courants forts	AM: A. Muller & Fils sàrl - Putman S.A.	Luxembourg / Belgium	45 561 635

Lot	Contract subject	Company name	Country	Contract amount EUR
76	Electricité - courants faibles	SM: Putman S.A. - Siemens S.A.	Belgium / Luxembourg	20 054 730

5) Type of tender to select the previously mentioned external contractors (construction companies only):

As a reminder, all work contracts are signed by the SI KAD PE (special purpose vehicle financed by EIB and BGL) following tender procedures organised by the European Parliament. The contracts were awarded after open tender procedures.

77. Please provide the following information regarding building security/maintenance, particularly the PHS building and concerns which have been raised regarding structural integrity:

a. What are the cost projections for refurbishing and rebuilding respectively?

b. Which option will be the better plan in terms of sound financial management:

- a newly constructed building, which might initially cost more but be less costly in the long run;
- refurbishing a building that is already 24 years old?

c. Will the two external studies (by TÜV Süd and CSTB respectively) conducted in this regard be made available to CONT members?

d. Is the PHS building the only building where structural integrity is becoming a security issue?

e. Please provide us with a breakdown of individual EP buildings and at which stage of their life cycle they are

a. What are the cost projections for refurbishing and rebuilding respectively?

Following the deliberations of the Bureau on 12 June 2017, the Secretary-General has been mandated to work out detailed proposals on possible solutions for the refurbishment of the Paul-Henri SPAAK building in order to answer to the exact request made by the Bureau:

- “to address all possible options, such as no action, renovation or reconstruction;
- the proposals should be accompanied by detailed assessments on the feasibility of the projects, in particular as regards the duration and cost of any works; and
- address any relevant legal matters, particularly with regard to liability issues.”

At this stage DG INLO is still working on the detailed proposals which will be presented to the Bureau at the beginning of 2018.

b. Which option will be the better plan in terms of sound financial management:

- a newly constructed building, which might initially cost more but be less costly in the long run;
- refurbishing a building that is already 24 years old?

From a "building management" point of view, a newly constructed building will be better in terms of sound financial management.

The "value for money" ratio is indeed better for the rebuilding compared to the refurbishing, as the rebuilding option allows for a complete new structure, and a new functional design coping with Parliament's current and future activities, with the best practices in terms of environment, security and accessibility and with possibilities to adapt to future evolutions.

c. Will the two external studies (by TÜV Süd and CSTB respectively) conducted in this regard be made available to CONT members?

The two studies have been made available in June 2017 to all Members by the Classified Information Unit of DG PRES.

d. Is the Paul-Henri SPAAK building the only building where structural integrity is becoming a security issue?

Most of Parliament's buildings in Brussels have not been designed and constructed taking into account the Eurocodes requirements for structural integrity as those norms did not exist at the time of their construction.

The only buildings in line with Eurocodes for structural integrity standards are the Willy BRANDT and the Wilfried MARTENS. However, it has to be noted that the structure of the Altiero SPINELLI, due to its size and a large surface, makes any extreme scenario unlikely.

The risk generated by this potential vulnerability of the structures of the different buildings is mitigated partly by operational measures taken by DG INLO and DG SAFE in order to restrain access to the premises to "unchecked" visitors and an improved control of the external contractors. Further organizational changes are foreseen, i.e. the control of all lorries on an external site before being able to enter Parliament's premises.

e. Please provide us with a breakdown of individual EP buildings and at which stage of their life cycle they are.

The occupation date of the buildings in Brussels (year) and the stage of their life cycle are indicated in below table. The quality of the construction works impacts the life cycle of a building without renovation:

**CONSTRUCTION YEAR / RENOVATION
OF PARLIAMENT'S BUILDINGS IN BRUSSELS**

Description	Construction year	Structural renovation	Put into service
Altiero SPINELLI	1997	-	1997
ATRIUM I & II	2000 (K) - 2004 (L)	-	2000 (K) - 2004 (L)
Bureau d'information BXL	1855	2007	2007
Jozsef ANTALL	2008	-	2008
Maison de l'Histoire Européenne (EASTMAN)	1935	2012 - 2015	2015
MONTOYER 63	1970	2003	2003
MONTOYER 75	1990	2006	2006

MONTOYER - SCIENCE	1970	2012	2012
MONTOYER 70	1990	2002	2003
Paul-Henri SPAAK	1989 - 1995	-	1993 (A-B) / 1995 (C)
REMARD	1990	-	2004
SQUARE DE MEEUS	1974	2014	2014
TREVES	1970	2000	2011
WAYENBERG	1959 / 1969	2006	2003
Willy BRANDT	2007	-	2007
WIERTZ	1997	-	2005 / 2008
Wilfried MARTENS	2017	-	2018

78. *With respect of the buildings of the EP, it remains difficult to forecast the precise costs in a given year. Whilst this is certainly due to some extent to the fact the building cycles do not necessarily coincide with the budgetary year, there are also unexpected developments, most recently in regard of the Spaak building in Brussels. Against this background, a transparent and comprehensive long-term building policy seems essential. Since the CONT Committee has asked for such a policy time and again, can such a policy be provided in the context of the 2016 discharge procedure? Please provide details.*

As it has already been underlined in the follow-up answers to the 2015 discharge resolution of 27 April 2017, the proposal for a “Medium-Term Building Strategy 2015-2019” was elaborated under the guidance of the Bureau Working Party on “Buildings, Transport and a Green Parliament” and presented to the Bureau in September 2015. Taking account of the recent developments on the premises in Luxembourg and Strasbourg, any new building strategy will be centred on the Brussels site and the main axis will be the future of the Paul-Henri SPAAK building for which divergent opinions are still present at the level of the Bureau.

The updated proposal, which will be presented to the Bureau at the beginning of 2018, is meant to describe Parliament's needs in the medium and long term (2019 - 2025 and beyond).

The impact of Brexit cannot be fully estimated and integrated in the planning at this stage, as crucial factors defining every future Building Strategy such as the impact on the numbers of Members of the European Parliament, the number of posts for officials in the establishment plan or the potential consequences of Brexit on multilingualism have not yet been decided.

79. *What are the budgetary implications of the limited access to the EP building in Brussels during the Strasbourg week?*

Due to the overall office occupation in all buildings in Brussels, the budgetary impact is very low, because all maintenance and energy costs remain except for the meeting rooms that are not used during Strasbourg sessions.

80. What is happening with the EP gym in Brussels? How long has it been closed? Why? Have closures had a financial impact on the EP? When will it be reopened?

Following a legionella contamination in the water distribution circuit, the Sports Centre was closed. An expert has been appointed to assist Parliament in solving the problem. The cause of the contamination was identified and a planning for modification works established. The works are in their final phase and reopening is foreseen for February 2018.

81. How much does the Strasbourg Parliament building cost to maintain per year?

In 2016, an amount of EUR 27.09 million was committed for rents, works, specific building maintenance costs, maintenance, cleaning and energy costs for the Strasbourg Parliament buildings.

82. How much did each smoking booth in the EP cost in 2016? How much did it cost to install and maintain each booth? Are there outdoor balconies which could be utilised for this purpose?

In Brussels, two booths were installed in the Spinelli building, for a total cost of EUR 55 000 (following the decision taken by the Quaestors). The maintenance cost for the two booths is EUR 12 800/year. Two outdoor terraces on the roof accessible from the 7th floor of the Altiero SPINELLI building can also be used for smoking.

In Strasbourg, two booths were installed (following the decision taken by the Quaestors), for a total cost of 50 000. The maintenance cost for the two booths is EUR 12 000/year. Some outdoor terraces exist in the tower of the Louise WEISS Building, far from the booths.

In Luxembourg, 4 smoking booths exist. No installation costs occurred for the booths in 2016. Their maintenance is included in the charges or maintenance costs of the buildings.

83. Please provide the information on the costs of the “vertical garden” recently installed in the ASP building. What goals are set to be achieved with this installation?

The green wall - “vertical garden” installed in the Altiero SPINELLI building was part of a public procurement procedure. The installation costs amounted to EUR 41 000, the maintenance costs amount to EUR 500 per year.

The “vertical garden” which is part of Parliament’s EMAS process, aims at improving the air quality and the work environment of the occupants of the buildings.

84. Since March 2017, measures of temporary closure of the distribution of warm water were taken in buildings in Brussels and Strasbourg due to an increase of legionella present in warm water, beyond the quality limit. Did water quality problems already exist in 2016? If yes, where did they occur? Which corrective treatments were taken? When can we expect the problem to be fixed? What will be done in future to prevent this from happening?

The Strasbourg site faced a legionella issue between 2001 and 2003. The installation of warm water was modified. Since 2004, specific maintenance actions have been carried out and checks have been done on a regular basis. Since then, the quality of warm water has been within the standard. The decision taken by the Quaestors to close the distribution of warm water, however, will totally eliminate any residual risk.

The Brussels site had some problems in early 2017 in the MEP showers. 28 light contaminations (values < 1000 UFC/l) and 20 contaminations with values over 1000 UFC/l were detected. All those cases were immediately treated following the standard procedure. Given that the showers are not used regularly and that the piping is aging, an increase of the problem is possible (confirmed in the report of the external expert). Based on the decision taken by the Quaestors on 24 October 2017 the showers were closed and the hot water supply is cut off permanently so that the problem is eliminated.

On suggestion of the Secretary General, the Bureau decided in December 2017 to enhance Members' working environment. Apart from other improvements, central kitchenettes will be created on every Members' floor and shower areas for Members in each zone of the Spinelli building, in both cases with hot water supply.

85. Please provide the following information regarding the Car Reservation Service: number of employees (divided into full time and part time respectively), average remuneration grade of all employees, lowest and highest remuneration grade, projected pension payments.

In 2016, the internalisation of the drivers' service had not yet occurred. A total of 32 members of staff worked in the Car Reservation Service (People Transport Unit), with a division into the administrative sector (Head of Unit and 12 staff members) and the operational sector (19 drivers, thereof 9 AST and 10 contractual agents with function group 1).

All staff members were working full time. The highest grade within the Unit was AD12 and the lowest FG1.1. More details on grades and jobs can be found below.

Considering the number of variables determining future pension payments, such as the duration of service, grade and age at retirement and life expectancy, it is not possible to provide a specific estimate of future pension payments for this population.

The large recruitment wave of drivers and a small number of specialist dispatchers, following the internalisation, started in January 2017. All the drivers recruited at that time, following the call for expression of interests EP/CAST/S/16/2016, are contractual agents function group 1 with time-limited contracts.

DG INLO - Car reservation service

Breakdown by work schedule

Person. Type. emp	Organization	Grade	Full time (100)	Job
Official	INLO - PEOPLE TRANSPORT	AST04	100	Driver
Official	INLO - PEOPLE TRANSPORT	AST04	100	Clerical and financial officer
Official	INLO - PEOPLE TRANSPORT	AST06	100	Driver
Official	INLO - PEOPLE TRANSPORT	AST03	100	File manager
Official	INLO - PEOPLE TRANSPORT	AST07	100	Assistant Team coordinator
Official	INLO - PEOPLE TRANSPORT	AST04	100	Clerical and financial officer - Initiator
Official	INLO - PEOPLE TRANSPORT	AST08	100	Clerical and financial officer - Initiator
Official	INLO - PEOPLE TRANSPORT	AST06	100	Driver
Official	INLO - PEOPLE TRANSPORT	AST07	100	File manager
Official	INLO - PEOPLE TRANSPORT	AST07	100	Driver
Official	INLO - PEOPLE TRANSPORT	AST07	100	Driver
Official	INLO - PEOPLE TRANSPORT	SC01	100	Secretary
Official	INLO - PEOPLE TRANSPORT	AST07	100	Driver
Official	INLO - PEOPLE TRANSPORT	AST09	100	File manager
Official	INLO - PEOPLE TRANSPORT	AST07	100	File manager
Official	INLO - PEOPLE TRANSPORT	AST06	100	Driver
Official	INLO - PEOPLE TRANSPORT	AD09	100	Administrative manager
Official	INLO - PEOPLE TRANSPORT	AD12	100	Head of Unit
Official	INLO - PEOPLE TRANSPORT	AST09	100	Driver
Official	INLO - PEOPLE TRANSPORT	AST06	100	Driver
Contract Servant Auxiliary	INLO - PEOPLE TRANSPORT	II04	100	File manager
Contract Servant	INLO - PEOPLE TRANSPORT	I01	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I03	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I01	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I03	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I02	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I03	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I02	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I03	100	Clerk
Contract Servant	INLO - PEOPLE TRANSPORT	I01	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I02	100	Driver
Contract Servant	INLO - PEOPLE TRANSPORT	I03	100	Driver

Breakdown by status and grade

Status	Number
Official	20
Contract Servant	11
Contract Servant Auxiliary	1
Grand Total	32

Status	Grade	Total
Official	AD12	1
	AD09	1
	AST09	2
	AST08	1
	AST07	6
	AST06	4
	AST04	3
	AST03	1
	SC01	1
Contract Servant Auxiliary	II04	1
Contract Servant	I01	3
	I02	3
	I03	5
Grand Total		32

86. How much was the expenditure in financial year 2016 related to the procurements of new vehicles for the Car Service of the EP? On which factors were these procurements based on? What were the main conditions regarding the choice of new vehicles? More specifically, if climate protection was a deciding factor, why less than half of the vehicles are plug-in hybrids?

In 2016, the transport of Members was still executed by an external contractor in Brussels and Strasbourg.

The People Transport Unit purchased only one vehicle: a Skoda Superb for the chairperson of a political Group, in accordance with Article 2(1) of the Rules Governing Transport Arrangements for Members (Bureau decision of 30 November 2011). The President of the Political Group chose the type of vehicle. The purchase amount for this vehicle was EUR 33 735 and it was registered on 06/07/2016 (ordered end of 2015).

As regards the engagement by Parliament for a transition towards electric vehicles for Parliament's car fleet, it is important to underline that following a proposal by the Secretary-General, the Bureau has endorsed in its meeting of 15 May 2017 a road-map to move towards a full electric approach for its own car fleet.

The following targets have been endorsed, subject to a cost-benefit analysis performed before each step:

- by the end of 2017, 50% of all cars and minibuses for the Parliament's car fleet should be electric vehicles or plug-in hybrid vehicles;
- from 2018, any car newly acquired for the Parliament's car fleet should be plug-in hybrid or electric; this also applies to minibuses as soon as plug-in hybrid vehicles will be introduced on the European market to reach a 70% plugin rate.
- in 2020, 100% of all cars in the Parliament's car fleet should be electric vehicles or plug-in hybrid vehicles;
- in 2021, 100% of all minibuses in the Parliament's car fleet should be electric vehicles or plug-in hybrid vehicles, subject to technology availability;

Before every major renewal of the car fleet, a cost-benefit analysis should be conducted to determine whether the hybrid plug-in technology or the full-electric technology matches best the risk management and cost-benefit considerations (based on the actual use patterns and on the state of technology), with an objective to reach zero-emission operation in urban environment and to have a 100% full-electric fleet as of 2024.

This step-by-step approach gives the opportunity to evaluate the results and – if necessary – adjust the next step to the experience, costs and efficiency shown by the previous step, and prepare the infrastructural requirements to Parliament's buildings as regards provision of electricity for a wider offer of plug-in technology.

87. Please provide the following information regarding the EP's vehicle fleet: individual car brands (including the total amount per brand), acquisition type (leasing, purchase, rental – divided into numbers per type), tender procedure (type of call for tender, selection criteria, amounts allocated per tender).

The people transport car fleet also includes the vehicles at the disposal for political groups, President, Ombudsman, Secretary-General, Deputy Secretary-General, Director-Generals and services with specially defined transport needs.

The number of vehicles in possession in 2016 amounted to 36, with the following breakdown:

- AUDI: 3
- BMW: 14
- CITROËN: 1
- JAGUAR: 1
- MERCEDES: 11
- PEUGEOT: 2 (persons with specific mobility needs)
- RENAULT Espace: 1
- SKODA: 1
- VOLKSWAGEN: 2

In addition, three vehicles were rented (armoured cars).

In 2017, the number of vehicles in possession and the number of rented vehicles remained unchanged compared to 2016. In addition, following the internalisation of the drivers' service, 104 vehicles were leased (thereof 45 hybrid plug-in) under an operational leasing contract. The composition of these cars is as follows:

- BMW Series 3: 15
- MERCEDES C30 E: 30
- MERCEDES V minivan: 10
- SKODA SUPERB: 19
- VOLVO S90: 15 (will be replaced by hybrid plug-in version)
- VW Caravelle minivan: 15

The operational leasing contract was awarded following a restricted procedure (open to all European leasing companies capable of ensuring lease in Belgium where the cars are registered), based on best value for money. The cost (price) criterion accounted for 70% of the award, and the quality criterion was set to ensure sound and transparent management of the leasing contract. As result of the procedure, three contractors were selected. Any new acquisition of vehicles under operating lease is made through reopening of competition among the contractors, in order to obtain the most competitive rental rates.

88. *Could you please provide us with an overview for 2016 on accidents in which EP drivers and vehicles were involved? What was the financial damage respectively for the EP?*

The drivers' service provides approximately 120 000 journeys per year in Brussels and Strasbourg.

In 2016, the driver's service was still outsourced, and no data was provided by the contractor. Regarding the 36 cars owned by the EP (used by 20 official drivers including the drivers seconded to political groups), 47 accidents were reported (including minor damages at the car, like scratches, damages at side mirrors in parking areas, or on front or back bumpers). There was no financial damage as the accidents were covered by the insurance.

89. Please provide the following information regarding the catering services on Brussels' EP premises:

- a. a comprehensive list of external contractors,**
- b. which catering outlets are making revenue and which are making losses,**
- c. in an information email by DG INLO sent out on the 6th of July 2017, it was indicated that the legality of price increases is assured by the Financial Regulations (FR) and, in particular, Article 114a-3-c. "According to this article, Parliament can amend its contracts provided that there is no significant increase in the initial amount of the contract. This can be done e.g. when there are urgent necessities or exceptional circumstances." Please provide us with more information regarding the "urgent necessity or exceptional circumstances" that triggered the recent substantial price increases?**
- d. Please provide us with an overview in percentages of the last price increases.**
- e. Are any more price increases foreseen and is there a cap in place to limit prices at a certain level?**

a. a comprehensive list of external contractors (concession holders):

1. COMPASS GROUP BELGILUX S.A.
Self-Service, Restaurants and Lounges, Bars and Cafeterias, Cocktails and Receptions, as well as Services in Meeting Rooms
2. JOHN MARTIN Finest Globe Services
Vending machines
3. LES FILLES PLAISIRS CULINAIRES Sprl
Fairtrade, Organic, Local, Seasonal
4. ON EGIN Sprl
Restaurant Origen, Mediterranean Style
5. KLEOPOLD Sprl
Café Europa, House of European History

b. which catering outlets are making revenue and which are making losses:

It should be mentioned that all catering in Brussels is now run under a concession-based contract which is not subsidised from Parliament's budget and where the catering provider bears the full economic and commercial risk.

The requested pieces of information are commercially sensitive data, falling under company secret, given that the current modus operandi is a concession contract executed under operator's risks and not the former "open book".

However, all catering providers regularly keep the responsible Parliament services updated with the corresponding activity results. The 2016 annual stock-taking meeting with COMPASS took place on 20 November 2017, with ON EGIN on 10 November 2017 and with LES FILLES on 19 September 2017. The one with KLEOPOLD is foreseen for May 2018, given that 'Café Europa' was inaugurated on 4 May 2017.

Compass Group Belgilux: the overall 2016 accounts show a low positive result. Depending on the type of catering services offered, the Profit Before Overheads results are either positive or negative.

Profitable	Loss-making
Cocktails - Receptions - Service in meeting rooms	Members Bar
Members Restaurant	JAN Restaurant O'Liberty
Visitors Restaurant	ASP Self
Astrid Lulling Lounge	SQM Self
Bar Forum	TRI Self
Bar Press	Cafeteria Parlamentarium
Bar Hemicycle	
JAN Brasserie	
PHS Self (CAF 12)	
SQM Cafeteria	
ASP Sandwich Shop	

Restaurant Les Filles: Business conditions have been fluctuant, in accordance with Parliament's activity, resulting however in reaching the break-even point after one year of operation.

Restaurant Origen: the accounts show a slight cumulative loss after one year of operation mainly due to installation costs. The results of the last few months, however, were positive and aim towards reaching the break-even point.

Café Europa: Cumulative accounting figures for the period May to September 2017 reflect a cumulative loss. This loss can be explained by the opening period and Parliament's reduced summer activity. However, September results seem to show improvement.

- c. in an information email by DG INLO sent out on the 6th of July 2017, it was indicated that the legality of price increases is assured by the Financial Regulation (FR) and, in particular, Article 114a-3-c. "According to this article, Parliament can amend its contracts provided that there is no significant increase in the initial amount of the contract. This can be done e.g. when there are urgent necessities or exceptional circumstances." Please provide us with more information regarding the "urgent necessity or exceptional circumstances" that triggered the recent substantial price increases?**

On 19 June 2017, a moderate price revision was introduced simultaneously in Brussels and in Luxembourg (information email by DG INLO sent out on 14 June 2017).

In 2013, the Bureau had invited the Secretary-General and DG INLO to move towards non-subsidised catering contracts. Brussels and Strasbourg have been run, since October 2015 and November 2016 respectively, through a concession type contract, where the catering provider bears the full economic and commercial risk. Luxembourg is the only site still left operating under the old subsidised "open book" contract type - a switch to a similar non-subsidy type of contract is foreseen for 2020. In anticipation of the new contract type it was deemed necessary to adapt sales prices to a more competitive and realistic level.

The price revision in the concession contract in Brussels was a one-off and exceptional measure. It has been carried out in accordance with the provisions of Article 114a(3) c) of the Financial Regulation. In accordance with these provisions, two cumulative conditions had to be fulfilled. Both thresholds, the one referred to in Article 118(1) of the Financial Regulation (maximum of EUR 135 000) and a maximum of 10% of the initial contract value for service contracts, were kept. By meeting these conditions, the legal requirements for the one-off price adjustment were already fully complied with.

However, in addition, it needs to be noted that without this measure the stability of the catering operation would have been under threat. Apart from an unexpectedly strong increase in service costs and quality primary food prices, the main economic factor is an unsustainably high staff cost ratio in Parliament's catering activities in Brussels. Although the staff cost ratio is down from 95% to 67% (other EU Institutions' average is 55%, the market operates with 45%), the possibility to reduce these comparatively high staff costs is extremely limited given Parliament's own commitment to remain a socially responsible employer. Thus, despite the economic necessity, no substantial redundancies were made due to loyalty towards the catering staff who have been working for the Institution over the past years - some of them had never changed employer.

It also needs to be noted that the working conditions of staff in canteens, bars, restaurants and cafeterias employed by the contractor are well above the basic salary standards in the hotels and catering trade in Belgium (Horeca). Collective Labour Agreements were fully respected even beyond the legal requirements during the transfer of the contractor. To give an example, the catering provider continues to pay extra hours at a 150% rate and applies measures, such as taking time off in low activity weeks to compensate for extra hours accumulated in high activity weeks or, alternatively, offering employment on other sites operated by the same caterer.

d. Please provide us with an overview in percentages of the last price increases.

Sales prices in Luxembourg had remained unchanged since 1 January 2013. The price adaptation of 19 June 2017 was limited to the main dish (social price) which was brought from EUR 4,10 to EUR 4,90, i.e. to the same level as in Brussels, and 15 selected items (average increase of 3% annually to date) in order to meet the development of food prices on the market and the continuous rise in service expenses, in particular prices for quality food and catering staff costs. The price of self-served coffee at the bars remained unchanged to reflect the fact that there is no service included. The price increase did not affect sandwich shops neither was it applied to fruits, vegetables, juices and yogurt served at the canteens in a clear attempt to encourage healthy food habits.

It needs to be said that in 2016 alone the inflation rate for food in Luxembourg was 3%, current statistics showing that this rate is increasing for 2017.

For similar reasons and the reasons explained above, a one-off price adjustment was also applied in Brussels in June 2017. The so-called "social" prices for soup, main dish and dessert stayed unchanged, so did the price for vegetables measured by weight and individually sold fruit in order to encourage healthy eating habits. The price increase did not affect the sandwich shop and the price of self-served coffee to reflect the fact that there is no service included.

Other prices followed the evolution of prices and purchasing power leading to a linear price increase of 6.5% in the self-service restaurants and the cafeterias in the SPINELLI, SPAAK and ANTALL buildings.

The same logic, namely social safeguards and promotion of healthy food habits, were also applied in the self-service restaurants and the cafeteria in the SQUARE DE MEEÛS and TREVES buildings where the rest of the prices were brought into line with those in the self-service restaurants and the cafeterias in the SPINELLI, SPAAK and ANTALL, as there is no longer a justification for different price levels in the various canteens operated by the same caterer. The result was, therefore, not linear. Only two products, a portion of butter and jam, went up by 77% from 30 cents to 53 cents. Rising demand and a decline in milk production has led to a doubling in the price of the dairy spread this year.

The average price adjustment in the self-service restaurants and the cafeteria in the SQUARE DE MEEÛS and TREVES buildings resulting from the above alignment is 19 %.

Trainees in the Parliament continue to be entitled to a discount of EUR 0.50 on the main or so-called 'social' dishes in all self-service restaurants in Brussels and Luxembourg.

e. Are any more price increases foreseen and is there a cap in place to limit prices at a certain level?

A contractual indexation formula (based on Eurostat official inflation index HICP) is included in Parliament's contracts with COMPASS GROUP BELGILUX (end of contract July 2019), JOHN MARTIN Finest Globe Services (end of contract July 2019) and COMPASS GROUP FRANCE S.A. (end of contract November 2023). These price adaptations are possible on a yearly basis, on request of the caterer. COMPASS GROUP FRANCE S.A. has done so, consequently catering prices in Strasbourg will be adjusted by + 0.77% from the December Strasbourg session onwards.

90. The prices in the canteens in Brussels and Luxembourg increased last summer with an average of 6%. How does this relate to the fact that prices in the Members' restaurants and cocktail services did not increase? Why are the prices for comparable or even higher quality of food offered in other EU institutions?

As the answer to question 89 b) shows, the 'Members restaurant', 'Cocktails - Receptions - Service in meeting rooms' and the 'Sandwich Shop' are amongst the profitable catering activities, whereas the self-services (i.e. SPINELLI, SQUARE DE MEEÛS and TREVES) continue to be loss-making. In spite of the tight financial situation experienced by the provider, i.e. a low positive result, DG INLO's responsible services encourage the catering provider to boost quality, choice and presentation of meals, and to also improve interior design, organisation and client comfort in its various food outlets, especially self-services.

The modernisation of Parliament's catering activities is an ambitious reform project included in Parliament's Project Portfolio. The first concession-based contracts for mass catering were signed by Parliament in September 2016, after 25 years of subsidised monopolistic structures that led to some unsustainable developments. In comparison, other EU institutions are now already under their third contract of this nature.

Parliament managed nevertheless to implement the new structures quickly, and three small concession-based outlets opened their doors at the end of 2016 and the beginning of 2017, namely the organic corner 'Les Filles', the Mediterranean-style restaurant 'Origen' and the 'Café Europa' in the House of European History.

Currently there is no other EU institution running simultaneously 5 catering concessions as Parliament does on its Brussels site alone. In addition to the diversification of the food offer in the three places of work, Parliament also takes the lead in the structured and systematic co-operation with charitable food donation entities and in the reduction of food waste. In one year 2 250 kg of food were donated - enough to feed around 3 500 people for one day.

There is no comparative study of the prices and the quality of food offer in the EU Institutions catering outlets. Parliament's catering outlets are subject to regular quality audits, as part of the concession contract scheme. The same applies concerning compliance with the technical specifications of the call for tender.

91. Trois marchés pour la restauration (à Strasbourg, à l'ASP et à la Maison de l'Histoire Européenne à Bruxelles) apparaissent dans le rapport annuel sur les marchés et concessions attribués par le PE en 2016 et ont comme procédure d'attribution la procédure négociée avec trois candidats. Dès lors que cette procédure est réservée aux marchés de faible valeur jusqu'à 60.000€, le montant qui figure dans l'annexe du rapport est respectivement de 32 2 M€, 2,828 M€ et 4,9 M€. Quelle est la raison du choix de cette procédure qui va à l'encontre du Règlement Financier et de ses Règles d'Application? A-t-il été saisi ou informé le Forum des Marchés Publiques sur le choix atypique de cette procédure? Pourquoi ces flagrantes dérogations ne sont pas incluses dans l'annexe 6.3 du Rapport Annuel d'Activité de la DG INLO?

The three mentioned procedures refer to concession procedures that are to be distinguished from public procurement procedures. Unlike public procurement contracts where the price is ensured by the payment(s) made by the contracting authority signing the contract, the concessions put in place contracts where the risks of the exploitation weigh exclusively on the operator. The three procedures, the 'Les Filles' in Altiero SPINELLI, 'Café Europa' in the House of European History and the Strasbourg canteen concessions were launched before the end of 2015, therefore before the entry into force of the new Financial Regulation. At that date, concession procedures did not fall within the scope of the Financial Regulation procedures. Consequently, the contracting authority has put in place a negotiated procedure sui generis, which was the most appropriate approach in view of the future mode of exploitation. These sui generis procedures were not by definition among those listed by the internal system of registration. They were consequently administratively registered under a reference of a 'negotiated procedure to three candidates', the closest existing reference within the system at the time. This formal internal registration has no impact on the legality of the three procedures performed in accordance with the applicable legislation.

It should be noted that the procedures were subject to full transparency and public accessibility (contract notice in the Official Journal), and participation could be requested by any European economic operator; the candidates to negotiate with were selected based on published criteria.

92. *What are the plans concerning furniture in the offices of MEPs and their assistants? When will the policy of more freedom of choice become effective? What are the options these days, both in the Brussels and Strasbourg offices?*

Following the deliberations at the Bureau Away Days in Bazoches in October 2017, in its meeting of 13 December 2017 the Bureau decided to offer Members and their staff an improved working environment in Brussels to be available for the beginning of the next legislature.

The actual workplaces put at the disposal of Members and their staff are no longer projecting an appropriate image and lack flexibility, functionality and ergonomic solutions. Furthermore, the Members' floors are lacking of essential welcome areas and small meeting facilities to enable Members to host and meet their guests in an appropriate way adjacent to their offices.

More concretely, the Bureau endorsed the proposal to fit-out of welcome reception facilities areas for Members' guests at the exit of the lifts, the creation of small meeting rooms with visio-conferencing and central kitchenettes by transforming unused storage space into strategic areas on all Members' floors. It also endorsed the proposal to equip all offices with flexible, ergonomic, sustainable solutions, chosen by each Member individually through an online office configurator/catalogue based on personal needs and within a predefined line and budgetary envelope.

The Administration's ambition is to put this facilities at Members' disposal by the beginning of the next legislature. As for the situation today regarding the equipping of Members' and Assistants' offices, the only current options available are combinations of old existing stocks or new orders from the existing old contracts, in line with the Bureau rules governing furniture in Members' offices, adopted in June 2011.

93. *Pourquoi le SG dans le Suivi de la Résolution de la décharge 2015 du Parlement n'a pas répondu à la question soulevée dans le paragraphe 125? Demande au SG de bien vouloir informer de ce que l'administration a fait pour arrêter la procédure de changement des meubles des bureaux des députés tel que demandé par la plénière dans le par. 125. de cette résolution.*

Following the vote in plenary of 27 April 2017, the administration has put on hold the award and conclusion of the new contract for Members' and Assistants' working environments and offices, which was foreseen for September 2017.

As it has been explained in the answer provided to question 92, after thorough deliberations during the Away-Days in October and its meeting of December 2017, the Bureau took the decision to offer Members and their staff the best possible working environment in Brussels for the beginning of the next legislature.

It is important to underline that the new environment for Members and Assistants' offices follows a holistic approach and is planned to be designed for connection. The new working environment is thought to offer an added value for Members and their Assistants by offering them the requested flexibility which constitutes an essential aspect of this concept in order to meet the individual preferences of Members.

94. In 2016 appropriations committed for removals went up by 10%. By way of explanation it was stated that this is due to a shortage of handlers in the furniture stocks, which is the reason for hiring external handlers. How did this shortage occur and could it not have been foreseen? Which measures have been taken to avoid such a shortage in the future?

In the course of 2016, the furniture and moves sector within DG INLO was reorganised with a view to offering a better service to Members and the administration. Necessary structural and inventory works were carried out in the furniture stocks and space management was improved. New software is under development to improve stock management and save resources. An extra effort for hiring external handlers was needed since Parliament staff (logistic handlers and movers) was reduced due to retirements at request and unforeseen long-term absences and had to be replaced by externals.

95. Although Parliament has regular contacts with the Brussels authorities concerning the Belgian contribution to the premises and their surroundings, have there also been discussions on a possible contribution of the Brussels municipality towards the House of European History which also represents touristic value for the city? If not, will such discussions be taken up?

The administration maintains a constant dialogue with local authorities on co-operation which also includes the domain of amenities for visitors. For example local authorities contributed by executing an elaborate make-over of its surroundings and access, including paving the pathway between the HEH and rue Wiertz/rue Belliard and by the embellishment of the whole area. Local authorities showed continuous commitment to the cooperation with Parliament and are also responsible for the maintenance of the Leopold Park, in which the HEH is situated.

It should be borne in mind that a co-financing agreement with the European Commission was signed in September 2016 and that the contribution by the European Commission in 2017 could amount to 30% of the real exploitation costs with a maximum of EUR 3 million.

INTERPRETATION AND TRANSLATION

- 96. Please provide the following information (in comparison to budget years 2014 and 2015):**
- a. How many hours per week did interpreters spend in their booth in 2016 delivering interpretation services per language?**
 - b. What were the average costs for interpreters per language for: a) staff interpreters b) freelance interpreters?**
 - c. What was the lowest and the highest service delivery per hour/ week per language in 2016? The question is focused on parliamentary working weeks (group week, committee weeks and plenary weeks).**
 - d. What is the total number of days the Parliament had to use freelance interpreters in year 2016? What was the total cost of freelance interpreters in year 2016?**
 - e. Could you please provide a detailed cost breakdown of the translation costs? What was the estimated translating cost of the institution per page in year 2016?**

Point a:

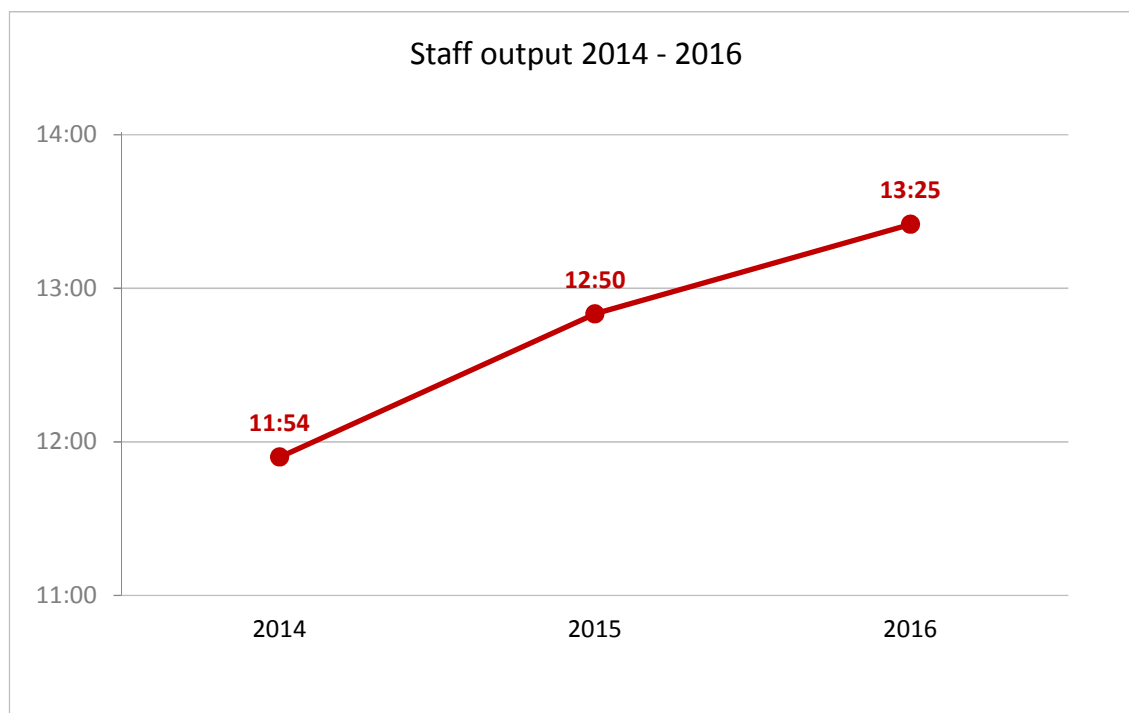
The data provided concern staff interpreters only. The data were calculated using the hours of booked interpretation time in PERICLES (the database used by DG INTE for managing meetings and interpretation) divided by the Full Time Equivalent (FTE) staffing numbers. This methodology corrects for part times, parental and family leaves. Maternity leaves have also been excluded.

In line with paragraph 99 of the Resolution on the Discharge 2014, all sickness leave and all annual leaves, including the annual leave taken on core business days have been excluded. Late cancellations of meetings or languages have however not been taken into account, as their impact is difficult to quantify.

The reference period that has been used is 2016, excluding white weeks (i.e. weeks without parliamentary activity).

The data for budget years 2014 and 2015 are also provided.

Evolution of staff interpreter output between 2014 and 2016



The overall average number of hours per week staff interpreters spent in their booth in 2014 delivering interpretation services, according to the new calculation method, was 11:54 hours/week (taking into account only standard parliamentary working weeks, i.e. Group, Committee, Brussels Mini-session, Strasbourg Part-Session and turquoise weeks and excluding all white periods).

2014 was an electoral year. 2015 on the other hand was a year of normal parliamentary activity. In 2015, the overall average number of hours per week staff interpreters spent in their booth delivering interpretation services was 12:50 hours/week.

In 2016, on suggestion of the Secretary General, DG INTE introduced management commitments in the context of a thorough modernisation process. These commitments concern issues such as workload balancing and recording, individual and unit output, annual leave, provisions for core business days, language learning, recruitment and promotions, IT support. As a result, the average number of hours per week staff interpreters spent in their booth increased to 13:25. Moreover, the balancing of workload improved equal treatment of interpreters (see also point c below).

It is important to underline that, apart from interpretation duties, interpreters have a number of other tasks. These comprise meeting preparation, language learning and maintenance, training, virtual classes with universities teaching interpretation, test speech preparation and recording for training, tests and competitions, participation in selection procedures. Most of these activities are organised outside the core business days of Parliament, in order not to affect the available capacity to deliver interpretation services. Certain activities, however, such as external language courses and exchanges of staff interpreters with other Institutions, do inevitably coincide with core business periods. These are therefore taken

into account for the interpreters and units concerned in the assessment of the different benchmarks for productivity and output.

The full details on the staff interpreter hours in the booth in budget years 2014, 2015 and 2016 are provided in the tables below:

Average number of interpretation hours/week type provided in 2014

2014	Average for M, S, C, MS & T weeks	Mixed weeks	Session weeks	Committee weeks	Mini Session weeks	Turquoise weeks
BG	11:57	12:09	10:02	15:27	13:22	0:00
CS	13:07	13:26	10:16	17:22	14:18	9:45
DA	11:41	13:18	9:24	15:29	11:19	0:00
DE	12:25	14:12	9:28	15:13	13:36	6:13
EL	11:35	13:11	8:08	15:44	12:30	0:00
EN	12:29	13:26	9:31	15:50	14:51	4:20
ES	11:36	13:14	9:12	13:29	13:53	2:09
ET	11:51	12:47	10:09	14:17	12:17	0:00
FI	11:29	12:09	9:14	13:33	12:11	0:00
FR	11:54	12:54	9:31	14:04	14:11	6:03
HR	11:31	11:44	9:40	14:58	11:27	0:00
HU	12:21	13:09	9:40	15:59	13:13	0:00
IT	12:13	13:11	9:29	15:19	13:05	4:40
LT	12:01	12:33	9:07	15:59	14:41	1:12
LV	11:32	11:41	9:14	15:47	12:44	0:00
MT	9:56	10:19	9:21	11:28	10:32	0:00
NL	11:50	12:40	8:57	15:15	13:52	0:00
PL	11:43	11:32	9:33	15:12	12:39	4:50
PT	12:26	13:51	9:32	15:08	13:36	0:00
RO	13:14	13:28	10:20	16:55	15:23	0:00
SK	11:40	11:40	9:25	15:27	14:03	1:37
SL	12:46	12:43	11:10	15:45	13:29	0:00
SV	12:44	13:02	10:10	15:48	14:09	5:21

Average number of interpretation hours/week type provided in 2015

2015	Average for M, S, C, MS & T weeks	Mixed weeks	Session weeks	Committee weeks	Mini Session weeks	Turquoise weeks
BG	12:39	12:00	11:28	17:52	17:18	3:47
CS	14:31	15:43	11:38	19:49	19:54	0:00
DA	12:21	12:44	10:27	15:59	19:34	0:00
DE	13:45	15:00	10:46	17:14	18:38	8:30
EL	12:42	13:36	8:42	17:42	19:27	3:25
EN	14:05	15:04	11:28	16:48	18:49	9:18
ES	13:36	14:24	11:08	17:11	18:52	5:52
ET	12:58	13:21	11:26	17:10	17:51	0:00
FI	12:17	12:41	9:34	16:20	17:20	1:35
FR	13:40	15:12	10:54	16:37	18:26	6:50
HR	12:35	11:19	11:30	16:39	18:12	2:46
HU	13:16	12:28	12:45	17:43	18:42	0:00
IT	13:46	14:47	11:23	17:33	18:49	5:03
LT	13:04	13:13	10:44	18:41	18:53	2:18
LV	12:20	12:35	10:54	17:37	16:44	1:48
NL	12:56	13:46	11:16	18:28	18:45	0:00
PL	13:09	13:35	11:12	17:28	17:35	4:53
PT	13:40	15:12	11:14	17:29	18:22	3:56
RO	13:48	14:06	11:50	18:56	20:15	0:00
SK	12:41	12:49	10:10	18:07	18:29	0:00
SL	13:34	13:11	12:25	16:47	20:08	0:00
SV	13:37	14:11	10:42	18:32	18:13	0:00

Average number of interpretation hours/week type provided in 2016

2016	Average for M, S, C, MS & T weeks	Mixed weeks	Session weeks	Committee weeks	Mini Session weeks	Turquoise weeks
BG	12:43	12:58	12:49	17:35	15:24	1:18
CS	14:31	16:37	12:48	19:41	16:45	3:02
DA	14:42	18:18	13:05	20:14	17:59	0:54
DE	13:58	15:36	11:11	17:40	15:53	9:54
EL	13:00	15:29	10:41	17:40	16:17	5:12
EN	14:22	15:49	12:23	17:45	15:54	10:18
ES	13:54	16:13	11:05	18:05	16:34	7:05
ET	13:09	14:23	12:00	17:52	15:30	1:49
FI	12:13	13:23	10:45	16:48	14:52	3:02
FR	13:42	15:10	11:37	17:56	15:48	7:26
HR	12:07	12:21	11:50	16:13	15:28	3:29
HU	13:10	14:06	12:19	18:28	16:01	3:00
IT	14:19	15:57	12:40	18:34	16:30	8:22
LT	12:27	13:55	10:54	18:30	15:21	1:14
LV	12:49	13:47	12:05	17:25	16:09	1:17
NL	12:16	14:14	11:29	16:57	16:16	1:51
PL	13:33	14:21	12:00	18:26	16:05	7:34
PT	13:20	15:26	11:30	18:05	16:12	3:57
RO	13:44	14:51	13:11	19:07	15:56	2:09
SK	13:01	14:16	11:26	18:53	15:50	3:06
SL	13:14	13:37	12:40	18:32	16:29	1:31
SV	14:13	15:36	12:22	18:54	16:54	2:58

Point b: What were the average costs for interpreters per language for: a) staff interpreters b) freelance interpreters?

The average cost/hour for staff interpreters was calculated as follows²⁰:

Average cost per hour	=	$\frac{((\text{Salary costs} + \text{Pension provision} - \text{Community Tax}) + \text{Mission costs} + \text{Overhead costs} + \text{Annual leaves costs}) - \text{Assigned revenue}}{\text{Total number of EP working hours}}$
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The average cost/hour for freelance interpreters was calculated as follows²¹:

Average cost per hour	=	$\frac{((\text{Remunerations} - \text{Community Tax}) + \text{Overhead costs} + \text{Cost of freelance-specific DG INTE Units}) - \text{Assigned revenue}}{\text{Total number of EP working hours}}$
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To facilitate comparison, the table below provides an overview of the average costs per hour per language of the staff interpreters and of the ACI for 2014, 2015 and 2016.

²⁰ The salary costs for staff interpreters are calculated on the basis of FTE corrected for part-time, parental leave, family leave, maternity leave and long term sick leave (> 30 calendar days). In accordance with the methodology adopted for the Special Report No 5/2005 of the Court of Auditors, a pension provision of 22 % was added to the salaries and the community taxes were deducted. Mission costs, interpreter-specific overhead costs, the cost of replacement for annual leaves taken during core parliamentary working days, the assigned revenue for interpretation services for other clients and the total number of working hours were taken into account.

²¹ The remunerations for freelance interpreters (ACIs) include all fees and allowances, including travel costs. Free-lance specific overheads were taken into account.

The resulting costs/hour for each language and each category are as follows:

Costs/hour for 2014, 2015 and 2016						
	Staff			Freelance		
Language	2014	2015	2016	2014	2015	2016
BG	337	273	248	239	208	237
CS	315	297	247	268	262	290
DA	515	478	343	290	260	292
DE	394	309	301	194	216	267
EL	474	371	362	315	269	265
EN	410	357	277	228	244	281
ES	474	393	377	195	205	235
ET	411	316	248	315	313	374
FI	503	428	375	293	241	297
FR	440	344	334	189	206	245
HR	311	259	261	341	311	369
HU	375	328	277	268	241	281
IT	467	356	360	228	219	241
LT	319	286	268	285	226	267
LV	364	304	247	250	242	268
MT	255	321	0	322	266	292
NL	436	364	340	224	194	234
PL	383	302	287	228	221	252
PT	492	380	414	212	189	210
RO	320	287	255	248	228	259
SK	323	280	256	299	262	310
SL	282	274	218	291	252	301
SV	466	388	325	253	239	276
Average	411	340	311	260	240	270

2014 was an electoral year with a reduced demand for interpretation. In 2014, the average cost/hour for staff interpreters was EUR 411 and for freelance interpreters EUR 260. In 2015, a year with regular levels of parliamentary activity, the average cost/hour for staff interpreters was EUR 340 and for freelance interpreters EUR 240. Finally, in 2016, the average cost/hour for staff interpreters was EUR 311 and for freelance interpreters EUR 270.

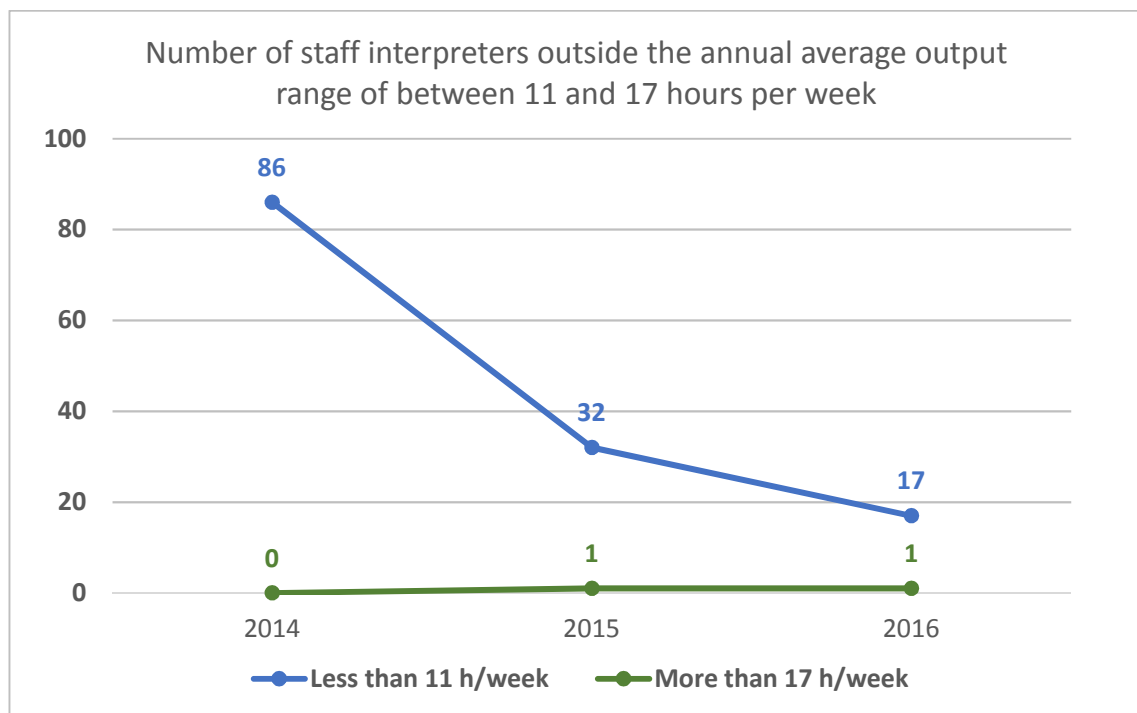
It should be noted that the difference in average costs per hour of interpretation between the language units is not only dependent on the number of hours worked but also on the age and grade structure of each unit. Cost per hour differences for freelance (ACI) depend largely on the degree of availability of local ACIs, as well as on difference in distances and transport costs for non-local ACI.

Point c: What was the lowest and the highest service delivery per hour/ week per language in 2016? The question is focused on parliamentary working weeks (group week, committee weeks and plenary weeks).

Increasing fairness and achieving more balance in the staff interpreters' workloads, as enshrined in the management commitments, has been one of the over-riding objectives of the on-going modernization process in DG INTE since the beginning. In order to achieve this objective, new output benchmarks were introduced in relation to the highest and lowest average delivery per week. An average of 11 hours per week was set as the lowest delivery and 17 hours as the highest average delivery.

As the graph below shows, considerable progress has already been achieved in ensuring more balanced workloads.

Notably, the number of interpreters with a weekly average of less than 11 hours/week has decreased from 86 in 2014 to 17 in 2016 while virtually no interpreters exceeded an average of over 17 hours/week.



The details on the average lowest and the highest service delivery per type of week are provided below for 2014, 2015 and 2016.

2014	Mixed weeks		Session weeks		Committee weeks		Mini Session weeks	
	MIN	MAX	MIN	MAX	MIN	MAX	MIN	MAX
BG	10:48	16:48	8:53	11:10	11:52	18:45	8:50	18:25
CS	11:47	15:24	8:46	11:11	14:18	19:32	12:09	21:45
DA	11:15	17:03	6:45	10:38	8:14	20:25	9:45	15:22
DE	9:42	17:21	6:22	14:26	10:34	19:37	10:07	18:15
EL	10:04	15:22	7:03	11:50	11:47	19:10	7:30	17:30
EN	9:16	16:58	6:49	14:30	11:20	19:34	7:45	20:39
ES	9:11	16:48	7:19	11:55	7:37	17:27	7:42	17:45
ET	9:30	13:30	8:37	11:06	12:45	19:50	8:34	14:50
FI	9:31	14:30	6:13	10:40	11:25	15:19	8:10	17:00
FR	7:40	16:25	6:31	12:42	7:23	19:22	7:15	17:49
HR	8:54	14:20	7:20	11:18	12:19	17:11	8:59	13:48
HU	10:21	17:09	7:55	12:30	9:56	19:07	8:45	18:08
IT	10:01	15:58	6:23	12:43	10:03	18:27	8:09	17:10
LT	10:08	14:45	8:16	10:04	13:28	17:30	11:00	18:25
LV	9:27	13:11	7:46	9:53	14:15	17:32	10:59	15:06
MT	10:09	10:28	9:12	9:30	9:47	13:10	8:40	12:25
NL	11:36	14:08	5:00	10:29	11:18	18:05	10:11	19:54
PL	8:47	14:45	5:36	12:13	11:42	17:39	8:55	19:15
PT	11:02	18:34	6:49	11:49	12:50	18:30	9:08	16:59
RO	10:18	15:45	3:09	13:07	12:11	18:59	9:30	18:46
SK	8:01	14:16	4:21	10:42	11:45	18:21	9:24	17:20
SL	10:21	15:09	10:33	11:38	14:17	18:02	11:50	18:58
SV	8:00	15:22	6:47	12:00	12:42	18:34	8:45	17:54

2015	Mixed weeks		Session weeks		Committee weeks		Mini Session weeks	
	MIN	MAX	MIN	MAX	MIN	MAX	MIN	MAX
BG	9:15	16:00	6:20	13:06	13:40	19:58	13:08	20:38
CS	14:35	18:22	9:54	12:34	16:45	21:59	17:16	22:16
DA	9:45	16:21	7:09	11:30	12:59	21:00	17:12	24:30
DE	10:36	17:30	8:19	13:59	7:32	21:53	15:43	21:31
EL	9:03	17:31	7:13	11:32	15:04	21:07	15:18	22:48
EN	3:53	18:03	7:30	13:56	8:27	22:06	12:51	26:00
ES	6:54	16:01	7:23	13:44	14:00	22:03	16:18	21:26
ET	11:26	14:37	10:59	13:13	12:23	21:30	15:31	20:05
FI	9:35	15:25	5:23	11:58	10:57	20:00	12:50	20:03
FR	11:01	18:34	7:39	13:57	12:36	21:53	12:50	24:30
HR	9:05	12:37	10:00	12:49	12:31	19:05	15:35	19:42
HU	10:16	14:10	10:03	14:22	8:24	21:37	12:51	22:08
IT	10:34	17:49	4:31	14:08	12:28	23:01	16:21	22:45
LT	10:57	15:20	10:04	12:09	16:25	21:33	16:45	23:10
LV	10:58	14:30	8:52	12:07	12:47	19:43	11:39	24:35
NL	10:14	16:23	8:23	12:06	12:39	22:57	15:34	22:24
PL	10:36	17:30	8:40	12:50	13:41	20:25	12:37	23:44
PT	13:23	16:35	9:00	12:55	13:25	19:56	16:20	20:35
RO	12:37	15:36	11:27	13:54	18:03	21:00	17:51	22:35
SK	12:00	14:36	4:55	11:57	14:45	21:12	15:34	24:25
SL	10:11	15:54	10:22	14:57	13:15	20:00	17:04	23:44
SV	10:41	15:45	6:29	13:11	14:23	21:18	13:38	21:08

2016	Mixed weeks		Session weeks		Committee weeks		Mini Session weeks	
	MIN	MAX	MIN	MAX	MIN	MAX	MIN	MAX
BG	9:55	17:33	12:14	13:30	15:35	20:58	13:37	16:33
CS	14:23	18:12	10:59	14:13	18:16	21:11	15:32	17:30
DA	16:22	23:01	13:00	14:48	18:23	21:44	15:38	18:27
DE	10:49	22:15	8:19	14:18	14:37	19:57	8:57	19:33
EL	11:25	18:32	8:34	12:25	11:26	21:13	14:00	18:22
EN	12:57	19:44	10:07	15:02	12:17	22:31	12:30	19:41
ES	13:17	18:38	8:10	14:32	12:26	22:07	10:44	18:29
ET	12:53	16:52	12:33	14:17	16:30	19:45	13:35	16:51
FI	12:17	14:34	9:06	12:48	13:48	18:34	10:00	17:46
FR	10:44	19:45	9:11	13:49	10:52	21:11	9:39	20:30
HR	9:47	14:39	10:22	12:51	14:46	18:03	12:43	17:33
HU	12:19	15:30	10:53	14:44	16:05	19:44	12:37	18:12
IT	13:05	20:12	11:07	14:05	14:04	22:19	14:16	19:33
LT	12:24	15:01	10:49	12:58	16:36	19:35	12:09	19:03
LV	12:14	15:16	10:40	13:08	14:07	18:55	14:15	17:47
NL	11:10	17:06	9:36	12:51	13:34	20:29	9:48	21:15
PL	11:33	18:37	10:09	13:53	14:44	24:07	12:30	18:26
PT	12:48	18:22	10:25	12:18	11:30	21:22	14:03	18:18
RO	12:15	16:31	12:03	16:15	17:16	21:22	11:34	17:18
SK	12:17	15:42	10:31	13:35	15:50	20:15	12:08	17:48
SL	12:37	15:12	10:49	14:55	17:38	20:13	15:09	18:00
SV	13:46	17:14	11:23	14:11	17:20	20:25	15:32	18:52

Point d: What is the total number of days the Parliament had to use freelance interpreters in year 2016? What was the total cost of freelance interpreters in year 2016?

Parliament had to use freelance interpreters on 49 623 days in year 2016. The total cost of freelance interpreters in year 2016 was EUR 49 510 716.

Point e: Could you please provide a detailed cost breakdown of the translation costs? What was the estimated translating cost of the institution per page in year 2016?

In 2016, the Parliament has translated more than 1.4 Mio pages, an increase of 9.6% compared to the year before. The increase reflects the typical cyclic pattern over a legislature, where the production is taking up in the first year after the elections and steadily increasing towards the end of the term.

Since for the first time data are available for six consecutive years, a comparison can be made between 2016 and the corresponding year of the previous legislature/term.

When comparing 2016 to 2011, the Parliament shows a decrease of -12.1%. The decrease can partly be explained by a reduction in legislative proposals as compared to the previous legislature in combination with the introduction of linguistic profiles for amendments tabled in the parliamentary committees.

To translate these 1.4 Mio pages in 2016, the Parliament spent EUR Mio 166.4 which was about 0.7% more than the year before (EUR Mio 165.3). The corresponding (average) cost per page was EUR 117 in 2016 equivalent to a decrease by 5.6% compared to the year before (EUR 124 in 2015). The decrease in the average page price is mainly due to a higher output in combination with similar staffing and overhead costs.

97. *With regards to the increase in hours for interpreters, why was an increase justified?*

As indicated in the reply to questions 96 a) and 99, as a result of a series of administrative measures in the context of DG INTE's management commitments and modernisation policy, the average number of working hours/week of staff interpreters have increased from 11:54 in 2014 to 13:25 in 2016.

In 2013, the staff regulations were revised, which increased the weekly working time of all staff of the European Institutions from 37 ½ to 40-42 hours. This increase in weekly working time needed to be implemented in the interpretation service too.

In addition, because of an evolution in the meeting patterns of the EP, the interpreters were spending a relatively limited average number of hours on interpreting assignments in the booth. This was mainly the result of a number of bottlenecks created by certain clauses in the interpreters' working conditions, which dated from 2006 and were no longer aligned with the evolved meeting patterns in the EP.

The main reasons for this lack of alignment was that while in 2006 most of the meetings had a standard length of 3 ½ hours and took place in the morning and afternoon, gradually more and more shorter meetings started occurring, which took place more and more often at lunch times and in the evenings. For examples, between 2013 and 2016, there was an increase of 12% in the number of committee-related meetings lasting two hours or less, with the relative share of such meetings reaching 55.7% of all committee-related meetings.

The most striking examples of clauses that created bottlenecks were the division of the days into three slots, only two of which were available for assignments for individual interpreters and the need to have 1 ½ hours in between slots. There was also the requirement to reinforce teams with an additional person per language for meetings longer than 3 ½ and up to 4 hours.

The net result of these and a number of other bottlenecks that were part of the working conditions was that interpreters were often left with very short working days in the booth, because of restrictive clauses in the legal framework, although there were meetings to which they could have been assigned. In addition, because of the impossibility to combine meetings in the different parts of the day, DG INTE was frequently not in position to provide the service to short meetings without additional recruitment of external interpreters, although it had interpreters standing by but which could not be assigned because of provisions in the legal framework.

This contributed to the large differences in average workloads, which are discussed in the reply to question 96 c), which were subsequently addressed with the introduction of new benchmarks to ensure a greater degree of fairness in comparative workloads.

98. What measures have been taken since the Discharge 2015 Resolution to achieve more resource efficiency and effectiveness in the organisation of meeting and conference management in the Parliament?

Meeting and conference management in the Parliament encompasses the coordination of interpretation and various technical and logistical support activities provided for meetings, conferences, exhibitions and other events. Those services are provided by entities located in different Directorates-General and have to be booked through different workflows, with coordination happening largely through emails or ad hoc task force meetings. Responsibility for technical and logistical support in the course of the event is also scattered among several Directorates-General. Following the EP Senior Management Away Days in Aachen in January 2016, a High-Level Working Group led by DG INTE was set up to look into and propose solutions for a streamlined conference management concept for Parliament. This was further developed and operationalised within the framework of the Parliamentary Project Portfolio (PPP) project called 'One-Stop Conference Organisation' (OSCO).

The Bureau held an exchange on the subject of modern conference management during its Away Days in October 2017, during which different strategic options for conference organisation in the EP were discussed. Subsequently, the Secretary General submitted a Strategy for the Modernisation of Conference Management in the European Parliament to the Bureau at its meeting of 13 December 2017. The Bureau adopted the strategy which includes the creation of a directorate for conferences and meetings.

An initial outcome of the project should take the form of a single point of contact and support for organisers. This concept should be supported by an integrated conference service, using a customised IT platform that will allow the booking and management of all administrative, operational and support aspects of an event from dedicated, user-friendly dashboards. Such an improved overview will enable improved coordination and communication between all the support functions ahead of the event, and better tracking of the use of resources and other key metrics about conferences and events. Those functionalities are under development as add-ons to the 'Meeting Request System', an IT tool that is currently being deployed for the booking of conference rooms.

The project also encompasses one-stop assistance while the event is in progress, as well as one-stop management and support to be progressively put in place for technical meeting room facilities. To that effect, the current way services are organised and delivered is being reviewed and streamlined. The Conference Ushers Unit was transferred to DG INTE's Directorate for Organisation and Planning within the framework of that exercise.

99. The increase in the committed appropriations for 'other staff' was partly explained by the increased need for external interpretation in 2016 (EUR 2.2.m. up over 2015). Moreover, for meetings of political groups, as well as for committee meetings, increasingly there is a lack of interpretation for all languages. Finally, also the scheduling of committee meetings at irregular hours (i.e. before 09.00 and after 18.00hr.) is partly attributed to the need for efficient use of interpretation capacity. Taken all of this together, are these not indications of too stringent policies in regard to in-house interpretation staff? In particular, if work of the Parliament is undermined, or if more money has to be spent on external interpretation, is the net outcome of the modernisation of the interpretation service still positive or would it be proper to reconsider the policies in this regard?

The starting and end time of meetings is not imposed by the interpretation service but is determined by the requesting bodies based on the applicable rules, which prohibit holding meetings in parallel with certain parts of the plenary sitting and allocate specific slots to certain users in line with the parliamentary calendar. For instance, committee meetings are allowed to meet in Strasbourg from 7 pm to 10.30 pm on Mondays or in Brussels from 7 pm to 10 pm on session Wednesdays. Similarly, political groups have been granted slots for their meetings from 8 am to 9 am and from 7 to 9.30 pm on committee days.

Given the cyclical nature of parliamentary activity, with many peaks but also many lows (Monday mornings, Friday morning, weeks set aside for external parliamentary activity, white weeks) DG INTE uses both staff interpreters and external interpreters (ACI) to provide the interpretation in meetings. These proportions have remained relatively unchanged over the years (except in election years). In 2013, 43.7% of the interpretation hours were provided by staff and 56.3% by ACI. In 2015, 43.9% was provided by staff and 56.1% by ACI. In 2016, staff provided 42.8% of the interpretation hours and ACI 57.2%. Contrary to staff, ACI interpreters are contracted in line with effective demand, which can vary considerably from week to week depending on the languages.

Situations where interpretation for political groups and committee meetings cannot be provided in all of the requested languages are relatively rare, provided the requests have reached DG INTE within the deadlines laid down in the Code of Conduct on Multilingualism. Difficulties in supplying all the requested languages do arise in the case of late and very late requests, especially at times of peak demand in other institutions and on the private conference market. Additionally, for some languages the resources are structurally scarce, despite all efforts undertaken by DG INTE and other institutions concerned to ensure appropriate succession planning. This is the case for the languages under derogation (MT, GA) and for some languages where interpreter training is not available or does not attract enough candidates (such as DA, NL, SV).

Another reason for languages not being available is the lack of a sufficient number of interpretation booths in the room allocated to a given meeting. Furthermore, last minute interruptions in the provision of interpretation in some languages (booth closures) are almost always the result of absences because of multiple sicknesses or major travel disruptions.

The modernisation policy that has been applied so far has already produced a number of positive results, such as a much greater balance in interpreter workloads (see reply to question 96c) and an increased availability of staff interpreters during days of parliamentary activity.

In addition, as part of the modernisation policy, new benchmarks were developed and implemented to manage staff interpreter output (time spent on interpretation assignments). As a result of this measure, the average unit output increased from 11:54 hours/week in 2014 to 13:25 hours/week in 2016 (see graph provided for the reply to question 96 a) above)

As was explained in the reply to questions 97, in the context of the modernisation policy further positive results will be achieved in the form of an increase in available interpretation capacity, without increasing the need for external interpreters, because the working conditions of the interpreters are brought more in line with the existing meetings patterns in the EP.

100. The General Assembly of staff interpreters rejected the latest set of new working conditions in April 2015. Discussions concerning the modernisation of DG INTE led to the establishment of a set of principles and objectives related to “Completing Resource Efficient Full Multilingualism”. Some other elements referred to principles to be included in a new set of working conditions for staff interpreters through a consultation process with their representatives. The consultation process did not yield a final result. When and in which way will there be agreed on a final text for new working conditions for interpreters? What is the reason for not reaching an agreement?

The Working Conditions for interpreters from 2016 were no longer adapted to the changed meeting patterns and created serious bottlenecks and inefficiencies as described in the replies to questions 96 and 97. As a consequence, in 2017, the Secretary General adopted revised Working Condition after a lengthy process of consultation between interpreter representatives and the administration.

Interpreters traditionally enjoyed the privilege of direct consultation with their hierarchy and the AIPN as an alternative to the Staff Committee which ensures this function for other categories of staff. This traditional method failed to deliver a result on new Working Conditions in spite of continuous and intensive efforts of consultation with the interpreters’ representatives since 2013. As a consequence of this failure, the interpreters’ delegation requested the AIPN to consult the Staff Committee directly and thus the unity of procedure for all categories of staff was re-established.

Following the wish of the interpreters’ delegation, the Secretary General started a consultation process with the Staff Committee on the interpreters’ working conditions which is currently ongoing.

101. In the context of the discharge of EU institutions, performance based budgeting has become accepted as an essential instrument. Which indicators does the EP use in this regard? Could you specify for each DG which indicators they use? In particular, has DG COMM improved its track record in this regard, and if so, how does it measure its effectiveness? Does DG ITEC measure customer satisfaction among MEPs, assistants and staff of the EP and if so, how?

Ex-post evaluation of operations provides interesting feed-back and helps building useful lessons learnt which can serve as a basis for process improvement. All DGs are developing management tools to follow progress in their different functions and according to established excellence standards. This effort is supported in order to disseminate and exchange best practices in measurement and implementation. Building on these achievements, the Secretary General requested each DG to set up a lead indicator for monitoring its activities and performance following a harmonised method. This indicator allows to monitor progress and support key decisions on efficiency and allocation of resources.

The results are regularly reported to the Secretary General. The definition of the lead indicator is the result of a thorough exercise, prepared in each DG through discussion over the pioneering experience in DG TRAD where “number of pages per translator” has generated increased productivity and swifter resource allocation to teams in need of additional capacities. The effect on operations, quality of work and alignment with common objectives are regularly re-assessed.

DG PRES identified “impact through cooperation for a resilient and effective European Democracy” as lead indicator. It is drawn up based on a dashboard identifying a limited number of key types of cooperation in which the DG is engaged and according to three main axes of DG PRES activities: Plenary, legislative services and inter-institutional and external cooperation. DG PRES also works with Key Result Indicators such as: quality of DG PRES services and products; service orientation and “added value” of DG PRES services; coherence of advice given by different DG PRES services of legislative and parliamentary procedures or level of participative management within the DG.

DG IPOL’s lead indicator is “active involvement of internal actors in all stages of the legislative cycle”. In addition DG IPOL presently works with a set of 12 annual operational metrics, such as, inter alia, time needed to complete recruitment procedures in IPOL (personnel unit), the number of processed files and average number of days for processing (finance unit), provision of information to the Conference of Committee Chairs on time and complete (legislative coordination), self-assessment regarding advice to committee secretariats and MEPs, identification of best practices in the area of co-decision, regular inputs on horizontal issues (conciliations and co-decision unit). In addition IPOL also established an annual strategic metric on scrutiny activities and in 2017 has started work on a lead metric (quarterly) on looking into the active involvement of internal actors in all stages of the legislative cycle.

DG EXPO has defined a lead indicator that signals its efforts to deploy resources more efficiently and to strengthen Parliament’s impact in external policies by projecting a unified message.

The lead indicator is “joint activities to improve the coherence and consistency of EU external action”. The efforts to augment coherence will contribute to a more effective and lean administration – not only in DG EXPO, but also in all the services involved in the work (meetings, events or missions) of the political bodies supported.

DG EXPO has also formulated a series of metrics, with each Directorate responsible for a given set of key performance indicators in order to help management to assess progress towards objectives, to take appropriate action in response to any slippage detected, and to report thereon.

DG PERS' lead indicator is ‘time to deliver’ and is made up of a number of Key Performance Indicators (KPIs). Services have undertaken an analysis of the sub indicators that could be the most suitable to measure such as: recruitment, selection, professional training, individual rights, medical services or missions.

The lead indicator for DG EPRS was defined as ‘hours of attention by different users of EPRS products and services’. DG EPRS reports to the Secretary-General in the format of a ‘composite index’ for ten products and services on a monthly basis. These include: (i) products and services mainly addressed to Members (such as EPRS replies to Members’ Hotline, presentations to parliamentary committees, and ‘model answers’ to citizens’ enquiries); (ii) products and services provided for the wider parliamentary community (such as use of the EPRS intranet within the EP, printed publications, training and info-sessions, EPRS events, and interaction with other parliamentary research services and libraries); and (iii) products and services addressed to and accessible to the public at large (such as answers to citizens’ enquiries, and use of EPRS publications and other material on the internet).

The lead indicator used by DG INLO is “Ability to provide services” and is composed of 6 sub-indicators: customer satisfaction, public procurement procedures, staff absence rate, facility costs per square metre, days of professional training per person per year and energy consumption. Apart from the above-mentioned indicators, there is a regular follow-up of project costs and planning, particularly by the use of dashboards.

The lead performance indicator for DG INTE is ‘booth hours per week per interpreter and language section on a yearly rolling average basis’.

A second indicator used by DG INTE is the Language Score. This is an indicator related to the usefulness to the service of specific language combinations. This indicator aims to improve language coverage in meetings and is used to ensure that language learning by staff interpreters takes place in a targeted manner. In addition, DG INTE produces and uses output indicators for:

- meetings with and without interpretation
- interpretation days for staff and for external interpreters
- meetings supported by the conference technicians
- thematic and language training sessions for interpreters
- external language courses for interpreters
- tests days for external interpreters
- cooperation with universities
- interpreter exchanges with other institutions

DG ITEC's lead indicator is "time to deliver projects within budget and scope". This indicator focuses on DG ITEC responsiveness in terms of projects, support, print, operations, financial management and innovation. The metrics used are time-related and provide a representation of DG ITEC's capacity to meet demands and deliver against set targets in its key areas. DG ITEC performs two different types of customer satisfaction measurements. The first type is process-based and measures the satisfaction of users against the service provided (IT support, print, payments, multimedia services, customer relationships). The various units involved in providing those services measure regularly the customer satisfaction of MEP's, APA's and staff. This exercise is performed face-to-face, by phone and by email.

The second type of measurement is transversal and is done every two years through the DG ITEC image perception study. This study highlights the strengths and areas for improvement of DG ITEC in its relationship with users. The study carried out in the first semester of 2016 highlighted that professionalism, innovation and dedication are recognised as building blocks of DG ITEC reputation.

DG SAFE's lead indicator was established as "number of meetings, events, official visits and activities involving external individual visitors or groups adequately facilitated and accompanied by DG SAFE".

For the LEGAL SERVICE the lead indicator was identified as "transversal interventions of the Legal Service".

DG COMM's lead indicator is "hours of attention across all communication channels". The different products that are measured are: Social media, Europarl website, written press, TV, media relations, visitors and events. These indicators will constitute an important impetus to establish the cost parameters of the key activities on different communication platforms.

DG TRAD's lead indicator measures the "number of net pages produced per day per translator". The benchmark is the translation of 8 net pages per translator per day. In addition, DG TRAD has developed a series of Key Performance Indicators (KPIs) and related dashboards. These KPIs are distributed on a monthly basis to the management and used on a day to day basis for the planning and execution of DG TRAD's operations. The main KPIs used by DG TRAD are the following: late translations, average page cost, internal output vs capacity, Internal Demand vs. Capacity, Output vs. Demand.

102. Please provide detailed examples on how simplification initiatives have actually achieved simplification and how these measures have also lead to cost reductions.

DG's have conceived and implemented multiple initiatives to streamline and simplify. A few of these initiatives are summarised as follows:

- Rethinking and streamlining of procedures

In DG PERS a "Screening" working group issued a report to the Director-General with proposals for the simplification and rationalisation of the DG's structure and organisation. The screening exercise was discussed at length within the DG.

A proposal of the "Screening" group to bring together all the financial players in a single unit allows financial management to be simplified and brings more homogeneity to the processing of files. It is still early to evaluate the results of this centralisation, but it should bring certain benefits, to be confirmed some months after the reorganisation.

The processing of complaints submitted by EP staff on the basis of Article 90 of the Staff Regulations were also analysed during the screening exercise. It turned out that many stakeholders in the DG (Legal Advisers of the four Directorates, Heads of Units concerned and the Head of the HR Unit) were involved in their processing. Thanks to the resulting simplification of this process, the HR and Strategic Monitoring Unit will be able to focus on its new tasks.

Admission procedures for crèches in Brussels have been simplified and adapted to the enrolment model used for crèches in Luxembourg. This has resulted in the possibility to work efficiently with one post less (AD post, Head of Service).

- The introduction of new IT tools and implementation of EP policies linked to EMAS actions.

The e-Tendering platform used for procurement procedures will entail a considerable simplification at the administrative level and leads to reduction in paper and cost reductions mainly in postal costs, but has also been beneficial in the sense that the gain in time can be used for more substantial tasks.

INTE's Meeting Request System (an IT system allowing meeting requestors to input data into one interface available for processing by meeting handlers), allows savings on explanatory mails, phone calls, etc. The system brings about automation and streamlines meeting organisation in the EP. In 2016 the system was in a pilot stage, therefore the actual savings are difficult to assess at this stage.

Two recent examples in DG PRES are the paperless policy applied by the Official Mail Unit in its Registration sector. This initiative has favoured on one side the redeployment of some posts to other needs. Another example is the introduction of an IT tool for the automatic transcription of speeches in Plenary that the Plenary Records Unit uses, allowing also to free staff resources for other purposes.

A new procedure in DG PERS to record selection committee decisions simplified the template and is also paperless, contrary to its predecessor. With 470 vacant posts published in the EP Secretariat in 2016, and 4381 corresponding applications (even though not all applicants are eligible to be interviewed) this represents a significant saving in terms of time and paper.

Digitalisation of files helped the Medical Services to work more efficiently as there is less need to work with paper files and less time lost on sorting them manually. The digitalisation project is still on-going, so it is to be expected that future improvements will also result in savings of space, as the files used will be digital.

In June 2017, an improved booking tool for Members has been implemented. CARMEP-WEB replacing LOGITRAN is now also available on tablets and smartphones, inside and outside the EP premises.

Among other advantages such as gains in efficiency and speed in processing transport requests, it enables the service to better coordinate and group together rides, resulting in fewer vehicle movements, thus saving fuel costs with an additional beneficial environmental impact by reducing CO2 emissions.

- Reassessment of needs

In an existing initiative, “translation on demand”, for the period from 1/1/2017 to 13/12/2017, the savings amounts to about 40 000 net pages (78 000 gross pages) equal to 3% of the total net production. For the whole period of linguistic profiling (October 2014 - December 2017), the savings amount to about 113 000 net pages (213 000 gross pages) equal to 2.9% of the total net production.

In DG PERS the Medical Services changed their procurement approach to have less stock medication ordered and bought, leading to smaller quantities to manage, less waste and more cost-effectiveness. Within the regular contractual obligations, Medical Services changed the contracted laboratory which resulted in cost reduction.

In Luxembourg DG INLO optimized the cleaning services and green spaces management which led to total savings of approximately EUR 830 000 during the years 2015 and 2016 compared to 2014. A new cleaning contract entered into force in October 2016 and effected a further decrease of the average price for cleaning.

The new printing policy was further rolled out in the course of year 2016. This contribution has allowed to further reduce the number of individual printers among staff, enabling both accelerated hardware costs reduction and a decrease in consumables, notably through fostering the electronic consultation of documents by staff.

Moreover, waste treatment costs have decreased by 35% over the last 5 years (2012-2016), representing total savings of EUR 230 000 thanks to efficient waste management (increase of percentage of recycled waste collected; optimization of container capacities and frequencies of garbage collection).

Energy consumption (including electricity consumption) has been reduced following the technical improvements such as the replacement of lights switched on 24 hours a day. The annual savings on budget line 2024-01 in 2016 were approximately EUR 150 000.

A number of initiatives as shown above lead to quantifiable cost savings. The monetary impact of other initiatives is not always quantifiable or more difficult to measure, but results are noted in terms of:

- harmonized treatment of files, reducing discrepancy and errors, which has also contributed to a gain in time that can be used for achieving better quality overall;
- allowing also to free staff resources for other purposes;
- more expedient processes;
- environmental gains (saving of paper, missions).

103. Please provide us with additional information regarding the MEP voluntary pensions fund:

a. Yearly pay-outs

b. Projection for the next 5 years, in yearly increments, of the number of MEPs, which will reach the age of retirement and which will be entitled to pay-outs, as they have contributed to the fund

c. Projections for deficits for the next 5 years (in yearly increments);

a. Yearly pay-outs

In 2016, the Voluntary Pension Fund paid a total of EUR 16.6 million to its beneficiaries. As of end 2016, the estimated average yearly payments will amount to EUR 20.3 million for the period 2017 to 2025.

b. Projection for the next 5 years, in yearly increments, of the number of MEPs, which will reach the age of retirement and which will be entitled to pay-outs, as they have contributed to the fund

Assuming that no beneficiary is (re)elected to Parliament in 2019 or otherwise takes up a vacant European mandate, the number of new pensioners for the years 2018 - 2022 will be: 2018: 21 ; 2019: 74 ; 2020: 21 ; 2021: 12 ; 2022: 17.

c. Projections for deficits for the next 5 years (in yearly increments)

The Voluntary Pension Fund's actuarial deficit is the difference between its accrued future payment obligations and its available net financial assets to cover such obligations. The accrual calculation is based on a number of economic factors known only as of year-end, such as interest rate developments and inflation-based adjustments, which vary from one year to the next and cannot by nature be predicted with reliable precision for future years. As of end 2016, the Fund's actuarial deficit amount to EUR 326.2 million.

Concerning the past three years, the Fund's actuarial deficit is shown in the table below:

Mio EUR	2014	2015	2016
Accrued future payment obligations	420.4	432.3	472.6
Net financial assets	164.6	146.3	146.4
Actuarial deficit	-255.8	-286	-326.2

104. With regards to the BCD travel service, MEPs note prices are sometimes far higher than can be found online. In addition, as the service is unavailable on weekends, changing tickets due to schedule changes (which are very common in political offices) is often not possible. The EP discharge procedure 2015 clarified that “the current framework contract will run out at the end of 2017 with the possibility of renewing it until the end of 2018. The contractor has been selected through an open call for tender (inter institutional procedure). The preparation for the new call for tender will be launched during 2017.”

- a. Please provide the current state-of-play regarding the call for tender.**
- b. Is there a complaint or feedback mechanism in place?**
- c. Will the contract with BCD Travel Organisation be renewed until the end of 2018 and if so, under which grounds?**
- d. Was there a quality assessment of the services provided to date before the preparation for the new call for tender?**
- e. Please provide us with details concerning the amount of hotels booked and travel tickets sold over the course of the last 5 years**

a. Please provide the current state-of-play regarding the call for tender.

The contract with BCD Travel expires ultimately at the end of 2018. No further extensions are possible and an open call for tender is under preparation to select a new travel agency to assist the European Parliament in the handling and organisation of its work-related travels. The new contract is expected to enter into force on 1 January 2019 and to run for an initial period of two years, with the possibility of an annual renewal up to three times for an overall maximum duration of five years. Four other European Institutions participate in this tender, divided into separate Lots, with the European Parliament being in the lead. The inter-institutional tender procedure includes: (Lot I) the European Parliament and the European Ombudsman, (Lot II) the European Court of Auditors, (Lot III) the European Economic and Social Committee and (Lot IV) the European Committee of the Regions.

b. Is there a complaint or feedback mechanism in place?

Travellers may report their observations and feedback on the travel agency and the services provided to either directly to the travel agency or to the Travel Organisation Service, at any time. Every complaint must be logged; the travel agency has a register in place, which is closely monitored by the Travel Organisation Service. Most complaints are related to travel delays.

The table below shows the number and nature of complaints received and treated through 2016.

Year	Total number of complaints	Complaints against the travel agency	Complaints against airlines-train carriers	Complaints against hotels
2016	38	9	22	7

In general, concrete complaints about excessive fares are very rare and after investigation often turn out not to be fully grounded. Moreover, the travel agency received four compliments. Compared to the total year’s transactions, complaints represent in 2016 0.026% of the global amount of transactions, and those related to the service provided by the travel agency represent 0.006%.

The new call for tender requires again that the contracted travel agency manages complaints through a complaint register.

c. Will the contract with BCD Travel be renewed until the end of 2018 and if so, under which grounds?

The contract has been renewed tacitly until end 2018 as none of the parties submitted an objection thereto (deadline of at least six months before the annual renewal date). On the one hand the implementation of the actual contract runs at satisfactory level. On the other hand, the preparation of a call for a full tender procedure takes a certain period. There was therefore no reason to end the contract before its final expiry date.

Cooperation between Parliament's Travel Organisation Service and the travel agency has improved considerably during the year with the view to ensuring a more personalised service to passengers, obtaining more efficiency gains and enhancing the perception of the contracted agency.

Among others, internal procedures have been reviewed, simplified and harmonised (e.g. drafting manuals and guidelines), in compliance with standing rules and regulations. Oral and written communication with passengers has been improved, by drafting standard messages and creating templates/forms.

In addition to this, practical arrangements have been also applied during the year:

- increasing the number of agents at BCD implants following increased number of transactions;
- restructuring the establishment plan of BCD implant office by creating specialised teams for reservations for Members, reservations for transport and reservations for hotels, under the supervision of a team leader;
- change of implant manager and deputy implant manager at EP premises;
- in-depth refurbishment/ modernising of BCD offices including general signage for the travel agency in Brussels and Strasbourg.

d. Was there a quality assessment of the services provided to date before the preparation for the new call for tender?

When preparations for the new call for tender started, an analysis of the current contract has been carried out in order to identify and keep the provisions which proved to work well and to add, adapt and specify provisions where necessary. During this exercise, the remarks made in the framework of the discharge procedures were analysed and taken into account.

e. Please provide us with details concerning the amount of hotels booked and travel tickets sold over the course of the last 5 years

	2016	2015	2014	2013	2012
Airline tickets	51 327	50 954	41 323	48 003	47 132
Rail and ferry tickets	61 648	67 836	56 994	61 839	56 036
Hotel bookings	18 137	16 350	16 126	21 999	19 590
Total	131 112	135 140	114 443	131 841	122 758

105. Please provide the following information regarding the costs of 12 Strasbourg sessions in the budget year 2016:

- a. reimbursement of travel expenses for Members of Parliament,**
- b. reimbursement of travel expenses for EP staff,**
- c. reimbursement of travel expenses for Accredited Parliamentary Assistants,**
- d. reimbursement of travel expenses for the staff of Political Groups,**
- e. cost of charter train Thalys,**
- f. cost of transport of the “cantines”,**
- g. cost of transport of the vehicle fleet**
- h. cost of external contractors (Flower Bar, Members’ Bar, Press Bra, Swan Bar, self-service restaurant, security...)**
- i. the total and average cost for the 12 Strasbourg sessions.**

a. reimbursement of travel expenses for Members of Parliament

The table below summarizes the total and average costs of MEPs’ travel expenses for the 12 Strasbourg sessions.

Costs for Strasbourg sessions

Cat.	TOTAL¹	AVERAGE
Travel Costs	7 799 835	649 986
Daily Allowance	10 104 732	842 061
Distance Allowance	1 404 035	117 003
Time Allowance	1 990 033	165 836
Other Costs	53 628	4 469
TOTAL	21 352 262	1 779 355

(1) As of 23/11/2017, handling of late 2016 reimbursement request (deadline 31/10/2017) is still being processed.

- b. reimbursement of travel expenses for EP staff,**
- c. reimbursement of travel expenses for Accredited Parliamentary Assistants,**
- d. reimbursement of travel expenses for the staff of Political Groups,**

	Officials/TA/CA*	APA*	Total (EUR)
January	1 381 289	579 612	1 960 901
February	1 280 613	565 985	1 846 597
March	1 398 012	572 143	1 970 155
April	1 411 206	600 982	2 012 188
May	1 375 435	620 243	1 995 678
June	1 309 818	547 571	1 857 389
July	1 398 089	642 060	2 040 149
September	1 505 760	630 566	2 136 326
October I	1 420 655	634 412	2 055 068
October II	1 393 219	584 141	1 977 359

November	1 436 545	648 943	2 085 488
December	1 473 557	734 823	2 208 380
Total cost	16 784 198	7 361 481	24 145 678
Average cost for 1 session	1.398.683	613 457	2 012 140

* Total cost of the mission including travel, accommodation expenses and daily allowance

Cost of the Political Groups fall outside the remit of Parliament's Administration.

e. cost of charter train Thalys,

At the EP's request, the travel agency concluded with the Thalys railway company a contract for the charter of two high-speed trains covering the Brussels-Strasbourg-Brussels route, one consisting of two train units and the other consisting of one train unit. The total price for the chartered trains in 2016 was EUR 3 519 966. That amount covers the price for the trains operation between Brussels and Strasbourg, including one stop in Paris and the access controls in the form of ticket and ID checks when travellers enter the trains. Since 1 July 2016 the travel time has been reduced from almost 4 hours to 3 hours due to the introduction of the high-speed track between Paris and Strasbourg.

f. cost of transport of the "cantines"

The real cost of Strasbourg sessions (based on payments made) in 2016 amounted to EUR 259 218:

- Transport of trunks: EUR 87 296
- Loading and unloading of trunks in Brussels: EUR 131 968
- Loading and unloading of trunks in Strasbourg: EUR 36 009
- Loading and unloading of trunks in Luxembourg: EUR 3 945

Therefore, it is important to underline that in 2016 the European Parliament administration introduced a trunk sharing initiative for all the services. Thanks to the efforts made by the administration already during this first year, a reduction of almost 10% could be noted.

g. cost of transport of the vehicle fleet

In 2016, the drivers' service was still outsourced, with 10 in-house drivers (officials). The real cost for 12 sessions for the external contractor amounted to EUR 1 612 622. The mission costs for the 10 in-house drivers (drivers seconded to political groups excluded) amounted to +/- EUR 120 000 EUR, 3 120 on toll (péage) and +/- EUR 12 000 for fuel.

h. cost of external contractors (Flower Bar, Members' Bar, Press Bra, Swan Bar, self-service restaurant, security...)

Data on catering concern the period from January to October 2016, as in November 2016 a new concession-based contract was signed, which is no longer subsidised from Parliament's budget. From January to October 2016, net losses covered by Parliament's budget amounted to EUR 171 706.

During the Strasbourg sessions, the DG SAFE asks for additional firemen. The cost of this supplementary service is of EUR 200 000 for the 12 sessions.

i. the total and average cost for the 12 Strasbourg sessions

The most authoritative figures on the **total cost for the 12 Strasbourg sessions** were established in the note “The three places of work of the European Parliament” transmitted by the Secretary-General in September 2013 (EUR 103 million) and, building on the aforementioned note, in an analysis by the Court of Auditors of July 2014 (EUR 114 million), requested by Parliament in its resolution of November 2013. The difference is not fundamental and consists of a number of elements introduced or assessed differently by the ECA and set out in page 9 of the study, available at

https://www.eca.europa.eu/Other%20publications/PL1407_LETTER/PL1407_LETTER_EN.pdf

The parameters used in both analyses have not fundamentally changed, apart from changes due to normal fluctuations (inflation rate, indexations) and are still accurate.

106. *Please provide any information you might have concerning prices of hotels in Strasbourg during the plenary session. Prices have increased dramatically over the course of the last few years and it would appear that hotels are taking unfair advantage of the inevitable increase in demand during the plenary session.*

The high demand for hotel rooms during Strasbourg plenary session weeks result in relatively high hotel prices. The Parliament’s services are in regular contact with hotels as well as with the City of Strasbourg and negotiate allotments for a certain number of rooms below the price ceiling for staff in order to assure availability, especially during busy periods in Strasbourg coinciding with the plenary session. However, experience shows that possibilities for price negotiations are very limited, as the majority of Members as well as staff are free to make their reservations in any hotel of their choice. Consequently, a concentration of a certain volume of room nights per property can neither be predicted nor guaranteed.

The price increases of the hotels granting allotments to the EP have been relatively moderate in the last few years, even though the ceiling for staff members for hotels in France has been increased by the European Commission in September 2016 (from EUR 150 per night to EUR 180). For 2017, only 6 out of 36 such hotels increased their prices while 6 decreased their prices compared to 2016 prices. For 2018, only 7 out of 31 hotels granting allotments have increased their prices slightly and 5 have even decreased their prices compared to 2017 prices. There are only 2 hotels which had an increase for both years.

On 27 October 2016 the Working Group on Buildings, Transport and Green Parliament held an exchange of view with Mr Roland RIES, the mayor of the city of Strasbourg, in Strasbourg. The Working Group decided to schedule a meeting in Strasbourg once a year to which representatives of the city of Strasbourg should be invited. A high-level contact group with the city and region of Strasbourg was established. During its first meeting in September 2017 the issue of hotel prices was also addressed.

107. How many chartered flights did the President of the European Parliament use with aircrafts that were solely chartered for him in 2016?

- a. When? What were the destinations?**
- b. What costs did occur, respectively?**
- c. Which urgent appointments of the European Parliament had to be dealt with there?**
- d. Why scheduled flights have not been used instead?**
- e. How many persons accompanied the President? Who were these persons? What were the costs borne by the EP budget?**

In 2016, two charter planes were booked at the request of the President of the European Parliament:

- On 9 May 2016, for the participation in the Charles V European Award event in Cuacos de Yuste: one-way flight Madrid (Torrejón de Ardoz) to Strasbourg. The price for the retained offer was EUR 9 850. This amount was divided into the two passengers (President Schulz and an EP official), the ticket cost EUR 4 925 each.
- On 12 May 2016, for the participation in the opening ceremony of the European Parliament's new Parliamentarium in Berlin: one-way flight Strasbourg to Berlin. The price for the retained offer was EUR 5 300. This price was divided into the three passengers (President Schulz and two EP officials), the tickets cost EUR 1 766.67 each.

The regular flight schedules were not compatible with the President's agenda.

108. On 05 May 2016, the Presidents of the EU Institutions came together in Rome to hold a panel discussion on the Future of the EU. Did the former EP President with his delegation use a charter flight to travel to Rome? How many persons of the EP delegation were accompanied by their spouse? Moreover, what have the spouses paid for the travel respectively?

The President did neither request the booking of a charter flight nor did he book any travel via the European Parliaments travel agency for this event.

The European Commission chartered a plane to attend the panel discussion and Charlemagne Prize award ceremony. The itinerary was Brussels-Rome-Luxembourg-Brussels, on 5-6 May 2016. Three representatives of the European Parliament also joined the delegation: President Schulz, two EP officials and the spouse of one of the EP officials. The European Commission sent a debit note of EUR 4 252.08 to the European Parliament as price for the four plane tickets. This amount was split into four passengers. The Parliament has paid for the President and the two EP officials. The spouse of the EP official paid the cost of the ticket following the distribution of costs provided by the Commission.

109. *What is the reason why trainees (at least MEP trainees) cannot apply for the Strasbourg mission before the mission is undertaken? This circumstance implies that the trainees cannot ask for an advance payment as it is the case of the other staff. On the one hand this implies serious harm for them given their obvious economic constraints and on the other hand there is also the risk that there is not enough money within the envelope of MEPs. Is the Parliament willing to establish a way in order to facilitate to the trainees an advance to meet the expenses arising from their mission to Strasbourg?*

The management of the EP trainees' missions (not MEP trainees whose missions are not managed by the Parliament) is based on Internal Rules governing traineeships and study visits in the Secretariat of the European Parliament. Article 15.5 of these rules foresees that the trainees can receive an advance of up to 70% on the amount payable for the mission in question (excluding transport). The mission order for the trainees can and should be established as soon as needed.

Members' trainees have a private-law contract with the Member, which does not entitle them to have a similar status in Parliament as the other categories of Parliament staff. There is subsequently no facility or legal framework within DG Finance to arrange a scheme for direct advance payments to those trainees. However, a Member may always arrange this facility through his paying agent who receives the monthly funds channelled by Parliament. A Member can, in any given moment, consult his budget through e-Portal to ensure that sufficient budget is available when envisaging the trainee's mission.

110. *How many MEPs and or /APAs are using usually the e-Portal? How many posts have been saved in the administration since the launch of the e-Portal? How many are expected to be saved when the application reaches its full cruising speed (full Assistants' missions, etc?)*

The e-Portal for MEPs is operational since 2014. It offers Members the possibility to submit their financial requests concerning the reimbursement of their travel expenses, and to consult their parliamentary assistance expenses (APA contracts, trainees, etc.) and other functionalities. All requests and their status can be traced through the application.

At the end of August 2017, the administration has deployed version 2.0 of the application with a complete new graphical user interface and a new form for the reimbursement of travel expenses.

Furthermore, Members have in particular the possibility to consult their budget on Parliamentary assistance allowance and General expenditure allowance, which is one of the most used feature of the system. They also can easily print certificates (e.g. the tax certificate) or their salary slip. Members' CV and the declaration of financial interest can equally be introduced via the e-Portal to DG Presidency.

For the near future, more functionalities of the e-Portal are planned:

- A mobile version of the e-Portal accessible from outside the European Parliament with a laptop, smartphone or tablet by means of a secured version on https-protocol, further easing and enhancing Members' access for consultation or submission of requests from anywhere at any time.

- A dedicated workspace for the Member’s paying agent to enter and validate the necessary data on tax and social security. This will make the interaction much easier, quicker and even paperless between the Member, his paying agent and Parliament’s services.
- Reimbursement of Members’ professional training requests and consultation of the available budget.
- Reimbursement and consultation of the budget 400 for non-attached Members

As of 2016, the administration reports the following statistics on the use of the e-Portal by Members and APAs. This table makes a distinction between actions (submission of expense-related request via eForms) and consultations (visualisation of budget or a payment status or a certificate in eData):

	2017²²	2016	2015
Users MEP	425	326	119
Users APAs with PoA for their MEP	325	237	162
Number of requests submitted via eForms	11 185	6 519	2 420
Number of eData consultations	24 516	21 275	9 717

Members made the most use of eForms for their travel expenses reimbursement requests, followed by the requests for mission orders for APAs.

The use of eData consisted mainly in consultation of the budget execution for the parliamentary assistance allowance and the payment history.

The e-Portal brings added value in the automation, reliability and client-visibility of certain processes, but it cannot replace the fundamental functions of the administrative staff, whose analysis and decision making are needed, with regard to the complexity of the rules and each Member’s choices concerning his travel arrangement, parliamentary assistance etc.

The management of Members’ files through the Portal and the e-Portal is operated in a context of continuous reduction of staff and increased risks. In this context, the efficiency gains from the improved administrative and IT processes can be reallocated in reinforcing areas of customer value and better addressing risks.

²² 27/11/2017

111. Please provide the following information regarding possible misuse of Members' allowances: how many investigations were carried out in 2016 and what amounts were at risk, what amounts were retracted, what were the results of these internal investigations and how many cases were referred to OLAF? Can you divide the cases into occurrences per political group?

The data provided refer to ex-ante or ex-post controls. In 2016, the total number of compliance verification cases carried out by the administration concerning possible irregularities of Members' allowances covered 223 cases. This figure does not include the investigations started in 2016 but still not yet concluded at year end.

In the area of parliamentary assistance allowance (budget line 4220), the investigations of 7 new cases resulted in recovery notes for a total amount of EUR 1 111 178.53 and one case for OLAF information.

In the area of travel expenses (budget lines 1004 and 1005), a number of 216 investigations cases were carried out, of which 79 cases resulted in a refusal of the amount (total or partial), and in information to OLAF for 2 cases.

It shall be noted that the Implementing Measures for the Statute for Members (IMMS) have been modified as of 1st of December 2016. The result of these changes was that, in relation to the parliamentary assistance, more controls are carried out before the acceptance and registration of contracts and the subsequent payments.

As a general principle, MEPs' allowances and entitlements are granted on an individual basis in strict compliance with the Statute for Members and its Implementing measures, irrespective of criteria of political group or Member State. The approach for ex-ante and ex-post controls results from the application of the Institution Internal Control Standards, and covers the entire population of Members. The controls, and the possible need of further verifications by the services, are based on the factual elements obviously provided (or not provided) for each file. The resulting recoveries or adjustments of amounts paid are carried out in application of the relevant provisions of the Financial Regulation and the Implementing Measures of the Statute of Members.

112. Were there any budgetary implications for the project "The Jean Monnet Academy" in 2016? What is the current situation of the project?

The Jean Monnet Academy is a brand with two pillars in the area of training. One pillar of the project is a school of leadership to develop tailor-made management development programmes based on an analysis of collective development needs and aligned to Parliament's strategic direction. In terms of desired impact, such a programme will:

- help Parliament's managers to be more effective in conducting change in the organisation; in addition, it could have a positive impact on the performance of the whole organisation (staff included);
- be an important signal for other Parliament staff that management care about development and believe in its benefits;
- profile Parliament within the European context as an organisation with highly competent managers and strong collective leadership.

The second pillar concerns the development of an in-house faculty. The purpose is to build on the vast and diverse knowledge of EP staff and to encourage knowledge transfer.

As the project was still in a conception phase, there were no budgetary implications in this regard in 2016. Currently, the call for tender seeking a partnership with a suitable European business school is in preparation.

113. What was the average demand for general expenditure allowance in 2016?

Upon the Member's request at the beginning of the legislative term, the GEA is paid directly as a flat-rate monthly payment. In 2016, it amounted to EUR 4 320 per month. Six Members requested a partial monthly payment in 2016.

114. How many MEPs left their positions in 2016? How many MEPs returned the part of their General Expenditure Allowance that they had received in or before 2016 but were unable to spend? What amount was returned? How many MEPs refrain from having the GEA transferred on a monthly basis? What was the total percentage of the budget reserved for the GEA that was not used in 2016?

A number of 18 MEPs left in 2016. A total of 18 MEPs returned unused GEA funds during 2016, some of which originating from the previous legislature. The total amount thus returned was EUR 146 632. All MEPs received their payment on a monthly basis. The unused budget reserved for the GEA in 2016 accounted for 0.16%.

115. What guidance is available for MEPs with regards to rules on GEA spending?

A list adopted by the Bureau of the expenses which may be defrayed from the GEA can be consulted on Intranet. The relevant Parliament departments are also at the service of the Members concerning the admissibility of any item(s). An updated FAQ document on Members financial and social entitlements containing guidance on the matter is available on Intranet as well as at the MEPs' Portal.

116. Since 2016, the Plenary of the European Parliament, the sovereign body of the institution, has called, invited and urged the Bureau to reform the general expenditure allowance (GEA). Little steps have been achieved so far. Meanwhile, the Plenary adopted a complete reform of the GEA in 2017. Will the Secretary General respect the will of the Plenary, the sovereign body of the EP, and present a note to the Bureau which reflect the EP's position?

Following a proposal by the Secretary-General, on 15 May 2017 the Bureau discussed a revision of the rules concerning the General Expenditure Allowance (GEA).

As a result of the discussion, the Bureau decided to establish an ad-hoc Working Group to revise the non-exhaustive list of eligible expenses for the current legislative term and to suggest possible revision of the legal framework for the future legislature. The conclusions are expected by early 2018 and will be submitted to the Bureau.

117. In September, the 2016 final reports of the political parties and foundations at European level were presented to the Bureau. Given the immense importance of increasing the transparency of our institution, an objective that we all share, could you please share the 2016 final reports of the political parties and foundations at European level, as well as all other accompanying documents related to these reports?

The most important documents which constitute the final reports are made public on the websites of the political parties and foundations at European level in accordance with Article 12(1)²³ of the Bureau Decision of 29-3-2004²⁴. The European Parliament also publishes this information on its website:

<http://www.europarl.europa.eu/contracts-and-grants/en/20150201PVL00101/Political-parties-and-foundations>

Furthermore, the European Parliament publishes on this website the up-to-date information on the provisional and final grant amounts as well as the state of play of each funding procedure, this also pursuant to Article 12(2)²⁵ of the Bureau Decision of 29-3-2004.

118. Which irregularities, if any, have been spotted in respect of the use of grants attributed to European political parties and foundations?

The financial data of the political parties and foundations at European level are subject to a thorough scrutiny. Firstly, the data is controlled by independent external audit experts mandated by the European Parliament and secondly by the services of the European Parliament. These two layers of control have two main objectives: to ensure that the financial data reported in financial statements is correctly accounted for in line with the relevant accounting standards and that the expenditure reported as eligible for EU funding complies with the relevant rules. It is crucial to establish the amount of eligible expenditure because it mostly determines the amount of the final grant which cannot exceed 85% of eligible expenditure.

²³ Article 12 Publicity

1. Parliament shall publish on its website at least the information referred to in Article 9a of Regulation (EC) No 2004/2003 and in Article 191(1) of the Rules of Application of the Financial Regulation, during the first six months of the following financial year.

²⁴ Decision of the Bureau of the European Parliament of 29 March 2004 laying down the procedures for implementing Regulation (EC) No 2004/2003 of the European Parliament and of the Council on the regulations governing political parties at European level and the rules regarding their funding; amended by the Bureau decisions of 1 February 2006, 18 February 2008, 2 February 2011, 13 January 2014 and 7 October 2015. For consolidated version until 2014 - click this [link](#). For amendment of 2015 - click this [link](#).

²⁵ Article 12 Publicity

2. The beneficiary shall publish on its website or, where there is no such site, in an appropriate media at least the information detailed in Article 6(1) of the Regulation (EC) No 2004/2003 by 30 September following the financial year in respect of which the grant has been awarded.

If either the external auditor or the EP services suspect non-compliance with the rules concerning the eligibility of expenditure and when the case is confirmed, the amount concerned is reclassified to non-eligible expenditure which cannot be funded from EU budget.

In 2016 the following main issues were encountered:

a) Conflict of interests

In some cases a conflict of interests between a supplier and a grant beneficiary was established. As a result the related expenditure was reclassified to expenditure which is ineligible for EU funding.

b) Indirect financing of a national party

Article 7 of Regulation 2004/2003 forbids indirect financing of a national party. Risk of such indirect financing is especially high when an event is organised by both – a European and a national party. Such indirect financing is presumed when the European party cannot prove that the event was organised in its interest.

Such situation occurred in some cases. Nevertheless, it is normal practice that the beneficiaries concerned are confronted with the preliminary conclusions before the Bureau takes its decision.

c) Non-compliance with substantive obligation imposed by the grant decision

Political parties at European level are obliged to submit their 2016 final reports by the end of June 2017. For those which have not complied with this provision, the Bureau decided to initiate a termination of the grant decision pursuant to Article II.9 of the grant award decision.

119. Which steps have been taken to improve controls of the expenditures of European political parties and foundations?

The controls in place are deemed effective and make it possible to detect errors and correct irregularities. It is the consequences of these irregularities which pose problems as regards procedure and financial situation of the beneficiaries. Nevertheless, in an attempt to address some of the problematic areas, the Implementing procedures concerning the new Regulation (EU, Euratom) No 1141/2014 were adopted by the Bureau on 12 June 2017.

120. The 2015 discharge resolution called on the Secretary-General to present the Bureau with a comprehensive plan of action to avoid the early exhaustion of the voluntary pension fund. In his reply, the SG simply stated that the liquidity of the fund seems sufficient until 2023-2024. Does this mean that no further steps are taken in this regard? What are the legal restrictions in regard of avoiding early exhaustion of the fund? Which appeals have been done on the former MEPs concerned to help on a voluntary basis in this regard? Have any attempts been done in 2016 to slow down the increase of the deficit in the voluntary pension fund? If so, what are they?

As of 31 December 2016, the Voluntary Pension Fund held a net financial assets of a total value of EUR 146.4 million, and processed annual pension payments totalling EUR 16.6 million. All pension payments obligations of 2016 were met with existing financial assets, the fund had therefore no deficit for this financial year.

Legally, the Voluntary Pension Fund was set up in 1990 by a decision of Parliament's Bureau, on the basis of a note from the College of Quaestors, in the form of a separate legal entity operating under Luxembourgish law, therefore meaning that the European Parliament has no direct legal powers over the Fund's decisions. The then Bureau shared the Quaestors' view that in the absence of a common statute for Members, the creation of a common and voluntary pension regime was desirable. The Fund comprises its own Board of Directors as well as a special investment vehicle solely owned by a non-profit organisation legally resident in the Grand Duchy of Luxembourg ("*Fond de pension des députés au Parlement européen asbl*", hereafter "*the ASBL*"). The management of investments as well as all legal compliance obligations of the Fund are the responsibility of the ASBL.

Legal possibilities to reduce the actuarial deficit of the Fund by Bureau decision would at most be extremely limited and represent a considerable legal risk.

Parliament did not contact the beneficiaries holding entitlements under the Fund's scheme to invite them to voluntarily reduce or relinquish their legally protected rights, given that such an initiative seems incompatible with the Bureau decision of 1 April 2009 according to which "*Parliament would assume its legal responsibility to guarantee the right of members of the Scheme to the additional pension which could be retained after exhaustion of the Pension Fund*". This implies that the Voluntary Pension Fund's actuarial deficit is stated in Parliament's annual accounts (contingent liabilities), and calculated on an annual basis as is standard for the EU institutions.

Considering the Fund's current level of financial assets, combined with its future yearly payment obligations and the evolution of the rate of return of its investments on the financial markets, the estimated date of insolvency of the Voluntary Pension Fund is roughly estimated to vary between 2024 and 2026.

- a. at 0% annual return, early in the year 2024;
- b. at 2% annual return, late in the year 2024;
- c. at 5% annual return, early in the year 2026.

121. Please provide details of expenditures for the following budget items: 238, 1632, 2000, 2001, 2024, 216, 238, 302, 3040, 3049, 440 and 442.

Details on the expenditure for all items are provided in Annex I of the Annual Activity Reports of the relevant Authorizing officers by delegation, on the CONT webpage; a synthesis (including explanations in case of important changes in comparison with the preceding exercise) is provided in the Annual Report on budgetary and financial management. All mentioned reports have been forwarded to the Committee on budgetary control.

122. Please provide details of expenditures for the following budget items: 402 - Funding of European Political Parties and 403 - Funding of European Political Foundations, please provide the details of the expenditure.

The requested detailed information has been published at the following address:

<http://www.europarl.europa.eu/contracts-and-grants/en/20150201PVL00101/Political-parties-and-foundations>

123. How is it justified to use the year-end “mopping-up transfer” practice on several budget items, which in the two previous years were always the same? E.g.: 1004, 1005, 1006, 1010, 1012, 1030, 1032, 1120, 1400, 1404, 1420, 1612, 1630, 1631, 1650, 1654...

The mopping-up transfer seeks to finance identified priority areas from unused appropriations where no financing could be foreseen in the budget, and with a view to ensure sound financial management and avoiding budget increases in an environment of budgetary constraints. All budget items all items can potentially be involved to be either a donor or a receiving items.

The justifications for appropriations being partially unused have been described more in detail in the transfer requests published in the BUDG meeting dossiers. The origin is in most cases that Parliament’s budget is de facto established in the beginning of the preceding year, based on the need to comply with legal obligations and on the most accurate estimates available at that moment. During the course of implementation however, fluctuations are always probable (briefly summarized as follows):

- in Members and staff expenditure: fluctuations in estimated expenditure and real outturn (lower than authorized number of recruitments, lower number of applicants for benefits, lower than estimated increase in salaries, etc.);
- in matters of infrastructure, logistics, IT, etc.: postponement of projects, delay in awarding and/or implementing contracts, etc.);
- in matters of political and communication activities: postponements, cancellations, lower number of participants, etc.

The average rate of unused appropriations before mopping-up does not exceed average 2%-3%, which underlines the overall accuracy of the budgeting process. In addition, all decisions with respect to mopping-up transfers have always been duly taken by Parliament, in its prerogative of budget authority.

124. How many car travel expenses and total kilometres (incurred in the Member State of election) have been reimbursed to the Members and what kind of documents has been provided to support these requests? Which crosschecks in the Member States have been carried out to verify the claims?

A total amount of EUR 3 580 108 have been reimbursed to Members in 2016 for travels done by car within the Member State of election. The kilometre allowance rate was 0.50 EUR/km in 2016. Thus, the total amount reimbursed corresponds to 7 160 216 kilometres. Following articles 13 and 14 of the IMMS, Members shall submit a declaration indicating the registration number of the car used to make the journey, the distance travelled and the places of departure and arrival. Members have also to indicate the purpose of the journey undertaken in the exercise of the mandate. Parliament's administration is not in a position to make crosschecks in the Member States, not to mention that the large number of requests is a real constraint to the possibilities of verification.

125. With regard to the old-age pensions for former Members under the PEAM rules, how many of them have benefited of it in 2016? How many Italians? In more detail, which was the monthly and annual amount dispensed for Italian members and French ones?

As of 31 December 2016, a number of 391 beneficiaries were paid a pension under Annex III of the PEAM rules, including 195 Italian beneficiaries. For Italian beneficiaries, monthly pension payments under Annex III of the PEAM rules totalled approximately EUR 593 000 with annual payments totalling EUR 7.1 million. For the 196 French beneficiaries (former MEPs + widows/orphans), monthly payments totalled approximately EUR 293 000 with annual payments totalling EUR 3.5 million.

INNOVATION AND TECHNICAL SUPPORT

126. Please provide the following information regarding DG ITEC Services:

- a. How many employees (officials, temporary staff, contract staff and external contractors) are employed full and half-time respectively?
- b. What is the average duration of contracts (for temporary staff, contract staff and external contractors)?
- c. What is the shortest and longest duration of individual contracts (temporary staff, contract staff and external contractors)?
- d. Are DG ITEC employees contracted via the EP or via external contractors? (if external contractors, please supply the names of the contractors)
- e. If employed by the EP:
 - What is the average remuneration grade?
 - What is the lowest and highest remuneration grade respectively?
 - Which additional benefits are granted to DG ITEC employees? (expat allowance, child benefits, spousal benefits)
 - What are the selection criteria or qualifications of eligibility for employment (for temporary staff, contract staff and external contractors)?

Point a.

DG ITEC - 31/12/2016

WORK SCHEDULE %	20	25	50	60	75	80	90	100	TOTAL
Person Type									
Official			6	1	7	5	10	390	419
Probationary Official							1	15	16
Temporary Servant on permanent post								18	18
Temporary Servant on temporary post						1		7	8
Contract Servant	9	19	1					19	48
Contract Servant Auxiliary						3		10	13
TOTAL	9	19	7	1	7	9	11	459	522

Point b.

Contracts for temporary staff on temporary posts (Article 2(a) of the CEOS) are concluded for an indefinite period. For temporary staff on permanent posts (Article 2(b) of the CEOS), the average duration of contracts is roughly 2 years (23.41 months).

Point c.

For temporary staff on temporary posts (Article 2(a) of the CEOS)

- Shortest: not applicable for the reasons set out above
- Longest: indefinite period.

For temporary staff on permanent posts (Article 2(b) of the CEOS)

- Shortest: 1 year
- Longest: 4 years

For contract staff:

- Shortest: 5 months
- Longest: 2 years

Point d.

The names of external contractors are as follows, please note that names appearing several times refer to different contracts.

<ul style="list-style-type: none"> ▪ OBS CONSORTIUM ▪ CRONOCOMM ▪ ARIE CONSORTIUM ▪ CONSORTIUM CGI LUXEMBOURG SA ▪ INTRASOFT INTERNATIONAL SA ▪ ACCIS CONSORTIUM ▪ EUROPEAN DYNAMICS CONSORTIUM ▪ SOGETI LUXEMBOURG ▪ CONSORTIUM OF INFEUROPE S.A. AND AUBAY S.A. ▪ SOGATOS ▪ CONSORTIUM PYXIS 14 ▪ SIMAC CONSORTIUM ▪ ATOS DELOITTE CONSORTIUM ▪ CONSORTIUM CU EP ▪ EP-KONSULT CONSORTIUM ▪ INFRAFUTURE 4EP CONSORTIUM ▪ CONSORTIUM SODAH-ITS14 ▪ KAIROS CONSORTIUM ▪ CONSORTIUM ARGUS ▪ LE CONSORTIUM EPSHIELDAE ▪ EMPISTOS CONSORTIUM ▪ SYSTEMAT LUXEMBOURG PSF ▪ ECONOCOM PRODUCTS SOLUTIONS ▪ GETSYS ▪ GETSYS ▪ BT ▪ GARTNER BELGIUM ▪ PWC EU SERVICES EESV ▪ BECHTLE ▪ BECHTLE ▪ MICROSOFT BELGIUM NV ▪ SYSTEMAT LUXEMBOURG PSF ▪ COMPAREX NEDERLAND ▪ COMLIN 	<ul style="list-style-type: none"> ▪ AM EUROPARCOM ▪ British Telecom ▪ British Telecom ▪ IBM; ▪ ACCENTURE NV; ▪ CLOUD TEAM ALLIANCE ▪ ATOS BELGIUM ▪ TELECOM ITALIA; ▪ SAP BELGIUM ▪ COMPAREX NEDERLAND ▪ BELGACOM MOBILE - PROXIMUS ▪ ORACLE BELGIUM ▪ AM EUROPARCOM ▪ GETRONICS BELGIUM, ▪ SODAH ASS. MOM., ▪ EPIOS IT SERVICES THV ▪ INTERACT, ▪ ATSO CONSORTIUM, ▪ GEF-IT THV ▪ SERCO BELGIUM ▪ DISTECABLE SL- IT LINE BVBA, ▪ SIMAC PSF, ▪ GETRONICS BELGIUM ▪ SIMAC PSF, ▪ GETRONICS BELGIUM ▪ FUJITSU TECHNOLOGY SOLUTIONS, ▪ SOLEP, ▪ BECHTLE ▪ SOFTLINE SOLUTIONS NETHERLANDS ▪ DIMENSION DATA ▪ ORACLE BELGIUM ▪ ORACLE BELGIUM ▪ RICOH LUXEMBOURG PSF ▪ LYRECO BELGIUM ▪ CASSIDAN ▪ CYBERSECURITY ▪ ARHS DEVELOPMENTS ▪ ORDINA BELGIUM 	<ul style="list-style-type: none"> ▪ DELOITTE ▪ PWC EU SERVICES EESV ▪ PROXIMUS ▪ ATOS BELGIUM ▪ DELOITTE ▪ PWC EU SERVICES EESV ▪ PROXIMUS ▪ British Telecom ▪ British Telecom
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External contractors are employed based on specific service contracts and not directly by the European Parliament. Consequently, the detailed information about such contracts (including the part-time schemes) are neither known nor managed by the Institution.

Point e.

See annex for the information regarding DG ITEC Services:

- the average remuneration grade
- the lowest and the highest remuneration grade. Selection criteria:

As regards the selection criteria and qualifications for employment, they are established on the basis of the requirements set out in the Notice of Vacancy for the job concerned. A selection board is set up for each vacancy in relation to which admissible applications have been submitted. The selection board evaluates, by means of detailed consideration of the application files and individual interviews, which candidates meet the pre-defined selection criteria. They then propose the most qualified candidate for the job to the Appointing Authority.

127. How does the European Parliament ensure that MEPs and staff are aware of the risks of hacking and cyber-attacks?

The appointment of the Chief Information Security Officer took place in November 2016. In the framework of the Cybersecurity Action Plan, the “Cybersecurity Culture” pillar focuses on awareness raising and training activities to ensure that the EP users (MEP’s and Staff) are informed about the risk and contribute to the “first defence line”.

In particular:

- the awareness raising campaign concerning cybersecurity risks includes both visuals reminders throughout the EP premises (e.g. on the risks related to phishing) and articles published on the Newshound, the DG ITEC Monthly Briefing and the DG ITEC Newsletter as well as two info sessions for MEPs, assistants and staff.
- during 2017, DG PERS, along with DG ITEC, have worked together in order to elaborate and publish for all EP users an e-learning portal for cyber-awareness. The site is now operational here: <https://ep.learning-service.com/> . Direct access to cyber-security: https://ep.learning-service.com/ilias.php?baseClass=ilSAHSPresentationGUI&ref_id=133
- The website has been presented to the ICT Bureau Working Group on Innovation Strategy and received a very positive feedback. The next steps will be to include this training offer inside the communication campaign targeting user awareness on cybersecurity.

128. What preventive measures are in place to protect the European Parliament against cyber-attacks? What preventive measures are planned against the cyber-attacks which could possibly interfere with the upcoming European elections 2019?

Bearing in mind that 100% protection against cyber-attacks cannot be guaranteed, DG ITEC is applying all the best practices in ICT Security with a high level of maturity.

These protection measures include:

- Inventory of the authorized devices and software;
- Control of the end points and of the software installed on them;
- Control of user access;
- Email and internet browsers hardening;
- Protection against known malware;
- Access control to wireless networks;
- Execution of regular penetration tests.

129. How many (attempted) cyber-attacks have there been on the European Parliament in 2016? How do the numbers compare with the years 2014 and 2015?

In 2016 DG ITEC registered 166 security incidents of all kind and severity level. Although more precise figures are not available for the years 2015 and 2014, the following data is available:

- 30 registered incidents for 2015
- 10 registered incidents in 2014.

This evolution can be explained by two factors:

- the actual increase of attacks;
- the growing maturity in detection capabilities that allows to register a broader spectrum of incidents.

130. How has the IT security in ICT systems of the European Parliament improved since the appointment of the Chief Information Security Officer in November 2016? Could you please provide us an overview of the main measures that were implemented?

DG ITEC has integrated the new CISO entity within the existing organization and allowed it to work effectively on the protection of the European Parliament's IT assets. The CISO has actively promoted its new role and especially the roadmap with the associated resource needs that would allow to improve the current capacity in order to enhance the protection level.

In concrete terms, during the year 2017, the CISO has worked

- on several user awareness initiatives dedicated to MEP and Assistants, Political Groups and the entire EP staff;
- on establishing an efficient relationship with other ICT actors for resolving known vulnerabilities also for in-house software developed applications;
- on migrating the malware protection software to the new version.

131. Item 2105 (Computing and telecommunications - investment in projects) has seen an increase in commitments of no less than 78% compared with 2015. By way of explanation it is stated that this relates mainly to additional appropriations provided by internal transfers and by transfer of activities to manage certain IT projects in a more decentralised way. This is all rather general. Which transfers are meant in this regard (please specify) and what does management in a more decentralised way mean concretely (please specify)?

Concrete reasons for increases in 2016 were enhanced investments in the modernisation of main information and management systems in staff and finance counting for EUR 2.7 and 2.8 million respectively.

Due to functional reorganisations to optimize efficiency, appropriations were also transferred from other IT related items to item 2105. For instance, activities related to SharePoint and Knowledge Management have been transferred from the Evolution unit and activities related to research of existing software packages, solutions on the market and their required EP infrastructure were moved from the Standards unit.

It was therefore necessary to transfer appropriations totalling EUR 2 427 600 from budget items 2102, 2103 and 2104 to budget item 2105 related to these activities to reflect the reorganisation.

In general investments are often volatile and depending on the pace of implementation in an environment of a huge number of IT projects. Further, while 2015 had low investments, 2016 saw increased investments. The DG-ITEC's budgetary execution on item 2105 was relatively low in 2015, as a significant amount was transferred to other Directorates general in the context of managed decentralised projects.

By note of the 28 March 2013, the Secretary-General implemented the possibility of Managed Decentralisation of IT developments in the European Parliament. It means that DG-ITEC does not execute all IT projects but can hand them over to other DGs whenever it is deemed the best solution.

SECURITY AND SAFETY

132. After the internalisation of security officers, many problems have been pointed out especially to reconcile the work and family life of these officers. What is the administration doing to actually solve these problems to assure the best possible working conditions and an optimal quality of service?

The administration is doing its utmost to facilitate the reconciliation of both private and working life while covering the Institution's security needs. Thus, it is only on voluntary basis that the agents for prevention and security work during the night. The other agents share the two daily shifts between morning and afternoon and one day during the weekend (Saturday or Sunday). All requests for part-time, family or parental leave were duly granted to agents in 2016. Likewise 100% of 24.231 days of annual leave introduced by the prevention and security agents in 2016 were granted.

In light of the experience gained since the creation of the DG SAFE in 2015 and taking into account the specificity of security agents' role and function (they are the only EP's staff who have to be present on-site day and night, 365 days per year), the Secretary General presented an optimized way of organizing security tasks to the Bureau on 15 January 2018. This new system, based on recommendations of the Medical Service and views expressed by many agents during regular meetings with management, is based on the following principles:

- reconciling the professional and family life balance;
- equality of treatment between all agents;
- a work pattern which protects agents' health and respects their biorhythm by ensuring a balance between day, night and weekend work.

133. What was the breakdown of security staff by nationality in 2016?

DG SAFE - SECURITY STAFF	31/12/2016
Nationality	Number
BE	225
BG	5
CY	1
DE	1
ES	32
FR	111
GB	2
GR	17
HR	2
HU	4
IT	45
LU	1
NL	1

PL	1
PT	17
RO	54
SI	1
TOTAL	520

134. What was the average number of working hours and overtime for security staff by week in 2016?

Prevention and security agents are requested to work on average 40 hours per week as per any other EP full-time staff. When volunteering to work extra time during specific events (such as EYE, Open days, DG SAFE Away day), colleagues are invited to take recuperation. In 2016 this represented less than 1% of total annual working time.

135. Does security staff have rights for training and what kind of training is on offer? Has security staff been offered training on respect and dignity at work?

DG SAFE considers that the professionalization of the security agents is of paramount importance to ensure high-quality, bespoke in-house services which are tailored to the specific circumstances within Parliament and meet the highest standards. Consequently, DG SAFE has organized in 2016, more than 30 000 hours of training for its security agents. Part of the trainings are technical and compulsory and deal with fire prevention, first aid and access control, conflict management / Prevention of AMOK incidents / Role and functioning of the European Parliament. Other trainings such as developing soft skills/ IT skills/ knowledge of the EU, new security equipment / vehicles control/EMAS/ Evacuation procedures, language courses, etc. are also offered and highly recommended.

“Respect and dignity at work” is a key element of security agents training as they do represent the institution when welcoming Members, Staff, EU citizens and visitors on site. This theme is deeply enshrined in DG SAFE’s internal rules but also addressed in various trainings and more specifically in the training called "Being a security agent in the European Parliament".

The fact that trainings are planned well in advance guarantee that the agents are free from any other duty and make them able to fully benefit from their trainings. DG SAFE has one of the highest attendance rate and punctuality.

136. How many long term sick leaves were taken in 2016 by the security staff? How many were taken each year since 2012?

Sick leave data for security agents from 2012 to 2016 is presented in the table below:

DG SAFE	2012	2013	2014	2015	2016
Total number of security agents	0	80	281	480	578
Number of security agents on long term sick leave (>28 days)	0	0	12	28	27
Percentage (Nbr of sick leave / Nbr of security agents)	N/A	0,00%	4,27%	5,83%	4,67%

137. Did the internalisation of security staff contribute to a reduction of costs and what are the amounts concerned?

In terms of budgetary savings, taken into account the significant enlargement of the perimeter to secure and the operational needs of the 2016 year, if the internalisation did not take place it has to be highlighted that the number of hours to be ordered would have been substantially increased to achieve the right level of security requested. Based on the number of hours performed by the prevention and security agents, the budgetary savings made have been assessed at nearly EUR 5 000 000 in 2016.

This confirms the estimation of savings announced in the Action Plan adopted by the Bureau in 2012 when deciding the internalisation of the security services.

138. In the context of the Eco-Management System at the EP, it is stated that most environmental indicators have improved since 2006. Please specify. Also, which indicators have not improved?

In accordance with the EMAS Regulation, organisations applying EMAS must report on their environmental performance using key performance indicators (KPI) related to the relevant environmental aspects for a given organisation. The organisation must establish, implement and maintain documented environmental objectives and targets, at relevant functions and levels within the organisation.

The EMAS Regulation also provides that, for organisations in the non-production sectors (administration/services), the overall annual output of the organisation shall relate to the size of the organisation expressed in number of employees. For that reason, the environmental indicators for the European Parliament are calculated based on the number of employees (FTE - Full Time Equivalents).

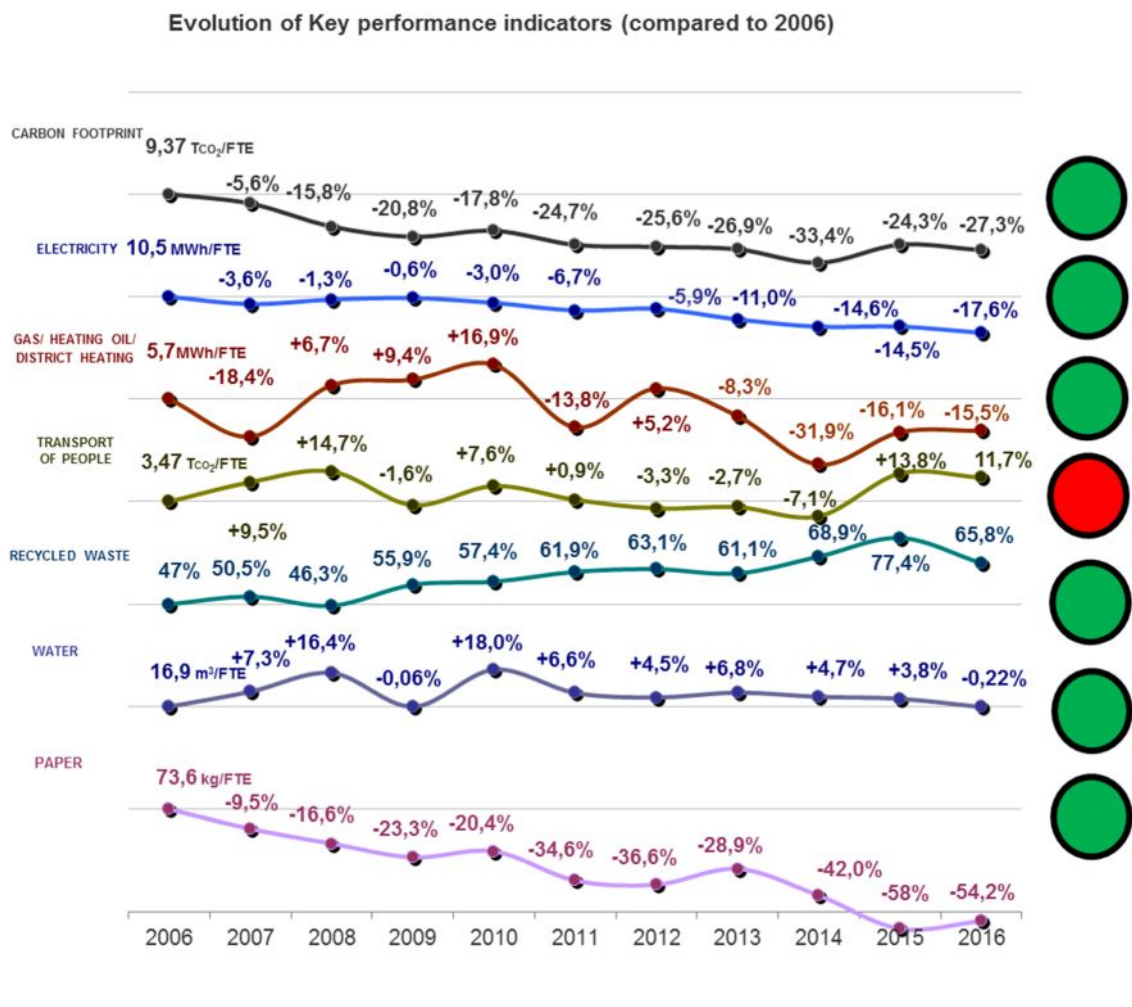
Parliament's performance in achieving its self-set environmental KPI targets has been strong over the past years. The following table summarises the performance for all KPI based on latest available data, those covering the year 2016:

Environmental Aspect	Indicator	Target	Performance in 2016
CO ₂ emissions	Carbon footprint in tonnes of CO ₂ eq. per FTE	30% reduction between 2006 and 2020	- 27.26% (compared to 2006)
Electricity consumption	Annual electricity consumption in kWh per FTE	4% reduction between 2012 and 2016	- 12.40% (compared to 2012) [2016 target achieved]
Gas, heating oil, and district heating consumption	Annual consumption of gas, fuel oil and district heating in kWh per FTE	5% reduction between 2012 and 2016	- 19.62% (compared to 2012) [2016 target achieved]
Paper consumption	Annual paper consumption in kg per FTE	Stabilisation between 2012 and 2016, including enlargement to include Croatia in 2013 and internalisation of some previously outsourced printing work	- 27.78% (compared to 2012) [2016 target achieved]
Water consumption	Annual water consumption in m ³ per FTE	2% reduction between 2012 and 2016	- 4.48% (compared to 2012) [2016 target achieved]
Waste production	Annual production of office and kitchen waste in kg per FTE	5% reduction between 2012 and 2016	- 28.62% (compared to 2012) [2016 target achieved]

Environmental Aspect	Indicator	Target	Performance in 2016
Waste recycling	Percentage of waste recycled	68% to be attained in 2016	65.8% 2014: 68.9% 2015: 77.4% [2016 target achieved in 2014 and 2015]

When it comes to environmental indicator targets for 2016, all targets have been achieved and even exceeded before the end of last year.

An overview of the evolution of the key performance indicators between 2006 and 2016 can be found in the chart below. The chart does not include performance with respect to the quantity of waste produced, as the figures for this indicator are not comparable across the entire 2006-2016 period as a consequence of improvements in the scope of collection and the number of waste streams included over time. The key performance indicators were calculated as part of the annual environmental performance evaluation in 2017, using the information available on 1 May 2017.



All of the measured environmental indicators have improved since 2006, with the exception of CO₂ emissions resulting from the transport of persons (commuting, missions of Members and staff between and outside the three places of work, Parliament's car fleet, and transport of subsidised visitors), calculated per FTE, which have increased by 11.7% between 2006 and 2016. Carbon emissions from transport of persons are a sub-indicator of a global carbon footprint indicator, which has itself improved by 27.3% between 2006 and 2016 due to improvements in other areas.

Moreover, Parliament's commitment to a transition (road map) towards electric vehicles for Parliament's car fleet, as endorsed by the Bureau in its meeting of 15 May 2017 following a proposal by the Secretary-General, will further contribute to improvements in this area in the future.

139. The last call for tender for the canteen and catering services in the European Parliament contained general provisions on limiting plastic packaging and plastic waste. Why has the Parliament not set indicators and made concrete arrangements in the current framework contracts so as to avoid, limit and reduce such packaging? Why water in meeting rooms still was served in plastic bottles and why were water dispensers equipped with plastic cups instead of paper cups?

Since 2016, Parliament's catering contracts are not publicly funded framework contracts but concessions based on market-economy criteria. They differ considerably from the traditional subsidy-style public contracts given that the contractor bears the full financial risk.

The technical specifications of the last calls for tender for vending read: *“Dans le cadre de la politique environnementale EMAS appliquée par les Institutions, il est demandé au contractant d'installer uniquement des distributeurs qui : ... – Fournissent des gobelets recyclables et le cas échéant des agitateurs/spatules recyclables (boissons chaudes)”*.

Indeed, one of the priorities of the New Catering Policy, in place since mid-2015, is the pledge to further limit the use of bottled mineral water in meetings and promote tap water fountains to reduce the burden for the Parliament's budget and at the same time reduce environmentally damaging plastic waste. Actually, at its meeting of 22 June 2016, the Bureau Working Group on Buildings, Transport and a Green Parliament gave its endorsement to the proposal of the Directorate-General for Infrastructures and Logistics to install tap water fountains in the proximity of parliamentary meeting rooms. Several calls for tender were run to this end and different providers were taken on board, such as AQUAVITAL, CULLIGAN, DISTRINOX (to quote a few in Brussels).

Some good practices to reduce plastic waste are well under way, such as wooden and biodegradable cutlery, paper packaging or recyclable containers. In 2016, bottled water consumption was reduced by 18% - the amount of 33cl plastic bottles, in particular, decreased by 23%. While it is true that the first batch of tap water fountains installed were equipped with plastic cups, this is now changing thanks to the research made in the meantime. Recyclable cups have been introduced since summer 2017. Those are made of Forest Stewardship Council certified recycled paper and biodegradable and bioactive recyclable fibres, such as corn, sugarcane, etc. Those recyclable cups were successfully accommodated in Parliament's waste management contracts.

Individual personal bottles can be used too, whereby physical contact with the fountains' tap should be avoided so that a maximum of hygiene is preserved for all users. In fact, refillable glass bottles were distributed to colleagues for free by the EMAS unit in the framework of the Waste Week in November 2017.

New Parliament's buildings such as the Martens, the Adenauer II and the Havel are equipped with kitchenettes where tap water fountains are available. Glasses will be kept and cleaned in the kitchenettes, so no extra cups are supplied.

Tap water is also available in all self-services.

It is worth pointing out that PS, PP and PET waste is not following the same recycling path in France and in Belgium. In France, all three are recycled together under PET, whereas in Belgium such general PET recycling system currently does not exist. However, some PET recyclers are expected on the Belgian market before long.

As for the catering concessions, the technical specifications read: "Les prestations qui font l'objet du présent contrat sont notamment concernées par les objectifs EMAS du Parlement dans les matières suivantes : - amélioration de la gestion des déchets (collecte sélective, traitement et recyclage)".

The use of recyclable materials for "food to go" are therefore encouraged and in agreement with the recycling paths existing in the countries of Parliament's three places of work. The proof is the declining non-food cost (packaging). Only in Brussels, a decrease of EUR 200 000 was achieved in one year through changes in the sales mix.

140. In the framework of the regional COBRACE law, the Brussels region sets thresholds to limit parking places that are put at the disposal by public and private employers, in order to reduce incentives for employees coming to their workplace by private car. Notably also in the context of critical air pollution peaks, why has the European Parliament not limited the availability of parking spaces to comply with the law and why are existing incentive schemes (public transport subsidy, bike rental) not extended and linked to the parking policy? Finally, as there seem to be air quality measurement systems in place in Brussels, that already do inform the Parliament crèches about the levels combined with recommendations for children to play outside, why are employees not informed about the pollution peaks and levels so that they can adapt their own commuting to reduce the European Parliaments impact on those air pollution peaks?

Currently in Brussels, Parliament finances 50% of the costs of season tickets for the public transport operators STIB (Brussels Region operator for busses, tramway and subway), SNCB (Belgian Railroad operator), and DE LIJN (Flemish Region operator for busses and tramway) covering the area of Brussels and surroundings. Currently only seasonal tickets for routes of 65 kilometres or less from the place of work can be considered. Combination of different seasonal tickets is not possible at present. Service bikes are available in a secure bike park at the garage entrance of the Altiero Spinelli building, at the Montoyer 30 parking building and at the Paul Henri Spaak parking building. In order to improve the incentive to use public transport it is foreseen to extend the range of 65 kilometres as well as allowing the combination of different seasonal tickets.

Recently the rules for the use of service bikes have been updated, allowing the overnight use of the service bikes in order to permit commuting between home and workplace (except week-ends).

Furthermore, an Inter-DG Working Group on the parking policy has been set up. In the context of this Working Group possible solutions on improving the parking policy as well as linking it to incentive schemes of public transport are being analysed.

As regards air pollution in the area of Brussels, based on the regulation which is applicable staff members working in Brussels need to be informed about air pollution peaks. The competent body for running the air measurement stations and the monitoring of the air quality is Brussels Environment (former IBGE). Information on current air quality, forecasts of air quality as well as real time measurements can be found on Brussels Environment's website. Automatic notifications about air pollution levels are sent to registered e-mail addresses (including Parliament's administration). All staff can directly use this website.

There are three different alert thresholds: alert for threshold 1 is sent out usually up to 2 times per year, if at all; alerts for threshold 2 and 3 have never been registered nor sent out so far. According to Brussels Environment, it is very unlikely that these thresholds will ever be reached, especially since the air quality in Brussels is improving. However, should one of these thresholds ever be reached, Parliament's administration will send an alert to all employees.

In cooperation with the Prevention and Protection at Work Service, DG INLO will set up a procedure for informing Parliament staff about air pollution levels, on the basis of the information on pollution peaks provided by Brussels Environment. Once the internal information service is operational (planned in 2018), the administration will start to inform all staff members about air pollution levels.

141. Whereas the main buildings of the European Parliament are part of the EMAS accreditation, there are still buildings occupied by Parliament that are not in the scope of accreditation. Additionally, services directly linked to parliamentary activities are outsourced to third parties which have not been subject to contractual arrangements to become EMAS accredited, such as for example the data centres in which EP data is being processed and energy efficient processes are key, beyond voluntary projects. Why did the European Parliament not extend EMAS accreditation to all buildings and contracted service buildings?

The building stock currently used by Parliament consists of 17 buildings in Brussels, 7 buildings in Luxembourg and 5 buildings in Strasbourg, the total surface area of which exceeds 1.2 million m². As of November 2017, the following 13 buildings are registered under EMAS:

Site	Building	Name
Luxembourg	KAD	Konrad Adenauer
	SEN	Senningerberg Dépôt
	SCH	Schuman
Brussels	PHS	Paul-Henri Spaak
	ASP	Altiero Spinelli
	ATR	Atrium
	WIB	Willy Brandt
	JAN	Jozsef Antall
	WAY	Wayenberg
Strasbourg	LOW	Louise Weiss
	WIC	Winston Churchill
	SDM	Salvador de Madariaga
	PFL	Pierre Pflimlin

In response to the request originating from the 2016 EMAS external verification, a plan was adopted to gradually extend the scope of Parliament's EMAS registration by registering all the buildings owned by Parliament at the three sites of work. Therefore, a gradual inclusion of 8 additional buildings into the scope of EMAS-registered buildings between 2018 and 2022 is envisaged.

Registering each additional building under EMAS is a year-long process organised by the EMAS Unit in collaboration with all relevant services, consisting of the following four steps:

1. Carrying out an initial environmental review, as set out in Annex I of the EMAS Regulation, in order to identify and evaluate environmental aspects and identify applicable legal requirements relating to the environment;
2. Carrying out a legal audit in order to evaluate compliance with applicable legal requirements identified in step one;
3. Carrying out an external verification audit;
4. Formal registration of the building under EMAS by the Competent Authority of the Member State in which the building is located.

The focus for extending the EMAS scope has been and continues to be on buildings owned by Parliament, as ownership ensures the level of operational control necessary to ensure compliance with specific legal obligations, which is in turn essential to obtain and maintain the EMAS registration.

Furthermore, it should be pointed out that Parliament's Environmental Management System applies to all technical and administrative activities carried out by the Administration in Parliament's three places of work. Non-certification of certain buildings under EMAS has limited practical importance since data on environmental impacts (heating, electricity and water consumption, waste production, etc.) are measured and reported for all of Parliament's buildings. Actions to improve environmental performance are also applied to all buildings, and building management (maintenance, cleaning, waste management, etc.) is done in the same way for EMAS certified buildings and those which are not currently registered under EMAS.

Regarding the external data centres, the contracts with data centre operators include an obligation on the part of the contractor to become registered under EMAS or an equivalent environmental management scheme. In addition, Parliament has requested the data centre service providers to adhere to the European Code of Conduct on Energy Efficiency in Data Centres²⁶.

The external data centre in Luxembourg has been certified under ISO 14001 (an environmental management standard equivalent to EMAS), as well as under ISO 50001 (a standard for energy management) since 2011 and 2014, respectively. This data centre also has the status of Participant in the European Code of Conduct on Energy Efficiency in Data Centres since 2011.

The service provider for the external data centre in Brussels also confirmed their certification under the ISO14001 environmental management standard. Additionally, in the summer of 2017, this provider initiated the procedure to become a Participant in the European Code of Conduct on Energy Efficiency in Data Centres, following a request from Parliament to do so. Finalisation of this procedure and confirmation of the service provider's Participant status is expected by the end 2017.

Parliament will also examine the possibility to become compliant with the Code when it comes to the new server room in the new KAD II building, after the building and the server room in question will have become operational.

²⁶ An initiative of the European Commission to promote environmental friendly best practice, energy saving measures, and raise awareness among Data Centre Owners and Users. Adherence to the Code involves devising and implementing actions for improving environmental performance, which are subsequently also audited externally.