



EU decentralised Agencies' report to the European Parliament on the follow-up to the 2016 budgetary discharge

August 2018

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1. Introduction

On 18 April 2018 the European Parliament voted on the “*Discharge 2016: Performance, financial management and control of EU Agencies*” report by MEP Bart Staes.

Discharge was granted to all but one Agency, in which case the Discharge was postponed.

The final document consisted of 52 comments and recommendations. EU Agencies Network (EUAN) drafted a follow-up report addressing a selected number of recommendations from the Parliaments document.

The report consists of two parts:

- Horizontal messages prepared by the EUAN Coordination on behalf of the Network;
- Individual EU Agencies fiches.

Information in this report was collected in the form of an online survey. Altogether 31 Agencies replied.

2. Follow up to the 2016 discharge recommendations

2.1 Common Approach and Commission’s roadmap

11. Believes that the Network provides for concrete added value in the relations between the Union Institutions and the decentralised agencies; considers that it would be an asset to support the management of the Network’s Shared Support Office in Brussels; strongly supports its request for one temporary agent post, whose cost would be shared amongst the agencies in the European Food Safety Authority (EFSA) 2019 budget request, especially if the competences of the Network are clarified and, whilst respecting the autonomy of the agencies, are strengthened, whenever possible; encourages the Commission to include the extra post in its proposal for the 2019 budget;

In recent years the European Parliament voiced its support for the work and the added value the EUAN has brought to improve the relations between the Institutions and the Agencies.

The Heads of EU Agencies agreed to reinforce its Shared Support Office in Brussels to facilitate the work carried out by the EUAN and its Coordination.

In the Draft Budget 2019 the Commission included 1 TA post in the establishment plan of the EFSA Agency to be allocated to the Shared Support Office, the cost of which will be shared among all EUAN members.

EUAN wishes to express its appreciation for Parliaments continuous support in this matter.

12. Observes that the Network, via the Performance Development sub-Network (PDN), prepared in 2016 the agencies' performance framework document, which describes the tools in place, including the use of indicators with a particular focus on the planning, measurement and reporting of efficiency; welcomes the fact that the PDN is currently working, together with the Commission, on the development of a maturity model for performance-based budgeting to guide each agency in its efforts to optimise its capabilities to plan, monitor and report on results and budget and resources used; notes room for improvement in some agencies' use of outcome and impact indicators in their key performance indicators; calls on the Network to report to the discharge authority on the measures adopted and their implementation;

The Performance Development Network (PDN) has developed a tool that helps to align the use of performance indicators by Agencies (methodology) and identifies sets of indicators used and to be used by Agencies for different areas (e.g. operational, financial, human resources, ICT).

Actions taken:

- Regarding the design and use of KPIs a peer review group (on voluntary basis) is established to further develop the design ensuring better fit to individual and grouped needs;
- A KPI repository was created and is tested (piloted) – used by volunteering Agencies – reporting to the PDN in Q4/2018;
- The work on a Maturity Model for implementing performance/results-based orientations among Network members has moved to the next phase of piloting, monitored implementation and execution at Agency level;
- To that end, a limited (time and scope) project is to be launched involving one or two volunteering Agencies to pilot the implementation of the Maturity Model for Results Based Management;

It is important to reiterate that the Maturity Model is seen as a self-assessment and improvement tool and not to enable comparison between the Agencies. The definition of the optimal level of maturity remains at the disposal of every Agency, therefore different levels of maturity as regards each component described (defined) are possible.

The Heads of Agencies took note of the progress made and mandated to proceed especially regarding the limited pilot by Agencies. The involvement of the Network in this pilot will primarily focus on identifying and elaborating on common areas for Agencies.

A structured questionnaire for self-assessment will be launched shortly.

2.2 Budget and financial management

16. Highlights that the level of carry-over cancellations is indicative of the budget planning capacity and the extent to which the agencies have correctly anticipated their financial needs and is often a better indicator of good budgetary planning than the mere level of carry-overs;

A survey conducted in 2017 revealed that more than half of Agencies chose the level of cancelled carry-overs as a suitable indicator for budgetary planning and implementation.

Therefore, EUAN supports the Parliaments view on the level of carry-over cancellations being a better indicator for correctly anticipating financial needs.

EUAN wishes to highlight that there is a need for a definition and a standardised formula for calculation, for the level of cancelled carry-overs to be considered a key performance indicator.

17. Stresses, therefore, the immediate need to establish clear definitions of acceptable carry- overs in order to streamline the Court's reporting on this issue, as well as to enable the discharge authority to distinguish between the carry-overs indicating poor budgetary planning, and the carry-overs as a budgetary tool which support multiannual programmes as well as procurement planning; believes that the Court's suggestion to use differentiated appropriations would allow more transparency as regards what constitutes a justified carry-over;

Based on the survey results on carry-overs conducted in 2017 (as already referenced under recommendation 16), most Agencies stated that they work with **non-differentiated appropriations**.

The differentiated appropriations were seen as rather cumbersome and not a suitable tool given the type of activities of some of the Agencies. Furthermore, differentiated appropriations are not considered an adequate and effective instrument to improve the management of carry-overs.

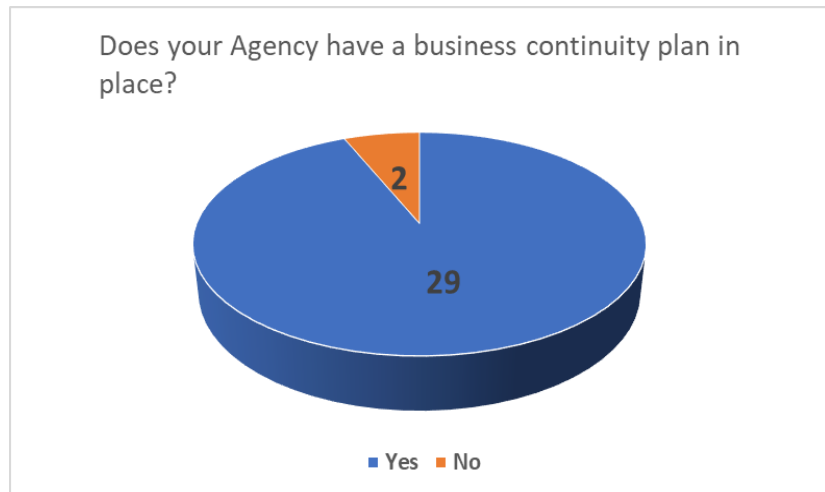
20. Notes with concern that the audited budgetary implementation reports of certain agencies differ from the level of detail provided by most other agencies, which hampers readability and comparability, and which demonstrates the need for clear guidelines on the agencies' budget reporting; acknowledges the efforts made in order to ensure consistency on the presentation and reporting of accounts; stresses the importance of more standardised and comparable reporting to simplify and rationalise the discharge procedure and to facilitate the discharge authority's work; calls furthermore on the Network and the individual agencies to continue working on streamlined indicators and report the measures taken to the discharge authority;

Agencies are implementing the guidelines for programming document for decentralised Agencies and the template for the Consolidated Annual Activity Report for decentralised Agencies as communicated by the Commission on 16.12.2014, C(2014) 9641 final.

The Commission in cooperation with the Performance Development Network (PDN) is reviewing the respective guidelines and templates (as indicated therein). To this process the PDN has provided its comments and suggestions.

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Most Agencies (29 Agencies out of 31 representing 94%) have a business continuity plan (BCP) in place. In the case of two remaining Agencies, EASO and GSA, both Agencies are in the process to adapt a business continuity plan.



EASO has a BCP for critical services in ICT and is planning to develop an Agency-wide BCP.

GSA put in place BCP for the security sites in France, United Kingdom and the Netherlands, however there is no BCP for the Headquarters in Prague and the Agency in its entirety.

Corporate changes related mostly to GSA enhanced operations in relation to the Galileo System caused an update of the corporate Business Impact Analysis in 2018, currently under internal approval. GSA will pursue its corporate Business Continuity Plan in 2018.

2.3 Cooperation among Agencies and with other institutions – shared services and synergies

25. *Highlights the benefits of sharing services, which enable consistent application of administrative implementing rules and procedures that concern human resources and finance issues, as well as the potential efficiency and cost-effectiveness gains of sharing services between the agencies, in particular when considering the budget and staff reductions that the agencies are facing; notes that seeking synergies amongst agencies could alleviate administrative burden especially on smaller agencies;*
27. *Welcomes the fact that the agencies started to use the Joint Procurement Portal - the central register of joint procurement opportunities - hosted by the agencies' extranet, which includes functionalities such as document sharing and forum discussions which makes communication among agencies regarding procurement services more transparent and easier to manage;*

EUAN is constantly working on improving the sharing of services in terms of volume and participation of Agencies. The Joint Procurement Portal is a tool which is being increasingly used by EUAN members. Some examples of the calls launched through the portal can be found in Annex II.

26. *Acknowledges furthermore that the European Union Intellectual Property Office and the European Fisheries Control Agency signed a "proof of concept" pilot project on the provision of disaster recovery services; notes that it has allowed for the provision of these services with savings estimated at more than 65 % of the estimated costs on the*

basis of market prices; observes that the project has been extended to the Agency for Cooperation of Energy Regulators in the first half of 2017, and a number of other agencies are studying the possibility of joining later in 2017 or 2018; calls on the Network to report to the discharge authority on further developments regarding this project;

The provision of disaster recovery services (DRS) by the EUIPO to other EUAN members has continued to expand since the signature of the Memorandum of Understanding (MoU) with ACER in July 2017. Over the past year, ENISA (18 January 2018) and CEDEFOP (19 April 2018) have also signed agreements with the EUIPO for the provision of the DRS. Currently, a total of four EUAN members receive DRS from EUIPO, saving an estimated 60% of expenditure in Disaster Recovery activities per Agency. Further agreements with other EUAN members are expected to be concluded in the second half of 2018.

2.4 Conflicts of interest and transparency

39. *Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;*

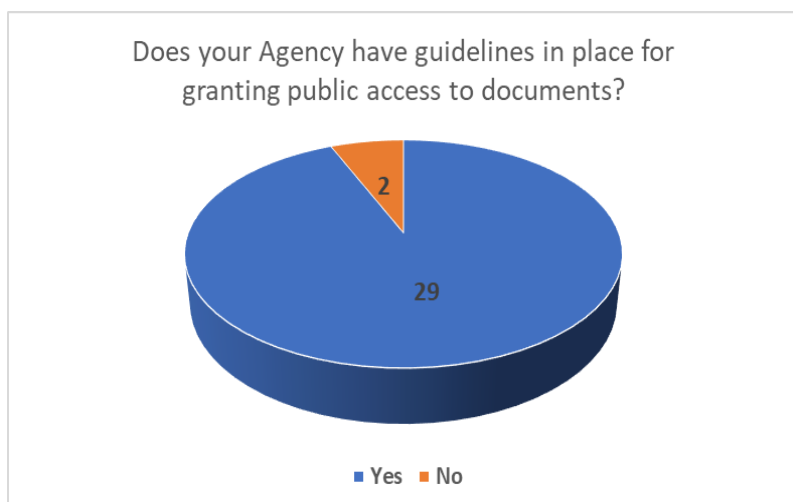
The development of common guidelines for public access to documents by the Agencies is currently not part of the Work Programme (WP) of the Inter-Agency Legal Network (IALN). Whether the development of such guidelines could be included in the future WP of the IALN will be discussed at the handover meeting between the current and future Chair of the Sub-network.

It is worth noting that when it comes to public access to documents guidelines in Agencies, in general, the situation varies greatly.

Most Agencies (29 Agencies representing 94%) have guidelines in place for granting public access to documents. In case of the CdT Agency, the Centre receives only a limited number of requests annually and adoption of the guidelines is foreseen for 2019.

Eu-LISA has not yet adopted guidelines on access to documents because it is not a legal requirement to adopt

those guidelines, and, as to the "non-regulatory" nature of its core business, eu-LISA is not subject to a large number of applications. Instead, the Agency applies the regulation 1049/2001 and a related



decision of its MB (adopted already in 2012) to steer and manage requests for public access to documents.

40. *Points out that one of the main achievements of the Network in the fight against fraud and corruption in 2016 was the establishment of an Anti-Fraud Working Group of the Inter-Agency Legal Network, with the aim to enhance harmonised and standardised approaches for anti-fraud strategies among the agencies; welcomes the development of a strong anti-fraud culture within agencies; calls on the Network to report to the discharge authority on the work of this working group;*

The IALN Working Group on Anti-Fraud consists of 8 Agencies.

Activities of the Anti-Fraud Working Group included:

- Report on “Anti-fraud activities within EU Agencies” presented to the IALN plenary in November 2016, and approved by the Head of Agency in February 2017, and shared also with OLAF;
- “Train the trainers” training in Brussels in September 2017, organised by OLAF also upon suggestion of the Working Group, where topics related to the report drafted by the Working Group have been discussed, shedding some lights on issues open to question;
- OLAF invited at the last IALN meeting in November 2017 to give a presentation on the Agencies’ Anti-Fraud strategies and on cooperation of Agencies with OLAF;

Future activities of the Working Group:

- Concerning the **amendments to Regulation 883/2013**, which *inter alia* strengthen the effectiveness of OLAF's administrative investigations – assess whether the amendments have an impact on the investigations carried out within Agencies
- Concerning the **relation between EPPO and OLAF**: EPPO marks the beginning of a new phase in the fight against fraud affecting the EU budget – assess the nature of the relation of EPPO with the Agencies, and which role OLAF will play in this area
- Following the **publication of the updated CAFS**: the update will most likely contain a stronger link between the actions in the action plan and the risks identified, as well as key performance indicators linked to the actions – check which are the main changes and whether it might be of inspiration for the Agencies which are about to revise their AFS
- Full presentation of these topics at the IALN meeting in November 2018

2.5 Other comments

45. *Notes that in its opinion No 1/2017 on the revision of the Financial Regulation, the Court proposed to update the arrangement for the audit of the decentralised agencies; regrets that the legislative proposal does not foresee any reduction of the excessive administrative burden that continues to be borne by the decentralised agencies; notes that the audit of the decentralised agencies "remains under the full responsibility of*

the Court, which manages all administrative and procurement procedures required"; reiterates moreover that the new audit approach involving private sector auditors has resulted in a significant increase of the administrative burden on the agencies, as well as that the time spent on procurement and administration of audit contracts created additional expenditure, thus straining further the diminishing resources of the agencies; emphasises that it is imperative to resolve this issue in accordance with the Common Approach, within the context of the current revision of the Financial Regulation and the subsequent revision of the Framework Financial Regulation; calls on all parties involved in these revisions to provide clarity on this issue as a matter of urgency so as to significantly reduce the excessive administrative burden;

The EUAN approached DG BUDG repeatedly with a request to receive an update regarding the Framework Financial Regulation (FFR) revision.

On 6 July 2018 the EUAN Coordination received the draft FFR text for comments and input with the deadline of eight working days. Given the excessively short deadline for such an important document the EUAN requested an extension.

In a positive response to the request the Commission extended the deadline until 27 August 2018. The EUAN however regrets that at this stage the FFR draft proposal remains unclear about the extent of ECA audit responsibility and accountability.

Annex I. Individual Agencies replies

ACER

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: n/a for ACER

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response: The Agency organises annual medical checks for all staff as well as various well-being activities, such as: sports facilitation (yoga, football, etc.), fit@work initiative (awareness raising and information on healthy nutrition, benefits of workout, etc.), psychological counselling through an external provider, confidential counsellors. The Agency also supports a healthy work-life balance through flexible working time arrangements available to all staff and SNEs, teleworking, possibility of part-time work, parental leave, etc.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

BEREC Office

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: The BEREC Office undertook the following actions in order to improve the overall compliance with the public procurement principles laid down in the FR:

- Update of the internal procurement and contract management manual in order to streamline the rules and internal workflows;
- Involve the Procurement Officer at an early stage of each procurement procedure, notably in order to agree on the most appropriate type of contract to be used;
- Effective use of e-tendering;
- Planned adoption of additional e-procurement modules;
- Additional trainings to the staff in charge of procurement.

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

BEREC Office staff undergo the annual medical check-up provided by the Medical Service in Brussels. Safety at work is ensured by regular trainings on business continuity as well as the fire safety tests and debriefings. During 2016 and 2017 integration session were offered to all the interested staff members with an aim to ensure integration in local society, community and culture.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

CDT

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: not applicable

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place? Yes

Human resources management

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Agency response:

The Translation Centre provides different work-life options in order to promote health and safety at work and staff well-being. The Centre organises regular annual medical checks for its staff which are done by the Medical Service of the European Commission. Staff can also take advantage of the preventive health screening programme in different medical centres.

The Centre also contributes to the budget of the Social Activities Committee of the European Institutions in Luxembourg (CAS) together with other EU institutions in Luxembourg. The budget of CAS is used for different social projects, including financing the Foyer européen (building and restaurant). Using the facilities of the Foyer européen, the Cultural Circle and the Sports Clubs offers a wide choice of artistic, cultural and sports activities to the staff of the Translation Centre and contributes to the well-being of the Centre's staff. There is also a well-being room available at the Centre for the use of all staff.

Measures in place at the Centre to promote staff well-being include flexitime and teleworking which help reconcile the personal and working life of the Centre's staff. Teleworking was first introduced in 2007 and was accepted as a positive practice by staff because it takes into account, amongst other criteria, the particular family situations of teleworkers. The policy on teleworking has been revised in 2018 with the new implementing rules for the EU agencies proposed by the European Commission. Within this framework, the Centre added occasional teleworking to its already established structural teleworking.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for public access to documents?

No. The Centre receives only a limited number of requests annually and adoption of the guidelines is foreseen for 2019.

CEDEFOP

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

Cedefop has an intra-muros medical officer who oversees the medical care of Cedefop staff within the meaning of Article 59 SR and also provides information sessions to staff on health and safety issues as required.

All staff should undergo an annual medical check-up and new staff members must undergo a medical examination before recruitment.

Cedefop has drafted a health and safety policy and has appointed a Health and Safety Officer.

Cedefop has also developed a number of specific health and safety policies and procedures to contribute to health and safety at work. These include: first aid, accident/incident reporting, emergency evacuation procedures, health and safety guidelines for external contractors, a security policy, fire safety and evacuation procedure, the use of Display Screen Equipment, and a smoke-free working environment policy.

A health and safety risk assessment is carried out annually by a certified staff member (Facilities Manager/ Health and Safety Officer) to evaluate risks to employees' safety and health from workplace hazards. The risk assessment considers:

- what could cause injury or harm
- whether the hazards could be eliminated and, if not,

- what preventive or protective measures are, or should be, in place to control the risks.

The risk assessment provides the basis for an annual action plan and subsequent monitoring of compliance with health and safety standards.

All staff receive health and safety induction training when they start work, which covers the basics such as first aid and fire safety and how to report incidents. Furthermore, job-specific health and safety training is provided where necessary. All staff using computers receive training on how to adjust their workstation. Those who may carry out manual handling receive advice on safe handling techniques.

The Medical Officer is available to conduct individual workplace assessments at the request of the staff member or the head of department who supervises the specific staff member.

An emergency evacuation is carried out with the support of Facilities every year.

External contractors, who provide services on-site in Cedefop (cleaners, guards, receptionist, etc.) benefit from the Agency's health and safety arrangements, training, etc. in the same way as staff.

A key focus of the learning and development activities in house has been the promotion of staff wellbeing, respectful work environment and dignity at work. A series of initiatives were organised in this broader context: practical conflict management training; management workshop on stress and burnout prevention; session for all staff on individual and collective resilience building, complemented by tailored resilience coaching programmes for some staff members. To equip staff with yet another resilience building tool, in October 2017 two mindfulness sessions were delivered in house - one for managers and one open to all interested staff members.

Finally, Cedefop has a sports and leisure club that offers activities to Cedefop staff with the aim of improving conditions for overall job satisfaction, such as communication and cooperation within the organisation, well-being and health, corporate team building and self-awareness of individual staff members. Staff can also follow Musculoskeletal disorder classes on site, albeit at own costs and outside working hours.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

CEPOL

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response: In 2017 CEPOL organised for the first time in 10 years, annual medical check for all staff members. In the CEPOL HQ there is a gym that can be used by staff members; also our Hungarian partner (the International Training Centre of the Ministry of Interior) offers the use of their – much bigger – gym to CEPOL staff members.

Once a year, CEPOL organises – at minimal costs – a barbeque for all staff and family; this is at minimal costs as staff is expected to bring food and drinks themselves. CEPOL costs are therefore limited to charcoal, plates/cups/cutlery etc.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EASA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

In accordance with Art. 59(6) of the Staff Regulations, the Agency has a framework contract in place with two German doctors. The EASA medical advisor for occupational medicine is in house on a daily basis to perform the annual check-ups offered to staff members, to advise and administer staff members the required vaccinations to go on mission, influenza vaccination campaign etc. The EASA medical advisor for leave and absence is performing the medical control visits in case of long absences and is present in EASA premises on an ad-hoc basis for appointments with staff members (e. g. reintegration to the work environment after a long absence). The medical advisor for occupational medicine performs annual workplace visits and visits on request to work stations and team spaces to help workers maintain a comfortable neutral body posture. The medical advisor also gives advice with regards to environmental conditions.

In addition, the Agency has a service level agreement with the European Commission (DG HR) for medical related services which are used when necessary (e. g. psycho-social services, invalidity procedure/committee etc.).

The Agency has also adopted and implemented several implementing rules (working time, teleworking, flexitime) allowing staff members to better manage their work-life balance which contributes to the promotion of staff members' health and to the prevention of psycho-social risks.

The Agency has also implemented some activities which contribute to staff members' well-being such as:

- Sports, social events and social activities coordinated by the EASA Social Committee;
- Team building events organised by the HR Department with the support of an external professional training provider;
- Away days, seasonal staff events.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response:

Yes.

EASO

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA), the European Agency for the operational management of large-scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: Reference is made to the material findings of the European Court of Auditors (ECA) in relation to two procurement procedures from 2016 for which payments were incurred during that year. EASO undertook remedial measures to address the findings of ECA, by issuing two open tender procedures leading to the conclusion of new contracts for both cases.

EASO also undertook remedial measures to strengthen its procurement sector by adding seniority, and additional support staff. Measures were also taken to strengthen procurement procedures.

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: No

EASO has a business continuity plan only for critical services in ICT. The plan is currently being updated to cover a broader range of services. EASO is also planning to develop an Agency-wide business continuity plan.

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

EASO is committed towards the continued advancement of occupational safety, health and wellness. Some of the more recent measures introduced include the:

- Design and implementation of positive work spaces in line with health and safety practices, including the introduction of adjustable sit-stand desks, the installation of trunking to eliminate loose wires and reduce potential safety hazards.
- Provision of informative guidelines to staff on emergency situations and procedures.

- The acquisition and distribution of first-aid kits, Automated External Defibrillator's (AEDs) and trauma bags.
- Training of staff members in first aid.
- The development of security guidelines and the training of security officials in trauma management.
- Setting up of a warden network to provide support in the event of fire evacuations and medical emergencies.
- Ongoing joint cooperation with Europol and Frontex in developing occupational health and safety best practices in the context of operations.

Furthermore, EASO continues to host a number of well-being activities, which are also set out in its Internal Communication Plan adopted by the Management Board in November 2017. The plan includes amongst its activities:

- Informal / social events, such as the annual 'Away Day' (for all staff and management).
- EASO intercultural event, which provides a platform for EASO staff to get together in an informal environment and showcase traditions from their respective countries.
- Thematic lunch seminars organised in EASO premises. The objective of these seminars is to provide a platform for staff to learn more about their colleagues' work, ask for information, and exchange good practices. It also provides an opportunity for senior management to recognise better staff efforts. Alternatively, the EASO "brown bag" tradition offers an opportunity for all staff to meet in an informal setting outside the office for a lunch or other cultural activity.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EBA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

Annual medical examination:

- in London by Medical Service in framework contract with EBA;
- in Brussels, Luxembourg, Ispra by European Commission Medical Service
- by own doctor (subject to EC guidance)

Annual Flu vaccination

Workshop by Health and Safety Officer:

- Procedure in case of fire at workplace
- Procedure in case of First aider or Ambulance is required

Training for

- First Aiders: annual training to be qualified as a first aider at workplace
- Fire Warden: annual training to be a Fire Warden and act in case of fire
- Annual fire drill exercise for all staff

- PEEP (Personal Emergency Evacuation Plans) exercise provided for staff with mobility impairments (permanent or temporary impairment)
- Stress management

Annual fire, health and safety risk assessment Health and Safety Officer

Ergonomic workplace assessment (online or upon request from Medical Service)

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

ECDC

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: n/a/

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

ECDC provides the opportunity for staff to do annual medical checks. In 2017, a total of 81,75% of staff used this opportunity. Furthermore, the Centre has weekly in-house doctor services, and is also catering for vaccinations against the seasonal influenza. The Centre's staff can benefit from the provisions linked to work/life balance such as flexible working hours, teleworking, part time work etc. The Centre also offers external professional counselling to staff in need. Moreover, staff have the possibility to attend trainings on stress management, resilience etc. In addition to this, a stress prevention programme will be kicked-off in 2018.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

ECHA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: n/a

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

- ECHA retains medical services to offer its own medical centre (consisting of Medical Advisor and Medical Secretary)
- Joint Committee on Health and Wellbeing
- ECHA Wellbeing Policy and 2-years-Action Plans
- Annual medical check-ups
- "Get Fit" campaign (friendly competition between ECHA Directorates to promote sports)
- "Day without meetings" campaign twice per year
- "Air quality group"
- "Ergo Pro" programme, i.e. online fitness and meditation programme
- Ergonomic checks for every newcomer and upon request from other staff members
- Flu vaccinations for ECHA staff and family members
- Close cooperation with the European School Helsinki (ESH), the City of Helsinki and Finnish Ministries to foster staff integration into Finnish society and daily life

- Support for ECHA's spouses' association and the ESH parents association
- Support for ECHA's Staff Club, aiming at organising sports and cultural events for staff and families

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EEA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: Not applicable

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

What measures has your Agency put in place to promote health and safety in the work-place? (e.g. regular medical checks, staff well being activities)

Agency response: The EEA has a variety of measures and activities related to staff health, safety and wellbeing, ranging from regular training courses in first aid and fire fighting to the statutory annual medical checks (including a stress test), ergonomics sessions, preventive vaccinations and other health campaigns. The Agency furthermore has fitness/gym facilities on its premises and offers fitness and yoga classes to staff. In recent years the Agency has increased its focus on staff physical and mental wellbeing and has introduced e.g. mindfulness training courses for staff. New absence management and reintegration to work policies have furthermore recently been introduced. Finally, the Agency has a Social Committee to further promote and organise social activities for staff, including sports activities and an annual study tour.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EFCA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: n/a

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

Measures in place: Regular medical checks, Team-buildings, away days, seasonal events, sports facilitation, health education, family support, psychological counselling, fire pickets nominated and trained on yearly basis.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EFSA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

Annual medical checks, Health and safety mandatory e-learning, health and safety committee organising events, pilates and yoga classes organised on the premises during lunch breaks.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EIGE

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/a

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response: EIGE has a number of measures in place to promote workplace health and safety. Statutory staff are supported with a fully subsidised annual medical check, supplemented by a follow-up meeting with a medical adviser. EIGE also organises at its premises immunisation against tick-borne encephalitis. As from last year, EIGE introduced basic refreshments (tea/coffee) at work. It also launched its BeWell@EIGE programme to help promote the physical and mental health of staff. This provides for a sports and leisure allowance, reimbursed against relevant documentation up to a ceiling confirmed by management each year. For social contacts staff committee organises events and visits to interesting sites of the host country. EIGE also actively promotes language classes at its premises and provides a reimbursement against relevant documentation.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EIOPA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

EIOPA has been promoting actively health and safety at work. Staff is regularly reminded and encouraged to have the annual medical checks covered by EIOPA. In 2017 we have invited the Medical Service of the European Commission to make an assessment of every work place and advise individually each staff member with regard to ergonomics and any individual questions in the area of occupational medicine. The Medical Service also made a presentation to all staff on the best practices in terms of ergonomics as well as raising awareness of the prevention of certain diseases. EIOPA provides each staff member with ergonomic work equipment.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EIT

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response:

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

Annual medical check-up is compulsory for all staff members and so is preventive health screening for staff above the age of 45. The EIT organised a team building activity as well as first-aid trainings in 2017.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EMA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: The Agency has launched procurement in the area identified by the Court of Auditors. The procedure subject to ECA's comment was put in place in order to minimise the administrative and financial burden of the delegates and guarantee an efficient running of their meetings. The rules regarding delegate reimbursements apply hotel cost ceilings approved by the Management Board and in line with the European Commission.

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

EMA has organised various staff well-being activities and awareness sessions to promote health and Safety such as:

- Health and Safety Group – the purpose of which includes promoting co-operation between management and staff on health and safety matters to ensure that staff have a means of raising health and safety matters for discussion at Group meetings. This is done through employee representatives.
- Stress Steering Group - the purpose of which includes the review and improvement of current arrangements for work-related stress, carrying out a risk assessment of stress at the Agency and the review and update of the Stress at Work policy.
- All new staff attend a mandatory fire, health and safety induction, covering policies and procedures.

- Teleworking has been available to staff on request on an occasional basis since 2015 and was found to be an important contributor to work-life balance. This has been expanded in 2018 and staff can now request to telework from home part-time.
- Display Screen Equipment (workstation ergonomics) is a bespoke e-learning training module training is mandatory for all staff . It advises staff on how to make themselves comfortable at their workstations and includes a risk assessment, allowing staff to report issues, which are followed up by a DSE assessor, who visits staff at their desk. A bespoke version also exists for Teleworking, which is also mandatory.
- The Agency has an Employee Assistance Programme and Helpline (EAP) run by an external service provider. It offers free and confidential access to qualified legal and financial advisers, counsellors and information specialists who are experienced in helping with all kinds of practical and emotional issues, such as wellbeing, family matters, relationships, debt management, workplace issues and more available to our staff and their families free of charge.
- Information platform on Wellbeing internal webpage/microsite accessible to all staff containing the following areas: Physical health, Mental health, Employee assistance programme: Confidential Care , Work-life balance , Other support at the Agency, Manager's corner, Weekly wellbeing activities
- Well-being Co-ordinator role has been created in the Agency.
- Staff Committee members and Confidential Counsellors are available for all staff.
- Sick leave is monitored by the Staff Matters Service and where necessary individual cases are escalated for further review/comments.
- The Agency complies with the requirements of the Staff Regulations (Art 59(6)) to provide annual medical to staff. The Agency strongly encourages EMA employees to take advantage of it by running an awareness campaign (2017) and sending occasional reminders.
- The Agency also offers a possibility of occupational health reviews and confidential counselling and takes on board any recommendations or adjustment put forward by our medical service provider.
- The Agency has a Health and Safety policy as well as other policies, including a Stress at Work policy and guidance.
- Health and safety briefings are carried out for all new and expectant mothers.
- A mental health awareness weeks in October 2017 and July 2018 and that training has been organised on this topic in addition to other activities
- The agency also offers many training courses in relation to wellbeing: E-learning module on stress awareness
- Mindfulness for all staff (this was very successful and many staff members took part and it is likely that more sessions will be organised later in the year),

- Training on resilience and work-life balance. As part of the 'Wellbeing@EMA' programme, all colleagues (including contractors, interims and trainees) are invited to benefit from these relaxation/yoga sessions being offered every week, all free of charge,
- 'Absolute beginners' yoga sessions, yoga (ashtanga vinyasa flow) sessions, jivamukti yoga sessions: These sessions include yoga postures, restoratives, mindfulness relaxation techniques and breathing exercises that are suitable for all levels and abilities. Sessions are run by qualified staff.
- Deep relaxation sessions

Other classes organised and run by staff.

It should be noted that all the sessions ran by staff take place outside EMA core working hours.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EMCDDA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: Since 2016 the EMCDDA has put in place a specific procedure to enhance the central planning and monitoring of its procurements, with special attention to framework contracts within the limit of their established maximum threshold.

Since 2017 the EMCDDA has taken the measures required to further clarify the terms and scope of the delegation of the powers of the EMCDDA authorising officer, in particular by ensuring a more explicit indication of the acts covered by this delegation, with special attention to the operations concerning procurements and framework contracts.

As from October 2018 the EMCDDA will be able to operate "e-invoicing", "e tendering" and "e-submission", as required by the EU legal framework on "e-procurement" and in compliance with the timetable established in this context for the rollout of "e-procurement" in the EU.

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response: The EMCDDA promotes a regular annual check-up of its staff and provide opportunity and facility for health and safety at work.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop

common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes.

EMSA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: NA

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

The Agency has put in place several measures to promote health and safety in the work place. Some examples (non exhaustive) include

- Free of charge annual medical visits are organised for staff members upon request. The results of which can be discussed with our medical advisor (in-house).
- An annual flu vaccination campaign is organised every year for staff free of charge.
- The Agency has made available bicycles that can be used by staff.
- Organisation of Ergonomics trainings (Provision of ergonomic chairs and desks where needed).
- Availability of an activity room for staff (the staff committee has organised sports activities such as Pilates and yoga - paid by the staff members).
- OHSC tips are published on our intranet on a regular basis.
- Organisation of fire drills.
- Availability of Healthy food in the cafeteria.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

ENISA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

Staff is regularly reminded and encouraged to have the annual medical checks covered by ENISA.

Occupational doctor is available for all staff members during all the year. Staff members with specific conditions are provided with the adequate furnitures.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response:

ERA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: NA

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

ERA encourages its staff to have the annual medical check-up and the health screening medical check-ups.

Besides the high-standard maintenance of the building, ERA has established a Health and Safety Committee which monitors health and safety at work. E.g. Defibrillators have been placed and a number of staff have followed a course to apply these devices.

14 members of the ERA staff followed the 1st aid course and are all 1st aid team members. They are invited to a refresher course 1 day per year.

15 members of the ERA staff followed the evacuation course and are all members of the evacuation team. They have 0.5 day of training per year.

Some HR staff have been following courses on well-being at work.

The agency has organised a 1 day awareness raising session on security at work.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests,

including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

ESMA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: Not applicable for ESMA

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

In 2017, ESMA organised a joint tender procedure for medical services in Paris. The tender was joined also by EU-ISS and GSA. As a result, staff of these three agencies based in Paris can now perform the regular annual medical check-up in a dedicated centre, and benefit from the services of a dedicated medical advisor. In addition, ESMA organised several training initiatives related to well-being in the workplace (away day, seminar on emotional resilience and stress management).

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

ETF

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

In terms of physical and mental health support, the ETF has put the following measures in place:

Medical check-ups: the ETF invites each member of staff to have an annual medical check-up at no cost to the employee. In order to compensate for the decrease in frequency and variety of medical tests offered by the Joint Sickness Insurance in its preventive health screening, the ETF offers an additional option for staff to add other medical tests and screening at the same time as the annual medical check-up.

Medical Advisor: the ETF offers an annual consultation with a Doctor (ETF Medical Advisor) on the ETF premises either before and/or after the annual medical check-up. The Doctor is also available to meet staff following an ad-hoc request from a member of staff.

Medical part time: the ETF allows staff members to work part-time for medical reasons if this is granted by the Doctor (ETF Medical Advisor). For example, this could be granted to facilitate a return to work following a particularly long absence, or to support staff members who are undergoing difficult situations in terms of medical conditions. The aim is to support staff members in obtaining an optimum work-life balance for health reasons.

Welcoming back staff members following a long absence: the ETF has developed a guide to welcoming colleagues back to work after a long absence, including maternity leave. In particular,

when returning to work, colleagues are informed of any changes in the workplace in terms of policies/procedures and to ask if any specific support or change in working conditions is needed.

Psycho-socio support: the ETF offers a total of 3 consultation sessions with a psychotherapist for counselling and support with work related and/or private difficulties. The sessions can take place either on the ETF premises or at a different location.

Protecting the dignity of people: the ETF has a team of fully trained confidential counsellors at the disposal of staff in case of difficult professional relationships and carries out regular raising awareness initiatives on harassment.

Stress and conflict management: the ETF offers regular training sessions to managers and all staff on stress and conflict management

Mindfulness-Based Stress Reduction (MBSR): The ETF gave all staff the option of participating in one of two official courses on Mindfulness-Based Stress Reduction in 2016 and 2017.

The ETF has a gym room and a relaxing room for meditation. The rooms are available for all staff to use outside working hours.

The ETF recently changed all the furniture in offices. New postural chairs were introduced together with desks for which the height can be adjusted to accommodate sitting or standing positions whilst working. Training on ergonomics is regularly provided to all staff.

Transversal initiatives: flexible working hours and teleworking are available for staff to facilitate a positive work-life balance.

Security and safety in the workplace: the ETF is implementing its Health & Safety Policy in accordance with EU Directives and Italian Legislation.

The ETF has a Health and Safety Committee, composed of the staff health representative, externalised Health Safety Manager, ETF Medical Advisor and ETF staff in charge of health and safety. The Health and Safety Committee meets regularly to monitor the health and safety situation of the agency, and to make decisions about actions in the areas of need and report on the results achieved.

The ETF carries out the following regular training sessions and activities in the field of health, safety and security:

Risk assessment: An annual risk assessment is carried out on health, safety and security to ensure all risks are identified and assessed and corresponding mitigation measures are in place.

Training: Training sessions on health and Safety at work are provided to all staff; training sessions on safety on mission are offered to all staff, a course on emergency first aid is offered to all interested staff members.

Air quality analysis: The ETF carried out an analysis of the air quality

Emergency Team: The ETF has a volunteer Emergency Team: this is a group of staff members who volunteer to be part of the team and who attend annual training sessions on firefighting and first aid. The Emergency Team takes charge of emergencies during office hours.

Crisis Management Team: The Crisis Management Team has been created to provide assistance and support to ETF staff who encounter serious difficulties (emergencies) while on mission. The team is active 24/7, and will also intervene if necessary during other types of emergencies.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EU-LISA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response:

The Agency is reviewing its procedures and processes in the procurement area, with specific regard to measures agreed in the action plan following the 2017 Internal Audit Service audit on procurement. The IAS acknowledged that the controls on the procurement process in eu-LISA support the achievement of the main operational objectives of the Agency (such as the 24/7, uninterrupted operation of the large-scale IT systems it manages). However, the IAS found significant weaknesses that may impact the sound financial management and the compliance with procedural requirements.

In the action plan to the audit agree with the IAS, the following areas will acted upon: a) Procurement procedures – definition and formalisation of controls; b) Estimation of contract value, financial offer and related controls; c) Controls before establishing specific contracts; d) Reliance on external support in the procurement process; e) Planning, Monitoring and Reporting on Procurement.

The Agency manages the significant volume (due to the multi-location of the Agency) and complexity (due to the specialised nature of its sourcing model) of procurement with skeleton staff, consisting of three AD TAs, two CAs, one external resource. Of these resources, only one is co-located with the business part of the Agency at the operational site in Strasbourg. Significant risks to sound financial management and fraud result from the understaffing of the procurement function at eu-LISA. The ETIAS and the Regulation on the establishment of the Agency, once approved, are expected to add three new staff to the function.

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: eu-LISA has a business continuity plan in place.

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully

implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

A policy on Health and Safety was adopted in 2017. Annual medical check-ups are implemented, well being activities are organized for the staff and their families. Training sessions for the first respondents and regular awareness sessions concerning security have been organized.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response:

The Agency has not yet adopted guidelines on access to documents because it is not a legal requirement to adopt those guidelines, and, as to the "non-regulatory" nature of its core business, eu-LISA is not subject to a large number of applications. Instead, the Agency applies the regulation 1049/2001 and a related decision of its MB (adopted already in 2012) to steer and manage requests for public access to documents.

EU-OSHA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

The Agency has a Health & Safety Committee as part of its internal structures, which regularly follows up on health and safety matters in-house, incl. promotion, prevention and anti-stress actions. In addition, the Agency offers various training activities to its staff, such as team-buildings through group coaching, first aid training, medical screening, annual medical check -up, seasonal flu vaccine, ergonomic info sessions and assessment, awareness raising on anti-harassment, stretching and mindfulness sessions, training and supervision sessions for confidential counsellors, etc.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EUROFOUND

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: NA

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

Eurofound staff is annually invited for the annual medical check. The catering is focusing on a healthy food choices and provides extra information on healthy life style. Eurofound support initiatives from staff members who organize Pilates and yoga sessions. Eurofound is located next to a sport center and staff members are using the facilities. Special info sessions on health topics are foreseen.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EUROJUST

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

Eurojust is committed to provide a safe and healthy work environment for all post-holders. Eurojust is organising an annual medical examination for all TA and CA staff as per Article 59 SR. In addition, Eurojust offers an annual flu vaccination to all Eurojust post-holders and it provides onsite occupational health services offered by a medical practitioner. In 2018, Eurojust is putting in place an Ergonomics guide to raise awareness on ergonomic issues and to ensure a safe working environment for all post-holders. All Eurojust post-holders are briefed on security and safety procedures upon joining the organisation.

Eurojust has several support programs in place to promote the well-being of staff, such as short lunch-time training sessions organised throughout 2017 on mental, emotional and physical well-being, respect and dignity at work and ethics and integrity in the workplace. To foster life-work balance, in preparation for the adoption of the implementing rule on teleworking, Eurojust set up a teleworking pilot scheme as of April 2017 to allow the organisation to gain further experience in handling this working arrangement.

In 2016, The Administrative Director established the Eurojust Social Association (ESA) with the aim to support the organisation in the delivery of social welfare activities and events and to enhance the organisational culture of Eurojust. During 2017 ESA organised various social events, staff outings, sport activities and facilitated the creation of Eurojust social clubs.

As a result, the number of days staff spent in well-being activities has been increased from 0.13 days per staff member in 2016 to 0.24 days in 2017.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

EUROPOL

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

- Europol has contracted a Medical Service (2 company doctors and 3 nurses), available to staff at Europol for consultation hours twice a week. All Europol staff are offered an annual medical check-up, while for Europol's security guards and staff serving in elevated threat level countries, an annual medical examination is mandatory.
- A Health and Wellbeing Office is part of Europol's Administration Department, headed by a female staff member who is a social and organisational psychologist, providing advice on staff, as well as health and wellbeing related matters, in close cooperation with Europol's Medical Service. As an example, all newcomers are provided with briefing material on the proper, ergonomic use of the office furniture (in particular office chairs), as well as Europol's safety measures in case of incident and/or emergency.
- Europol also performs a workplace related risk inventory and evaluation at least every 5 years, a corresponding action plan from each inventory is put in force and continuously monitored. An awareness week is organised on a yearly basis to promote safety and security in the workplace.
- Dedicated health and well-being campaigns are promoted throughout the year. In 2017, the "take the stairs campaign" and "no elevator day" was launched, where staff was provided with step counters, in order to be encouraged to take walk-breaks throughout the day. Most recently, Europol provided so called 'desk bikes' for each main floor in the main building, providing staff

the opportunity to exercise, while working behind the office desk. In the Europol canteen, a focus on mindful and healthy food has been introduced for all lunch meals since 2018.

- Europol also supports ESSA (the Europol Sports & Social Association) which was founded by Europol staff with the objective to promote sport and social activities for the health and wellbeing of all staff. The activities (outside working time) include martial arts sports, fitness, as well as Pilates and Yoga classes.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes.

FRA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: N/A

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Agency response: FRA has in place a comprehensive business continuity plan.

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response: The Agency has a medical advisor who is visiting the Agency every week. The Agency ensures that all employees undertake the annual medical check-ups and the Medical Advisor follows up on those results. Staff also consult the advisor on work related conditions and staff are provided with ergonomic equipment where needed. Occasionally, the Agency organises information sessions on wellbeing matters.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Agency response: Yes. The Agency uses number of tools developed and shared by the European Commission *inter alia*: guides on public access to documents, Guidelines on public access to documents concerning procurement and grant award procedures, summaries of applicable case law, templates. It also benefits from an exchange of knowledge within the Inter-Agency Legal Network, training sessions offered to the Network by the European Ombudsman, Council, and legal experts in this domain.

Frontex

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response: n/a

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: Yes

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response: Frontex provide to its staff opportunities to undergo annual medical check ups (different options available). Frontex promotes preventive medical checks following applicable rules. Frontex organizes medical check ups for staff being on long sick leaves in order to verify the need of providing more care. Other measures: Team-buildings, away days, seasonal events, sports facilitation. Frontex has a Mental Health Strategy and an ED Decision On supportive measures in the area of occupational mental health which comprises complementary mental health measures in the context of Frontex broader Occupational Safety and Health (OSH) policy, in order to contribute to the mental welfare of HR-resources deployed in the field.

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

GSA

Budget and financial management

21. Notes with concern that public procurement still remains an error-prone area; expresses its dissatisfaction with EASO, the European Monitoring Centre for Drugs and Drugs Addiction (EMCDDA), the European Agency for the operational management of large- scale IT Systems in the area of freedom, security and justice (eu-LISA), the European Medicines Agency (EMA) and the Body of European Regulators for Electronic Communications (BEREC), which did not fully comply with the public procurement principles and rules laid down in the Financial Regulation; calls on the agencies to pay particular attention to the Court's comments on public procurement;

Agency response:

22. Notes with satisfaction that the majority of the agencies (27 out of 31) have a business continuity plan in place; considers that all agencies should have such a plan in place; calls on the Network to report to the discharge authority on the evolution of that situation;

Does your Agency have a business continuity plan in place?

Agency response: No.

The Agency has put in place Business Continuity Plans for the security sites in France, the United Kingdom and the Netherlands. However, there is no Business Continuity Plan in place for the Headquarters in Prague and the Agency in its entirety.

In 2017 the GSA finalized its corporate Business Impact Analysis, as the first step in the completion of its corporate Business Continuity Plan. Corporate changes related mostly to GSA enhanced operations in relation to the Galileo System caused an update of the corporate Business Impact Analysis in 2018, currently under internal approval. GSA will pursue its corporate Business Continuity Plan in 2018.

In parallel, the GSA is exploring ways to share experiences and to save costs across EU institutions by hosting an EU Business Continuity Management meeting held in Prague in 19 & 20 June, and attended by 17 institutions.

Human resources management

35. Observes significant differences in the rates of absence from work due to staff sick leave between agencies; is of the opinion that measures promoting health and safety in the work-place, regular medical checks and staff well-being activities form a preventive health policy that, when fully implemented, increases job satisfaction and allows for a much higher savings than the initial investment;

Agency response:

The agency promotes health and safety at work through:

- regular medical checks: staff members are aware through automatic reminders of the due date for their annual medical check and are assisted in the organisation of this medical visit
- introduction of strengthened preventive medical assessments for new recruits and staff at specific operational positions (i.e. shift operators)

- regular vaccination campaigns
- individualised ergonomic work place assessments
- support of well-being activities (yoga, pilates etc.) organised at the work place
- organisation of first-aid training courses
- improvement of recording of working time (more user-friendly tools for the implementation of flexitime and teleworking schemes)
- enlargement of available facilities for child care/schooling (conclusion of new agreements with new schools)

Conflict of interest and transparency

39. Welcomes the fact that 26 agencies (84 %) have guidelines in place for granting public access to documents; calls on the remaining agencies who do not yet have such guidelines to adopt them without further delay; approves the development of internal systems in place to handle the requests, including specially trained access-to-documents teams dedicated to handling the incoming requests in agencies facing a higher frequency and complexity of requests; calls on the Network to develop common guidelines for applying public access to documents to be implemented by the agencies, especially as regards intellectual property rights;

Does your Agency have guidelines in place for granting public access to documents?

Agency response: Yes

Annex II. NAPO – Joint procurement portal calls

Call 1	Description
Cloud services	<p>Short description of services: IaaS, PaaS, consultancy</p> <p>Number of agencies: 20</p> <p>Signature: 14/9/2016</p> <p>Duration: 7 years</p> <p>Type: single FWC</p> <p>Envelope: 65 m €</p> <p>Contractor:</p> <ul style="list-style-type: none">• Medium sized entity CANCOM on line BVBA, Belgium, consortium leader with partner 1 Pironet, Germany and partner 2 CANCOM GmbH, Germany. <p>Challenges:</p> <ul style="list-style-type: none">• Significant effort needed during the ex-ante market exploration phase, opting for a pioneering solution of cloud brokerage <p>Highlights:</p> <ul style="list-style-type: none">• Grace period – development of a unique solution not available so far on the market: single Cloud Management Platform to manage all cloud resources• Significantly discounted market prices (up to 15%), % depending on intensity of use of FWC <p>Available to other agencies?</p> <ul style="list-style-type: none">• Yes, those newly created or not aware of the call at time it was launched <p>Savings to EU taxpayers estimated:</p> <ul style="list-style-type: none">• 6,7 m € - calculation to be shared after NAPO meeting

Call 2	Description
Surveys services	<p>Short description of services: Staff engagement survey services</p> <p>Number of agencies: 29</p> <p>Signature: 21/02/2017</p> <p>Duration: 4 years</p> <p>Type: single FWC</p> <p>Envelope: 1,560,000 €</p> <p>Contractor:</p> <ul style="list-style-type: none"> • PricewaterhouseCoopers EU Services EESV <p>Challenges:</p> <ul style="list-style-type: none"> • Significant effort in preparing technical specifications due to number of comments received from participating agencies • Some work packages are expensive compared to what agencies expected <p>Highlights:</p> <ul style="list-style-type: none"> • Very high quality and tailored made offer • Contractor provides regular updates/ feedback on contract implementation to ETF <p>Available to other agencies?</p> <ul style="list-style-type: none"> • Yes, those newly created. <p>Savings to EU taxpayers estimated:</p> <ul style="list-style-type: none"> • 400,000 € - calculation to be shared after NAPO meeting

Call 3	Description
Audit services	<p>Short description of services: System audit, IT systems audits, Projects and programmes audit, Financial audits and ex-post controls, Operations audits, Ad-hoc audits.</p> <p>Number of agencies: 9</p> <p>Signature: 30/6/2017</p> <p>Duration: 4 years</p> <p>Type: 3 FWCs in cascade</p> <p>Envelope: 4.8 m €</p> <p>Contractors in cascade:</p> <ul style="list-style-type: none"> • Deloitte, Ernst & Young, BDO <p>Challenges:</p> <ul style="list-style-type: none"> • Focus at external audit as internal in remit of IAS

- Complex evaluation, all offers high quality

Highlights:

- 3 high quality contractors, offers tailored to the world of EU agencies
- All type of audits

Available to other agencies?

- Yes, those newly created.

Savings to EU taxpayers estimated:

- 0.97 m € - calculation to be shared after NAPO meeting

Call 4	Description
Evaluation services	<p>Short description of services: Provision of evaluation and feedback services to participating agencies.</p> <p>Number of agencies: 8</p> <p>Signature: 10 August 2017</p> <p>Duration: 48 months</p> <p>Type: multiple FWC in cascade</p> <p>Envelope: 3.3 m €</p> <p>Contractor:</p> <ul style="list-style-type: none"> • 1st: consortium of ICF SA and Gfk Belgium NV • 2nd: consortium of PwC EU Services EESV and Quadrant Conseil • 3rd: consortium of IPSOS NV, PPMI Group and Ramboll Management Consulting A/S <p>Challenges:</p> <ul style="list-style-type: none"> • Designing the tender in a way ensuring flexibility of use to cater for different agencies needs and varying implementation policies (e.g. preferring service provision to happen out/inside of their premises) • Dialogue with participating agencies at pre-tender stage requiring significant time and human resources which is not easy to combine with the leading agency own time line for the tender itself <p>Highlights:</p> <ul style="list-style-type: none"> • Better quality procurement documents thanks to feedback provided from the participating agencies • Higher than usual engagement of the project manager in the tender design process. • Ability to attract major market players to tender thanks to relatively robust budget of the contract on offer <p>Available to other agencies?</p> <ul style="list-style-type: none"> • The contract applies only to participating institutions <p>Savings to EU taxpayers estimated:</p> <ul style="list-style-type: none"> • 1.2 m € - calculation to be shared after NAPO meeting

Call 5	Description
LinkedIn services	<p>Short description of services: Promoting agencies vacancies, career pages - branding</p> <p>Number of agencies: 17</p> <p>Signature: 8/8/2017</p> <p>Duration: end 2019</p> <p>Type: agreement discounted prices for EU Agencies and on price freezing mechanisms</p> <p>Envelope: 4 m €</p> <p>Contractor:</p> <ul style="list-style-type: none"> • LinkedIn, Ireland <p>Challenges:</p> <ul style="list-style-type: none"> • Justification of monopoly position • Financial negotiation • Use of LinkedIn contract template <p>Highlights:</p> <ul style="list-style-type: none"> • Volume based prices, the more we together buy, the less we pay per item (recruiter corporate and job slots) • Special entry packages for new users • Mechanism to freeze the 2017 prices up to end 2020 <p>Available to other agencies?</p> <ul style="list-style-type: none"> • Yes, any agency interested can join the deal and benefit from the negotiated terms <p>Savings to EU taxpayers estimated:</p> <ul style="list-style-type: none"> • 1.5 m € - calculation to be shared after NAPO meeting