



European Ombudsman

Secretariat-General

2017 discharge

Replies to the questionnaire submitted by the Committee on Budgetary Control

General Questions

1. *What was done to improve the communication in relation with Union citizens?*

In 2017, in spite of the limited resources available to her, the European Ombudsman further increased her communication efforts in different areas, where possible through multipliers and influencers, to raise the awareness of citizens, businesses, civil society organisations and other potential complainants about her work.

Aside from specific outreach to stakeholders, such as business associations and civil society organisations, her office sought to raise the profile of the Ombudsman in media and social media. The Twitter account @EUombudsman, for example, saw a 16% rise in followers in 2017 (more than 19 000 in total).

In 2017, the European Ombudsman continued her regular trips to Member States to explain her work directly to citizens. She undertook two extended trips - to Denmark and Germany - involving meetings with civil society organisations, think-tanks, local authorities and citizens.

The office also organised several meetings between the Ombudsman and groups of regional journalists from different Member States, allowing explanations about the work of the European Ombudsman as well as details about specific inquiries to be delivered to a wider audience. Work on overhauling the European Ombudsman website to make it more user-friendly as well as on a video showing how the European Ombudsman can help citizens was carried out throughout the year.

2. *How do you reach out for specific target groups via social media channels? Based on available insights and/or social media analytics can you tell whether this target group was reached? What difference do you observe in this regard among the different social media channels?*



The European Ombudsman carefully selects the social media platforms her office uses to ensure that they complement each other and cover the widest possible range of relevant stakeholders.

In 2017, the European Ombudsman expanded her social media presence to new online channels to interact with new target groups. Specifically, the European Ombudsman launched an Instagram account to reach out to younger audiences and a Medium account (blogging platform) to reach out to audiences who would not normally visit an EU website.

The Ombudsman also stepped up her outreach on the existing platforms, mainly Twitter and LinkedIn. On Twitter, where the main target audiences include journalists, civil society organisations, politicians, other EU institutions and potential complainants, the number of followers increased by 16% from 16 600 to 19 306. On LinkedIn, where target audiences include professionals, academics and EU officials, the number of followers increased by 12.2% from 2 290 to 2 570. Twitter remains the European Ombudsman's most important social media platform and the KPI results on "engagement on Twitter" clearly exceeded those of 2016.

3. *The 2016 Discharge report requested to optimise the discharge procedure by speeding up the deadlines for the submission of Annual Activity Reports and Accounts by 31 March of the year following the accounting year in question. Has the Ombudsman made an effort to streamline its procedures and was it able to publish the Report and Account by the deadline?*

The Ombudsman complied with the deadline. The relevant documents were forwarded to the budgetary authority on 14 March 2018.

4. *In the 2016 discharge the EP requested that the Ombudsman perform an impact assessment of the financial, human and possible other consequences to its structure, budget and human resources by the decision of the UK to leave the EU. Could you please elaborate on the findings?*

As mentioned in the follow-up report on the 2016 Discharge, the European Ombudsman has assessed the impact of Brexit on its internal functioning (administration, staff and finances) in terms of the consequence on its workload, i.e. the likely increase or decrease of the number of complaints and inquiries due to the withdrawal of the UK from the EU.

In this regard, it should be noted that, in 2017, the Ombudsman received 122 complaints from the UK (5.5% of all complaints received) and opened 19 inquiries (4.4% of all inquiries opened in 2017). These figures cannot however directly be translated into a corresponding foreseeable reduction of the Ombudsman's post-Brexit workload because EU citizens who reside in the UK



will continue to have the right to complain to the Ombudsman as will UK citizens residing in one of the Member States.

The Ombudsman expects a likely increase of complaints from EU citizens or other EU-based entities on issues such as staff matters, grants and contracts affected by Brexit in one way or another.

5. *The European Court of Auditors confirmed in their 2017 audit that entitlement-based expenditure was free from material error, while reimbursement-based expenditure continued to be affected by material error. What proportion of expenses of the Ombudsman is currently reimbursement-based and which efforts are being made to reduce them?*

The European Ombudsman has no reimbursement-based expenditure in the sense of what is intended in the Court of Auditors' annual report.

6. *In September 2015, the Commission introduced a paradigm shift towards performance-based budgeting in the Commission's budget planning procedure. Has the Ombudsman introduced the method to its own budget-planning procedure? If so, could you please elaborate on the procedure?*

In its resolution on the 2016 Discharge, the EP acknowledged that the Ombudsman's budget is purely administrative. As noted in the Ombudsman's follow-up report on the 2016 Discharge, even though performance-based budgeting seems most relevant for, and applicable to, operational and programme-based budgets, in the process of planning its budgetary needs, the Ombudsman takes account of the results of a number of measurements and statistical data that inform and directly impact the office's work.

These include (i) the results achieved in relation to the key performance indicators adopted by the Ombudsman as part of the Strategy "Towards 2019" to help measure how successful the office is in implementing the strategy; and (ii) other casework related information (e.g. evolution of the caseload of complaints and inquiries).

The Ombudsman is therefore committed to ensure that all available funds are spent in a result-oriented manner and aligned with the Ombudsman's high level objectives and priorities as outlined in her strategy and, where relevant, with the corresponding KPI targets set for each year.

7. *What was the average time for dealing with a complaint in 2017? Has the average time decreased in the period 2013 to 2017?*

The average time for dealing with a complaint (based on all types of complaints - within and outside the mandate) was 64 days in 2017. The



average time for dealing with inquiries only was 266 days in 2017. As shown in the table below, the handling time has decreased since 2013.

	Average time for dealing with all complaints within and outside the mandate (Number of days from registration to closure)	Average time of inquiries (Number of days from registration to closure)
2013	86	369
2014	84	350
2015	62	332
2016	78	340
2017	64	266

8. How does the Ombudsman plan to deal with the increasing workload which will foreseeably result from the Brexit?

The Ombudsman asked for additional resources to tackle the enhanced workload of complaints and inquiries including the potential impact of Brexit in the estimates for 2019. The Ombudsman will monitor the situation and keep the budgetary authority informed should there be a need for further reinforcement.

9. How many OLAF investigations have been carried out in 2017 with regard to the Ombudsman? How many of them led to a sentence?

There was none.

10. What were the costs of the institution for interpretation, translation and language classes in 2017?

Cost for interpretation in 2017	15 390 EUR
Cost for translation in 2017	262 631 EUR
Cost for language classes in 2017	5 250 EUR

11. Could you please provide a table of all human resources broken down by nationality, type of contract, gender and grade for the year 2017, and an overview of how these figures compare with the year 2016?

This information is provided in Annex 1.



12. Could you please provide us a table of staff broken down by type of contract for 2013 and 2017? What was the average duration of contractual employments (including renewal of contracts) in 2013 and in 2017?

Statutory link	2013	Average duration of contract (in months)	2017	Average duration of contract (in months)
	Total		Total	
Member	1		1	
Officials	40		44	
Temporary staff on temporary post	22	Indefinite except 2	14	indefinite
Temporary staff on permanent post	2	30.5	3	56
Temporary staff in Cabinet	5	indefinite	5	indefinite
Contract staff members 3B)	2	indefinite	3	indefinite
Contract staff members 3A)	6	31.8	12	46
Remunerated Trainees	5	12	9	12
Grand Total	83		91	

13. How many British members of staff work for your institution (cut down by category: civil servants, temporary agent and contractual staff)?

The Ombudsman currently employs two British staff members: one temporary agent (AD9) and one official (AD7).

14. How many senior experts and senior assistants were appointed in 2017 and to which grades, and which grades did they have before the appointment? How many further promotions beyond AD 12 without managerial responsibility took place in 2017?

The Ombudsman did not appoint any senior expert or senior assistant in 2017. No promotions beyond AD 12 were granted to staff without managerial responsibility.

15. How many former MEPs, Commissioners or high officials (from AD14) still receive money from the budget of your institution as advisors, contract agents or others? What are their tasks and their respective salaries?

In 2017, the European Ombudsman employed one case handler who had previously been a Member of the European Parliament during the 6th and



7th Parliamentary terms, from 1/1/2007 until 30/6/2014 and an observer from 10/4/2006. This case handler was selected from an EPSO CAST list and employed as FG IV 17 contract agent from 1/6/2017 to 30/9/2018.

A case handler in an inquiry unit carries out the following tasks:

- Conducting inquiries for the Ombudsman, based either on complaints or on the Ombudsman's own-initiative;
- Participating in inspections and meetings at other EU institutions and bodies;
- Drafting Ombudsman decisions and other inquiry related documents under the supervision of a Head of Unit;
- Contributing to the drafting of the European Ombudsman's reports; and
- Conducting research on issues falling within the Ombudsman mandate.

The monthly basic salary of a FG IV 17 contract agent is EUR 5.578,83.

16. How many officials in which functions and grades were retired in 2017 according to article 41 of the staff regulations? What were the reasons, their last grade, and promotion, respectively?

None.

17. How many officials were placed on leave in the interest of the service (article 42c) Staff Regulations)? What were the reasons, their last grade, and promotion, respectively?

None.

18. How many officials, and in which functions and grades, were retired in 2017 in the interest of service according to Article 50 of the staff regulations? What were the reasons, their last grade, and promotion, respectively?

None.

19. We would appreciate a comprehensive overview of staff on sick leave in 2017, broken down by the total number of staff member that were on sick leave and by how many days they were on sick leave in total. How many days lasted the three longest cases of sick leave? How many days of sick leave concerned Mondays and Fridays in 2017? How have the situation evolved since 2013?

For the overview of staff on sick leave in 2017, please see annex 2.



Due to the unavailability of relevant statistical data, the Ombudsman is unable to provide detailed information for the years preceding 2016. For 2017 and 2016, the comparison of the longest sick leaves is the following:

	<i>The three longest medical absences (in days)</i>		
2016	152	137	133
2017	167	55	43

The longest medical absences actually include the three staff members who were absent for the most number of days for medical reasons in a given year, irrespective of whether it was for one or several sicknesses and whether it was with or without interruption.

The breakdown by weekdays is as follows:

	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
2016	234	247	245	246	203
2017	94	107	117	112	103

20. How many burnout cases were there among the staff in your institution in 2017? Please specify by gender and category of staff.

The European Ombudsman does not collect data concerning the medical origin of absences. Medical absences exceeding 15 consecutive days are systematically subject to medical controls. In 2017, the medical service did not alert us to any long sickness that would originate in a burnout.

21. What is the average overtime of the Institution's staff in 2017 and in 2013?

All staff members in the Ombudsman's office are entitled to work flexible working hours. The bulk of what would be considered as overtime is compensated through the flexibility scheme.

Strictly speaking, no overtime was compensated in 2017, except for one staff member who is entitled to a monthly allowance due to the frequent need to work outside of office hours in his tasks as a driver.

In 2013, the overall number of hours of overtime for the whole staff was 61 hours for the whole year, less than one hour per staff member. That overtime was paid to the three staff members who had been asked to work overtime.

22. Were there any special leaves requested by members of staff in 2017 because of overworking? If so, how many special leave requests were there?

There was none.



23. What were the costs in 2017 respectively for away days, closed conferences or similar events for staff? How many staff members participated in the respective events? Where exactly did these events take place?

An average of 65 out of 90 staff members, including trainees, participated in the away day (retreat) and the general staff meeting. The staff meeting took place in Strasbourg in 2017, in the premises of the European Parliament. The away day (retreat) took place in Metz (France) in 2018.

Event	Amount (EUR)
Retreat	20 835.25
Staff meeting	11 158.74
Total	31 993.99

24. What was the amount dedicated by the institutions to travel for the Ombudsman in 2017?

In 2017, the amount dedicated to the Ombudsman's missions was EUR 30 592.

25. To what extent has staff been involved in carrying out activities that would justify a higher function group?

Due to the small size of the office and the diversity and constant increase of activities in recent years, several staff members carry out a wide variety of tasks. Some of these staff members might therefore indeed be entrusted with some assignments that could warrant a higher function group. The Ombudsman has asked the new Secretary-General to examine the situation of the 5-6 staff members concerned and to make appropriate recommendations.

26. What were the three most important actions taken by the institution in favour of equality?

In 2017, the European Ombudsman adopted a comprehensive Human Resources Policy Framework (June) in which equality matters feature highly (e.g. gender balance; recruitment and integration of disabled people; diversity policy).



The European Ombudsman has achieved and maintained gender equality within the management team: 50% of middle managers are women.

The Office also continued to participate in the Intercopec working group, which deals with gender balance within the EU institutions.

27. *What were the three most important actions taken by the institution in favour of disabled people?*

In 2017, the European Ombudsman continued its efforts to make the office's website more accessible and user-friendly. An external contractor assessed and validated the conformity of the European Ombudsman's website with the Web Content Accessibility Guidelines (WCAG 2.0), compliance level AA (maximum AAA). The office intends to repeat this exercise every two years. Furthermore, an accessibility statement made available on the European Ombudsman's website in July indicates which parts of the website are not accessible, giving users the possibility to request an accessible format and linking to a feedback mechanism to report problems.

The European Ombudsman launched (July) a strategic inquiry on the accessibility of websites and online tools that the Commission manages. The European Ombudsman raised issues such as the assessment of accessibility, easy-to-read formats, and training of Commission staff members. In its reply, the Commission committed to improve the accessibility of its websites. It said that it could initiate a pilot project on the inter-institutional portal www.europa.eu to have some general information pages about the EU available in easy-to-read format. It also said it would consider mandatory accessibility courses for its web designers, web developers and web masters.

The Ombudsman's strategic inquiry on whether the treatment of persons with disabilities under the Commission's Joint Sickness Insurance Scheme (JSIS) complies with the CRPD continued in 2017. The European Ombudsman launched a consultation targeting associations of EU staff members with disabilities or whose family members have disabilities, and the European Disability Forum (EDF).

28. *Does your institution offer the use of fuel cards for staff? If the answer is positive, how many fuel cards exist and who is using them? What are the rules for private usage?*

No, the European Ombudsman's office has one fuel card for the service car that is used exclusively for official transportation of the Ombudsman. Private use is not allowed.



29. Flexible working arrangements:

a. What flexible working arrangements does your institution offer?

The European Ombudsman's **teleworking policy** provides for occasional telework (maximum 60 days annually & possibility to work outside the work place for a maximum of 15 days) and regular telework (weekly presence in the office may not be less than 50% of the standard working week). It is open to all staff members (officials, temporary and contract agents, & seconded national experts) that have worked at least 9 months in the office.

Flexitime has become the default working regime that applies to all staff (officials, temporary and contract agents, seconded national experts & trainees). The policy provides for a 40-hour working week; core hours (09:30-12:00 and 14:30-16:00); limitation of the working day to 10 hours; and recuperation for all staff except managers.

The office applies the Staff Regulations rules on **part-time work** and intends to adopt a part-time work policy to implement the new conditions set out in the Staff Regulations.

b. How often are these applied to? Has there been a change in the frequency?

Before 2017, the European Ombudsman had no tool that would provide detailed statistics as to the use of telework and flexible working hours.

In 2017, the staff of the European Ombudsman **teleworked** on 984 days (410.5 days of structural telework and 573.5 days of occasional telework). In 2016, the total number of days of telework was 513. A total of 58 staff members made use of the possibility to telework in 2017.

As from 2017, **flexible working hours** apply by default to all staff members and all 90 staff members (including trainees) make use of it. Between 2009 and 2016, flexible working hours were optional and up to 44 staff members in 2016 made use of this possibility.

c. What is the share of men and women respectively using these working arrangements?

All staff members use flexible working hours, while telework is used equally by men and women since the share corresponds approximately to the share between men and women.



d. To what extent does your institution encourage young parents to make use of flexible working arrangements to better combine family life with their career?

The Ombudsman's administration informs its staff, including young parents, of the flexible working arrangements upon arrival. It is then for each staff member and its line managers to find the most suitable solution to ensure optimal combination of family life and the interest of the service.

30. How did your institution assess the impact of staff cuts throughout the years 2013-2017 on the daily workload?

The Ombudsman's office had to cut three posts that were exclusively removed from the support services over a period of three years. The suppression of these posts was accompanied by technological and organisational developments that made it possible to cope with the same or even an increased workload.

Buildings

31. Were there any improvements done to the organisation of workspaces? What changes have there been in 2017?

In 2017, at the request of the European Parliament, the Ombudsman moved to new premises made available by Parliament, in Strasbourg. This gave the opportunity to review the use of office space and reduce the overall number of square meters used by the institution. This was for instance possible by using combined spaces, which are used both by the staff to relax during breaks and as additional meeting space.

32. With regard to the Environmental management system, which were the most important results achieved in 2017? What result was achieved in terms of reducing carbon dioxide emissions and reducing waste, especially plastic?

The European Ombudsman has not so far commissioned a study on the institution's carbon footprint or environmental management, not the least because its margin of manoeuvre is very limited in this field. The European Ombudsman rents office space in buildings of the European Parliament and uses the infrastructure, including the IT infrastructure and canteens of the European Parliament. To a large extent, the Ombudsman's environmental management is therefore directly linked to, and benefits from, all the efforts made by Parliament in this area.

However, when it lies within its remit, the Ombudsman's office:



- carefully limits the missions of its staff by promoting the use of video-conference facilities including for inter-institutional meetings;
- encourages the use of train transportation for missions, or collective means of land transportation whenever several staff members have to go on mission together;
- actively promotes digitisation to reduce the use of paper and facilitate the exchange of documents and storage;
- encourages the use of public transportation by providing financial support for yearly subscriptions and by limiting available car parking spaces.

With regard to the rent and lease, please provide the details (amount and with whom) of rental contracts in effect in 2017.

Type of rent/lease	Beneficiary	Amount (EUR)
Rent of buildings	European Parliament	905 981.84
Photocopiers lease	Getsys	5 922.20
Lease of car	European Parliament	14 699.04

Harassment

33. What were the expenditures in 2017 for the management/follow-up to Court sentences of harassment cases?

The European Ombudsman had no such cases or expenditure.

34. How many a) new b) ongoing c) closed harassment cases were there at your institution in 2017? What were the total expenditures in 2017 for the management/ Court sentences of harassment cases at your institution?

The European Ombudsman had no such cases or expenditure.

35. What measures is your institution taking to raise awareness about the possibility to file harassment complaints?

In 2017, the European Ombudsman adopted a policy for the prevention of, and protection against, harassment. The policy applies to all staff members (officials, temporary and contract agents, trainees, seconded national experts, as well as external contractors working in the Ombudsman's office). It provides for: (i) informal and formal procedures; (ii) ethics correspondents and a conciliation committee; (iii) information and awareness raising



measures (e.g. include the harassment policy in the standard induction material, organise information sessions on matters related to sexual and psychological harassment); and (iv) regular training for all staff, including specific training for managers as well as specific and continuous training for the ethics correspondents and the members of the conciliation committee. The policy, available in both English and French, was published on the Ombudsman's intranet and sent to all staff members by e-mail.

36. Which actions have been carried out to discourage the harassment in the working environment?

Besides the adoption of the harassment prevention and protection policy, the Office planned a comprehensive training programme for all staff, for managers and for the ethics correspondents and the members of the conciliation committee, which was implemented in 2018. The Office adopted the Guide on Ethics and Good Conduct for the Ombudsman's staff and the Internal Charter of Good Management Practice which, read in conjunction with the Harassment policy, also reinforce the zero-tolerance approach.

37. What sanctions or follow-up measures are foreseen against members or staff of the Ombudsman against whom complaints about harassment were filed to the Committee's network of confidential counsellors? Could you please specify the composition of the entity responsible for concluding harassment cases and sanctions or follow-up measures where applicable.

The European Ombudsman's policy encourages staff to make use of the informal procedures before launching a formal one as the former put emphasis on conciliation and, where possible, on finding workable solutions thus maintaining a positive working environment. No sanctions are provided for in the informal procedures (they are in the formal procedure).

However, in line with the zero-tolerance approach to all forms of harassment, the Ombudsman will, whenever a situation so requires, ensure that emergency measures are taken to protect an alleged victim of harassment.

If a mutually acceptable solution is reached in the context of the conciliation committee procedure, the committee may request a follow-up meeting with the parties involved two months after the closing of the procedure.

The Ombudsman appointed two ethics correspondents (one in each working place of the office). The conciliation committee is comprised of three members: one appointed by the administration (and a substitute); one appointed by the Ombudsman's staff committee (and a substitute); and one from the EP's medical service with special expertise in handling conflict situations in the workplace.



38. What is the state of play of the Human Resources policy review? What progress has been made in particular regarding the introduction of rules on the prevention and fight against harassment?

The Human Resources Framework was adopted in June 2017. In this context, the policy for the prevention of, and protection against, harassment and the appointment of the ethics correspondents were top-priorities implemented in late 2017 and early 2018 respectively.

Besides the adoption of the harassment policy, the office planned a comprehensive training programme for all staff, for managers and for the ethics correspondents and the members of the conciliation committee, to be completed in 2018.

Transparency

39. How many call for tenders did your institution organise in 2017? Please indicate the value and the number of applicants for each tender.

Eight low-value contracts not exceeding EUR 60 000 were awarded following procurement procedures launched in 2017.

Tender reference	Number of applicants	Value (in EUR)
1/2017	1	14 000
2/2017	1	10 000
3/2017	1	14 000
4/2017	1	14 000
5/2017	1	2 500
6/2017	1	14 000
7/2017	2	10 000
8/2017	1	13 000

40. The Annual Report for 2017 stated that the Ombudsman herself and her staff have visited the European Parliament several times. Is there a memorandum of those visits in order to know which parliamentary activities the Ombudsman was involved with?

In 2017, the Ombudsman herself spoke before the plenary chamber of the European Parliament for the annual discussion on her work.

She spoke before the Committee on Petitions during a hearing on restoring citizens' trust in the EU and during a committee meeting in which she presented her Annual Report.



The Ombudsman also spoke before the Committee of Budgetary Control on potential Conflicts of Interests of Special Advisers to the Commission and before the Committee on Civil Liberties, Justice and Home Affairs for an exchange of views.

Furthermore, the Ombudsman contributed to the European Parliament Workshop on the Transparency Register.

Besides her participation in meetings, events and hearings, in 2017 - as throughout her whole mandate - the Ombudsman met with numerous MEPs on an individual basis as well as with President Tajani and Members of the Parliament's Bureau and with the Parliament's Quaestors.

The European Ombudsman's office is a parliamentary Ombudsman and as such contact between Ombudsman staff and the European Parliament on a wide variety of issues is a routine and continuous exercise.

Whistle-blower protection

41. How many cases of whistleblowing were reported in 2017? What improvements were made regarding procedures for whistleblowing? How many of these reports were notified to OLAF?

No case was reported and none was notified to OLAF. Training on whistleblowing was organised for all staff members.

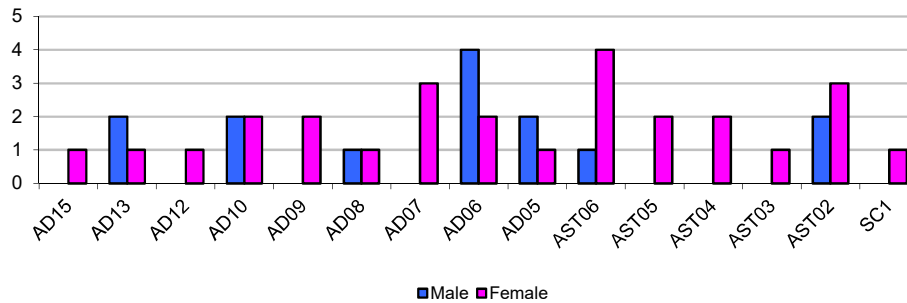
Enclosures:

- Reply to question 11 (breakdown of human resources)
- Reply to question 19 (staff on sick leave)

Type of contract Grade Gender - YEAR 2016

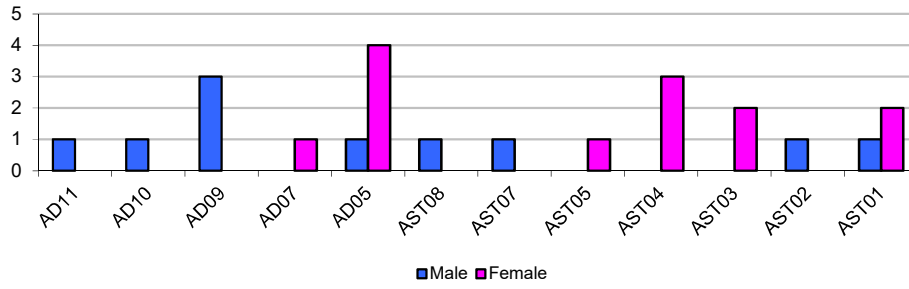
Staff by Type of contract, Grade, Grade and Gender

Officials



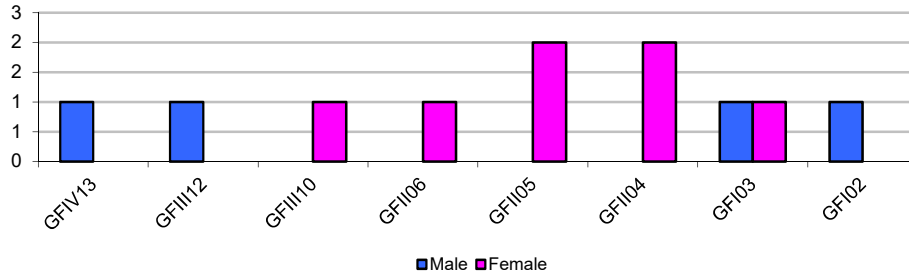
		Male		Female		Total	
		Staff	%	Staff	%	Staff	%
AD	AD15			1	100,0%	1	4,0%
	AD13	2	66,7%	1	33,3%	3	12,0%
	AD12			1	100,0%	1	4,0%
	AD10	2	50,0%	2	50,0%	4	16,0%
	AD09			2	100,0%	2	8,0%
	AD08	1	50,0%	1	50,0%	2	8,0%
	AD07			3	100,0%	3	12,0%
	AD06	4	66,7%	2	33,3%	6	24,0%
	AD05	2	66,7%	1	33,3%	3	12,0%
AD	11	44,0%	14	56,0%	25	100,0%	
AST	AST06	1	20,0%	4	80,0%	5	33,3%
	AST05			2	100,0%	2	13,3%
	AST04			2	100,0%	2	13,3%
	AST03			1	100,0%	1	6,7%
	AST02	2	40,0%	3	60,0%	5	33,3%
AST	3	20,0%	12	80,0%	15	100,0%	
AST-SC	SC1			1	100,0%	1	100,0%
AST-SC				1	100,0%	1	100,0%
Total		14	34,1%	27	65,9%	41	100,0%

Temporary staff



		Male		Female		Total	
		Staff	%	Staff	%	Staff	%
AD	AD11	1	100,0%			1	9,1%
	AD10	1	100,0%			1	9,1%
	AD09	3	100,0%			3	27,3%
	AD07			1	100,0%	1	9,1%
	AD05	1	20,0%	4	80,0%	5	45,5%
AD		6	54,5%	5	45,5%	11	100,0%
AST	AST08	1	100,0%			1	8,3%
	AST07	1	100,0%			1	8,3%
	AST05			1	100,0%	1	8,3%
	AST04			3	100,0%	3	25,0%
	AST03			2	100,0%	2	16,7%
	AST02	1	100,0%			1	8,3%
	AST01	1	33,3%	2	66,7%	3	25,0%
AST		4	33,3%	8	66,7%	12	100,0%
Total		10	43,5%	13	56,5%	23	100,0%

Contract staff



		Male		Female		Total	
		Staff	%	Staff	%	Staff	%
GFIV	GFIV13	1	100,0%			1	100,0%
GFIV		1	100,0%			1	100,0%
GF-OTH	GFIII12	1	100,0%			1	10,0%
	GFIII10			1	100,0%	1	10,0%
	GFII06			1	100,0%	1	10,0%
	GFII05			2	100,0%	2	20,0%
	GFII04			2	100,0%	2	20,0%
	GFIO3	1	50,0%	1	50,0%	2	20,0%
	GFIO2	1	100,0%			1	10,0%
GF-OTH		3	30,0%	7	70,0%	10	100,0%
Total		4	36,4%	7	63,6%	11	100,0%

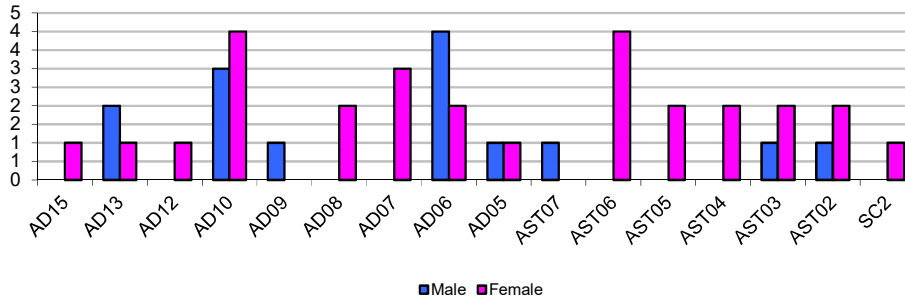
Member of an EU institution

		Female		Total	
		Staff	%	Staff	%
AD	AD16	1	100,0%	1	100,0%
AD		1	100,0%	1	100,0%
Total		1	100,0%	1	100,0%

Type of contract Grade Gender - YEAR 2017

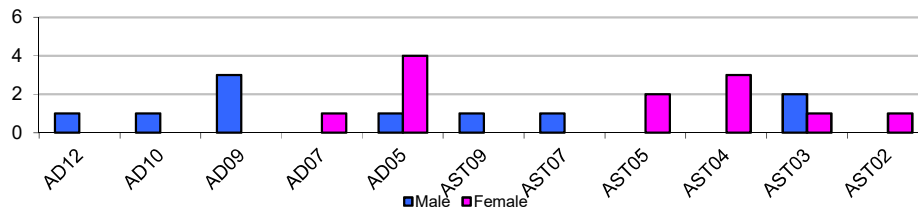
Staff by Type of contract, Grade, Grade and Gender

Officials



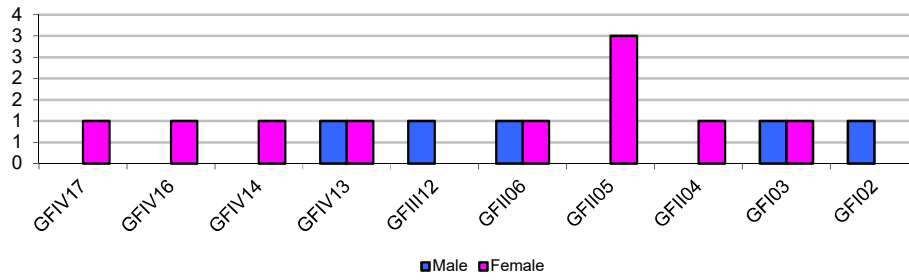
		Male		Female		Total	
		Staff	%	Staff	%	Staff	%
AD	AD15			1	100,0%	1	3,8%
	AD13	2	66,7%	1	33,3%	3	11,5%
	AD12			1	100,0%	1	3,8%
	AD10	3	42,9%	4	57,1%	7	26,9%
	AD09	1	100,0%			1	3,8%
	AD08			2	100,0%	2	7,7%
	AD07			3	100,0%	3	11,5%
	AD06	4	66,7%	2	33,3%	6	23,1%
	AD05	1	50,0%	1	50,0%	2	7,7%
AD	11	42,3%	15	57,7%	26	100,0%	
AST	AST07	1	100,0%			1	6,7%
	AST06			4	100,0%	4	26,7%
	AST05			2	100,0%	2	13,3%
	AST04			2	100,0%	2	13,3%
	AST03	1	33,3%	2	66,7%	3	20,0%
	AST02	1	33,3%	2	66,7%	3	20,0%
AST	3	20,0%	12	80,0%	15	100,0%	
AST-SC	SC2			1	100,0%	1	100,0%
AST-SC				1	100,0%	1	100,0%
Total		14	33,3%	28	66,7%	42	100,0%

Temporary staff



		Male		Female		Total	
		Staff	%	Staff	%	Staff	%
	AD12	1	100,0%			1	9,1%
	AD10	1	100,0%			1	9,1%
AD	AD09	3	100,0%			3	27,3%
	AD07			1	100,0%	1	9,1%
	AD05	1	20,0%	4	80,0%	5	45,5%
AD		6	54,5%	5	45,5%	11	100,0%
	AST09	1	100,0%			1	9,1%
	AST07	1	100,0%			1	9,1%
AST	AST05			2	100,0%	2	18,2%
	AST04			3	100,0%	3	27,3%
	AST03	2	66,7%	1	33,3%	3	27,3%
	AST02			1	100,0%	1	9,1%
AST		4	36,4%	7	63,6%	11	100,0%
Total		10	45,5%	12	54,5%	22	100,0%

Contract staff



		Male		Female		Total	
		Staff	%	Staff	%	Staff	%
GFIV	GFIV17			1	100,0%	1	20,0%
	GFIV16			1	100,0%	1	20,0%
	GFIV14			1	100,0%	1	20,0%
	GFIV13	1	50,0%	1	50,0%	2	40,0%
GFIV		1	20,0%	4	80,0%	5	100,0%
GF-OTH	GFIII12	1	100,0%			1	10,0%
	GFII06	1	50,0%	1	50,0%	2	20,0%
	GFII05			3	100,0%	3	30,0%
	GFII04			1	100,0%	1	10,0%
	GFII03	1	50,0%	1	50,0%	2	20,0%
	GFII02	1	100,0%			1	10,0%
GF-OTH		4	40,0%	6	60,0%	10	100,0%
Total		5	33,3%	10	66,7%	15	100,0%

Member of an EU institution

		Female		Total	
		Staff	%	Staff	%
AD	AD16	1	100,0%	1	100,0%
AD		1	100,0%	1	100,0%
Total		1	100,0%	1	100,0%

YEAR 2016

Staff category, Nationality, Grade, Gender

Male

		AUT	BEL	CZE	DEU	DNK	ESP	FRA	GBR	GRC	HUN	IRL	ITA	NLD	POL	PRT	Total
AD	AD13									1		1					2
	AD11											1					1
	AD10				1	1						1					3
	AD09					1			1							1	3
	AD08									1							1
	AD06			1	1			1				1					4
	AD05	1											1		1		3
AD	1		1	2	2	2	1	1	2	1	4	1	1	1	1	17	
AST	AST08							1									1
	AST07												1				1
	AST06							1									1
	AST02				1			1								1	3
	AST01				1												1
AST				2			3					1			1	7	
GFIV	GFIV13														1		1
	GFIV														1		1
GF-OTH	GFIII12		1														1
	GF103						1										1
	GF102							1									1
	GF-OTH		1				1	1									3
Total	1	1	1	4	2	1	5	1	2	1	4	1	1	1	2	28	
%	3,6%	3,6%	3,6%	14,3%	7,1%	3,6%	17,9%	3,6%	7,1%	3,6%	14,3%	3,6%	3,6%	3,6%	7,1%	100,0%	

Female

		AUT	BEL	DEU	ESP	FIN	FRA	GRC	HUN	IRL	ITA	LTU	NLD	POL	PRT	ROU	SWE	MLT	Total	
AD	AD15			1															1	
	AD13													1						1
	AD12									1										1
	AD10						1											1		2
	AD09			1													1			2
	AD08			1																1
	AD07						1	1							1		1			4
	AD06				1	1														2
	AD05	1			1		2				1									5
	AD	1		3	2	1	4	1	2		2				2	1	1	1	1	19
AST	AST06						4													4
	AST05		1				1		1											3
	AST04		1				3				1									5
	AST03							1					1		1					3
	AST02						2					1								3
	AST01						1		1											2
	AST		2				11	1	2		1	1	1		1					20
AST-SC	SC1				1															1
	AST-SC				1															1
GF-OTH	GFIII10							1												1
	GFII06						1													1
	GFII05		1									1								2
	GFII04										1			1						2
	GFII03							1												1
	GF-OTH		1				1	2			1	1		1						7
Total	1	3	3	3	1	16	4	2	2	2	2	2	1	3	1	1	1	1	47	
%	2,1%	6,4%	6,4%	6,4%	2,1%	34,0%	8,5%	4,3%	4,3%	4,3%	4,3%	4,3%	2,1%	6,4%	2,1%	2,1%	2,1%	2,1%	100,0%	

YEAR 2017

Staff category, Nationality, Grade, Gender

Male

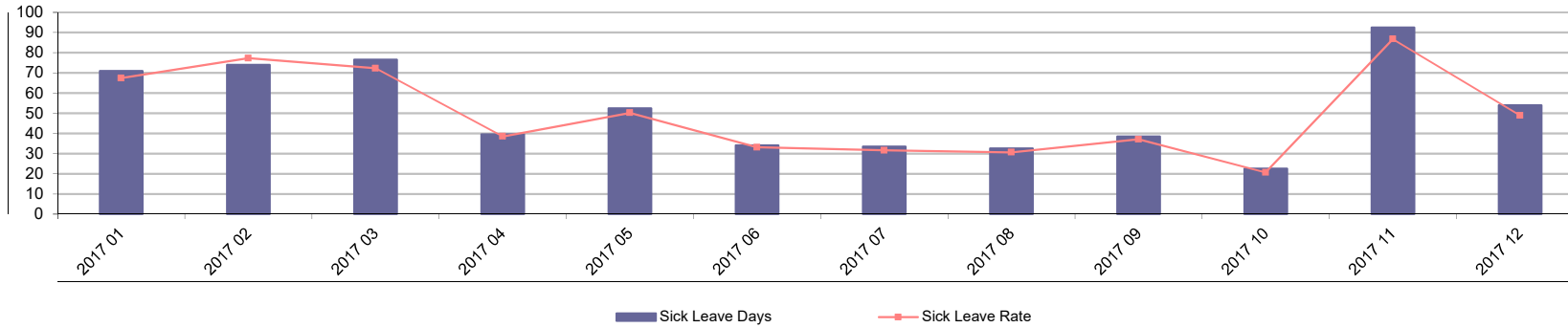
		AUT	BEL	CZE	DEU	DNK	ESP	FRA	GBR	GRC	HUN	IRL	ITA	NLD	POL	PRT	Total
AD	AD13									1		1					2
	AD12											1					1
	AD10				1	1				1		1					4
	AD09					1			1	1						1	4
	AD06	1		1				1			1						4
	AD05												1	1			2
	AD	1	1	1	1	2	1	1	1	1	3	1	4	1	1	1	17
AST	AST09							1									1
	AST07							1					1				2
	AST03				2			1									3
	AST02															1	1
	AST				2			3					1			1	7
GFIV	GFIV13														1		1
	GFIV														1		1
GF-OTH	GFIII12		1														1
	GFII06														1		1
	GFIO3						1										1
	GFIO2							1									1
	GF-OTH		1				1	1							1		4
Total	1	1	1	3	2	1	5	1	1	3	1	4	1	1	2	2	29
%	3,4%	3,4%	3,4%	10,3%	6,9%	3,4%	17,2%	3,4%	3,4%	10,3%	3,4%	13,8%	3,4%	3,4%	6,9%	6,9%	100,0%

Female

		AUT	BEL	BGR	DEU	ESP	FIN	FRA	GBR	GRC	HUN	IRL	ITA	LTU	NLD	POL	PRT	ROU	SWE	MLT	Total	
AD	AD15				1																1	
	AD13															1						1
	AD12											1										1
	AD10				1			1												1	1	4
	AD08				1														1			2
	AD07							1	1	1				1								4
	AD06					1	1															2
	AD05	1			1	1		1					1									5
	AD	1			4	2	1	3	1	1		2	1			1		1	1	1	1	20
AST	AST06							4														4
	AST05		1					2			1											4
	AST04		1					2					1					1				5
	AST03							1		1						1						3
	AST02							1			1			1								3
	AST		2					10		1	2		1	1	1			1				19
AST-SC	SC2					1																1
	AST-SC					1																1
GFIV	GFIV17																		1			1
	GFIV16									1												1
	GFIV14				1																	1
	GFIV13		1																			1
	GFIV		1	1						1									1			4
GF-OTH	GFII06							1														1
	GFII05							1						1		1						3
	GFII04												1									1
	GFI03									1												1
	GF-OTH							2		1			1	1		1						6
Total	1	3	1	4	3	1	15	1	4	2	2	2	3	2	1	2	1	2	1	1	50	
%	2,0%	6,0%	2,0%	8,0%	6,0%	2,0%	30,0%	2,0%	8,0%	4,0%	4,0%	6,0%	4,0%	2,0%	4,0%	2,0%	4,0%	2,0%	4,0%	2,0%	2,0%	100,0%

Question N° 19

	Summary - 1/1/2017-31/12/2017						Number of staff sick for - 1/1/2017-31/12/2017					
	Staff **	Total number of sick leave days	Proportion of staff sick at least once	Average number of days of sickness	Sick Leave Rate *		Not sick during the period	0-5 days (0<x<5)	5-10 days (5<=x<10)	10-20 days (10<=x<20)	20-30 days (20<=x<30)	30+ days (30<=x)
					OMBU	EC **						
OMBU	77	621,0	75,7%	8,1	2,2%		19	31	13	8	2	4
% of Staff:							24%	41%	17%	10%	3%	5%



	2017 01	2017 02	2017 03	2017 04	2017 05	2017 06	2017 07	2017 08	2017 09	2017 10	2017 11	2017 12
Sick Leave Days **	71	74	77	40	53	34	34	33	39	23	93	54
Staff **	76	76	76	76	75	76	76	76	77	78	79	79
Sick Leave Rate	3,0%	3,5%	3,3%	1,7%	2,3%	1,5%	1,4%	1,4%	1,7%	0,9%	3,9%	2,2%
Sick Leave Rate EC												

** Number of staff is the number of officials, temporary agents, and contract agents computed pro rata temporis of their active employment during the calendar year (i.e. a person recruited on the 1st of July will be counted as 0.5 for that year).