

**REPLIES TO AND ACTIONS TAKEN**

**ON THE EUROPEAN PARLIAMENT RESOLUTION  
OF 26 MARCH 2019 ON DISCHARGE IN RESPECT OF  
THE IMPLEMENTATION OF THE GENERAL  
BUDGET OF THE EUROPEAN UNION FOR THE  
FINANCIAL YEAR 2017**

**§8:** *"Stresses that 'mopping-up' is a relaxation of the principle of specification and deliberately contravenes the principle of budgetary accuracy; calls for appropriations for the financing of buildings, in particular the Konrad Adenauer Building, to be included in the draft annual budget to be adopted by the budgetary authorities; considers that the number of 'mopping-up' transfers continues to be very high; believes that better budget management should reduce such transfers to the bare minimum necessary; stresses that, as part of the budgetary strategy, Parliament's buildings policy should be laid down with sufficient clarity; strongly condemns the often last-minute-transfers aiming at financing the Parliament's building policy; asks the Secretary-General and the Bureau to provide the Committee on Budgets with all the documents, plans and contracts related to the building policy;"*

The mopping-up transfer seeks to finance identified priority areas from unused appropriations where no financing could be foreseen in the budget, and with a view to ensure sound financial management and avoiding budget increases in an environment of budgetary constraints. All budget items can potentially be involved to be either a donor or a receiving item.

The average rate of unused appropriations before mopping-up does not exceed 2%-3%, which underlines the overall accuracy of the budgeting process. Year-end transfers of unused appropriations for the Konrad Adenauer project represented limited portions of the annual budget, which were duly proposed and approved within the applicable legal and regulatory framework by Parliament's Committee on Budgets acting on behalf of the Budgetary Authority. An important objective of the budgetary transfers was to reduce financing costs.

Parliament's Building Strategy Beyond 2019 (PE 620.034/BUR) was approved by the Bureau on 16 April 2018. For all new building projects likely to have significant financial implications for the budget, the Parliament submits to the Committee on Budgets all relevant documentation as foreseen in article 266 of the Financial Regulation.

**§18:** *"Deplores the fact that no action has been taken in response to some of the recommendations in Parliament's resolution on discharge for 2016, and that the discharge follow-up document does not provide any justification for this; stresses the importance of having more frequent discussions with the Secretary-General on issues concerning Parliament's budget and its implementation in CONT;"*

Parliament's resolution on discharge for 2016 as adopted by the Plenary on 18 April 2018 asked the Bureau to take action on a number of issues. As it is indicated in the reply to Question 5 of the questionnaire in preparation for the EP discharge for 2017, based on proposals submitted by the Secretary-General, the Bureau already considered or is in the process of considering the majority of items described in the reply.

The Committee on Budgetary Control (CONT) organises every year a hearing in the presence of the Secretary-General and the Vice-President responsible for budgetary affairs for an exchange of views in the context of the replies provided to the written questions in preparation of the discharge procedure. A second hearing is organised in order to allow the Secretary-General to report on the actions taken to follow-up on the Parliament's resolution on discharge. Both meetings represent an important opportunity for the Secretary-General to present the Committee on Budgetary Control with the latest updates on ongoing files.

**§21:** *"Notes that six temporary agents in the General Secretariat, 41 temporary agents in the political groups and in the non-attached Members' secretariat as well as 30 contract agents are concerned by the United Kingdom's decision to withdraw from the European Union; understands that their situation is being assessed on a case-by-case basis; welcomes the Secretary-General assurance that no extension of contract will be denied on the sole ground of nationality; invites the Secretary-General to carefully weigh the potential role of conflicts of interest during the sensitive time of the possible transition period and the possible disorderly withdrawal of the United Kingdom from the European Union;"*

As European civil servants, staff members with UK nationality have contributed to the common European project as much as staff members of other nationalities. As for all other servants of the EU, colleagues of UK nationality are of course bound by the obligations laid down in the Staff Regulations, notably Article 11 of the Staff Regulations which provides that an official shall carry out his duties and conduct himself solely with the interests of the Union in mind. He/she shall neither seek nor take instructions from any government, authority, organisation or person outside his institution. He/she shall carry out the duties assigned to him/her objectively, impartially and in keeping with his duty of loyalty to the Union. However, given the nature of the work in the European Parliament, conflicts of interests for UK colleagues solely because of their nationality are not foreseeable.

This is independent from the form of withdrawal of the United Kingdom from the European Union. It applies within all career tracks in the EP Secretariat-General, although, in accordance with the Staff Regulations, temporary and contractual agents have to undergo a case-by-case assessment to remain in their positions. Therefore, in line with the decisions of the Bureau of 2 May 2018, no official will be dismissed because of his or her UK nationality. Also, the case-by-case assessments that had been conducted by the date initially foreseen for the withdrawal of the United Kingdom with regard to the contractual and temporary staff of UK nationality then employed by the Secretariat-General of Parliament will result in no case of contract termination among them (for two additional temporary agents of UK nationality who were hired after the initially foreseen date of withdrawal, the case-by-case assessment is ongoing). Political groups have to conduct their own case-by-case assessments for their staff.

**§26:** *"Notes that reimbursement of some missions is subject to very long delays; suggests that solutions should be explored to ensure that missions are reimbursed within a reasonable time;"*

Except for some punctual situations, there was no general backlog reported in the last years for the reimbursement of mission expenses. A new IT project that will significantly speed up the creation and validation of the mission declarations of expenses is currently being tested and is expected to be rolled out for all EP staff by the end of 2019.

**§27:** *"Reiterates its call on the Conference of Presidents and the Bureau to reconsider the possibility for APAs, under certain conditions to be determined, to accompany Members on official Parliament delegations and missions, as already requested by several Members; calls on the Secretary-General to investigate the budgetary consequences, and the organisation and logistics of these missions;"*

As indicated in the reply to Question 5 of the Questionnaire in preparation for the EP discharge for 2017, regarding the possibility for APAs, at certain conditions to be set, to accompany Members in official Parliament delegations, the Conference of Presidents and the Bureau have already taken a political decision not allowing APAs to accompany Members on official Parliament Delegations and Missions.

The services performed an estimation of costs based on the number of MEPs who went on mission in 2017. If every MEP had been accompanied on mission by one APA, the financial impact of the APAs' missions would have been around EUR 2.8 million.

While it is up to the two political bodies to decide on this matter, some financial, functional and administrative impacts have to be carefully considered, such as:

- to define ex-ante which tasks – not covered by other participants - the APAs would fulfil while on mission,
- significant budget increase for APAs missions and overall delegation costs would necessarily increase (costs of delegations were criticized in the past by the discharge authority),
- increase of organisational and logistical complexity (venues, transport, accommodation etc.) and thus of workload when delegations grow substantially in size,
- change in the character of EP delegations/missions and their perception by external partners.

**§28:** *"Reiterates its concern about the alleged practice of Members obliging APAs to undertake missions, particularly to Strasbourg, without mission orders, without mission costs or even without travel costs; is of opinion that such a practice leaves room for abuse: where APAs travel without a mission order they not only have to pay for the costs by their own means, they are also not covered by workplace insurance; calls on the Secretary-General to investigate this alleged practice and to report on this by the end of the year;"*

The services do not have any information or evidence about the alleged practice of Members obliging APAs to undertake missions, particularly to Strasbourg, without mission orders.

It would be against the missions' rules to oblige a member of staff to undertake missions without mission orders.

**§29:** *"Notes that the revised rules governing the payment of financial contributions for sponsored visitors groups entered into force on 1 January 2017; calls on the Secretary-General to release the assessment of these rules without delay; is extremely worried about recent cases of misuse; is of the firm opinion that the rules governing the payment of financial contributions should be revised as soon as possible in order to avoid that any benefit can be generated by MEPs; calls on the Bureau to generalise the reimbursement based on bills for visitors groups; recalls its request to delete the possibility to appoint APAs as head of a group; reiterates its call to remove the possibility of appointing APAs as head of a group;"*

The reimbursement of travel expenses for groups of visitors sponsored by Members are laid down in a set of rules lastly revised by the Bureau in October 2016.

The revised rules entered into force on 1 January 2017, and have substantially increased the level both of transparency and control on the expenditure of visitor groups.

In April 2018, the Bureau Working Group on Information and Communication endorsed a note from DG COMM on the evaluation of the implementation of the revised rules. The Bureau Working Group acknowledged that the main objectives of the revision had been met, namely: cash payments have been almost eradicated and Members make use of the possibility offered by the revised rules to give the financial responsibility of sponsored visits to professionals (i.e. paying agents or travel agencies) instead of accredited parliamentary assistant (APAs).

The rules governing the reception of visitors groups are assessed and audited at different levels. In 2018, the Court of Auditors conducted an audit and the Parliament's Internal Audit Service is currently conducting an audit of the financial procedures for sponsored visitors groups.

The rules stipulate that the final financial contribution that a group benefits from is determined on the basis of the real costs incurred by the group during the visit, as declared in the final financial declaration submitted by the group after the visit. The final financial declarations are checked by the competent services and the Heads of groups are required to return any surplus they have from the amount initially paid. The rules further determine the eligible expenditures and the ceilings applicable.

The Heads of groups are required to keep all the supporting financial documents for a period of three years. Ex-post controls are performed on a sample of groups and the Heads of groups have to present all invoices related to the expenditure they have declared. Groups can be further audited by the audit services of the EP or the Court of Auditors.

The revised rules have introduced the possibility for Members to designate either a paying agent or a travel agency to hold the financial responsibility for the group, as an alternative to an APA or a member of the group. As mentioned above, since the introduction of the revised rules, the percentage of groups with an APA as Head of group has sharply decreased compared to previous years: from 42% of groups in 2016 to 26% in 2018.

**§30:** *"Calls for a review of the system for calculating the reimbursement of travel expenses for groups of visitors sponsored by Members, with a view both to ensuring equal treatment of all Union citizens and to promoting the use of more environmentally friendly means of transport, given that the current system, based on calculating mileage, fails both to take account of the isolation and geographical barriers afflicting certain areas of the Union and to cover the cost of travelling to places where faster and more environmentally friendly means of transport are available;"*

The reimbursement of travel expenses for visitors groups sponsored by Members are laid down in a set of rules lastly revised by the Bureau in October 2016. The revised rules entered into force on 1 January 2017.

During the preparatory phase which led to the adoption of the revised rules, the Bureau decided to keep the same calculation method which has been applicable since then. This method is based on a rate per kilometre which applies to the distance between the place of origin of the group (town of common departure) and the place of visit (Strasbourg or Brussels). A specific method is provided for in the rules for groups coming from the French Overseas Departments and Territories, due to the very long distances travelled by these groups.

The European Parliament attaches great importance to the environmental aspects of the visitors programme. Heads of sponsored groups receive a document from the booking system which contains a series of useful information to prepare for the visit, including recommendations to choose environmentally-friendly transport. This point was underlined in an EMAS internal audit report conducted in 2016 for the visitors groups received by the Visit and Seminars Unit, which generally praised the Parliament's services efforts towards a sustainable and environmentally friendly visitors programme.

**§31:** *"Observes that trainees employed by Members have a private-law contract with the Member, which does not entitle them to the same status in Parliament as that of other categories of Parliament staff, or to have scholarships from the Parliament itself (Schuman scholarships); regrets that there is no facility or legal framework within the Directorate-General for Finance (DG FINS) to arrange a scheme for direct advance payments to such trainees prior to missions – although such arrangements are in place for all other staff – given the fact that, for obvious reasons, they can barely afford to pay these expenses up front out of their own pockets;"*

Based on a proposal by the Secretary-General, the Bureau endorsed the new rules concerning Members' trainees on 10 December 2018. The new set of rules entered into force on 2 July 2019.

Article 18 ("Missions") of the new rules states:

*"1) During the traineeship, upon request of the Members to the competent service of the Parliament, trainees may be sent on mission to one of the other places of work of the Parliament.*

*2) In respect of such missions, the trainees shall be entitled to the same reimbursement of expenses as accredited assistants pursuant to the Implementing Measures for Title II of the Conditions of Employment of other servants of the European Union".*

*§32: "Points out that the Bureau examined a proposal by the Secretary-General to improve the current legal framework governing trainees employed by Members that currently lacks certain safeguards, as also asked by over 140 Members supporting the Youth Intergroup "Fair Internship" campaign; underlines that it is every Member's duty to provide trainees with suitable remuneration in line with the legal framework; supports the Bureau in its effort to draft a comprehensive and balanced proposal that guarantees Members' prerogatives as well as adequate remuneration and comprehensive legal safeguards for trainees; calls for the Bureau to swiftly adopt the new rules, which should enter into force at the beginning of the new term; hopes that a proposal will be submitted as soon as possible;"*

As indicated in the reply to par. 31, the new rules concerning Members' trainees have been adopted by the Bureau on 10 December 2018 and entered into force on 2 July 2019.

The reform of the rules focused on the main objective of ensuring a better protection for both trainees and Members. More precisely, the reform aimed at overcoming shortfalls of the former system such as the lack of minimal guarantees for trainees in terms of allowance, leave, etc.,. Against this background, the new rules will align, to the extent possible, to the system applicable to trainees within the Secretariat of the European Parliament while preserving the freedom of Members to select their trainees and maintaining a certain degree of flexibility.

Article 10 of the new rules foresees that all Members' trainees who have concluded an agreement with the European Parliament would be entitled to a monthly allowance ranging between EUR 800 and EUR 1 313 for a full-time contract. Any allowance or scholarship coming from another source will be deducted.

*§33: "Points out that the IT outage in October 2017 produced considerable disruption in parliamentary activities; notes that an action plan was put in place in the meantime to ensure more robust business continuity; underlines the importance of a swift response to and resolution of disruptions, particularly when they hinder or completely stop legislative work;"*

Following the lessons learned from the IT outage incident of October 2017, measures to reinforce the European Parliament ICT infrastructure and application resilience have been implemented following an Action Plan elaborated by Parliament's relevant services.

The Action Plan, the implementation of which the Secretary-General continues to monitor actively, addresses DG ITEC's resilience in its three essential aspects: Risk Management, Crisis Management and Business Continuity. More long-term measures, such as aiming at restoring priority services as well as data centre diversification and support of overall contingency planning for long-term system blackouts, are pursued in addition, and supervised by internal control measures.



**§35:** *"Notes that, following the Secretary-General's request, all Parliament's DGs developed management tools to comply with the principle of performance-based budgeting; observes that some of the existing quantitative targets may be difficult to implement in the DGs, which work to the timeframe of the political cycle; invites the Secretary-General to take this fact into consideration when evaluating performance based budgeting across DGs, without disregarding the focus on added value;"*

In order to complete the process of monitoring the activities of the Directorates-General by means of Lead Indicators, the Secretary-General requested to establish a system allowing a monthly assessment of operations against 'game-changing' metrics, measuring productivity or client satisfaction on a unit by unit basis. Data collection will be automatised as much as possible and modern IT tools will be used in order to simplify evaluation activities.

This system is implemented centrally in order to harmonize the approach and exchange best practices between the Directorates-General, both in terms of methodological approach and practical implementation.

In addition to the quantitative targets, the objective measurement of client satisfaction, in particular the satisfaction of Members of Parliament, enables the implementation of this measurement system in a harmonized way in all the Directorates-General while taking into account their own specificities. Where several units intervene to deliver a product or service, the concept of 'value chain' is used so that the product/service is evaluated in its entirety, especially when it comes to client satisfaction.

Such a performance monitoring system will allow to monitor the evolution of activities over a longer time period, thus taking into account seasonal fluctuations related to the timeframe of the political cycle.

**§37:** *"Calls on the Parliament's administration to draft a report providing a comprehensive overview on the interest representatives and other organisations that were given access to Parliament's premises in 2017; requests for this report to be drafted on an annual basis to ensure a maximum level of transparency;"*

Parliament and the Commission produce joint annual reports on the operations of the Transparency Register.

The Transparency Register includes all interest groups and self-employed consultants engaging in activities carried out with the objective of influencing the law making and policy implementation processes of the EU institutions.

On 31 December 2017, there were 11 612 entities registered in the Transparency Register, falling into the categories below:

I - Professional consultancies/law firms/self-employed consultants	1 327
II - In-house lobbyists and trade/business professional associations	5 747
III - Non-governmental organisations	3 047
IV - Think tanks, research and academic institutions	892
V - Organisations representing churches and religious communities	51
VI - Organisations representing local, regional and municipal authorities, other public or mixed entities, etc.	548



In 2017, 2 521 of the abovementioned 11 612 entities (21.7%) requested accreditation for their representatives to access Parliament.

14 571 individuals were accredited to access Parliament as interest group representatives at some point during 2017. 7 972 access cards were actually issued in 2017 with the remainder still being valid from 2016.

The up-to-date list of the interest representatives and other organisations that were given access to Parliament's premises can be found under the following link:

<http://ec.europa.eu/transparencyregister/public/consultation/listaccreditations.do?searchType=organisation>.

Furthermore, a total of 165 Regional and Local Authorities, as well as a small number of Public Authorities, requested accreditation for 388 people to enter Parliament in 2017. According to the provisions of the Transparency Register, regional public authorities are not expected to subscribe to the Transparency Register, but they may register if they so wish.

It should also be noted that all Diplomatic Missions accredited to the European Union may request accreditation for their representatives to receive long-term access cards to Parliament.

Finally, representatives of States, territories or communities which have not been recognised diplomatically by the European Union but are directly involved in institutional relations with Parliament, representatives of the UN agencies or international organisations assimilated to the United Nations may also request long-term access cards to Parliament. This facility has also been extended, on a case-by-case basis, to national agencies of third countries employing non-diplomatic staff. In 2017, a total of 66 entities requested accreditation for 243 individuals.

**§38:** *"Calls on the Parliament's administration to provide an overview of the appointments of high-ranking officials in 2017; encourages the Secretary-General to initiate additional measures to improve transparency and equality during appointment procedures at the Parliament, taking into account the findings and recommendations of the European Ombudsman in joint cases 488/2018/KR and 514/2018/KR;"*

In 2017, no senior managers were appointed in the European Parliament.

For the latest publications of senior management posts in Parliament, the President decided to guarantee the widest possible choice of candidates under the Staff Regulations. Thus, the posts were published internally, inter-institutionally and externally.

Furthermore, the President requested that the Advisory Committee for the Appointment of Senior Officials presented to the Bureau recommendations for at least two candidates per post representing if possible both genders.

It should also be noted that the Secretary-General adopted a more gender balanced composition of the Advisory Committee for the Appointment of Senior Officials in 2018 by appointing a second permanent female Member.

*§45: "Notes that DG COMM's lead indicator in 2017 is the hours of attention that Parliament receives across all communication channels; notes with satisfaction that beyond a focus on attention levels DG COMM is developing a methodology for measuring the economy, efficiency and effectiveness of its activities across all communication channels; invites the Director-General to include the results of its first year of implementation in its annual activity report;"*

DG COMM developed indicators defining key products per pillar (online, media and face-to-face), examining possibilities for measuring the duration of exposure and developing a methodology for reporting on hours of attention across all communication channels on a monthly basis.

DG COMM collected results achieved for 2017 and analysed the measures available per main product and pillar. These results per pillar have been included in the annual activity report as from 2017 with details per main product and average per month.

*§47: "Notes the ongoing major technical and editorial changes made to Parliament's public website, particularly with regard to search engine optimisation of the site; congratulates DG COMM on this progress but is concerned that the pace of that progress remains slow, particularly in view of the forthcoming European elections in 2019 and increased interest in Parliament's work; stresses that further improvements are of the utmost priority and requests that the process be urgently sped up; stresses that a transparent and accessible website is key to the involvement of citizens;"*

The pace of progress on the Parliament's public website has sped up in 2018 and 2019, in particular for the online platforms and tools for the European elections in 2019 that were delivered in a timely manner in 2018 and at the beginning of 2019. These include the following:

- May 2018: one year before the elections, launch of the "This Time I am Voting" platform and delivery of the European Election results application;
- September 2018: publication of the "European Elections Press Tool kit";
- November 2018: publication of the "Because" pages;
- January 2019: launch of the "How to Vote" website;
- April 2019, publication of the website for the results of the Elections (with data for the elections from 1979 to 2014) and publication of the quiz on the elections.

Moreover, during the course of 2018, DG COMM revamped and improved the main sections of the Parliament's public website under its responsibility to facilitate consultation from multiple devices, including mobile devices such as smartphones and tablets, laptops and PCs with different operating systems as well as TVs with web browsers.

In addition to the actions listed above, the Multimedia Centre of the EP and the new web-streaming platform were launched, respectively in January and June 2018, enabling access to the multi-audio video for meetings of the Plenary, the Committees and Delegations and other events such as press conferences and workshops held in the Parliament.

The Multimedia Centre and the web-streaming platform offer advanced functionalities for the consultation and sharing of video and audio assets, including the use of social media channels.

DG ITEC has also been active in the modernisation of the Parliament's public website and is expected to deliver the new versions of the sections for the Plenary and the Committees in 2019.

Efforts to improve user experience for the consultation of the Parliament's public website will be continued in 2019 and beyond, to ensure the compliance with the Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies.

*§48: "Stresses that it is difficult to find out the result of Parliament's votes on its website and that VoteWatch, a commercial website, is much more practical since the voting results are easier to find; calls on the Secretary-General to build a more advanced system for Parliament's website, registering plenary roll-call votes with easy search options to seek voting behaviour of individual Members and to compare these with other members of their group and with members of other groups;"*

As part of its current project portfolio, the competent services (DG PRES assisted by DG COMM) will improve the publication of roll-call votes, delivering this high demand product to Members in near real-time and with easy search options.

*§49: "Notes that in the field of media, numerous projects were implemented in 2017 and the Parliament's web presence was further consolidated with the implementation of a multiplatform approach, a new portal and the "news planet"; acknowledges in addition the significant improvement in the Parliament's use of social media, as well as actions related to raising awareness of Union action; notes also that significant efforts were invested in a comprehensive visitors' strategy and, with a particular focus on youth, the implementation of the Ambassador School Programme; underlines that the European Science-Media Hub should be further developed and made fully operational without further delay to allow for increased science-based media reporting;"*

Since 2017, significant efforts have been invested in developing a European Science-Media Hub (ESMH) as a forum for an effective dialogue between Members of the European Parliament, the scientific community and journalists, especially in relation to current scientific and technological developments and issues. It aims to serve as a dedicated and authoritative structure to support discussion, training and dissemination of knowledge in this field.

Although the budget line for the ESMH in 2017 did not earmark any concrete amount for such activities (unlike subsequent budgets), preparatory work already started in that year, with a view to defining the mission and the scope of such an initiative, and the human and budgetary resources which would be needed to launch it.

The ESMH operates under the guidance and the political responsibility of the STOA Panel. As such, on 21 November 2017, the Chair of the STOA Panel, Eva Kaili, and the First Vice-Chair, Paul Rübigen, announced the planned operationalisation of the Hub at the STOA Annual Lecture.

The Hub became operational during the course of 2018, and was able to launch a number of activities, which have been further built upon during 2019. In practical terms, the ESMH promotes networking, training and knowledge dissemination at the interface between the Parliament, the scientific community and the media. It aims to organise seminars, conferences and training courses on current scientific and technological developments and issues, and on the nature and effectiveness of science journalism.

The ESMH harnesses expert information and analysis from academia, the media and/or other sources in the science and technology field, for the benefit of policy-makers and citizens, and make related EP research and other relevant material more widely available by written, audio-visual and other means. It also promotes developing techniques and methodologies for improving the ability to identify and disseminate trustworthy sources in the field of science and technology.

Among activities to date have been:

- (i) setting up an online platform promoting evidence-based information and European research;
- (ii) organising a series of training sessions and workshops for journalists and media representatives on current technological developments, including a first summer school in June 2019; and
- (iii) the developing of media intelligence tools to follow news on relevant topics.

The ESMH has also established an Inter-institutional Advisory Board composed of representatives from EU institutions operating in this area. It includes representatives of DG RTD, DG CONNECT and Joint Research Centre (JRC)) of the European Commission, the European Institute of Innovation and Technology (EIT), and the European Research Council (ERC) Executive Agency, as well as from STOA and DG COMM within the EP.

The in-coming STOA Panel in autumn 2019 will take stock of progress to date and look at a concrete action plan for the continued deepening of ESMH activities in the first half of the new parliamentary term.

**§53:** *"Notes that in 2017, the Citizens' Enquiries service (AskEP) treated over 9 200 individual enquiries and 42 900 enquiries from seemingly coordinated 'write-in' campaigns on topical issues; proposes that the Parliament's replies be published on its portal;"*

In response to this request, the Citizens' Enquiries Unit (Ask EP) will henceforth publish the replies to coordinated "write-in" campaigns, in the relevant languages, on the EP website, at the following address:

<http://www.europarl.europa.eu/at-your-service/en/stay-informed/citizens-enquiries>

The possibility of publishing this material in other forms, or on other channels, will be actively considered.

**§54:** *"Welcomes the opening of the House of European History in May 2017 and the Simone Veil Parliamentarium in Strasbourg in July 2017; notes that between May and December the House of European History welcomed 99 344 visitors; regrets that its opening was delayed for more than one year; is concerned that 99 344 visitors seems few relative to EUR 4,4 million in staff costs: EUR 2,7 million for permanent staff and EUR 1,7 million for contract agents (including the cost of the security agents); invites the Bureau to undertake a cost-benefit analysis;"*

Compared to 2017, the average number of visitors to the House of European History (HEH) in 2018 has increased.

In all, 164 000 visited the HEH in 2018. Following -inter alia - promotional activities, the number of visitors grew further with nearly 30% in the first semester of 2019 (to nearly 106.000) compared to the same period in 2018. In qualitative terms, the visitors overwhelmingly appreciated the HEH, well over the average appraisal of other museums in Brussels. The high visitors' satisfaction is shown by the number of repeat visits and by the fact that word of mouth considerably contributes to attract visitors to the HEH.

Concerning the visitor offer as a whole, the HEH's website is available in all 24 languages since mid-2018. In the first quarter of 2019, the website attracted around 10.000 unique visitors per month. The HEH is also active on social media (Facebook, Twitter, Instagram), with 12.700 Facebook followers. In 2019, this number has grown to 14.500. Moreover, the HEH organises numerous events and offers guided tours. In 2018, 362 guided tours were given for the general public by HEH staff and since September 2018 by hired tour guides. About 40 events were organised in 2018, this number is expected to increase to about 70 in 2019. HEH staff actively contributed to transmitting a transnational perspective on history around Europe via conference presentations, online seminars, teacher trainings, publication of articles, etc.

Concerning the HEH's budget, the European Commission annually contributes EUR 3 million to the HEH's operational budget.

*§55: "Regrets that documents relating to the tender procedure of the House of European History in January 2019 were not made available; expresses its deep concerns regarding the requirements for the new tender; calls on the Secretary-General to inform the Budgetary Control Committee on the outcome of the tender; stresses that irrespective of the outcome of the tender the EXPO crew members must be treated better in the following areas: their working hours must be predictable, there must be a decent leave arrangement, proper attire must be provided;"*

The call for tenders for the provision of floor staff services was published in the Official Journal on 5 June 2019 (reference number 2019/S 107-260339). The tender documents are publicly available on the e-tendering platform. Within the boundaries of the Financial Regulation, the tender documents address issues that occurred during the performance of the framework contract for those services, signed in 2015.

The results of the tender will be made public, inter alia via publication of an award notice in the Official Journal and a publication of the EP internet site.

*§58: "Notes the reform of the Parliament liaison offices approved by the Bureau in November 2017, whereby the revised mission statement aims at engaging with citizens, media and stakeholders in order to reach out to citizens; calls on the liaison offices to ensure that citizens are aware of the work undertaken by the European institutions and to ensure that they are aware of the existence of the liaison offices;"*

The European Parliament Liaison Offices (EPLOs) have engaged for many years in activities, actions, events, social media activities and relations with the media in order to raise the awareness of EU citizens about EU Institutions and, in particular, the Parliament.

In 2018, the citizens engagement activities of the Offices involved 700 000 citizens participating in more than 1 100 events, 340 000 visitors to the EPLOs, 157 000 visitors to the Europa Experience Berlin, 15 000 visitors to the Europa Experience Ljubljana, and 22 000 visitors to the Europa Experience Helsinki in the month of December 2018 alone (more than 100.000 visitors registered at the end of August 2019).

For the same year, the EPLOs have reached over 1 million followers on social media accounts, with 750 000 fans on Facebook, an increase of 10% compared to 2017; 300 000 followers on twitter with an increase of 12% compared to 2017 and 35 000 followers on Instagram with an increase of 65% compared to 2017.

The EPLOs have also, via the European School Ambassador programme, reached a very high percentage of young citizens in the EU. The programme has an estimated reach of 1.4 million students with 1 100 participating schools (an increase of 60% compared to the 2016/2017 school year) and 300 000 students participating in EPLO events in the 2017/2018 school year (showing an increase of 50% versus 2016/2017 school year).

Finally, the EPLOs are reaching European citizens via the media, with an increase of 31% of media coverage compared to 2017 and an increase of 65 % press conferences and briefings organised in the Member States.

The direct outreach towards citizens will show an important increase in 2019 thanks to the innovative European Election “ground game” campaign of the European Parliament. With almost 300 000 direct and active supporters of the campaign and around 25 000 volunteers, it is an unprecedented way to connect with EU citizens. Thanks to these ‘ambassadors’, the EPLOs have been able to raise awareness on the European elections, on the European Parliament and its work, and de facto on their own existence.

*§65: "Stresses that the recruitment procedure for APAs may thus prove problematic at the beginning of the next parliamentary term; calls, therefore, on the Secretary-General, in the interest of Members and assistants, to put in place all the technical and staffing arrangements necessary for avoiding problems and delays, with particular emphasis on avoiding the problems that arose in 2009 and 2014;"*

The creation of the APA Front Office Unit in 2018 as a central point for the recruitment of APAs ensures a dedicated service to APAs and Members.

Furthermore, in the framework of the DG PERS Coordination task force “change of legislative term”, the necessary preparatory actions have been put in place:

- reinforcement of the services in DG PERS which will play a more central role than others in supporting the change of term (Staff Front Office Unit, APA Front Office Unit, Individual Entitlements Unit, Pensions Unit, Learning and Development Unit, Medical Service and Working Time and Childcare Facilities Unit) with colleagues of other units and services and
- development of technical solutions in the existing applications used for recruitment (APA People and Streamline).



- information sessions addressed to APAs (and other agents) were held in November 2018 and in February, April, May and June 2019. A dedicated webpage on the “change of term” is available on the internet and a transition and arrival desk for APAs has been set up in the ASP building to provide Members and future APAs with all the information they may need to prepare the recruitments in advance.
- a specific session on APAs and their recruitment has been included in the training of the MEP guides.

**§68:** *"Notes that members of staff who work in the institutions for less than 10 years cannot claim an EU pension, they must transfer their contributions to another fund which meets the Parliament's rules regarding the type of fund and the age at which funds can be drawn; notes that many UK APAs have not been able to transfer to UK pension funds which the Parliament says do not meet requirements; asks the Secretary General to urgently look into this matter to ensure all members of staff can access their contributions;"*

With respect to the particular issue relating to the UK pension funds, it should be noticed that it is the Paymaster's Office of the Commission who executes the “transfer out” on behalf of the Parliament. The services are in dialogue with the Paymaster's Office in order to identify the scope of the potential problem.

**§69:** *"Calls on the administration to provide, as early as possible in the next parliamentary term, training courses or publications especially for new APAs, including in practical and administrative matters (mission orders, medical examinations, accreditation, parking stickers, groups of visitors, exhibitions, etc.) in order to avoid systemic errors hindering the smooth running of administrative procedures that affect them;"*

Induction courses provided by the Learning and Development Unit with the participation of other services, including the APA Front Office Unit and the Staff Front Office Unit already cover many of those aspects.

The APA induction courses already began in January 2018. The current first module is a half-day modular training course for all APAs who have just arrived in Parliament. The course aims to increase clarity about the organisational context of Parliament, their contractual rights and obligations, practical and administrative matters, daily tasks and duties, and work-floor realities. It also introduces APAs to relevant services for logistical, financial, and administrative arrangements necessary for the smooth running of their Member's office.

APAs are required to follow the course within the first two months of their arrival. The invitation states that the training course is considered compulsory, and is extended to all Members' trainees with a traineeship of more than 4 months.

After the elections there will also be a second module that will consider in more detail the services the EP Secretariat provides to the MEPs and to the APAs. The APA induction courses will run frequently in the first months after the elections and then regularly, based on the expressed needs.

DG PERS has also developed an informative video addressed to newly recruited APAs covering their contractual obligations. Information on practical and administrative matters is publicly available in the intranet.



*§72: "Expresses concern at the impact of diversification in the catering sector on the continued employment of Parliament's current catering staff; calls for appropriate measures to be taken to ensure that Parliament's current catering staff keep their jobs;"*

In case of a contract ending and a new contract awarded, the so-called 'Transfer of undertakings Directive' (Directive 2001/23 of 12 March 2001, on the approximation of the laws of the Member States relating to the maintenance of workers' rights in the event of transfers) may apply in such cases. Under Belgian law, this directive has been transposed in the "Convention Collective de Travail" 32bis (entered into force in 25 July 1985), which ensures the maintenance of workers' rights in the event of such a transfer. Once the new contractor is in place practical issues as well as the situation of staffing is negotiated and finalised. The Administration plays an active role in order to ensure that the new catering provider(s) respect the rights and needs of catering workers.

*§73: "Notes that the drivers' service was brought in-house in 2017 with the main objective of improving the security of Members; observes that this permitted Parliament to conduct security screenings of drivers before employment and to provide continuous training and monitoring of its staff; notes with appreciation that the recruitment of 116 drivers and dispatchers was completed in 2017; requests details of the costs incurred by bringing the drivers' service in-house;"*

At its meeting of 12 November 2018, the Bureau positively evaluated the internalisation of the car service and supported the progress achieved so far. The Bureau also took note and welcomed the progress achieved in the implementation of the "E-mobility" Road Map adopted on 15 May 2017. Diversification, greening and electrification of the fleet become more and more a reality with the gradual introduction of hybrid and full electric vehicles. It is expected that Parliament will reach the zero-emission operation goal before the year 2024.

Furthermore, the internalisation of the drivers' unit has brought a significant increase in flexibility and efficiency of the provided service as direct access to the resources (drivers and vehicles) allows for a quick adaptation on changing requirements without going through an intermediary.

As to the fleet costs, in 2017, 109 vehicles for people transport were leased. Leasing and operating costs for the European Parliament's vehicle fleet are distributed as follows:

- Leasing/rental costs amount to EUR 1 123 240.
- Operating costs amount to EUR 384 512.

As to staff costs, reference is made to the (still accurate) replies to Questions 83 and 84 of the Questionnaire in preparation for the EP discharge for 2017.

**§82:** *"Notes that the creation of Europe House in several Liaison Offices has been approved by the Bureau and is being implemented throughout the coming years; calls on the Secretary-General, to see to it that new locations for the Liaison Offices are selected on a careful cost-benefit analysis; calls for detailed information on the progress of works be included in the DG's annual activity report; calls on the Secretary-General to submit the various projects adopted by the Bureau, justifications for them and the budgets allocated to them to the BUDG and CONT before the forthcoming European elections;"*

On 13 November 2017, the Bureau approved a new mission statement for the European Parliament Liaison Offices which includes the mainstreaming of Europa Experience, the interactive exhibition and visitor centres with a 360° film screening and high tech role play game where physically possible. This decision was further formalised in Parliament's Building Strategy beyond 2019 adopted by the Bureau on 16 April 2018.

Since 2017, the Bureau has endorsed the installation of Europa Experience in the Liaison Offices in Paris, Tallinn and Luxembourg. Evolving from this core concept, the installation of a Europa Experience in the new Central Library of Helsinki was approved. The proposed (and approved by the Bureau and Committee on Budgets) Paris project has been cancelled following a negative decision by the Council on the Commission's part of the project. A new market prospection for Paris is ongoing.

Future Houses of Europe which integrate a Europa Experience will meet the main evaluation criteria, which in order of priority are: location, pedestrian footfall, visibility, functionality and the quality of infrastructure, costs, access to people with reduced mobility, energy performance and public transport links. On top of the abovementioned general criteria, there can also be specific conditions that affect individual decisions. e.g.:

- in Luxembourg the site of the new Europa Experience will be located in the new ADENAUER building which will be fully owned by the Parliament (no rental costs) and which will be accessible through the tramway station called "European Parliament" (visibility);
- in Helsinki the project of Central Library, located on a highly frequented area of the town, resulting in an increased number of visitors by about 133% in five months, was an opportunity to be housed in a new building situated in a strategic location;
- in Tallinn an extra area has become available in the building that currently houses the Liaison Office. The landlord is offering a rent which is below market rate and also a participation in the fitting-out costs.

The new locations for the Liaison Offices are based on an in-depth market prospection. The overview below shows the Europa Experiences which have been initiated in the years up to 2017 with a short description, the reference to the Bureau decision, the cost and the state of progress. The cost includes the investments and expenditure for acquiring, hiring or transformation works of the infrastructure, managed by DG INLO, and investments in equipment and material for the exhibitions, managed by DG COMM.

## 1. Strasbourg

Large-scale exhibition: 360° Cinema, Role Play Game, 16 media stations, Photo booth and permanent Simone Veil exhibition.

Legal basis	BUR decision of 20.05.2013
Inauguration	04/07/2017
Costs estimated	EUR 1.967.742 (EUR 1.821.701 Parliamentarium + EUR 52.065 Permanent Exhibition, EUR 93.976 for extra projects)

## 2. Ljubljana

A small-scale exhibition in the Europe House shared with the EC featuring 4 media stations and Photo booth.

Legal basis	BUR decision of 09.05.2016
Inauguration	03/03/2017
Costs estimated	EUR 598.218 (EUR 550.277 Europa Experience + EUR 47.941 Façade)

## 3. Berlin

Medium-scale exhibition: 360° Cinema, Role Play Game, 7 media stations and Photo booth. Extra LED façade completed.

Legal basis	BUR decision of 13.01.2014
Inauguration	12/05/2016
Costs estimated	EUR 2.382.941 (EUR 2.175.312 Europa Experience + EUR 207.629 Façade)

## 4. Helsinki

A small-scale exhibition (110sqm) in the Central Library newly built by the City of Helsinki featuring a flat version of the 360° cinema, MEP and Commissioners walls, an “EU in Real time” wall, “EU & Me” tablets and a Photo booth.

Legal basis	BUR decision of 13.12.2017
Final Costs	EUR 703.852: EUR 772.232 (DG COMM) - EUR 176.000 (Commission’s contribution) + EUR 215.240 (DG INLO) - EUR 107.620 (Commission’s contribution)
Inauguration	05/12/2018
Visitors since inauguration	100.000 (27/08/2019)

## 5. Paris

A large-scale exhibition and education centre to include a 360° cinema, interactive media stations, Role Play Game for school groups, a Photo booth, new conference facilities and workspaces.

Legal basis	BUR decision of 13.11.2017
Exposed costs	Preliminary design, EUR 272.676
Project status	Project <u>cancelled</u> in December 2018. New market prospection (Bureau decision of 25 March 2019).

## 6. Tallinn

A large-scale exhibition to include a 360° cinema, interactive media stations, Role Play Game for school groups, new conference facilities and Photo booth. Opportunity to expand by 600 sqm the ground floor space occupied by the Info Point in the building currently hosting the Europe House.

Legal basis	BUR decision of 13.12.2017
Foreseen completion	End 2019
Foreseen Inauguration	Beginning 2020
Costs estimated	EUR 3.3 million : EUR 1.8 million (DG COMM), EUR 1.5 million (DG INLO)

## 7. Copenhagen

A small-scale exhibition in the Europe House owned by the EP and shared with the EC (60/40) to feature 5 media stations, 2 tablets and Photo booth, Flat version and VR version of the 360° movie.

Legal basis	BUR decision of 09.05.2016
Completed	08/05/2019 (in test phase)
Foreseen Inauguration	Autumn 2019
Costs estimated	EUR 848.997 : approx. EUR 719.997 (DG COMM), EUR 129.000 (DG INLO)

**§85:** *"Recalls the statement by the European Parliament on the exemplary role of buildings in the context of Directive 2012/27/EU of the European Parliament and of the Council of 25 October 2012 on energy efficiency, amending Directives 2009/125/EC and 2010/30/EU and repealing Directives 2004/8/EC and 2006/32/EC(4) (the 'Energy Efficiency Directive') to bring its buildings to the highest energy efficiency standard; calls for the development of a coherent, long-term deep renovation strategy for all Parliament buildings, and for including standard specifications on the extraction of reusable building materials in building renovation contracts;"*

Since 1992 and the decision on the seats of the EU Institutions, Parliament has actively participated in the process of buildings acquisitions which concerned all Institutions. During this period, the Parliament acquired more than 1 million square meters and consequently today it owns almost 80 % of the buildings it uses.

The unavoidable ageing process that affects all buildings and the consequent need for long-term renovation planning was addressed by the reinforced maintenance policy endorsed by the Bureau in 2010 and reiterated in Parliament's Building Strategy beyond 2019, approved by the Bureau on 16 April 2018. Furthermore, on 11 March 2019, the Bureau adopted a new Integrated Facility Management Strategy. The Parliament has a strategic objective and also a legal obligation to achieve the highest environmental standards for all its buildings through regular renovations.

In the context of the development of a renovation strategy for Parliament buildings, a "building passport" shall be constituted for each building owned by the Parliament, in order to provide complete information to the decision makers.

It is paramount to know the "technical age" of each building and possibly the hypothetical residual life before the complete renovation/re-construction becomes financially profitable.

This would be useful not specifically for each building by itself, but rather for each building in comparison to all others across the three Parliament's sites, in order to set technical priorities based on a neutral and reliable methodology.

The degree of intervention (DOI) resulting from the software EPIQR<sup>1</sup> would be the main focus of the necessary technical reports.

At a further stage, these reports will be taken into account for the periodical update of the renovation strategy.

An estimated indicative rolling-plan for renovation of Parliament's buildings was attached to the Parliament's Building Strategy beyond 2019.

The recycling/reuse of demolition materials has already been included in the technical specifications of tender procedures, especially through the environmental certification that accompanies most of Parliament's building projects.

**§86:** *"Acknowledges that the Bureau instructed the Secretary-General to mandate DG INLO to launch an architectural competition for the refurbishment of the Paul-Henri Spaak building considering only the selected options B - technical update and C - redesign of the building; notes that outcome of the process is foreseen for 2019; calls on the Secretary-General to develop a comprehensive plan concerning the guarantees that will be built in against costs rising beyond the estimations and to ensure that the contracts foresee that the Parliament will not take the risk of any such setbacks; furthermore, calls on the Secretary-General to provide the Parliament with a clear plan, including the indirect costs related to each of the scenarios, in particular when parts of the activities will have to take place elsewhere during the renovation and building activities, and to specify the options for dealing with the security risks without having to create an entirely new building;"*

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<sup>1</sup> Energy Performance, Indoor Environmental Quality and Retrofit Procedure

In line with the Bureau decision of 2 July 2018, an architectural competition will be launched in order to have concrete architectural concept proposals, which would include the latest update of time schedule and budgetary estimates. The final decision on the project (renovation or redesign) should be taken by the political and budgetary authorities in the course of 2020.

In order to avoid an evolution of overall costs beyond original estimates, the administration has put into place two complementary strategies:

- during the Design competition, the estimates presented by the architects will be verified independently by at least one outside analyst, in order to ensure that the figures presented to the Bureau/Committee on Budgets are accurate and reliable;
- after the Design competition, and based on the decisions taken by the political and budgetary authorities in this respect, the realisation of the works themselves would be assigned, via an open competition followed by a competitive dialogue. A single Design&Build operator would be in charge of developing, and applying, the competition-winning Architectural concept. It would also be responsible for all the potential budget discrepancies that can usually intervene on similar projects. Through this kind of contract, the financial responsibility will lay with the contractor and not with Parliament.

For both options (options B - technical update and C - redesign of the SPAAK building), the Administration foresees to assure business continuity during the works phase of the project. Comprehensive scenarios, duly taking into account potential risks are under consideration by the competent services and will be submitted in due course to the Bureau.

**§90:** *"Notes that the original estimated budget of EUR 317,5 million was revised in 2009 to EUR 363 million (2005 prices) due to conceptual changes; is highly concerned that the project is not yet finished, although foreseen to be ready by the end of 2019, and the final price therefore unknown, even though Parliament intends to keep the costs within the current budget of EUR 432 million (in 2012 prices); requests to obtain the progress report on the completion of KAD II building by 30 June 2019;"*

Projects running over several years are usually planned in fixed prices. Applying indexation, the current budget of €432 million corresponds to the budget approved by the Bureau and the Budgetary Authority in 2009. So far, there have been no cost overruns and Parliament's current forecasts indicate that the project is within the budgetary envelope.

Regular updates on the financial situation and the progress of the KAD building project are produced on a quarterly basis and sent to both Vice-Presidents of the EP in charge of building policy.

The last progress report was presented to the Board meeting which took place in June 2019 with the participation of both Vice-Presidents of the EP and the Minister for Mobility and Public Works of Luxembourg (see annex). The Bureau took note of the conclusions of the Board meeting during its meeting of 17 June 2019 and invited the President to transmit the conclusions for information to the Committee on Budgets.

**§93:** *"Is concerned by the high quantity of single use plastics and plastic waste generated by Parliament canteens and cafeterias and urges the administration to explicitly remove the possibility to offer plastic wrapped and single use plastic products for the upcoming call for tenders on catering;"*

On 11 June 2018, the Bureau took note of the state of play of the modernisation of Parliament's catering policy 2014-2019, including its principle orientations beyond 2019. Important elements of the catering policy include: 1) the total elimination of the use of individual plastic bottled water in meetings and all catering outlets as well as the further reduction of other types of plastics at the beginning of the new legislature and 2) the instalment of water fountains, connected to the general water system, in the main passageway areas next to large meeting rooms and other strategic areas in Parliament's buildings to ensure sufficient water provision at all times.

More concretely, the following actions are worth mentioning:

**1) Reduction of the use of plastics:**

- Biodegradable cups made of FSC-certified (Forest Stewardship Council) recycled paper and fibres, such as corn and sugarcane, were introduced in Brussels in July 2017 after an inter-institutional procurement procedure led by the Commission.
- There has been a gradual replacement of plastic cups and cutlery by biodegradable ones; acquisition of "Earth Trays" and pleated paper portion cups for ketchup, mustard and mayonnaise in the self-service restaurant in the MARTENS building in Brussels; introduction of reusable salad jars in all self-service restaurants in the three places of work, etc.
- The system of reusable porcelain and thermos mugs, established in Parliament since April 2015, continues, proposing an environmentally friendlier alternative to take-away cardboard cups delivered at bars, cafeteria and vending machines. Stickers and other visual material are on display to raise awareness among users.
- Targeted communication and awareness-raising campaigns are regularly undertaken by the relevant Parliament services.

**2) Elimination of the single use water bottles through the instalment of water fountains:**

- Quaestor's and Bureau decisions (respectively 17 April 2018 and 11 June 2018) to gradually phase out the use of plastic bottles with a view to eliminate them completely for the new legislature and replace them by the installation of water fountains are being implemented.
- At present, there are 217 water fountains on Parliament's premises in the three places of work – 170 in Brussels, 33 in Strasbourg and 14 in Luxembourg.
- A communication campaign amongst users is under way, including supplementary initiatives to increase visibility of water fountains through interactive maps/floor-plans, backlit frames and signs as well as internal advertising of the locations.

In addition, the technical specifications of the current call for tender for the catering contract in Brussels reflect the recommendations of the Plastic Waste Strategy and are in line with all the Parliament decisions on this matter.



**§94:** *"Notes the difference in quality between canteens serviced by one and the same service provider; is of the opinion that this aspect needs closer monitoring and therefore calls for a user satisfaction survey to be launched; welcomes the fact that the catering services in Strasbourg have already started to provide food suitable for gluten-intolerant staff, calls for the range of such options to be expanded and adopted as soon as possible by the caterers in the other places of work;"*

Further modernisation of catering offers within Parliament, as laid down in the Bureau decision of 10 June 2013 on *'Parliament's future catering policy 2014-2019 - Guidelines for modernisation'*, continued during 2018 and the beginning of 2019. The culinary options have been regularly diversified, respecting requirements on fair trade aspects, transition to better diet and healthier lifestyles as well as combatting food waste and ensuring quality. In all three places of work, available food choices such as organic, vegan, gluten or lactose-free and similar will be systematically enhanced, including suitable and appropriate labelling, all being part of technical specifications in future calls for tenders.

Quality control has always been a priority and consists of different types of tests, the results of which are regularly presented in the coordination meetings with the catering providers in the three places of work.

Complementary, the new concession contracts which came into force in Brussels in August 2019, specifically provide for a mechanism to ensure continuous and regular evaluation of customer satisfaction. More specifically, it is stated in the technical specifications that:

*"The Service Provider must set up a system to measure, on a continuous or regular basis, the satisfaction of guests and to actively seek and collect their reactions and suggestions for improvement. The system must be effective and therefore simple and produce quantifiable results, to be used both for continuous improvement and for periodic contract evaluation".*

A similar approach will be implemented for Strasbourg and Luxembourg when calls for tenders are launched.

The technical specifications of the new call for tender focus especially on:

- High quality required, as well as the respect for food intolerances (gluten free etc.) and a variety of offers;
- Quality control (for example through tasting tests);
- Regular audits (by the external audit company).

All the above-mentioned actions will contribute to further improvements of the quality in all the catering-outlets.

**§95:** *"Notes that trainees are entitled to a discount of EUR 0,50 on main dishes in all the self-service restaurants in Brussels and Luxembourg and EUR 0,90 in Strasbourg; considers, however, that, taking into account their average pay levels and the high prices charged over the last three years, these discounts are not sufficient to have even a minimal impact on their finances; reiterates once more its call on the Secretary-General to grant price reductions in line with their earnings;"*

All holders of a "Trainee" badge are entitled to a set price reduction in the Self-service restaurants in all three places of work on all hot meals offered, including the 'dish of the day' already offered at a lower price. In Brussels and Luxembourg the reduction is EUR 0,50 and in Strasbourg it is EUR 0,80.

Parliament's services will ensure that with the entry into force of the new catering contracts in Brussels, the discount for trainees continues to apply, and general services remain appropriately and fairly priced. Further reductions will be negotiated with the new catering providers, nevertheless depending on their willingness to do so as Parliament's policy is not to subsidize the sector further.

**§96:** *"Welcomes the creation of a "Ex-Ante Control and Public Procurement Coordination Unit" in 2017, and of a procurement service in each Directorate; asks for a specific section in the annual activity report to be dedicated the new unit's activities;"*

The activity of the Ex-ante Control and Public Procurement Coordination Unit is described in detail in section 4.2 of the annual activity report 2018 ("Assessment of the costs and benefits of the controls").

**§99:** *"Notes that the implementation of the "Strategy for the Modernisation of Conference Management" in the Parliament lead to the transfer of the Conference Ushers Unit and the creation of a new Directorate for Conference Organisation in the DG; asks for a specific section in the annual activity report to be dedicated the new unit, including an activity assessment with conclusive performance indicators, in addition to the DG's regular activities;"*

There are already specific references to the activities of the Directorate for Conference Organisation in the various sections of the 2018 annual activity report, including the indicators tables. DG LINC is in the process of reviewing and building upon its existing performance indicators to reflect the extension in the scope of its activities. New indicators specific to conference organisation will be included in future annual activity reports, once they have been developed and validated.

*§100: "Notes that the Secretary-General decided to transfer several functions related to services provided to APAs and the Members' Professional Training Service from DG FINS to DG PERS; regrets that these transfers were not sufficient to overcome the negative impact on DG FINS of the 2017 reduction in staff; calls for a simplification of reimbursements of travel costs for Members, staff and APAs, that takes advantage of systems such as the electronic signature function (DISP) and two-step-verification; acknowledges that verifications are necessary but underlines that this can be done in a more efficient and paperless way;"*

The perimeter and services of the e-Portal (the online and mobile platform for Members' financial and social entitlements) are gradually being extended to cover all current paper-forms of submission and consultation. The e-Portal allows faster and more efficient handling of requests from Members to DG FINS. Furthermore, in May 2019, DG FINS introduced an automatic reimbursement of airfares for Members who book their flight with EP's travel agency. This system is not only paper-free, but also saves Members the administrative step of having to declare the air tickets expenses for the concerned flights. Further projects in the same direction are under study for other modes of travel.

A new paperless IT tool that will significantly speed up the creation and validation of the mission declarations of expenses is being tested and will be rolled out for all EP staff by the end of 2019.

*§101: "Recommends a thorough revision of the Internal Rules governing missions and duty travel by officials and other servants of the European Parliament and of the implementing measures for Title VII of the Conditions of employment of other servants of the European Union, in particular as to align the treatment of APAs with that of officials;"*

According to the Article 132 of the Conditions of employment of other servants (CEOS), for APAs the arrangements for reimbursement of mission expenses shall be laid down in the implementing measures governing the statute of APAs.

For staff other than APAs, the new internal rules governing missions came into force on 1 September 2018.

*§104: "Calls for the simplification of recruitment procedures and reimbursements for missions and travel costs for local assistants; regrets that these processes are often complex and lengthy and result in significant delays; calls on DG FINS to address this issue as a priority;"*

For the 9th parliamentary term, all currently used forms were revised and simplified wherever possible. A model contract for local assistant is also available in all languages. Local assistants are recruited by Members under their respective national legislation, which may vary from Member State. The "Implementing measures for the Statute for Members" provide that "all the employment and service contracts concluded by a Member or a grouping of Members shall be administered by a paying agent established in an EU Member State", chosen by the Member and paid from his parliamentary assistance allowance. In particular, the role of the paying agent is to carry out the necessary measures on behalf of the Member to comply with all applicable social and fiscal provisions of the national legislation and Parliament's rules and principles, notably sound financial management.

The paying agent shall assist the Member as early as from the recruitment steps, to the overview of the use of his parliamentary assistance budget and handling the mission expenses of the local assistants.

*§105: "Notes that the paying agents with whom Members are required to work in their countries of election are not sufficiently aware of Parliament's internal procedures; points out that the complexity of these rules often leads them to make mistakes which are detrimental to Members; considers that paying agents should be provided with training or a handbook;"*

The handbook for paying agents is a useful tool that will be prepared by the relevant Parliament's service. The handbook will contain useful guidelines for paying agents, who, as provided by the "Implementing measures for the Statute for Members", are professionals "duly authorised within a Member State to exercise a professional activity dealing with the tax- and social security-related aspects of employment contracts or service contracts under national law".

*§106: "Recalls that in the past, Parliament has voted in favour of the position that Members should keep the receipts for their expenses, should annually publish an overview of their expenses, and should reimburse the unspent amount of money at the termination of their mandate or the end of their terms; recalls the decision of the Bureau to establish an ad-hoc Working Group for defining and publishing the rules concerning the use of the General Expenditure Allowance (GEA) following previous discharge recommendations; regrets the decision of the Bureau to disregard the proposal of the Working Group to introduce checks of the separate GEA accounts by an external auditor, thus preventing a meaningful reform of the GEA; calls on the Bureau to immediately resume discussions about the GEA and to come up with an agreement as soon as possible; believes that such agreement should include common rules for greater transparency and financial accountability, requiring:*

- Members to keep all receipts pertaining to the GEA;*
- the admission of an independent auditor in charge of the annual check of the accounts and the publication of an auditor's opinion;*
- Members to return the unspent share of the GEA at the end of their mandate;"*

*§107: "Urges the Bureau to implement the democratic will of the plenary concerning the GEA as soon as possible; furthermore, urges the Bureau to immediately reconvene the working group in order to reform the GEA by developing new rules for greater transparency and financial accountability;"*

At its meeting of 2 July 2018 the Bureau adopted a new list of expenses that contains the most common examples of eligible expenditure of each category referred to in Article 28 IMMS. The list is not exhaustive.

It stems from that Bureau meeting that for the Members who so wish, the costs relating to an audit of GEA can be covered either from GEA or Parliamentary assistance allowance. The Bureau also reminded that all Members are free to document their use of GEA, and have this information published in their personal websites.

**§108:** *"Calls in addition on the Bureau to make the following, additional changes concerning the GEA on top of those already adopted by the plenary:*

- a 5% sample checks of the GEA spending by the European Parliament's internal auditing; the final results and the findings should be part of the annual internal audit report published by the European Parliament;*
- the need for Members to publish, on an annual basis, an overview of their expenditures by category (communication costs, office rental, office supplies, etc.);*
- the admission of an independent auditor in charge of the annual check of the accounts and the publication of an auditor's opinion;"*

In line with the recently updated EP legal framework (Rule 11(4) of the Rules of Procedure, adopted by plenary on 31 January 2019) as implemented by the Bureau in its decision of 11 March 2019, the administration is currently preparing a technical solution, for Members who so wish, to publish a voluntary audit or confirmation, as provided for under the applicable rules of the Statute for Members and its implementing rules, that their use of the General Expenditure Allowance complies with the applicable rules of the Statute for Members and its implementing measures. This technical solution, which will become available in the next few weeks, will involve a template which, once filled in and sent, will be published on the respective MEP's page (in the declarations section) on Parliament's webpage. The Secretary-General was tasked by the Bureau to assess the efficiency of the implementation of these provisions at the next mid-term.

**§109:** *"Recalls Article 62 of the Decision of the Bureau of 19 May and 9 July 2008 and the Decision of the Bureau of 5 July and 18 October concerning implementing measures for the Statute for Members of the European Parliament, which stipulates that "the sums paid", including the General Expenditure Allowance, "shall be reserved exclusively for the funding of activities linked to the exercise of a Member's mandate and may not be used to cover personal expenses or to fund grants or donations of a political nature" and that "Members shall pay back any unused amounts to Parliament"; calls upon the Secretary-General and the Bureau of the European Parliament to ensure that those provisions are fully implemented and complied with;"*

The administration has provided information on the intranet whereby, if Members have not used the full amount of the allowance, they can return unused amounts by making a transfer to the European Parliament's bank account:

- Beneficiary: European Parliament
- Bank: ING Belgique
- IBAN number: BE44 3101 0769 5045
- BIC Code: BBRUBEBB
- For the communication field of the bank transfer, please enter the text Reimbursement not used GEA + year

**§110:** *"Calls in addition to introduce a requirement for Members to have their accounts in relation to the GEA checked by an external accountant at least at the end of a Member's mandate; calls furthermore for the publication of the expenditure by placing a link to these data on the personal pages of the Members on the website of the European Parliament;"*

See reply to Question 106 - 108.

**§112:** *"Recalls that, in a note to the Bureau dated 8 March 2018, the Parliament's Secretary-General accepted that the pension fund linked to the Members' voluntary pension scheme "will exhaust its capital well before the end of the pension obligations and possibly already by 2024"; calls therefore upon the Secretary-General and the Bureau, while respecting fully the Statute for Members, to urgently establish a clear plan for the Parliament assuming and taking over its obligations and responsibilities for its Member's voluntary pension scheme immediately after the 2019 elections;"*

The Bureau held a debate on 12 March 2018 on the basis of a proposal by the Secretary-General. The Bureau also held an exchange of views with the Chairmanship of the Fund on 30 May 2018. At its meeting of 10 December 2018, the Bureau decided to modify the rules applicable to the additional voluntary pension scheme (by increasing the retirement age from 63 to 65 years and introducing a levy of 5 % to pension payments for future pensioners) with a view to improving the sustainability of the voluntary pension scheme, address the increasing liquidity problem and reduce the actuarial deficit. Any further decision regarding the voluntary pension scheme will be taken at a later meeting.

**§117:** *"Notes that, following a proposal by the Secretary-General on 10 December 2018, the Bureau adopted two modifications to the rules governing the voluntary pension scheme endorsing the increase of the retirement age from 63 to 65 years and the introduction of a levy of 5 % to pension payments for future pensioners; calls on the Secretary-General to ensure that all legally possible measures are taken by the Bureau without delay in order to improve the sustainability of the fund and to prevent the fund's early insolvency; calls on the Secretary-General to ensure that a decision is taken by the Bureau before the end of the current mandate;"*

See reply to Question 112.



*§118: "Calls on the Secretary-General to investigate the legal foundations and potential ramifications of the Voluntary Pension Fund and in particular, whether the European Parliament as guarantor is legally and financially sustainable, as the Voluntary Pension Fund is a Luxembourg investment fund, rather than a regular pension fund; underlines that this investigation should be carried out by an independent party;"*

The legal foundations and potential ramifications have been explored lately in 2015 and 2018. On the basis of a proposal by the Secretary-General, the Bureau, at its meeting of 10 December 2018, modified the rules applicable to pensions paid by the fund. See also reply to Question 112.

*§119: "Calls on the Secretary-General, as well as the Bureau, to exhaust all possible avenues to keep Parliament's liability to a minimum, as taxpayers' money is involved; recalls that the fund was set up in 1990 to provide Members with an additional pension scheme on a voluntary basis; recalls that before the Members statute, which was introduced in 2009, Members were already eligible for a pension equivalent to those of their colleagues in the national parliaments, with the exception of Italian, French and Luxemburgish Members, who could therefore contribute to a special pension scheme of the European Parliament, which was created in 1981 solely for the needs of the aforementioned three nationalities; recalls therefore that the Voluntary Pension Fund has always constituted a purely supplementary pension;"*

See reply to Question 112.

*§122: "Recalls that a key strategic pillar for Parliament in a world of open communication is strengthening ICT security, without hindering parliamentary work of Members, staff and APAs with seemingly arbitrary rules and requirements; underlines that security measures need to be tailor-made to encompass all operating systems - iOS as well as Windows - without hindering work on one operating system or the other; stresses that DG ITEC needs to take into account the increased use of iOS and that all remote services for Windows devices need to be adapted to iOS without further delay; welcomes in this regard the establishment of the ICT Security Unit in January 2017; regrets the scarcity of top cyber-security experts who would be interested in applying for jobs in Parliament's administration, mainly due to the competitiveness of the market;"*

Parliament is committed to provide high quality service to MEPs and APAs as demonstrated by the recent creation of a dedicated Members IT Support Unit. This new unit offers a proximity IT support and responsive solutions to the needs of MEPs.

Parliament's dedication to better support MEPs and APAs was also highlighted by the ICT4MEPs project, which provides MEPs with a fully-fledged digital workplace to work mobile with any device, any OS, at any time and in any place. The project provides, among many other features, the Virtual Desktop Infrastructure (VDI), which allows external access to the EP's office desktop environment for all personal equipment running Windows, iOS, and Android). More generally, concerning the use of different operating system (OS) in the EP, all of Parliament's new front-end development is based on Responsive Web Design, which is engineered to be accessible easily across a range of devices and OS, including devices that run on iOS.



Concerning specifically ICT Security, DG ITEC's Chief ICT Security Officer (CISO) entity regularly organises Cybersecurity specific trainings. These sessions are tailored to raise awareness of the EP users. Dedicated sessions are regularly organised for MEPs, APAs, Political Groups and DGs.

Parliament has implemented in particular the following decisions relevant to the establishment of an ICT security EP governance:

- The European Parliament Information and Communication Technology Systems Security Governance (7 September 2015), as requested in the 2012 discharge;
- The confirmation of the increasing importance of ICT security on several occasions by appointment of a Chief ICT Security Officer by the Bureau (24 October 2016);
- The validation by the Bureau Working Group on ICT Innovation Strategy and the ICT security governance structure of the creation of a pluriannual action plan with the goal to increase EP Cyber Security maturity;
- The decision on a cybersecurity-sensitive procurement policy (25 March 2019).

On this basis, Parliament has become a leader in ICT security among the EU institutions, and it is providing input to inter-institutional efforts in this respect, e.g. by chairing the Cert EU ICT computer emergency response team for EU computer systems or by providing input to other institutions on security-sensitive procurement.

Concerning the recruitment of cybersecurity experts, Parliament provided a significant contribution to facilitate their recruitment by chairing the inter-institutional EPSO AD/331/16 ICT experts (AD7) competition, which included a domain dedicated to ICT security. Thanks to this EPSO competition, Parliament recruited 6 ICT security specialist officials in the CISO entity (1 in Brussels, 5 in Luxembourg). This shows that the efforts to hire internal ICT experts despite the challenges posed by the current state of the labour market can be successful, and thus autonomy from external contractors in this important field for Parliament's functioning is improving.

*§123: "Welcomes the two new projects started in 2017 - "From tablet to hybrid" and "Mainstreaming innovation" that will reinforce the innovative and digital working environment of the Parliament; asks for IT security training for Members, APAs and staff to be planned and provided soon and to focus on their respective needs;"*

Parliament's strategy is based on two pillars: awareness raising and training.

Benefiting from the structuring of the ICT Security function, the Chief ICT Security Officer's (CISO) team is building a formal Cybersecurity awareness and training program to address the variety of users of the EP IT infrastructure from MEPs and standard users to IT staff. The programme aims at adapting the awareness activities to the different population at the EP in order to better address typical risks.

This programme is designed to tackle the human factor of cybersecurity. Its purpose is to improve people's understanding so that they are enabled to recognise and report security issues in a more consistent way.

The 2019 action plan is especially targeting the following objectives:

- Developing a cybersecurity culture by explaining how it can be integrated into the organisation business processes, especially in the context of the 2019 Elections;
- Reducing risks relating to social engineering which remains the number one entry point for attackers to compromise an organisation;
- Improving detection and reaction capabilities by providing a cyber-first-aid kit to the EP users.

The plan will consist of a variety of activities to address those objectives:

- Periodic live awareness sessions;
- Inclusion of cybersecurity information in the on boarding kit and welcome sessions for new joiners and MEPs;
- Delivery of more actionable guidelines and advice through a variety of channels (Intranet, periodic communication, specific events like the Cybersecurity Month).

With regard to training, tailor-made sessions on IT security will be offered to MEPs in the learn.MEP catalogue. APAs will get practical information on the subject during the induction courses organised for them in September and October (2nd module). The staff members of Parliament's Secretariat already receive information on IT security as part of their induction course, and thematic training courses on the subject will be offered regularly in the learn.EP catalogue. All these courses will be provided by the European Parliament's in-house IT experts.

*§124: "Calls on all relevant DGs to work towards and achieve paperless office by having recourse to all digital services such as e-signature and two-step verifications; underlines that e-forms only save time and resources when they don't have to be printed, signed and sent to another office or even country, as is the case with mission reimbursement forms;"*

Parliament is strongly committed to implement a paperless or paper-smart approach across the board. Solutions aiming to avoid paper documents include the digital tools for use across a variety of DGs, such as a tools for Parliamentary questions, the trilogue table editor, the production of internal initiative reports, the Portal for Members, the digital solutions provided for interpreters to access documents related to meetings and assignments, the digital signature of budgetary commitments and payment orders, and the customisation of the eProcurement chain of processes to contract services.

After completion of the efficient printing project which reduced corridor printing equipment by 50%, a further project to reduce printing was initiated by the Secretary-General and is expected to yield first results by the end of 2019, in particular by identifying superfluous paper workflows and/or move to printing on demand of certain background documentation products.

*§125: "Underlines the costs, emissions and health and safety issues created by Strasbourg transport boxes ("canteens") and suggests their immediate removal in view of available IT solutions such as print-on-demand, system approaches such as paperless offices and IT equipment such as tablets and laptops;"*

More highly digitalized work processes as well as regular initiatives in order to reduce the number of trunks are key elements to further reduce the impact from transports as well as the number of trunks in future.

In the course of the 8th parliamentary term, the following initiatives were taken in order to further reduce the transport of trunks to Strasbourg:

- Reduction of the number of trunks used by staff of Parliament's administration for the transport of documents between the three places of work by either sharing or eliminating trunks. A trunk sharing promotion campaign among political groups and Member's private offices is foreseen in the context of the EMAS Action Plan 2019.
- The capacity of vehicles used for transport of goods, in the context of the EMAS Action Plans 2016, 2017 and 2018 has been improved.
- Reduction of the amount of emissions of CO<sub>2</sub>, NO<sub>x</sub> and PM (Particulate Matters) by replacing gradually all EP internal vehicles fleet for transport of goods by more eco-friendly vehicles in the context of the EMAS Action Plan 2019.

*§126: "Stresses the Bureau conclusion that an integrated approach on security matters is required to ensure optimal coordination of all relevant services in responding to emergencies, which makes the close cooperation between DG ITEC and the Directorate-General for Security and Safety (DG SAFE) of utmost importance; encourages the DGs to plan common activities over the medium and long term;"*

DG SAFE and DG ITEC already plan common activities over the medium and long term. They closely cooperate and work together in synergy in many of their fields of activity with overlapping elements (security investigations, cybersecurity, online threats, etc.).

In addition, the composition of both the Bureau working groups on Security and ICT has been set to allow for structured debates within each specific working group while enabling all Chairs to participate in and follow discussions impacting their area of competences. Both working groups elaborated a joint note on cyber security which was endorsed by the Bureau in January 2018.

*§127: "Calls on the Bureau to come up, in cooperation with DG ITEC, with risk mitigating measures to ensure the smooth running of parliamentary work in the case of system damages or blackouts; underlines the importance of a list of priority services to determine the order in which services must be restored as quickly as possible so that a skeleton service is still functioning in the case of a cyber-attack; calls on the Bureau to draw up a contingency plan for lengthy system blackouts; recommends that data centres diversify the sites on which their servers are located to enhance the security and continuity of Parliament's IT systems;"*

Smooth running of parliamentary work in the case of system damages or blackouts or a cyber-attack is assured by the implementation of Parliament's Business Continuity Policy endorsed by the Bureau in March 2018, the Parliament Business Continuity Plan and DG ITEC business continuity plan. Also taken into account the lessons learned from the IT outage incident of October 2017, measures to reinforce the European Parliament's ICT infrastructure and application resilience have been implemented following a jointly elaborated Action Plan, agreed between DG ITEC and the Parliament Risk and Business Continuity Managers.

The Action Plan addressed the resilience of Parliament's IT systems in its three essential aspects: Risk Management, Crisis Management and Business Continuity. In particular, DG ITEC has worked intensively in favour of the following measures:

1. Contractual strategy: Establishment of a control plan to ensure proper supervision of contractors and sub-contractors activities.
2. Hardware/Physical strategy:
  - Control of the data centre physical environments increased with documentation provision (building and equipment) as well as replacing and addition of equipment.
  - Develop cloud based redundancy capacity to further support the physical Data Centre in Brussels and Luxembourg (to mitigate the risk of regional disasters).
3. Software strategy:
  - Regular update of information concerning virtual servers and development environments to ensure the same level of recovery capacity as for the hosting service.
  - Applications clustered in the Data Centre according to their levels of priority and interdependencies.
  - Synchronisation between sites extended, the instability problems in the synchronisation solved with the upgrade of the equipment, level of automated monitoring increased to detect possible problems early.
4. Software and hardware strategy:
  - Review of the Data Centre Disaster Recovery plan in Parliament: Additional capabilities for managing Disaster Recovery situations (further increase of storage capacity and software licences to automate Disaster Recovery).
  - IT Obsolescence Management Program reduced application obsolescence by phasing out old and unreliable components, replacing them with more modern and stable ones.
  - Ongoing work to reduce Backup/restore time (via upgrade of the network connectivity and reinforcement/re-architecture of backup infrastructure) to ensure fast recovery from back-ups with an established and tested procedure.
  - Ongoing work on a Cloud testing report and a Cloud strategy.

All these measures have a long-term intention aiming to continuously improve its capacity to restore priority services and support of the overall EP and ITEC contingency planning for long-term system blackouts. Parliament continues to actively monitor the situation.

*§128: "Reiterates the call for the creation of an emergency rapid alert system which allows DG ITEC, in collaboration with DG SAFE, to send swift communications by SMS to Members and staff that agree to their contact details being included on a communication list for use in specific emergency situations;"*

Late in 2015, an SMS alert system was put in place for urgent security-related communications. This system involved the senior and middle management of the Institution as well as the Secretaries-Generals of the Political groups.

This system was extended to all Parliament's service phones users (more than 2.700 persons) in early 2018.

Further to Bureau decisions of July 2019 a generalised SMS rapid alert system in case of emergency aimed at reaching simultaneously all Parliament users who agreed to communicate their private mobile numbers should become operational during the 9th parliamentary term.

This system will be implemented in full compliance with Regulation 2018/1725 on Processing of personal data by the institutions.

*§134: "Asks for clarification that all staff with a management position in the Directorate-General for Security and Safety have passed a security clearance procedure;"*

In the case of DG SAFE's senior management, 50% have an up-to-date Personal Security Clearance (PSC) and 25% an ongoing request. For the rest of DG SAFE middle-management positions, 16% have an up-to-date PSC and 67% an ongoing request.

*§135: "Recognises that whistleblowing is crucial in deterring unlawful activities and wrongdoing; notes there were no parliamentary whistle-blower cases in 2017 and of the three in 2016, all were APAs and were dismissed by their respective Members; believes that the Parliament may not be inspiring confidence in their staff generally, nor granting requisite legal protection to APAs specifically, to those who wish to report wrongdoing; calls on the Secretary-General to remedy this situation as a matter of urgency;"*

APAs, as all other staff members, have a right to benefit from a legal protection of the Institution on the basis of:

- Article 22c of the Staff Regulations on whistleblowing which ensures a fair treatment and protection of whistle-blowers;
- Article 24 of the Staff Regulations, which states that "the Union shall assist any official, in particular in proceedings against any person perpetrating threats, insulting or defamatory acts or utterances, or any attack to person or property to which he/she or a member of his/her family is subjected by reason of his position or duties".

The rules do not apply to trainees since they do not have a status of a staff member.

Parliament treats all requests for assistance and protection with serious consideration, gives its reply in the most urgent manner and takes appropriate, and where needed, immediate measures.

In the framework of the new procedure for cases of harassment where MEPs are involved, in cases where it is established that an APA has been a victim of harassment by a Member, the APA's salary has to be paid by the MEP from the parliamentary assistance allowance until the end of the APA's contract and the Member shall not be entitled to the provision of any further services by that assistant.

*§136: "Emphasises the vulnerable position APAs and interns employed by Members hold in respect to internal whistle-blower protection rules; notes with great concern the Secretary-General's acknowledgement that "whistleblowing rules are applicable to APAs but the Parliament cannot provide employment protection"; urges the Secretary-General to apply comparable remedies to APA whistle-blowers to those APAs who are victims of harassment, such as post transfer and salary payment until the end of their contract; urges the Secretary-General to address this situation immediately and fulfil the Parliament's legal obligations under the Staff Regulations to protect whistle-blowers for all Union staff classifications;"*

See reply to Question 135.

*§137: "Highlights that transparency and freedom of information are enshrined in the Charter of Fundamental Rights, which establishes the right to access documents held by the European institutions, and calls for an external review of the Parliament's transparency levels, using key open government indicators, with a view to increasing the already high standards of transparency; recalls that the reform of Regulation (EC) No 1049/2001 is long overdue; and calls on the European Parliament administration to regularly publish – in an open source, machine-readable format – the results of committee and plenary votes;"*

#### Plenary:

The results of the plenary votes are published as soon as possible and immediately after the votes in the EP Public Register of Documents in an open source, machine-readable format <https://www.europarl.europa.eu/RegistreWeb/search/simple.html>.

#### Committees:

Implementing Parliament's rules of procedure, the responsible committee secretariat already publishes on its website the results of roll call votes that are mandatory for any single and/or final vote on both legislative and non-legislative reports put to the vote in committee. Likewise, if the Chair decides to proceed to an electronic vote or if so requested by Members or a political group or groups in the committee reaching at least the high threshold, votes can also be taken by roll call.

Furthermore, in the minutes of the committee meeting, generally adopted at the start of the following meeting as a summary of the discussions and decisions taken in the meetings, the global result of the vote with votes in favour, against and abstention is published, as well as information on the amendments adopted (including compromise and oral amendments) amendments rejected and fallen.

All publications referred to above are made in machine-readable format. Moreover, committee meetings including voting periods are public and broadcasted assuring an additional layer of transparency.

*§139: "Welcomes, in the context of the energy and climate policy of the Union for 2030 and beyond, additional measures to offset unavoidable emissions; calls on Parliament to develop additional carbon offsetting policies;"*

Parliament's Environmental Policy is based on preventing or limiting its CO<sub>2</sub> emissions. Carbon offsetting forms an important part of Parliament's strategy to tackle climate change when carbon emissions are unavoidable or cannot be reduced any further.

Since 2016, Parliament is offsetting its unavoidable annual carbon emissions in accordance with the Bureau decision from October 2015 which stipulates to:

- offset the total amount of Parliament's carbon emissions, including from flights by Members between their country of origin and Brussels and Strasbourg, on an annual basis, but limited to available financial means under budget line 239 (currently 249.000 EUR);
- allow for projects in the African, Caribbean and Pacific Group of States (ACP-countries), or, if such projects are not available, either in countries encompassed by the European Neighbourhood Policy (ENP) with established national action plan projects or in countries encompassed by the Euro-Mediterranean Partnership (EuroMed)/Union for the Mediterranean (UfM), in candidate countries or in EU Member States;
- specify the widely recognised Gold Standard as a quality standard for offsetting projects in developing countries.

Following the EMAS Action Plan 2019, the EMAS Unit sought expert advice on new and different offsetting possibilities for Parliament, including joint offsetting with other EU Institutions and Bodies. The expert proposals have been presented to the Inter DG Steering Group for Environmental Management in March 2019 and are currently being examined. In 2019, Parliament signed the Memorandum of Understanding with the European Central Bank on joint offsetting.

*§140: "Commends the Parliament's commitment to green public procurement; notes that in 2017, 40,71 % of the contracts were classified as green, 10,96 % as light green and 48,33 % did not have any environmental dimension; encourages the Parliament to further increase the proportion of green public procurement commitments;"*

On 26 September 2017, the Steering Committee for Environmental Management adopted new environmental targets for Parliament's Environmental Management System, including Green Public Procurement (GPP). The value-weighted percentage of contracts in 13 priority product categories with a value greater than EUR 60.000 which are classified as "Green", "Very Green" or "Green by Nature" should be at least 70% in 2019.



In 2017, 93,4% of contracts by value in priority categories were classified as “Green”, “Very Green”, or “Green by Nature”, which is well above the 2019 target of 70%. Data and information regarding classification of contracts in 2018 is currently analysed. All relevant findings will be taken into account for setting up possible new targets beyond 2019, including a possible extension and simplification of the green classification approach.

Overall, awareness of greening purchases at Parliament has considerably improved thanks to the following actions:

- The signature of a contract for an Inter-institutional GPP Helpdesk, which provides a direct and practical help to staff dealing with tender procedures. During the second year of the contract, and thanks to various inter-institutional presentations, the visibility and use of this service has clearly increased. In total, participating EU institutions and bodies consulted the GPP helpdesk 108 times, with 36 questions coming from Parliament.
- The setting-up of introductory and advanced level GPP training courses, which have been open to all participating Institutions in the GPP Helpdesk project in 2019.

*§141: "Welcomes the pilot-project of electric scooters for work-related journeys between the Union institutions' buildings but also for commuting between home and work; notes, however, that the vehicles' performance is lower than expected; encourages the Parliament to make sure the contractor will improve the vehicles' capabilities, particularly the battery;"*

In line with the Belgian legislation, the maximum speed of an electric scooter has to be limited to 18 km/h. However, Parliament will follow developments in this field and adapt the speed limitations if applicable.

For the new generation of scooters, an autonomy of the battery of 35 kilometres has been set as a basic requirement in order to significantly improve the vehicles' capability.

It should be noted that based on the results of the pilot phase and the support of users, the decision on the continuation of this pilot-project will be taken at a forthcoming meeting of the Quaestors

*§149: "Calls for stricter controls and a clear ban on the funding and sponsoring of European political parties by private companies;"*

## **1. Control**

For the financial year 2017, the applicable rules were Regulation 2004/2003 and the old Financial Regulation (Regulation 966/2012). Both of them are no longer in force, being replaced respectively by Regulation 1141/2014 and by the Financial Regulation of July 2018 (Regulation 2018/1046).

Each funding procedure includes an audit conducted by an external auditor (selected by Parliament, through a procurement procedure), and controls by Parliament's services, following well-defined internal procedures in its areas of responsibility.

Pursuant to Regulation (EU, Euratom) 1141/2014, which is applicable from the funding procedure 2018 onwards, the control of compliance by European political parties and foundations with their obligations is exercised by Parliament in cooperation with the Authority for European political parties and European political foundations (“APPF”) and by the competent Member States. The distribution of the competences between the actors in terms of control of compliance is set out in Art. 24 of the Regulation.

## **2. Funding and sponsoring by private companies**

The financial year 2017 was the last year in which Regulation 2004/2003 was in force. The own resources of European political parties and European political foundations mentioned in this Regulation are contributions from members and donations. Donations cannot be anonymous, cannot exceed EUR 12 000 per year per donor and cannot come from a public authority.

Starting with the year 2018, Regulation 1141/2014 applies, bringing with it changes in the field of contributions and donations. For these types of own resources, control of compliance with the Regulation by European political parties and European political foundations now falls under the remit of the APPF.

Both donations and contributions must comply with the limits and conditions set in Article 20 of the Regulation. Amongst others, the value of donations must not exceed EUR 18 000 per year and per donor, and no donations may be accepted from any private entity based in a third country. If the limits and conditions are not met, payments shall be returned, and sanctions can be applied.

*§155: "Expresses its concerns regarding Associations that are subsidised by the European Parliament and about the fact that EPA provides Members with discounts in certain shops, while the EPA was created for "social and information activities"; calls on the Secretary-General to make their financial accounts and activity reports available."*

The budgetary authority, during the annual budgetary procedure, sets the annual contribution to the European Parliamentary Association and the Association of Former Members of the European Parliament. Each year the Bureau of the European Parliament grants each association a financial contribution intended to cover the beneficiaries’ eligible operating expenditure and expenditure on information activities and social activities relating to European Union policy in accordance with the beneficiaries’ statutes. For the financial year 2017 the awarded contributions were EUR 210 000 for each association. The associations may generate additional funding to help covering their operational costs.

The European Parliamentary Association does not provide any discounts or any other direct financial benefits to its members. It has developed partnerships with some local entrepreneurs in Strasbourg, who do provide discounts to the members of the association.

Both associations are legal entities under their national legislations and independent external auditors yearly audit their annual accounts. Parliament receives the audited accounts for control purposes.

The information being published by Parliament is the one referred to in Article 12.2 of the Rules Governing Financial Contributions to Parliamentary Associations (Budget Items 4400 and 4420) (Bureau Decision of 14 January 2008). According to this provision, the associations shall authorise the Parliament to publish the Association's name and address, the purpose of the funding, the amount awarded and the proportion of the Association's total operating budget covered by the funding, and details of the technical assistance provided by Parliament.



# BATIMENT KONRAD ADENAUER



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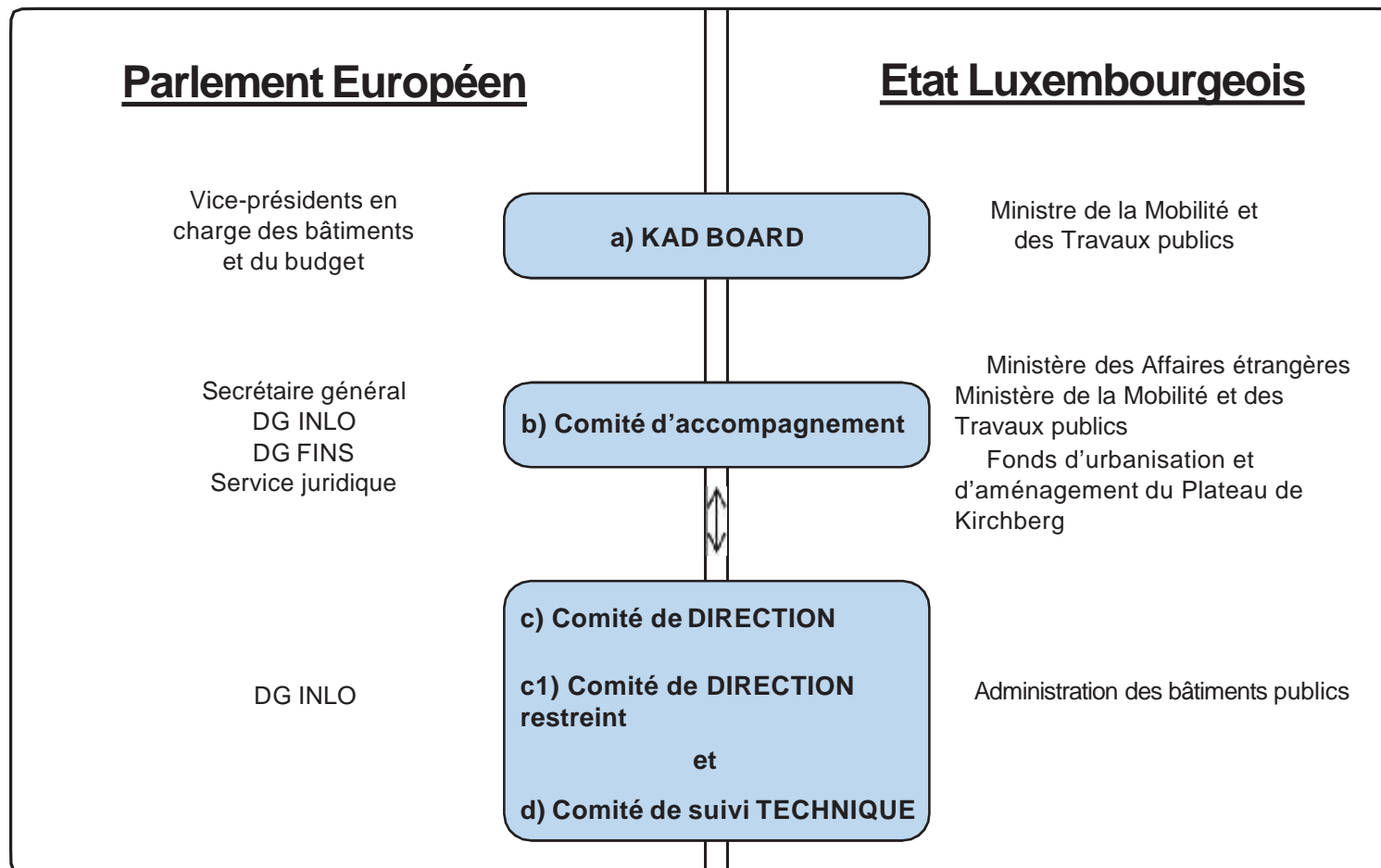
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# Partenariat renforcé Parlement Européen / Etat Luxembourgeois



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# Management du projet

**Coordinateur – pilote : Delta Partners – Paul Wurth**

**Direction des travaux: M Daniel Hein**

Division du chantier en 5 zones avec un directeur et des équipes correspondantes pour chaque zone:

1. Bureaux: Tour, HKMN-DG, PQRS  
Galerie
2. Entrées sécurisées  
Niveaux 00 et 01
3. Sous-sols et parkings  
Locaux techniques  
RGT (Répartiteurs Généraux Télécoms)  
Quai de livraison
4. Clos-couvert
5. Aménagements extérieurs  
Levages



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# Evolution du projet depuis la réunion du Board du 27 juin 2018

- Avancement des travaux selon les nouveaux plannings établis pas le coordinateur - pilote
- Amélioration de la collaboration entre entreprises, maîtrises d'oeuvre, pilote et Parlement
- Résolution de nombreux points bloquants
- Finalisation des travaux dans les étages de la Tour
- Finalisation études chantier Ouest
- Appel d'offres Maîtrise d'oeuvre chantier Ouest en un seul lot
- Démarrage des réceptions (façades, bureaux, centrale d'énergie)
- Révision du gros-oeuvre et de l'organisation du chantier Ouest afin de tirer les leçons des problèmes rencontrés avec le chantier Est



# Etat d'avancement par zone

Zone	Etat d'avancement
Tour niveaux 01 à 16	80%
PQRS	78%
HKMNDG	65%
Galerie	41%
Cages d'escalier	57%
Clos couvert	96%
Aménagements extérieurs	14%
Quai de livraison Parkings	26%
Quai de livraison Zone H	20%
Monte-charges	0%
SRZ (Sous-Répartiteurs de Zone) superstructure	85%
SRZ (Sous-Répartiteurs de Zone) infrastructure	68%
RGT (Répartiteur Général Télécoms) parachèvements	98%

Zone	Etat d'avancement
RGT (Répartiteur Général Télécoms) techniques spéciales	56%
OPT (OPérateur Télécoms) parachèvements	96%
OPT (OPérateur Télécoms) techniques spéciales	92%
LIO (Local Introduction Opérateur) parachèvements	91%
LIO (Local Introduction Opérateur) techniques spéciales	71%
Techniques spéciales niveaux -4 et -3	93%
Techniques spéciales niveaux -2 et -1	78%
Parachèvements niveaux -4 et -3	77%
Parachèvements niveaux -2 et -1	43%
PCS (poste central sécurité)	39%
Entrées sécurisées	23%
Restaurant	46%
Cuisines	25%



PROJET KAD



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# Planning

- **Fin du chantier Est: 31 décembre 2019**
- **Levée des réserves du KAD Est: 01 janvier – 31 mars 2020**
- **Déménagements vers le KAD Est: 01 avril – 31 août 2020**
- **Démarrage chantier KAD Ouest: 01 septembre 2020**
- **Fin prévue chantier KAD Ouest: 30 juin 2023**

# Coût du projet (Date valeur oct. 2012)

**Décision Bureau PE et Commission des budgets 2012: 432 mio €**

**Prévision fin de chantier mai 2019: 420 mio €  
(y compris aléas et imprévus 15 mio€)**

**dont**

**KAD Est 345 mio€**

**KAD Ouest 75 mio€**

**Facturation chantier Est: 242 mio€ sur 345 mio€, soit 70%**

# Commentaires sur les coûts du projet

1. Un travail considérable de fiabilisation des prévisions fin de chantier a été effectué.
2. Appels d'offres sont en cours:
  - 1) Travaux divers (Lot 81)
  - 2) Maîtrise d'oeuvre unique chantier Ouest
  - 3) Gardiennage chantier Ouest,
  - 4) Gros-oeuvre chantier Ouest
4. Les coûts supplémentaires liés aux revendications des entreprises en raison du retard du chantier Est sont en cours de négociation.

# Avancement facturation Chantier Est mai 2019

Lot	% facturé
Lot 41 - Gros-œuvre Est	98%
Lot 43 - Charpente métallique	99%
Lot 45 - Aménagements extérieurs	25%
Lot 47 - Appareils élévateurs	80%
Lot 51 - Chapes – résine – moquette - parquet	52%
Lot 52 - Revêtement terrazzo – carrelage - enduits	12%
Lot 53 - Peintures cloisons légères	63%
Lot 54 - Planchers surélevés – planchers creux	72%
Lot 55 - Parois amovibles - portes	0%
Lot 561 - Portes métalliques	33%
Lot 562 - Cloisons acier-verre	20%
Lot 563 - Menuiseries intérieures bois - plinthes - stores	27%
Lot 58 - Ferronnerie - portes industrielles	52%
Lot 61 - Façades	99%
Lot 71 - Sanitaires	75%
Lot 72 - Equipements de cuisine - Centrale d'achat	3%
Lot 73 - Centrale d'énergie	90%
Lot 741 - Chauffage et climatisation	82%
Lot 742 - Ventilation et détection CO	44%
Lot 743 - GTC / régulation	46%
Lot 75 - Electricité - courants forts	47%
Lot 76 - Electricité - courants faibles	26%







Merci de votre attention



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