



Annual Activity Report 2023

annexes

DG COMMUNICATION

Contents

ANNEX 1:	Statement of the Director in charge of Risk Management & Internal Control	3
ANNEX 2:	Performance tables	4
ANNEX 3:	Draft annual accounts and financial reports	20
ANNEX 4:	Financial scorecard	40
ANNEX 5:	Materiality criteria	43
ANNEX 6:	Relevant Control System(s) for budget implementation (RCSs)	44
ANNEX 7:	Specific annexes related to "financial management"	52
ANNEX 8:	Specific annexes related to "assessment of the effectiveness of the internal control systems"	53
ANNEX 9:	Specific annexes related to "Control results" and "Assurance: Reservations"	54
ANNEX 10:	Reporting – Human resources, digital transformation and information management and sound environmental management	56
ANNEX 11:	Implementation through national or international public-sector bodies and bodies governed by private law with a public sector mission	64
ANNEX 12:	EAMR of the Union Delegations	65
ANNEX 13:	Decentralised agencies and/or EU Trust Funds	66
ANNEX 14:	Reporting on the Recovery and Resilience Facility	67

ANNEX 1: Statement of the Director in charge of Risk Management and Internal Control

"I declare that in accordance with the Commission's communication on the internal control framework ⁽¹⁾, I have reported my advice and recommendations on the overall state of internal control in the DG Communication to the Director-General.

I hereby certify that the information provided in the present annual activity report and in its annexes is, to the best of my knowledge, accurate and complete."

Brussels, 2 April 2024

(e-signed)

Fabrizia De Rosa

(Resources Director COMM.D)

⁽¹⁾ C(2017)2373 of 19.04.2017.

ANNEX 2: Performance tables

General objective: A modern, high-performing and sustainable European Commission			
Impact indicator 1: Image of the European Union			
Source of the data: Standard Eurobarometer 100 – Autumn 2023 – December 2023 – Eurobarometer survey (europa.eu)			
Baseline (Autumn 2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
43% (EU 27)	Increase	Increase	44%
Impact indicator 2: Staff engagement index in the Commission			
Source of the data: European Commission			
Baseline (2018)	Interim Milestone (2021)	Target (2024)	Latest known results (2023)
69%	Increase	Increase	73%
Impact indicator 3: Percentage of female representation in management in the Commission			
Source of the data: DG Human Resources			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
40.73%	Increase	50%	48.04%
Impact indicator 4: Environmental performance in the Commission			
Source of the data: ES_2022_Results_2021_Corporate_Summary (europa.eu)			
Baseline ⁽²⁾ (2019)	Interim Milestone (2021)	Target (2023 and 2030)	Latest known results (2022)
Commission Carbon footprint (tonnes CO ₂ e) ⁽³⁾ : 219 801	-40%	-38% in 2030	-32%
Energy consumption of buildings (MWh / person): 10.4	-14%	-12% in 2023 (-22% in 2030)	-28%
Water use (m ³ / person): 18.0	-36%	-5% in 2023 (-10% in 2030)	-38%
Office paper consumption (sheets / person / day): 18.7	-74%	-15% in 2023 (-29% in 2030)	-75%
Non-hazardous waste generation (tonnes / person): 0.216 ⁽⁴⁾	-45%	-11% in 2023 (-16% in 2030)	-54%

⁽²⁾ Data subject to technical adjustment in the future because of changes in calculation methodologies and or knowledge improvements (baseline before 234 177).

⁽³⁾ Data subject to technical adjustment in the future because of changes in calculation methodologies and or knowledge improvements.

⁽⁴⁾ Value changed; before : 0.217.

Specific objective 1: College and services use country specific intelligence, Eurobarometer results, media analysis and stakeholders'/citizens' feedback to inform political decision-making
Related to spending programme: NA

Result indicator 1: Users' satisfaction rate and usefulness concerning Representations' reporting

Source of data: European Commission, DG Communication, Survey unit C2

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
70%	73%	75%	Not available ⁽⁵⁾

Result indicator 2: Number of downloads by users from the Country Profiles database

Source of data: European Commission, DG Communication, Statistics unit C2

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
5 000	5 250	5 500	Not available ⁽⁶⁾

Result indicator 3: Percentage of briefing notes delivered in preparation of Citizens Dialogues with Members of the College, that include media analysis and opinion polls data

Source of data: European Commission, DG Communication, Statistics unit A3

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
N.A.	90%	95%	N.A ⁽⁷⁾

Result indicator 4: Percentage of timely delivered daily social media digests

Source of data: European Commission, DG Communication, Statistics unit A1

Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
99% digests delivered before 10 am	Close to 100%	Close to 100%	100%

Main outputs in 2023:

Other important outputs

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Political, economic and media reports ⁽⁸⁾	Number of reports (source: database COMM.C2) ⁽⁹⁾	1 200	1 910 ⁽¹⁰⁾
Opinion poll surveys ('Standard Eurobarometer surveys') with long term indicators	Number of comprehensive Eurobarometer surveys	2	3 ⁽¹¹⁾

⁽⁵⁾ No data is available because a survey was not conducted in 2023 due to other priorities in political information work. It is not foreseen to conduct one in 2024.

⁽⁶⁾ The product was discontinued as of 30.4.2023, as non-priority product.

⁽⁷⁾ In 2023, no Citizens Dialogues were held.

⁽⁸⁾ Such as ad hoc political reports on topical issues (from domestic and EU politics, progress on the European Green Deal, social and economic trends); dedicated reporting on economic recovery (including NextGenerationEU and the Recovery and Resilience Facility, and the green and digital transitions), etc.

⁽⁹⁾ This indicator is included in the programme Statement of the Draft Budget 2023.

⁽¹⁰⁾ The higher figure for 2023 includes recently introduced new Flash reports by Representations.

⁽¹¹⁾ Due to the COVID-19 pandemic, there had been a delay and backlog of publications. In 2023, exceptionally, three Standard Eurobarometer surveys were conducted and published.

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Additional opinion poll surveys (other Eurobarometer surveys) on specific issues	Number of Eurobarometer surveys	3	2 ⁽¹²⁾
Media monitoring	Number of comprehensive media monitoring reviews	365	365
	Number of ad-hoc media reviews on major initiatives	75	90 ⁽¹³⁾
Media analysis reports on events linked to headline ambitions	Number of media analysis reports	70	74

Specific objective 2: College receives strategic advice on communicating the headline ambitions and on media landscapes in the Member States

Related to spending programme: N.A.

Result indicator 1: Percentage of on-demand ex ante media analysis reports timely delivered in preparation of selected communication actions linked to the Commission's headline ambitions

Source of data: European Commission, DG Communication, Statistics unit A3

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
N.A.	90%	100%	100%

Result indicator 2: Usefulness of Representations' reports in preparation of major policy or legislative initiatives linked to the Commission's headline ambitions

Source of data: European Commission, DG Communication, Statistics unit C2

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
N.A.	To be defined once 2020 result known	To be defined once 2020 result known	Not available ⁽¹⁴⁾

Result indicator 3: Percentage of on-demand social media reports delivered on time

Source of data: European Commission, DG Communication, Statistics unit A1

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
100%	100%	100%	100%

⁽¹²⁾ The two Standard Eurobarometer surveys and the two additional surveys captured the essential dimensions for the DG. As it was a year in which DGs conducted surveys over 30 surveys, DG COMM made use of their findings.

⁽¹³⁾ The result achieved is due to the increase in the number of important moments of political communication that result in the need for monitoring and analysis.

⁽¹⁴⁾ Baseline qualitative and quantitative targets not established in the absence of a completed survey.

Result indicator 4: Percentage of Spokesperson's Service communication narratives delivered on time about major EU initiatives and Commission's headline ambitions

Source of data: European Commission, DG Communication, Statistics SPP

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
40%	50%	60%	100% ⁽¹⁵⁾

Result indicator 5: Percentage of 'top-line messages' (curated input from President's media interviews) timely shared with the members of the College

Source of data: European Commission, DG Communication, Statistics SPP unit 01

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
70%	80%	90%	100% ⁽¹⁶⁾

Main outputs in 2023:

Other important outputs

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Meetings of Spokespersons with Cabinet Communication advisers and Representations	Number of weekly meetings of Spokespersons with Cabinet communication advisers and Representations per year	35	27 ⁽¹⁷⁾
Lines to Take prepared daily for the College members	Number of Lines to Take prepared daily by Spokespersons ⁽¹⁸⁾	6	6
Media activities and coverage related to visits by Members of the College to the Member States	Number of visits by Members of the College to the Member States with Representations' involvement (including virtual visits)	650	758 ⁽¹⁹⁾
	Number of media and press activities related to visits by Members of the College to Member States	300	762 ⁽²⁰⁾
Management of audiovisual technical facilities	Number of hours provided in Electronic News Gathering Television Crews, 'Very Important Persons' video/photo-shooting and video editing	8 500	12 148 ⁽²¹⁾

⁽¹⁵⁾ All the communication narratives prepared by SPP need to be delivered on time to serve their purpose. In 2023, the SPP has applied all the means to assure their timely delivery.

⁽¹⁶⁾ All the top line messages prepared by SPP need to be delivered on time to serve their purpose. In 2023, the SPP has applied all the means to assure their timely preparation.

⁽¹⁷⁾ The lower number is the result of fewer College meetings, following the upcoming end of mandate and the completion of legislative process.

⁽¹⁸⁾ Due to the current unprecedented situation and the communications changes taking place on a daily basis, the number of Lines to Take prepared daily for the College members might be affected.

⁽¹⁹⁾ The number of visits has increased due to the large number of meetings organised by the Spanish and Swedish Presidencies; the growing trend in the number of visits observed already in the previous year has continued, due among other factors to the situation in Ukraine and complete lifting of Covid-related travel restrictions.

⁽²⁰⁾ Same as footnote 18 – all visits included media and press activities – in a few cases there were additional/separate press events.

⁽²¹⁾ This covers the activities of the President and the College and most of the audiovisual products are created for social media and internet platforms. To adapt to this shift, shorter contents are created, in various versions to suit different distribution and communication channels, resulting in a significant increase in the number of hours provided in shooting and video editing.

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
	Number of audiovisual products provided to the College (messages, interviews, statements, clips) ⁽²²⁾	1 500	1 359 ⁽²³⁾
Analytical reports on Representation's local communication opportunities and activities in priority domains	Number of analytical reports on outreach adapted to local needs	17	17

Specific objective 3: Corporate communication of the Commission's headline ambitions is aligned across the Commission's departments

Related to spending programme: N.A.

Result indicator 1: Percentage of important external communication expenditure in line with corporate communication priorities

Source of data: European Commission, DG Communication, Desk analysis, unit B1

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
N.A.	>70%	>80%	77% ⁽²⁴⁾

Result indicator 2: Users' satisfaction concerning corporate communication contracts services and contractors

Source of data: European Commission, DG Communication, Survey, unit B2/D1

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
Services: 70%	75%	80%	88%
Contractors: 60%	65%	70%	72%

Result indicator 3: Degree of awareness in Commission services and managing authorities of the requirements for communication and visibility for all EU programmes

Source of data: European Commission, DG Communication, Survey, unit B2

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
N.A.	Under development	Under development	Under development

⁽²²⁾ This indicator is included in the programme Statement of the Draft Budget 2023.

⁽²³⁾ There was a drop in the recording of statements by Commissioners because of the huge increase in visits outside Brussels (requiring AV coverage).

⁽²⁴⁾ Share of Commission's communication expenditure that is earmarked for priorities such as the green/digital twin transition, the economy and a stronger Europe in the world.

Result indicator 4: Coherence of Commission's web presence in line with the corporate rules and guidelines

Source of data: European Commission, DG Communication, Compliance checks report, unit B3

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
44%	50%	60%	88% ⁽²⁵⁾

Result indicator 5: Alignment of messaging and visuals on Commission priorities across all social media channels

Source of data: European Commission, DG Communication, Survey unit A1

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
93.5% ⁽²⁶⁾	80%	90% ⁽²⁷⁾	85%

Main outputs in 2023:

Other important outputs

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Coordination of Commission's communication networks (Corporate Communication Steering Committee and Communication Network)	Percentage of member Directorates-General attending Corporate Communication Steering Committee meetings (annual average of individual meetings)	80%	95% ⁽²⁸⁾
	Percentage of member Directorates-General attending Communication Network meetings with at least one participant (annual average of individual meetings)	80%	96% ⁽²⁹⁾
	Number of Communication Network meetings per year	11	11
Coordination of communication professional networks (graphic designers, audiovisual, social media, media monitoring and analysis, communication procurement experts, Europa web governance bodies, Europe Direct Contact Centre Back offices, EC Representations, etc.)	Number of meetings of professional networks organised per each network separately per year:		
	Network against disinformation	More than 8	9
	Meetings of the Digital Leaders Network	50	47 ⁽³⁰⁾
	Network of communication procurement practitioners	2	2

⁽²⁵⁾ This compliance rate is calculated based on the 12 most visited Commission websites on the europa.eu domain, accounting for approximately 50% of the whole traffic. DG Communication followed up pro-actively with the owners of the most-visited websites in order to make sure these sites are fully compliant with the corporate rules and guidelines. Thanks to the good collaboration with the concerned services, the compliance rate increased faster than anticipated.

⁽²⁶⁾ Percentage of respondents who found the Editorial Calendar, which is used to align on messaging and visuals for Commission priorities, useful and very useful.

⁽²⁷⁾ The milestone and the target were revised following the survey.

⁽²⁸⁾ Higher turnout than expected reflects increased attention to communication.

⁽²⁹⁾ Most Communication Network meetings were fully virtual, increasing the number of participants.

⁽³⁰⁾ Meetings are regularly organised, except for holiday periods.

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
	Community of practice of Europe Direct Contact Centre back-offices	1	1
	Europa cross-editorial board, Europa Forum, Europa Steering Board	4	5
	Audiovisual Correspondents networks meetings	4	3 ⁽³¹⁾
	Social Media Network meetings	2	2
	Graphic Design Network meetings	2	2
	'Penmasters' Network meetings (for speechwriters and writers of political content)	4	4
	Conferences/meetings/training sessions for specific profiles of staff working in the Representations (virtual, in-person, hybrid)	18	18
	Evaluation of communication Network	2 to 3	3
Professionalisation and centralisation of communication services	Number of workshops on the Commission's visual identity	3	3
	Percentage of logo exception requests handled within 4 weeks ⁽³²⁾	Over 60%	Over 60%
	Number of training sessions (data clinics) on the central social media publishing and monitoring tools	Over 40	40
Centralisation of communication framework contracts ⁽³³⁾	Number of Corporate Communication Framework Contracts (maximum)	24	22
	Number of specific contracts concluded using Corporate Communication Framework Contracts ⁽³⁴⁾	460	692 ⁽³⁵⁾

⁽³¹⁾ In addition to those 3 meetings, 1 meeting was organised with 'Podcasters' and 1 'Euronews coordination meeting' gathered the DGs involved in this partnership, so in total there were five meetings.

⁽³²⁾ Logo exception requests are handled through a complex procedure coordinated by DG Communication and involving the Secretariat-General, DG HR and the requesting service(s). The objective is to establish the need for a logo, examine alternatives and provide guidance and graphic design support.

⁽³³⁾ The smart recentralisation of the corporate communication framework contracts was established in the 2016 Synergies and Efficiencies Communication and was confirmed and reinforced following the audit and political stocktaking of the process in 2019.

⁽³⁴⁾ Corporate Framework contracts managed by B2 and D1 units.

⁽³⁵⁾ The target was set at the beginning of centralisation of corporate communication framework contracts when we were lacking comparable data. Since 2020, the use of these FwCs has increased year-on-year, with the number for 2023 being similar to that achieved in 2022. The number therefore seems to be stabilising and the target will be adjusted to reflect the actual use.

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Professionalisation of external communication communities	Learning packages tailored to the needs of the communities of practice within the communication domain, enhanced by curated content from LinkedIn Learning	4 ⁽³⁶⁾	1 ⁽³⁷⁾
Reduction of reliance on intra-muros service providers in the external communication domain	Number of related presentations to Communication Network meetings for information	1	0 ⁽³⁸⁾
Countering disinformation	Reach of awareness-raising activities ⁽³⁹⁾ fighting disinformation ⁽⁴⁰⁾	1 000 000 ⁽⁴¹⁾	5 100 000 ⁽⁴²⁾
	Number of visits to anti-disinformation webpages, including positive communication on related topics ⁽⁴³⁾	100 000	1 500 000 ⁽⁴⁴⁾
Consultation of Eurobarometer surveys on Europa	Number of visits to Eurobarometer web page	325 000	415 000 ⁽⁴⁵⁾
Representations' support to Directorates-General in outreach actions framed and coordinated through DG Communication ⁽⁴⁶⁾	Number of requests from line Directorates-General for support dealt by the Representations, coordinated and framed through DG Communication	40	63 ⁽⁴⁷⁾

⁽³⁶⁾ Media and public relations, Spokespersons and related services; Social media; Speechwriting and political communication; Visual Communication; Audiovisual production; Project management, governance and guidelines; Webmasters and web design; Communication procurement; and Monitoring and evaluation.

⁽³⁷⁾ The original target is no longer valid. DG HR changed its learning solutions delivery model in 2023, by announcing the development of profile-based 'Learning Packages'. One of the first such Learning Packages was the Communicators' Learning Package, which groups together the learning paths of staff working in different professional communication profiles.

⁽³⁸⁾ On 24.5.23, the corporate management board decided to conduct another screening of existing service providers at corporate level. Results are not known yet and no further information was provided on the communication domain.

⁽³⁹⁾ Ranging from the production of communication products (including videos and social media posts) to the coordination of the relevant Commission Disinformation Network, etc)

⁽⁴⁰⁾ Including by the Representations.

⁽⁴¹⁾ The figure sums up the impressions for all the awareness-raising activities related to disinformation: webpages' visits, social media posts' reach, download of toolkits, etc.

⁽⁴²⁾ Contractor data, pending validation. Once confirmed we will be provided the explanation for the increase.

⁽⁴³⁾ Such as the Solidarity with Ukraine webpage, etc.

⁽⁴⁴⁾ Contractor data, pending validation. Once confirmed we will be provided the explanation for the increase.

⁽⁴⁵⁾ This increase is due to the exceptional preparation and publication of three standard Eurobarometers (instead of the usual two per year) and a flash survey in 2023, thus increasing the number of visits to the Eurobarometer web page.

⁽⁴⁶⁾ Refers to requests of Directorates-General for support from the Representations on their communication activities at national level (for example: Health, Environment, CNECT, etc.)

⁽⁴⁷⁾ A higher demand for co-operation indicates an increase in the mutual benefits of co-operation in the field of communication.

Specific objective 4: Meaningful and tailored messages, focussed on the Commission's headline ambitions, are communicated to citizens, media, multipliers and stakeholders
Related to spending programme: N.A.

Result indicator 1: Average percentage of target audience able to recall the messages of corporate campaigns ⁽⁴⁸⁾

Source of data: European Commission, DG Communication, Survey unit B1

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
20%	22%	25%	34% ⁽⁴⁹⁾

Result indicator 2: Percentage of users satisfied with the answers received from the Europe Direct Contact Centre ⁽⁵⁰⁾

Source of data: European Commission, DG Communication, Survey, unit B2

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
80%	83%	86%	92% ⁽⁵¹⁾

Result indicator 3: Number of joint projects/actions with the European Parliament in the context of the Joint Statement on 'Communicating together at the service of citizens and European democracy'

Source of data: European Commission, DG Communication, Statistics unit B2

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
5	10	15	12

Result indicator 4: Number of projects/actions between Representations and European Parliament Liaison Offices

Source of data: European Commission, DG Communication, Statistics units C1 collected from COSMA reporting tool

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
500	550	600	746 ⁽⁵²⁾

⁽⁴⁸⁾ The indicator measured the recall of the corporate campaigns messages of the audience reached. This is an average percentage cumulative number of all the different ongoing campaigns per calendar year. This indicator is included in the programme Statement of the Draft Budget 2023.

⁽⁴⁹⁾ According to a Kantar survey in 23 Member States in 2022, 34% of all survey respondents recalled at least one asset of the NextGenEU campaign.

⁽⁵⁰⁾ This indicator is included in the programme Statement of the Draft Budget 2023.

⁽⁵¹⁾ The increase in quality is due to closely quality control jointly by DG Communication and the EDCC service provider.

⁽⁵²⁾ More efforts to promote joint projects, in particular the organisation of Europe Day activities and the promotion of Europa Experience Centres, resulted in a higher number of projects.

Result indicator 5: Average satisfaction rate for publications and online materials for the general public and for young people Source of data: European Commission, DG Communication, Users' survey unit A2			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
84%	86%	88%	83% ⁽⁵³⁾
Result indicator 6: Average satisfaction rate for the Audiovisual Portal Source of data: European Commission, DG Communication, pop-up survey unit A4			
Baseline (2020) ⁽⁵⁴⁾	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
N.A.	60%	80%	60% ⁽⁵⁵⁾
Result indicator 7: Average satisfaction rate for the core websites of the Commission (ec.europa.eu) Source of data: European Commission, DG Communication, pop-up survey unit B3			
Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
72%	75%	78%	70% ⁽⁵⁶⁾
Result indicator 8: Average satisfaction rate for the core website of the EU (europa.eu) Source of data: European Commission, DG Communication, pop-up survey unit B3			
Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
77%	80%	83%	73% ⁽⁵⁷⁾
Result indicator 9: Public interest/ take up of the Commission midday press briefing Source of data: European Commission, DG Communication, SPP			
Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
V: 43-218 F: 10-20 minutes	100-250 Increase	250 Increase	250 Increase

⁽⁵³⁾ (1) Following a necessary technical change in the feedback form used on Learning Corner for the online materials and the migration of the website in 2022, the number of feedback forms received was reduced considerably.

⁽⁵⁴⁾ The pop-up survey of the Audiovisual portal was planned in 2020. The results are used as a baseline and to set up milestones and targets for 2022 and 2024.

⁽⁵⁵⁾ A new pop-up survey will be run in quarter 3 or quarter 4 of 2024.

⁽⁵⁶⁾ The overall satisfaction of the users of the Commissions core website remains very high and is stable over time. Only 11% of users indicate that they are dissatisfied (19% being neutral). The DG regularly monitors user satisfaction via exit surveys and feedback forms and conducts user testing to identify and remedy pain points.

⁽⁵⁷⁾ The overall satisfaction of the users of the EU's website remains very high and is stable over time. Only 8% of users indicate that they are dissatisfied (19% being neutral). The DG regularly monitors user satisfaction via exit surveys and feedback forms and conducts user testing to identify and remedy pain points.

Main outputs in 2023:			
Other important outputs			
Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Corporate communication campaigns	Reach: Number people reached in 2023	240 million	305 million (TBC) ⁽⁵⁸⁾
	Reach: Number of contacts made in 2023	3.6 billion ⁽⁵⁹⁾	11.3 billion ⁽⁶⁰⁾
	Social media content creators study visits/activations around the Commission's headline ambitions	4	4
Europe Direct Contact Centre responses to users' enquiries	Number of replied inquiries	180 000	168 000 ⁽⁶¹⁾
Publication of news articles focusing on the messages and activities of the President of the Commission	Annual number of news articles published on Europa website by the Spokesperson's Service, focusing on the activities of the President of the European Commission ⁽⁶²⁾	50	50
Publications ⁽⁶³⁾ and online materials for the general public and for young people	Number of static and animated visuals developed for backdrops/social media	800 ⁽⁶⁴⁾	800
	Number of readers / visits to publications and online materials	6 000 000	9 465 247 ⁽⁶⁵⁾
	Number of publications / online materials produced by DG Communication / other Commission services for which testing panels ⁽⁶⁶⁾ provided advice	15	16

⁽⁵⁸⁾ I.e., in 2023, it reached more people, much more frequently, than anticipated in 2022. This is due to an unprecedented large investment in out-of-home advertisement.

⁽⁵⁹⁾ I.e., throughout the year, 15 opportunities on average to see and/or hear campaign ads.

⁽⁶⁰⁾ I.e., throughout the year, 37 opportunities on average to see and/or hear campaign ads.

⁽⁶¹⁾ The lower figure is mainly due to an overestimation of inquiries related to the war of aggression in Ukraine.

⁽⁶²⁾ News articles represent multimedia content, tailored to convey messages and explain events or policies to non-expert audiences. Published on Europa website by the Spokesperson's Unit, they are frequently used to highlight and promote the President's activities and messages, and usually contain photos and videos.

⁽⁶³⁾ All paper publications are printed on 100% recycled paper from 100% post-consumer waste, using a totally chlorine-free process. The total number of copies of publications printed will continue to be lower in 2023 compared to previous periods, while the readership of online publications and materials is expected to continue increasing, leading to a small net increase in the overall target.

⁽⁶⁴⁾ There is a typo in the target, it should be 800 not 8000.

⁽⁶⁵⁾ Following the instructions provided by COMM B3 Web Governance for the 2023 Europa Analytics Reports, the unit is now using 'page views' and not 'sessions', as a value for calculating the online visits. This makes a substantial difference for the websites which have multiple pages and information in all EU languages. For instance on Learning Corner around 1 million sessions were counted, but 5 million page views in 2023.

⁽⁶⁶⁾ DG Communication coordinates both the Teachers' Testing Panel and the Europe Directs' Testing Panel. The Teachers' Testing Panel, comprising 54 primary and secondary school teachers, tests materials produced by the DG, by other Directorates-General, and by other EU Institutions for 5–18-year-olds, for their teachers and parents. The feedback provided by the panel enables the services to optimise their materials for use in schools. The Europe Directs' Testing Panel, comprising 27 managers of Europe Directs, provides a similar service for materials produced for 18–118-year-olds.

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Press events organised by Representations (excluding press events involving Commissioners)	Number of press events (physical or virtual)	120	177 ⁽⁶⁷⁾
	Number of journalists attending press events	1 000 ⁽⁶⁸⁾	1 487 ⁽⁶⁹⁾
Press events organised by the Spokesperson's Service	Number of press events of College members (physical or virtual):		
	- press conferences:	130	82 ⁽⁷⁰⁾
	- press points	40	36 ⁽⁷¹⁾
Visits to the webpages promoting the six Commission priorities, and the relevant material (factsheets, fact pages)	Number of total visits to the webpages promoting the six Commission priorities, and the relevant material (factsheets, fact pages)	1 400 000	3 909 058 ⁽⁷²⁾
Social media following of the President of the Commission on Twitter, Instagram and LinkedIn	Number of total followers on the President's social media accounts	520 000 Instagram	438 000 ⁽⁷³⁾
		1 800 000 Twitter	1 500 000 ⁽⁷⁴⁾
		1 800 000 LinkedIn	1 400 000 ⁽⁷⁵⁾
European Commission's central and local social media accounts	Number of total followers of European Commission's central and local social media accounts	9 200 000	8 830 000 ⁽⁷⁶⁾
	Number of Corporate Video Productions	200	764 ⁽⁷⁷⁾

⁽⁶⁷⁾ Lifting of travel restrictions after the pandemic, increased legislative activity and adoption of packages, the developing international situation, including the continuation of the Russian war of aggression in Ukraine and the crisis in the Middle East, kept growing trend of the number of press events organized by the Representation beyond the target, and in line with last year results.

⁽⁶⁸⁾ This indicator provides a total number of journalists attending all the 27 Representations' press events, both in physical and virtual format.

⁽⁶⁹⁾ The higher number of journalists is explained by the higher increase in the number of press events as compared to planned targets.

⁽⁷⁰⁾ A smaller number of press events results from political agenda and fewer College meetings; in general, there are fewer new legislative proposals in the second half of the mandate.

⁽⁷¹⁾ A smaller number of press events results from political agenda and fewer College meetings; in general, there are fewer new legislative proposals in the second half of the mandate.

⁽⁷²⁾ Aside from important policy announcements, 2023 also saw many political priority initiatives either being adopted or coming into force, hence the spike in popularity of this particular content on the Commission website. To note also, that this content is regularly updated to reflect the progress in the legislative process and has had a lot of returning visitors. The web pages describing the EU's actions under the green and digital transitions were particularly popular.

⁽⁷³⁾ Despite the success and high level of engagement of DG Communication social media activities, the landscape of social media underwent substantial changes in 2023, affecting the growth of platforms and follower numbers. Therefore, the growth of followers did not meet the forecasted expectations. The same applies to the other similar indicators.

⁽⁷⁴⁾ See previous footnote.

⁽⁷⁵⁾ See previous footnote.

⁽⁷⁶⁾ See previous footnote.

⁽⁷⁷⁾ This includes Corporate video clips, Social Media clips for the President (X and Instagram), College Teasers and stockshots. The Audiovisual Service diligently keeps pace with current communication trends. Nowadays, most AV products are specifically designed for social media or similar platforms. To adapt to this shift, shorter contents are created, in various versions to suit different distribution and communication channels, resulting in a significant overall increase in output. Additionally, there is a continuous expansion in the coverage of the President's activities.

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Audiovisual and multimedia productions, Europe by Satellite (EbS) news coverage and media library	Number of items downloaded (Audio/Video/ Photo)	130 000	170 015 ⁽⁷⁸⁾
	Number of hours transmitted by EbS	2 100	1 745 ⁽⁷⁹⁾
	Number of TV uptakes from EbS (in minutes)	70 000	88 492 ⁽⁸⁰⁾
User-centred websites	Number of visits to the European Commission core site ⁽⁸¹⁾	100 000 000	28 000 000 ⁽⁸²⁾
	Number of visits to the European Union website	30 000 000	24 000 000 ⁽⁸³⁾
	Number of visits to all Commission owned websites enrolled in Europa Analytics ⁽⁸⁴⁾	500 000 000	469 000 000

⁽⁷⁸⁾ Some AV products performed better than expected (SoTEU, enlargement package, renewable energy, EU solidarity). It also had more visitors than the monthly average in March and October 2023 which also boosted the number of downloads from the AV Portal.

⁽⁷⁹⁾ As an editorial decision, the broadcasts on EbS focussed on items with news-value, and avoiding the use of EbS as a web streaming service for longer conferences and events. This prevents the EbS schedule from being overloaded and also avoids scheduling conflicts in case of important last-minute events. In 2022, EbS broadcast many hours of the debate on the 'Conference on the Future of Europe', which did not take place in 2023. In addition, the arrivals at European Summits are also shortened, which accounts for less broadcasting hours.

⁽⁸⁰⁾ The number of items from EbS used by TV channels is dependent on news and current affairs. This year, a number of important crises and policy developments have increased the interest of the general public and the media in the AV productions (war in Ukraine, the Middle East crisis, the energy crisis). In addition, paid promotion was used for the dissemination of images from this year's SoTEU address – resulting in an increased interest from TV media.

⁽⁸¹⁾ The Commission's core site (ec.europa.eu) includes information on the Commission's headline ambitions, organisational structure and functioning, stable information common to most Commission departments. It serves as a hub for onward navigation to further thematic or specific content either hosted on the site or other more specialised websites. This indicator is included in the programme Statement of the Draft Budget 2023.

⁽⁸²⁾ Due to a revamp of the Commission's core website, the scope of the site has substantially changed: the Funding and Tenders portal, Have Your Say, Press Corner and several DG-specific content sections are now independent websites and no longer part of the EC core site. As the target for 2023 had been defined before the revamp, it can no longer be compared with the actual result. The above figure includes visits to the webpages on the EU's response to Russia's war of aggression against Ukraine, the Commissioners and State of the European Union.

⁽⁸³⁾ In 2020 and 2021 the EU websites had very high number of visits related to the pandemic. As the pandemic ended, a decrease had been anticipated. However, the decrease in traffic had been slightly higher than anticipated.

⁽⁸⁴⁾ +/-330 websites.

Specific objective 5: Citizens engage with the EU through face-to-face events and online interactive platforms, such as the Conference on the Future of Europe, thus stimulating the sharing of EU values and interest in and ownership of EU topics

Related to spending programme: N.A.

Result indicator 1: Percentage of attendees of Conference on the Future of Europe events declaring that their voice is heard

Source of data: European Commission, DG Communication, Surveys unit C3/Joint Secretariat of the Conference

Baseline (2020/21)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
N.A.	70%	N.A.	N.A. ⁽⁸⁵⁾

Result indicator 2: Percentage of Conference on the Future of Europe events organised outside the capitals (geographical reach)

Source of data: European Commission, DG Communication, Surveys unit C.3/Joint Secretariat of the Conference

Baseline (2020/21)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
new indicator	50%	N.A.	N.A. ⁽⁸⁶⁾

Result indicator 3: Diversity of backgrounds of participants in Conference on the Future of Europe events (age, gender, socio-economic and educational background)

Source of data: European Commission, DG Communication, Surveys unit C.3/Joint Secretariat of the Conference and Eurostat

Baseline (2020/21)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
new indicator	<= 10%	N.A.	N.A. ⁽⁸⁷⁾

Result indicator 4: Percentage of users satisfied with their activities in the Visitors' Centre

Source of data: European Commission, DG Communication, Visitors' Centre survey unit B4

Baseline (2021)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
85%	90%	95%	98% ⁽⁸⁸⁾

Result indicator 5: Percentage of users satisfied after visiting Experience Europe / Brussels Rond Point 14

Source of data: European Commission, DG Communication, visitors' survey, B4 unit

Baseline (2021)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
80%	85%	90%	88%

⁽⁸⁵⁾ The Conference ended on May 9, 2022; hence, there were no further activities in 2023.

⁽⁸⁶⁾ The Conference ended on May 9, 2022; hence, there were no further activities in 2023.

⁽⁸⁷⁾ The Conference ended on May 9, 2022; hence, there were no further activities in 2023.

⁽⁸⁸⁾ User satisfaction is measured through a survey to visitor groups, where satisfaction is rated at 98%.

Result indicator 6: Engagement rate on social media**Source of data:** European Commission, DG Communication, social media metrics, unit A1

Baseline ⁽⁸⁹⁾ (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
Twitter: 2.85 ⁽⁹⁰⁾ Facebook: 1.7 ⁽⁹¹⁾ Instagram: 3.4 ⁽⁹²⁾ LinkedIn: 1.6 ⁽⁹³⁾ EUtube: 64.2 sec ⁽⁹⁴⁾	Stable engagement rates	Stable engagement rates	Twitter: 0.96% Facebook: 3.30% Instagram: 5.93% LinkedIn: 1.25% EUtube: 62 sec. ⁽⁹⁵⁾

Main outputs in 2023:**Other important outputs**

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
Events organised by Representations	Number of outreach activities (physical and online)	6 000	6 973 ⁽⁹⁶⁾
	Number of participants at events	700 000	655 310 ⁽⁹⁷⁾
Information events organised by EUROPE DIRECT centres	Number of information and engagement activities ⁽⁹⁸⁾	10 000	11 306 ⁽⁹⁹⁾
	Number of people reached	1 000 000	19 740 595 ⁽¹⁰⁰⁾
Information visits organised by the Visitors' Centre	Number of visiting groups to the Commission per year	1 600 ⁽¹⁰¹⁾	1 524 ⁽¹⁰²⁾
	Number of visitors per year ⁽¹⁰³⁾	50 000	46 500 ⁽¹⁰⁴⁾
Experience Europe / Brussels Rond-Point 14	Number of visitors at Experience Europe / Brussels Rond-Point 14	30 000	30 000

⁽⁸⁹⁾ Values reported in this table refer to Central platforms only.⁽⁹⁰⁾ The engagement rate on Twitter is calculated: Engagements (likes, retweets, replies)/Impressions x 100.⁽⁹¹⁾ The engagement rate on Facebook: Engagements (reactions, shares, comments)/Impressions x 100.⁽⁹²⁾ The engagement rate on Instagram: Engagements (likes, saves, comments)/Impressions x 100.⁽⁹³⁾ The engagement rate on LinkedIn: Engagements (like, shares, comments)/Impressions x 100.⁽⁹⁴⁾ The engagement rate on YouTube is based on the 'Average view duration' metric in YouTube Studio. Estimated average minutes watched per view. YouTube has optimized its algorithm to promote videos with a high average view duration, this indicator is thus an important metric to track. This indicator is included in the programme Statement of the Draft Budget 2023.⁽⁹⁵⁾ The length of most of the audiovisual productions is now less than 60 seconds.⁽⁹⁶⁾ The number of outreach activities has increased due to many activities to communicate the EU's solidarity with Ukraine.⁽⁹⁷⁾ The number of participants has decreased as Representations have focused on stakeholder and multiplier events.⁽⁹⁸⁾ This indicator is included in the programme Statement of the Draft Budget 2023.⁽⁹⁹⁾ This increase was mainly due to an increased number of activities implemented by the EUROPE DIRECT centres.⁽¹⁰⁰⁾ This significant increase is due to a higher number of activities, see footnote above and changes in the way Europe Direct Centres obtain and present results (separating newsletters, social media, websites) to have more accurate figures, including technological progress on better assessment of social media reach.⁽¹⁰¹⁾ In 2023, it expects to increase the number of the groups and visitors, returning to 2019 figures.⁽¹⁰²⁾ Although there was an increase of visitors after COVID, the 2019 figures have not been reached. This is due to the fact that people prefer digital information.⁽¹⁰³⁾ This indicator is included in the programme Statement of the Draft Budget 2023.⁽¹⁰⁴⁾ The reduced number of visitor stems from the slightly reduced number of groups, see previous footnote.

Output	Indicator	Target	Latest known results (situation on 31/12/2023)
EU-level Citizens' Panels	Number of meetings of EU-level Citizens' Panels on-site and online	9	9
	Number of Citizens' Reports with an impact on the Commission's initiatives	3	3
Citizens' engagement channel under the revamped 'Have Your Say' portal	Number of citizens engaged on the channel	25 000	N.A. ⁽¹⁰⁵⁾
	Number of unique visitors on the umbrella website of the engagement channel	1 million	N.A. ⁽¹⁰⁶⁾
Social media engagement with citizens (Community management)	Number of social media replies published on the Commission's flagship accounts by DG Communication teams in Headquarters and in Representations	10 000	20 500 ⁽¹⁰⁷⁾
	Number of Member States with at least 1 full-time community manager	27	27

⁽¹⁰⁵⁾ Figure for 2023 is not available as revamped Have Your Say portal and Citizens' Engagement Platform go online in March 2024.

⁽¹⁰⁶⁾ Figure for 2023 is not available as revamped Have Your Say portal and Citizens' Engagement Platform go online in March 2024.

⁽¹⁰⁷⁾ The highly sensitive topics and situation have warranted more interaction with audiences and therefore more replies.

ANNEX 3: Draft annual accounts and financial reports

Annex 3 Financial Reports - DG COMM - Financial Year 2023

Table 1 : Commitments

Table 2 : Payments

Table 3 : Commitments to be settled

Table 4 : Balance Sheet

Table 5 : Statement of Financial Performance

Table 5 Bis: Off Balance Sheet

Table 6 : Average Payment Times

Table 7 : Income

Table 8 : Recovery of undue Payments

Table 9 : Ageing Balance of Recovery Orders

Table 10 : Waivers of Recovery Orders

Table 11 : Negotiated Procedures

Table 12 : Summary of Procedures

Table 13 : Building Contracts

Table 14 : Contracts declared Secret

Table 15 : FPA duration exceeds 4 years

Table 16 : Commitments co-delegation type 3 in 2022

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2023 (in Mio €) for DG COMM					
			Commitment appropriations authorised*	Commitments made	%
			1	2	3=2/1
Title 01 Research and Innovation					
01	01 01	Support administrative expenditure of the "Research and Innovation" cluster	0,31	0,31	100,00 %
	01 02	Horizon Europe	3,06	3,06	100,00 %
	01 03	Euratom Research and Training Programme	0,04	0,04	100,00 %
Total Title 01			3,41	3,41	100,00 %
Title 02 European Strategic Investments					
02	02 01	Support administrative expenditure of the "European Strategic Investments" cluster	0,44	0,44	100,00 %
	02 03	Connecting Europe Facility (CEF)	0,69	0,69	100,00 %
Total Title 02			1,13	1,13	100,00 %
Title 03 Single Market					
03	03 01	Support administrative expenditure of the "Single Market" cluster	0,10	0,10	100,00 %
	03 02	Single Market Programme	0,00	0,00	0,00 %
	03 03	Union Anti-Fraud Programme	0,01	0,01	100,00 %
Total Title 03			0,10	0,10	100,00 %
Title 04 Space					
04	04 01	Support administrative expenditure of the "Space" cluster	0,26	0,26	100,00 %
Total Title 04			0,26	0,26	100,00 %
Title 05 Regional Development and Cohesion					
05	05 01	Support administrative expenditure of the "Regional Development and Cohesion" cluster	0,01	0,01	100,00 %
	05 02	European Regional Development Fund (ERDF)	4,25	4,25	100,00 %
	05 03	Cohesion Fund (CF)	1,09	1,08	99,47 %
Total Title 05			5,34	5,34	99,89 %
Title 06 Recovery and Resilience					
06	06 02	Recovery and Resilience Facility and Technical Support Instrument	0,02	0,02	100,00 %
	06 05	Union Civil Protection Mechanism	0,02	0,02	100,00 %
	06 06	EU4Health Programme	0,11	0,11	100,00 %
	06 20	Pilot projects, preparatory actions, prerogatives and other actions	0,03	0,03	99,94 %
Total Title 06			0,17	0,17	99,99 %
Title 07 Investing in People, Social Cohesion and Values					
07	07 01	Support administrative expenditure of the "Investing in People, Social Cohesion and Values" cluster	0,54	0,54	100,00 %
	07 02	European Social Fund Plus (ESF+)	1,70	1,70	100,00 %

	07 03	Erasmus+	0,02	0,02	100,00 %
	07 05	Creative Europe	0,02	0,02	100,00 %
	07 20	Pilot projects, preparatory actions, prerogatives and other actions	98,41	96,65	98,21 %
Total Title 07			100,68	98,92	98,25 %
Title 08 Agriculture and Maritime Policy					
08	08 02	European Agricultural Guarantee Fund (EAGF)	12,31	12,31	100,00 %
	08 03	European Agricultural Fund for Rural Development (EAFRD)	0,00	0,00	0,00 %
	08 04	European Maritime, Fisheries and Aquaculture Fund (EMFAF)	0,19	0,19	100,00 %
Total Title 08			12,50	12,50	100,00 %
Title 09 Environment and Climate Action					
09	09 01	Support administrative expenditure of the 'Environment and Climate Action' Cluster	0,04	0,04	100,00 %
	09 02	Programme for the Environment and Climate Action (LIFE)	1,16	1,16	100,00 %
	09 03	Just Transition Fund (JTF)	0,00	0,00	0,00 %
Total Title 09			1,20	1,20	100,00 %
Title 10 Migration					
10	10 02	Asylum, Migration and Integration Fund	0,17	0,17	100,00 %
Total Title 10			0,17	0,17	100,00 %
Title 11 Border Management					
11	11 01	Support administrative expenditure of the 'Border Management' cluster	0,01	0,01	100,00 %
	11 02	Integrated Border Management Fund (IBMF) & Instrument for financial support for border management and visa	0,13	0,13	100,00 %
Total Title 11			0,14	0,14	100,00 %
Title 12 Security					
12	12 02	Internal Security Fund (ISF)	0,04	0,04	100,00 %
	12 04	Nuclear Safety and decommissioning, including for Bulgaria and Slovakia	0,01	0,01	100,00 %
	12 20	Pilot projects, preparatory actions, prerogatives and other actions	0,02	0,02	100,00 %
Total Title 12			0,06	0,06	100,00 %
Title 13 Defence					
13	13 01	Support administrative expenditure of the "Security and Defence" cluster	0,15	0,15	100,00 %
Total Title 13			0,15	0,15	100,00 %
Title 14 External Action					
14	14 02	Neighbourhood, Development and International Cooperation Instrument & Global Europe (NDICI & Global Europe)	0,00	0,00	0,00 %
	14 20	Pilot projects, preparatory actions, prerogatives and other actions	2,71	2,71	100,00 %
Total Title 14			2,71	2,71	100,00 %
Title 15 Pre-accession Assistance					
15	15 02	Instrument for Pre-accession Assistance (IPA III)	0,00	0,00	0,00 %
Total Title 15			0,00	0,00	0,00 %

Title 20 Administrative expenditure of the European Commission					
20	20 01	Members, officials and temporary staff	0,25	0,24	99,49 %
	20 02	Other staff and expenditure relating to persons	2,84	2,75	96,92 %
	20 03	Administrative Operating expenditure	32,78	28,13	85,79 %
	20 04	Information and communication technology-related expenditure	3,45	3,43	99,32 %
Total Title 20			39,31	34,54	87,87 %
Total Excluding NGEU			167,31	160,78	96,10 %

Title 05 Regional Development and Cohesion					
05	05 02	European Regional Development Fund (ERDF)	0,00	0,00	0,00 %
Total Title 05			0,00	0,00	0,00 %

Title 06 Recovery and Resilience					
06	06 01	Support administrative expenditure of the 'Recovery and Resilience' cluster	0,76	0,75	98,69 %
	06 05	Union Civil Protection Mechanism	0,00	0,00	0,00 %
Total Title 06			0,76	0,75	98,69 %

Title 09 Environment and Climate Action					
09	09 03	Just Transition Fund (JTF)	2,14	2,14	100,00 %
Total Title 09			2,14	2,14	100,00 %
Total NGEU Only			2,90	2,89	99,65 %

Total DG COMM			170,20	163,66	96,16 %
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* Commitment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous commitment appropriations for the period (e.g. internal and external assigned revenue).

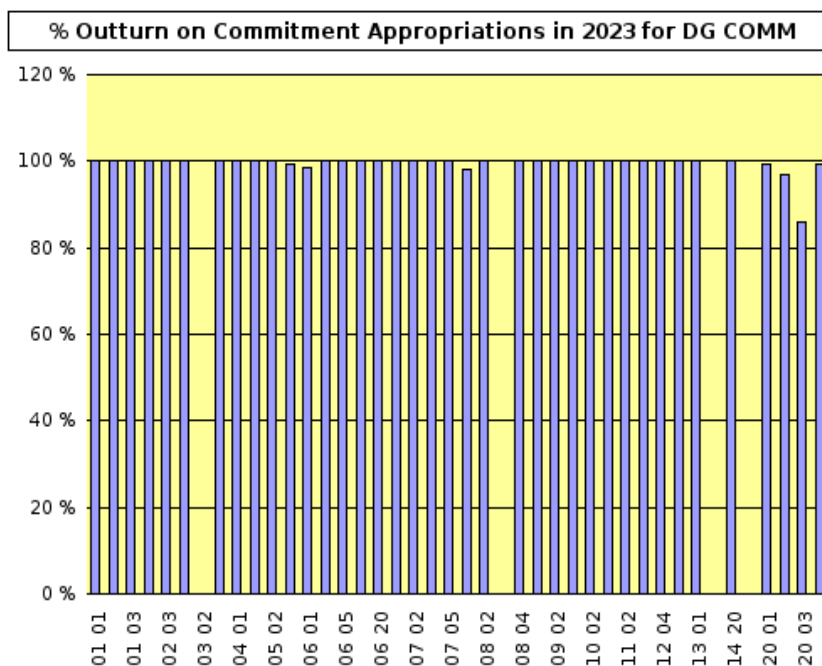


TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS in 2023 (in Mio €) for DG COMM					
			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Title 01 Research and Innovation					
01	01 01	Support administrative expenditure of the "Research and Innovation" cluster	0,31	0,07	22,24 %
	01 02	Horizon Europe	5,84	5,84	100,00 %
	01 03	Euratom Research and Training Programme	0,07	0,07	99,83 %
Total Title 01			6,22	5,98	96,12%
Title 02 European Strategic Investments					
02	02 01	Support administrative expenditure of the "European Strategic Investments" cluster	0,64	0,27	42,88 %
	02 03	Connecting Europe Facility (CEF)	1,49	1,49	100,00 %
Total Title 02			2,13	1,77	82,85%
Title 03 Single Market					
03	03 01	Support administrative expenditure of the "Single Market" cluster	0,10	0,01	5,00 %
	03 02	Single Market Programme	0,06	0,06	100,00 %
	03 03	Union Anti-Fraud Programme	0,01	0,01	100,00 %
Total Title 03			0,17	0,07	42,42%
Title 04 Space					
04	04 01	Support administrative expenditure of the "Space" cluster	0,26	0,00	0,00 %
Total Title 04			0,26	0,00	0,00%
Title 05 Regional Development and Cohesion					
05	05 01	Support administrative expenditure of the "Regional Development and Cohesion" cluster	0,01	0,01	50,00 %
	05 02	European Regional Development Fund (ERDF)	9,97	9,97	100,00 %
	05 03	Cohesion Fund (CF)	2,37	2,37	99,76 %
Total Title 05			12,35	12,34	99,91%
Title 06 Recovery and Resilience					
06	06 02	Recovery and Resilience Facility and Technical Support Instrument	0,01	0,01	100,00 %
	06 05	Union Civil Protection Mechanism	0,06	0,06	100,00 %
	06 06	EU4Health Programme	0,11	0,11	100,00 %
	06 20	Pilot projects, preparatory actions, prerogatives and other actions	0,41	0,41	100,00 %
Total Title 06			0,58	0,58	100,00%
Title 07 Investing in People, Social Cohesion and Values					
07	07 01	Support administrative expenditure of the "Investing in People, Social Cohesion and Values" cluster	0,99	0,60	60,55 %
	07 02	European Social Fund Plus (ESF+)	3,78	3,78	100,00 %

	07 03	Erasmus+	1,54	1,54	100,00 %
	07 05	Creative Europe	0,03	0,03	100,00 %
	07 20	Pilot projects, preparatory actions, prerogatives and other actions	98,99	96,97	97,95 %
Total Title 07			105,34	102,92	97,70%
Title 08 Agriculture and Maritime Policy					
08	08 02	European Agricultural Guarantee Fund (EAGF)	13,22	13,22	100,00 %
	08 03	European Agricultural Fund for Rural Development (EAFRD)	6,92	6,92	99,96 %
	08 04	European Maritime, Fisheries and Aquaculture Fund (EMFAF)	0,34	0,34	100,00 %
Total Title 08			20,48	20,48	99,99%
Title 09 Environment and Climate Action					
09	09 01	Support administrative expenditure of the "Environment and Climate Action" Cluster	0,08	0,04	50,00 %
	09 02	Programme for the Environment and Climate Action (LIFE)	0,20	0,20	100,00 %
	09 03	Just Transition Fund (JTF)	0,00	0,00	0,00 %
Total Title 09			0,28	0,24	86,54%
Title 10 Migration					
10	10 02	Asylum, Migration and Integration Fund	0,14	0,14	100,00 %
Total Title 10			0,14	0,14	100,00%
Title 11 Border Management					
11	11 01	Support administrative expenditure of the "Border Management" cluster	0,01	0,00	0,00 %
	11 02	Integrated Border Management Fund (IBMF) – Instrument for financial support for border management and visa	0,08	0,08	100,00 %
Total Title 11			0,08	0,08	93,75%
Title 12 Security					
12	12 02	Internal Security Fund (ISF)	0,03	0,03	100,00 %
	12 04	Nuclear Safety and decommissioning, including for Bulgaria and Slovakia	0,01	0,01	100,00 %
	12 20	Pilot projects, preparatory actions, prerogatives and other actions	0,04	0,04	100,00 %
Total Title 12			0,07	0,07	100,00%
Title 13 Defence					
13	13 01	Support administrative expenditure of the "Security and Defence" cluster	0,19	0,04	21,62 %
Total Title 13			0,19	0,04	21,62%
Title 14 External Action					
14	14 02	Neighbourhood, Development and International Cooperation Instrument – Global Europe (NDICI – Global Europe)	0,66	0,66	100,00 %
	14 20	Pilot projects, preparatory actions, prerogatives and other actions	2,80	2,77	98,94 %
Total Title 14			3,46	3,43	99,14%
Title 15 Pre-accession Assistance					
15	15 02	Instrument for Pre-accession Assistance (IPA III)	0,30	0,30	100,00 %
Total Title 15			0,30	0,30	100,00%

Title 20 Administrative expenditure of the European Commission					
20	20 01	Members, officials and temporary staff	0,32	0,19	60,04 %
	20 02	Other staff and expenditure relating to persons	3,69	2,49	67,64 %
	20 03	Administrative Operating expenditure	37,68	24,50	65,04 %
	20 04	Information and communication technology-related expenditure	5,44	3,15	57,93 %
Total Title 20			47,12	30,34	64,39%
Total Excluding NGEU			199,16	178,77	89,76%

Title 05 Regional Development and Cohesion					
05	05 02	European Regional Development Fund (ERDF)	0,06	0,06	100,00 %
Total Title 05			0,06	0,06	100,00%
Title 06 Recovery and Resilience					
06	06 01	Support administrative expenditure of the Recovery and Resilience cluster	0,76	0,23	30,51 %
	06 05	Union Civil Protection Mechanism	0,00	0,00	0,00 %
Total Title 06			0,76	0,23	30,51%
Title 09 Environment and Climate Action					
09	09 03	Just Transition Fund (JTF)	0,64	0,64	100,00 %
Total Title 09			0,64	0,64	100,00%
Total NGEU Only			1,46	0,93	63,61%
Total DG COMM			200,62	179,70	89,57 %

* Payment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous payment appropriations for the period (e.g. internal and external assigned revenue).

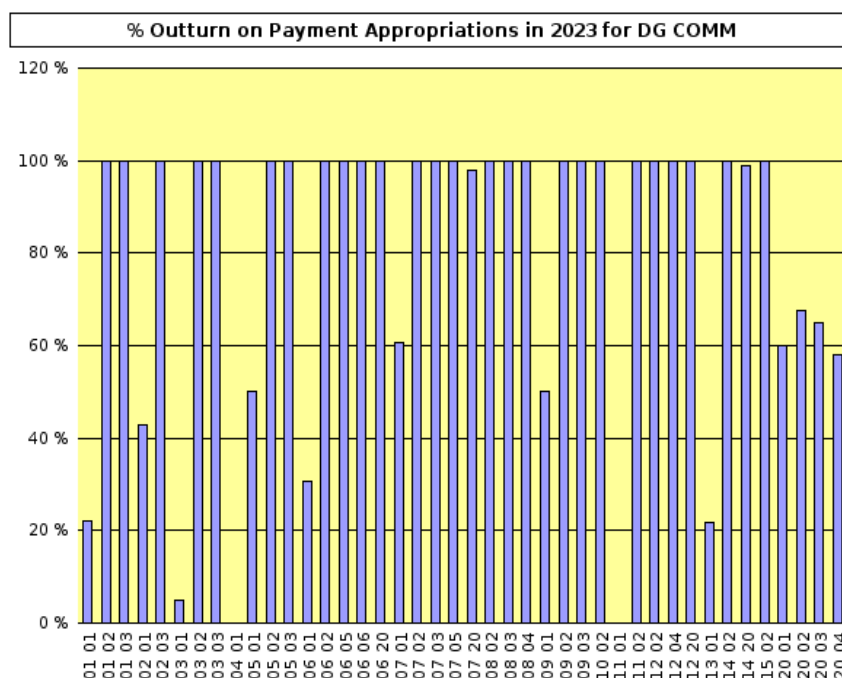


TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
01	01 01	Support administrative expenditure of the "Research and Innovation" cluster	0,31	0,07	0,24	77,76%	0,00	0,24	0,00
	01 02	Horizon Europe	3,06	0,92	2,14	70,00%	0,00	2,14	4,98
	01 03	Euratom Research and Training Programme	0,04	0,02	0,02	52,95%	0,00	0,02	0,05
Total Title 01			3,41	1,00	2,40	70,53%	0,00	2,40	5,03
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
02	02 01	Support administrative expenditure of the "European Strategic Investments" cluster	0,44	0,07	0,37	83,08%	0,00	0,37	0,20
	02 03	Connecting Europe Facility (CEF)	0,69	0,14	0,55	79,35%	0,95	1,50	2,31
Total Title 02			1,13	0,22	0,91	80,80%	0,95	1,87	2,51
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
03	03 01	Support administrative expenditure of the "Single Market" cluster	0,10	0,00	0,10	100,00%	0,00	0,10	0,01
	03 02	Single Market Programme	0,00	0,00	0,00	0,00%	0,00	0,00	0,06
	03 03	Union Anti-Fraud Programme	0,01	0,00	0,01	100,00%	0,00	0,01	0,01
Total Title 03			0,10	0,00	0,10	100,00%	0,00	0,10	0,07
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									

			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
04	04 01	Support administrative expenditure of the "Space" cluster	0,26	0,00	0,26	100,00%	0,00	0,26	0,00
Total Title 04			0,26	0,00	0,26	100,00%	0,00	0,26	0,00
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
05	05 01	Support administrative expenditure of the "Regional Development and Cohesion" cluster	0,01	0,00	0,01	100,00%	0,00	0,01	0,01
	05 02	European Regional Development Fund (ERDF)	4,25	1,28	2,98	70,00%	7,02	9,99	15,72
	05 03	Cohesion Fund (CF)	1,08	0,23	0,86	79,17%	0,70	1,56	2,85
Total Title 05			5,34	1,50	3,84	71,88%	7,72	11,56	18,57
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
06	06 02	Recovery and Resilience Facility and Technical Support Instrument	0,02	0,00	0,02	100,00%	0,00	0,02	0,02
	06 05	Union Civil Protection Mechanism	0,02	0,00	0,02	100,00%	0,00	0,02	0,06
	06 06	EU4Health Programme	0,11	0,00	0,11	100,00%	0,00	0,11	0,11
	06 20	Pilot projects, preparatory actions, prerogatives and other actions	0,03	0,00	0,03	100,00%	0,00	0,03	0,41
Total Title 06			0,17	0,00	0,17	100,00%	0,00	0,17	0,59
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									

			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
07	07 01	Support administrative expenditure of the "Investing in People, Social Cohesion and Values" cluster	0,54	0,14	0,39	73,00%	0,00	0,39	0,46
	07 02	European Social Fund PLus (ESF+)	1,70	0,53	1,17	68,93%	0,00	1,17	3,26
	07 03	Erasmus+	0,02	0,00	0,02	100,00%	0,00	0,02	1,54
	07 05	Creative Europe	0,02	0,00	0,02	100,00%	0,03	0,05	0,06
	07 20	Pilot projects, preparatory actions, prerogatives and other actions	96,65	32,64	64,01	66,23%	16,63	80,64	84,66
Total Title 07			98,92	33,31	65,61	66,33%	16,66	82,27	89,98
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
08	08 02	European Agricultural Guarantee Fund (EAGF)	12,31	4,17	8,14	66,14%	1,33	9,48	10,40
	08 03	European Agricultural Fund for Rural Development (EAFRD)	0,00	0,00	0,00	0,00%	0,08	0,08	7,02
	08 04	European Maritime, Fisheries and Aquaculture Fund (EMFAF)	0,19	0,06	0,13	70,00%	0,00	0,13	0,29
Total Title 08			12,50	4,23	8,27	66,20%	1,41	9,69	17,70
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
09	09 01	Support administrative expenditure of the "Environment and Climate Action" Cluster	0,04	0,00	0,04	100,00%	0,00	0,04	0,04

	09 02	Programme for the Environment and Climate Action (LIFE)	1,16	0,00	1,16	99,91%	0,24	1,41	0,45
	09 03	Just Transition Fund (JTF)	0,00	0,00	0,00	0,00%	0,00	0,00	0,00
Total Title 09			1,20	0,00	1,20	99,91%	0,24	1,44	0,48
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
10	10 02	Asylum, Migration and Integration Fund	0,17	0,00	0,17	100,00%	0,00	0,17	0,16
Total Title 10			0,17	0,00	0,17	100,00%	0,00	0,17	0,16
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
11	11 01	Support administrative expenditure of the 'Border Management' cluster	0,01	0,00	0,01	100,00%	0,00	0,01	0,00
	11 02	Integrated Border Management Fund (IBMF) ; Instrument for financial support for border management and visa	0,13	0,00	0,13	100,00%	0,00	0,13	0,08
Total Title 11			0,14	0,00	0,14	100,00%	0,00	0,14	0,08
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
12	12 02	Internal Security Fund (ISF)	0,04	0,00	0,04	100,00%	0,04	0,08	0,07
	12 04	Nuclear Safety and decommissioning, including for Bulgaria and Slovakia	0,01	0,00	0,01	100,00%	0,00	0,01	0,01
	12 20	Pilot projects, preparatory actions,	0,02	0,00	0,02	100,00%	0,00	0,02	0,04

		prerogatives and other actions							
Total Title 12			0,06	0,00	0,06	100,00%	0,04	0,10	0,11
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
13	13 01	Support administrative expenditure of the "Security and Defence" cluster	0,15	0,00	0,15	100,00%	0,00	0,15	0,04
Total Title 13			0,15	0,00	0,15	100,00%	0,00	0,15	0,04
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
14	14 02	Neighbourhood, Development and International Cooperation Instrument ¿ Global Europe (NDICI ¿ Global Europe)	0,00	0,00	0,00	0,00%	0,00	0,00	0,66
	14 20	Pilot projects, preparatory actions, prerogatives and other actions	2,71	0,00	2,71	99,99%	3,85	6,56	6,61
Total Title 14			2,71	0,00	2,71	99,99%	3,85	6,56	7,27
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
15	15 02	Instrument for Pre-accession Assistance (IPA III)	0,00	0,00	0,00	0,00%	0,00	0,00	0,30
Total Title 15			0,00	0,00	0,00	0,00%	0,00	0,00	0,30
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM									
			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022

Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
20	20 01	Members, officials and temporary staff	0,24	0,14	0,11	44,62%	0,00	0,11	0,08
	20 02	Other staff and expenditure relating to persons	2,75	1,87	0,80	32,03%	0,00	0,80	0,85
	20 03	Administrative Operating expenditure	28,13	20,36	7,76	27,60%	0,00	7,76	4,89
	20 04	Information and communication technology-related expenditure	3,43	1,48	1,95	56,90%	0,00	1,95	1,99
Total Title 20			34,54	23,84	10,62	30,98%	0,00	10,62	7,81
Total Excluding NGEU			160,78	64,10	96,59	60,13%	30,88	127,47	150,69

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM

			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
05	05 02	European Regional Development Fund (ERDF)	0,00	0,00	0,00	0,00%	0,00	0,00	0,06
Total Title 05			0,00	0,00	0,00	0,00%	0,00	0,00	0,06

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM

			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
06	06 01	Support administrative expenditure of the 'Recovery and Resilience' cluster	0,75	0,23	0,52	69,85%	0,00	0,52	0,01
	06 05	Union Civil Protection Mechanism	0,00	0,00	0,00	0,00%	0,00	0,00	0,00
Total Title 06			0,75	0,23	0,52	69,85%	0,00	0,52	0,01

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2023 (in Mio €) for DG COMM

			Commitments to be settled				Commitments to be settled from financial years previous to 2022	Total of commitments to be settled at end of financial year 2023	Total of commitments to be settled at end of financial year 2022
Chapter			Commitments	Payments	RAL	% to be settled			

			1	2	3=1-2	4=1-2/1	5	6=3+5	7
09	09 03	Just Transition Fund (JTF)	2,14	0,64	1,49	70,00%	0,00	1,49	0,00
Total Title 09			2,14	0,64	1,49	70,00%	0,00	1,49	0,00
Total NGEU Only			2,89	0,87	2,02	69,96%	0,00	2,02	0,06
Total for DG COMM			163,66	64,96	98,70	60,31 %	30,88	129,49	150,76

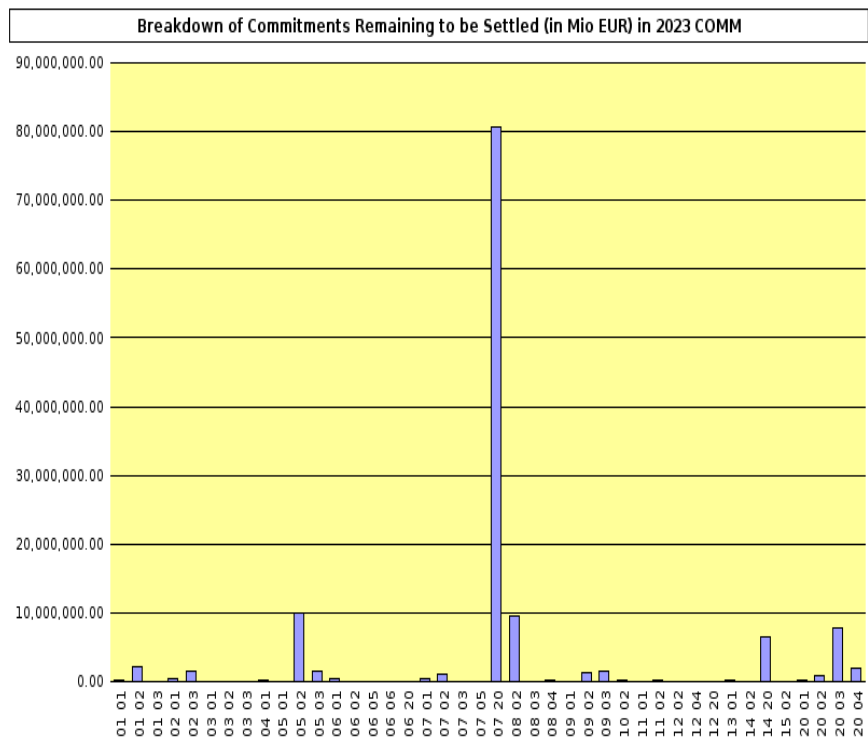


TABLE 4 : BALANCE SHEET for DG COMM

BALANCE SHEET	2023	2022
A.I. NON CURRENT ASSETS	44.064.716,02	27.751.858,28
A.I.1. Intangible Assets	0,00	0,00
A.I.2. Property, Plant and Equipment	44.064.716,02	27.751.858,28
A.I.6. Non-Cur Exch Receiv & Non-Ex Recoverab	0,00	0,00
A.II. CURRENT ASSETS	36.671.849,36	21.500.070,16
A.II.2. Current Pre-Financing	31.883.598,66	17.889.916,44
A.II.3. Curr Exch Receiv & Non-Ex Recoverables	4.745.246,16	3.564.870,54
A.II.6. Cash and Cash Equivalents	43.004,54	45.283,18
ASSETS	80.736.565,38	49.251.928,44
P.I. NON CURRENT LIABILITIES	0,00	0,00
P.I.3. Non-Current Financial Liabilities	0,00	0,00
P.II. CURRENT LIABILITIES	-10.744.058,89	-739.320,11
P.II.3. Current Financial Liabilities	0,00	0,00
P.II.4. Current Payables	-10.744.058,89	-739.320,11
P.II.5. Current Accrued Charges & Defrd Income	0,00	0,00
LIABILITIES	-10.744.058,89	-739.320,11
NET ASSETS (ASSETS less LIABILITIES)	69.992.506,49	48.512.608,33
P.III.2. Accumulated Surplus/Deficit	1.240.034.521,02	1101396155
Non-allocated central (surplus)/deficit*	- 1.310.027.027,51	-1.149.908.763,28
TOTAL DG COMM	0,00	0,00

The accounting situation presented in the Balance Sheet and Statement of Financial Performance does not include the accruals and deferrals calculated centrally by the services of the Accounting Officer.

TABLE 5 : STATEMENT OF FINANCIAL PERFORMANCE for DG COMM

STATEMENT OF FINANCIAL PERFORMANCE	2023	2022
II.1 REVENUES	-5.959.100,80	-5.960.711,31
II.1.1. NON-EXCHANGE REVENUES	-436.983,62	-467.323,87
II.1.1.6. RECOVERY OF EXPENSES	-139.283,37	-467.323,87
II.1.1.8. OTHER NON-EXCHANGE REVENUES	-297.700,25	
II.1.2. EXCHANGE REVENUES	-5.522.117,18	-5.493.387,44
II.1.2.1. FINANCIAL INCOME	-712,98	-2,48
II.1.2.2. OTHER EXCHANGE REVENUE	-5.521.404,20	-5.493.384,96
II.2. EXPENSES	157.185.677,97	144.599.077,38
II.2. EXPENSES	157.185.677,97	144.599.077,38
II.2.11. OTHER EXPENSES	23.578.815,48	27.907.443,00
II.2.2. EXP IMPL BY COMMISS&EX.AGENC. (DM)	132.844.151,80	115.875.094,74
II.2.6. STAFF AND PENSION COSTS	727.031,04	813.339,57
II.2.8. FINANCE COSTS	35.679,65	3.200,07
STATEMENT OF FINANCIAL PERFORMANCE	151.226.577,17	138.638.366,07

TABLE 5bis : OFF BALANCE SHEET for DG COMM

OFF BALANCE	2023	2022
OB.1. Contingent Assets	15.019.381,84	0,00
GR for pre-financing	15.019.381,84	0,00
OB.3. Other Significant Disclosures	-	-
	45.425.818,59	45.425.818,59
OB.3.5. Operating lease commitments	-45.425.818,59	-45.425.818,59
OB.4. Balancing Accounts	30.406.436,75	45.425.818,59
OB.4. Balancing Accounts	30.406.436,75	45.425.818,59
OFF BALANCE	0,00	0,00

The accounting situation presented in the Balance Sheet and Statement of Financial Performance does not include the accruals and deferrals calculated centrally by the services of the Accounting Officer.

Table 6 : Average Payment Times

Legal Times									
Maximum Payment Time (Days)	Total Nbr of Payments	Nbr of Payments within Time Limit	%	Average Payment Times (Days)	Nbr of Late Payments	%	Average Payment Times (Days)	Late Payments Amount	%
30	11.287	11.086	98,22 %	12,48	201	1,78 %	47,03	9.995.244,70	11, %
45	13	13	100,00 %	16,08				0,00	0, %
60	1.319	1.262	95,68 %	25,50	57	4,32 %	114,32	2.715.035,64	3, %

Total Number of Payments	12.619	12.361	97,96 %		258	2,04 %		12710280,34	7, %
Average Net Payment Time	14,79475394			13,81			61,90		
Average Gross Payment Time	15,95292812			14,89054			66,85271		

Suspensions							
Average Report Approval Suspension Days	Average Payment Suspension Days	Number of Suspended Payments	% of Total Number	Total Number of Payments	Amount of Suspended Payments	% of Total Amount	Total Paid Amount
0	24	611	4,84 %	12.619	63.548.071,45	34,86 %	182.284.000,97

Late Interest paid in 2023			
DG	GL Account	Description	Amount (Eur)
COMM	65010100	Interest on late payment of charges New FR	23.894,14
			23.894,14

NB: Table 6 only contains payments relevant for the time statistics.

TABLE 7 : SITUATION ON REVENUE AND INCOME in 2023 for DG COMM

Chapter		Revenue and income recognized			Revenue and income cashed from			Outstanding balance
		Current year RO	Carried over RO	Total	Current Year RO	Carried over RO	Total	
		1	2	3=1+2	4	5	6=4+5	
31	Revenue linked to property	45.274,42	0,00	45.274,42	45.274,42	0,00	45.274,42	0,00
33	Other administrative revenue	5.742.013,10	1.724,59	5.743.737,69	4.760.266,16	1.724,59	4.761.990,75	981.746,94
40	Revenue from investments and accounts	112,72		112,72	112,72		112,72	0,00
66	Other contributions and refunds	2.210.691,85	73.769,50	2.284.461,35	2.044.243,85	73.769,50	2.118.013,35	166.448,00
67	Completion for outstanding recovery orders prior to 2021	0,00	35.000,00	35.000,00	0,00	0,00	0,00	35.000,00
Total DG COMM		7.998.092,09	110.494,09	8.108.586,18	6.849.897,15	75.494,09	6.925.391,24	1.183.194,94

TABLE 8 : FINANCIAL IMPACT OF EX-ANTE AND EX-POST CONTROLS in 2023 for DG COMM

EX-ANTE CONTROLS BY TRANSACTION	Irregularity	Total ex-ante amounts
NON ELIGIBLE IN COST CLAIMS	23.788,00	23.788,00
CREDIT NOTES	763.840,09	763.840,09
RECOVERY ORDERS ON PRE-FINANCING		
Sub-Total	787.628,09	787.628,09

EX-POST CONTROLS BY TRANSACTION	Irregularity	Total ex-post amounts
RECOVERY ORDERS OTHER THAN ON PRE-FINANCING	911.657,48	911.657,48
INCOME LINES IN INVOICES		
Sub-Total	911.657,48	911.657,48 (*)
GRAND TOTAL (EX-ANTE + EX-POST)	1.699.285,57	1.699.285,57

TABLE 9: AGEING BALANCE OF RECOVERY ORDERS AT 12/31/2023 for DG COMM

	Number at 1/1/2023	Number at 12/31/2023	Evolution	Open Amount (Eur) at 1/1/2023	Open Amount (Eur) at 12/31/2023	Evolution
2012	1	1	0,00 %	17.500,00	17.500,00	0,00 %
2015	1	1	0,00 %	17.500,00	17.500,00	0,00 %
2022	4		-100,00 %	75.494,09		-100,00 %
2023		9			1.148.194,94	
	6	11	83,33 %	110.494,09	1.183.194,94	970,82 %

TABLE 10 :Recovery Order Waivers >= 60 000 € in 2023 for DG COMM

Waiver Central Key	Linked RO Central Key	RO Accepted Amount (Eur)	LE Account Group	Commission Decision	Comments
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Total DG COMM	
---------------	--

Number of RO waivers	
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There are no waivers below 60 000 €

TABLE 11 : Negotiated Procedures in 2023 for DG COMM

Internal Procedures > € 60,000

Negotiated Procedure Legal base	Number of Procedures	Amount (€)
Annex 1 - 11.1 (a) - Follow-up of an open/restricted procedure where no (or no suitable) tenders/requests to participate have been submitted	4	2.691.128,00
Annex 1 - 11.1 (b) - Artistic/technical reasons or exclusive rights or technical monopoly/captive market	5	7.076.857,00
Annex 1 - 11.1 (c) - Extreme urgency caused by unforeseeable events not attributable to the contracting authority	1	100.000,00
Annex 1 - 11.1 (e) - New services/works consisting in the repetition of similar services/works	5	90.801.000,00
Total	15	100.668.985,00

TABLE 12 : Summary of Procedures in 2023 for DG COMM

Internal Procedures > € 60,000

Procedure Legal base	Number of Procedures	Amount (€)
Negotiated procedure middle value contract (Annex 1 - 14.2)	42	5.313.087,08
Negotiated procedure without prior publication (Annex 1 - 11.1)	15	100.743.985,00
Open procedure (FR 164 (1)(a))	36	425.906.957,06
Restricted procedure based on a call for expressions of interest - Preselection of candidates (Annex 1 - 13.3 (a))	3	1.990.000,00
Restricted procedure with Dynamic purchasing system (FR 164 (1)(b))	4	34.909.750,00
Restricted procedure without Dynamic purchasing system (FR 164 (1)(b))	11	,00
Total	111	581.068.551,14

TABLE 13 : BUILDING CONTRACTS in 2023 for DG COMM

Legal Base	Procedure subject	Contract Number	Contractor Name	Contract Subject	Contracted Amount (€)
Annex 1 - 11.1 (g) - Building contracts	PAR UNION INVESTMENT REAL ESTATE GMBH COÛTS ET PAIEMENT DES TRAVAUX D'AMÉNAGEMENTS INTÉRIEURS/LEASE CONTRACT FOR NEW PREMISES 06A10/2021/M062 52/56 BIS RUE DE LA VICTOIRE, 75009 PARIS	SI2.1232383	DEUTSCHE IMMOBILIEN FONDS AG*UNION	BAIL CIVIL 06/03/2023 UNION INVESTMENT REAL ESTATE GMBH TRAVAUX D'AMÉNAGEMENTS INTÉRIEURS	271.600,00
Annex 1 - 11.1 (g) - Building contracts	PAR UNION INVESTMENT REAL ESTATE GMBH COÛTS ET PAIEMENT DES TRAVAUX D'AMÉNAGEMENTS INTÉRIEURS/LEASE CONTRACT FOR NEW PREMISES 06A10/2021/M062 52/56 BIS RUE DE LA VICTOIRE, 75009 PARIS	SI2.1453975	DEUTSCHE IMMOBILIEN FONDS AG*UNION	BAIL CIVIL 06/03/2023 UNION INVESTMENT REAL ESTATE GMBH TRAVAUX D'AMÉNAGEMENTS INTÉRIEURS RÉLIQUAT 2023	1.086.316,00
Annex 1 - 11.1 (g) - Building contracts	PAR UNION INVESTMENT REAL ESTATE GMBH COÛTS ET PAIEMENT DES TRAVAUX D'AMÉNAGEMENTS INTÉRIEURS/LEASE CONTRACT FOR NEW PREMISES 06A10/2021/M062 52/56 BIS RUE DE LA VICTOIRE, 75009 PARIS	SI2.1463077	DEUTSCHE IMMOBILIEN FONDS AG*UNION	BAIL CIVIL 06/03/2023 UNION INVESTMENT REAL ESTATE GMBH LOYER RUE DE LA VICTOIRE 2024	208.000,00
Annex 1 - 11.1 (g) - Building contracts	PAR UNION INVESTMENT REAL ESTATE GMBH COÛTS ET PAIEMENT DES TRAVAUX D'AMÉNAGEMENTS INTÉRIEURS/LEASE CONTRACT FOR NEW PREMISES 06A10/2021/M062 52/56 BIS RUE DE LA VICTOIRE, 75009 PARIS	SI2.1463115	Confidential data	BAIL CIVIL 06/03/2023 UNION INVESTMENT REAL ESTATE GMBH CHARGES SUR LOYER 2024	50.000,00
Annex 1 - 11.1 (g) - Building contracts	ZAG RENT AND COMMON CHARGES HOUSE OF EUROPE 27.06.2023-26.06.2033.	SI2.1522417	ROBIC PROMET DRUSTVO S OGRANICENOM	ZAG RENT AND COMMON CHARGES HOUSE OF EUROPE 27.06.2023-26.06.2033	16.354.503,60

Table 14 : Contracts declared Secret

Not applicable

Table 15 : FPA duration exceeds 4 years

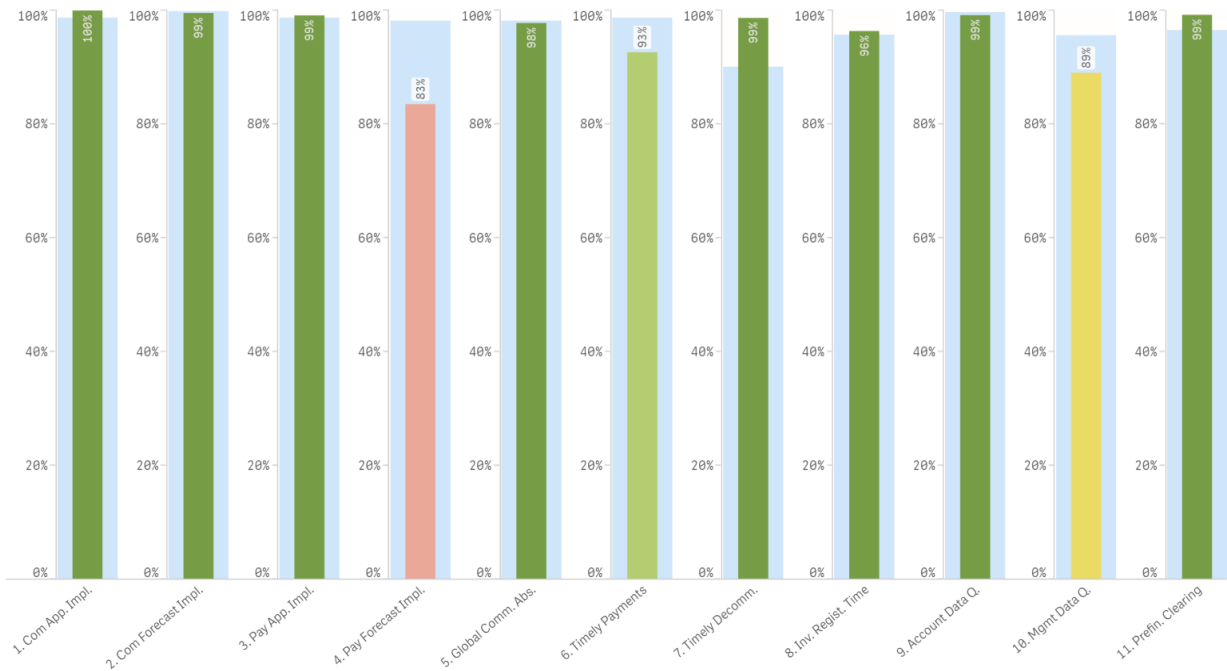
Not applicable

Table 16 : Commitments co-delegation type 3 in 2022

No applicable

ANNEX 4: Financial scorecard

COMM Indicator Scores for 2023 12



For each indicator the light blue bar denotes the EC Score.

The detailed definitions of the indicators are available on the internal DG BUDG site (BudgPedia) and managed by unit BUDG.C5 Financial Reporting.

Indicator	Objective	Comment	COMM Score	EC Score
1. Commitment Appropriations Implementation	Ensure efficient use of commitment appropriations expiring at the end of Financial Year		100%	99%
2. Commitment Forecast Implementation	Ensure the cumulative alignment of the commitment implementation with the commitment forecast in a financial year		99%	100%
3. Payment Appropriations Implementation	Ensure efficient use of payment appropriations expiring at the end of Financial Year		99%	99%
4. Payment Forecast Implementation	Ensure the cumulative alignment of the payment implementation with the payment forecast in a financial year		83%	98%
5. Global Commitment Absorption	Ensure efficient use of already earmarked commitment appropriations (at L1 level)		98%	98%
6. Timely Payments	Ensure efficient processing of payments within the legal deadlines	<p>The DG's score of 93% in Timely Payments is due the late payment of 2 large payments having a cumulative value of 8 million. Given that the average of the DG payments is around EUR 9 500, the delay of these 2 payment had a very large impact on the DG score.</p> <p>The first one (for an amount of around 7 millions) was late for 3 days. The reasons are linked with different issues related to processing time, bank guarantee management and public - bank holidays.</p> <p>The second one (for an amount of around 1M) was late for 10 day. The reasons are linked with different issues related to processing time with several stops, corporate budget availability and public holidays.</p>	93%	99%
7. Timely Decommitments	Ensure efficient decommitment of outstanding RAL at the end of commitment life cycle		99%	90%

8. Invoice Registration Time	Monitor the accounting risk stemming from late registration of invoices in the central accounting system ABAC		96%	96%
9. Accounting Data Quality	Ensure the good data quality of ABAC transactions with the focus on fields having a primary impact on the accounts		99%	100%
10. Management Data Quality	Ensure the good data quality of ABAC transactions with the focus on fields having a primary impact on the management decisions		89%	96%
11. Timely Invoice PF clearing			99%	100%

ANNEX 5: Materiality criteria

One of the five internal control objectives defined in the Financial Regulation (Art. 36.2) is legality and regularity. In the context of this objective, the Authorising Officer by Delegation needs to define specific management targets and, in particular, needs to have objective criteria for determining which weaknesses should be subject to a formal reservation to her declaration (cf. Financial Regulation Art. 74.9).

For the DG, the **materiality** of residual weaknesses identified (i.e., 'net' after mitigating and corrective measures have been taken) is assessed on the basis of qualitative and/or quantitative criteria, in line with the Instructions for the preparation of the Annual Activity Report. The materiality criteria are defined for each significant budget area in coherence with the Control system based on the differentiation between Procurements and Grants.

The **qualitative assessment** includes an analysis of the causes and the types of errors (including whether they are repetitive and/or systemic) to conclude on the nature, scope and reputational impact of the weaknesses identified, as well as the verification of existence of compensatory measures (mitigating controls which reduce the impact of the weakness) and effective corrective actions. This may refer to significant control system weaknesses or critical issues reported by the authorising officers by sub-delegation, the European Court of Auditors, the Internal Audit Service, the DG Budget and the European Anti-Fraud Office. The quantitative assessment aims at estimating any financial impact ('amount at risk') resulting from the errors detected. As regards legality and regularity, the weakness is considered material if the estimated error rate (related to authorise financial operations not complying with the contractual or regulatory provisions) exceeds the materiality threshold of 2% of total annual expenditure.

Both qualitative and quantitative assessments are based on the following evidence:

- results of the analysis of exception and non-compliance cases falling under Internal Control Principle 12 (including judgment on potential reputational risk, and check if repetitive and uncorrected);
- results of ex-post controls and errors detected ex-post by other means;
- weaknesses identified during the assessment of the internal control systems;
- results of audits performed by the European Court of Auditors and the Internal Audit Service;
- monitoring of available indicators related to financial management

Since 2019 ⁽¹⁰⁸⁾, a 'de minimis' threshold for financial reservations has been introduced. Quantified annual activity report reservations related to residual error rates above the 2% materiality threshold are deemed not substantial for segments representing less than 5% of a DG's total payments and with a financial impact below EUR 5 million. In such cases, quantified reservations are no longer needed.

⁽¹⁰⁸⁾ Agreement of the Corporate Management Board of 30.4.2019.

ANNEX 6: Relevant Control System(s) for budget implementation (RCSs)

1. *Procurement (direct management)*

1.1. *Choice of procedure*

Main control objectives: Ensuring legality, regularity, effectiveness and efficiency of procedures.

Main risks – it may happen (again)	Mitigating controls	Coverage, frequency and depth	Cost-effectiveness indicators
<p>Resulting contracts do not meet operational needs, due to absence of long-term needs analysis and/or inadequate tender specifications.</p> <p>Low competition or no offers received due to inadequate procurement requirements and specifications.</p>	<p>Units and Representations initiate and verify all procurement files.</p> <p>A centralised helpdesk (D.3 Public Procurement and Grants) function provides advice to units and representations before launch of procedures.</p> <p>Ex ante analysis and validation of needs assessments (through the IT tool PPMT) by central team (D.3 Public Procurement and Grants) prior to the preparation of the procurement documents.</p> <p>Ex ante revision of procurement files is conducted by a central team (D.3 Public Procurement and Grants) prior to the launch of procedures.</p>	<p>Tender specifications and annexes are checked by central team (D.3 Public Procurement and Grants) for grants and procurement over EUR 139 000 ⁽¹⁰⁹⁾ and exceptional negotiated procedure above EUR 60 000</p> <p>Units for grants and procurement were below this threshold.</p> <p>On request for procurement procedures were below the thresholds.</p>	<p>Effectiveness:</p> <p>Number of questions replied.</p> <p>Number and % of needs analysis validated.</p> <p>Number and value of files revised.</p> <p>Number of high-value procedures where only one or no offers were received.</p> <p>Efficiency and economy: Estimate of costs of staff involved in the activity</p>
<p>The widest competition is not ensured due to use of wrong procurement procedure</p>	<p>In headquarters and Representations, procedures are checked by financial initiation and verification at the level of draft award decision and commitment.</p> <p>For Representations, procedures below the Directive threshold are checked by second-level ex-ante financial verification in headquarters.</p>	<p>All procurement procedures below the Directive threshold.</p> <p>Risk-based sample of commitments.</p>	<p>% of commitments with errors.</p> <p>% of sampled transactions with errors</p> <p>Estimate of costs of staff involved in the activity.</p>

⁽¹⁰⁹⁾ Threshold from the Directive 2014/24/EU of the European Parliament and of the Council of 26.2.2014 on public procurement and repealing Directive 2004/18/EC.

Main risks – it may happen (again)	Mitigating controls	Coverage, frequency and depth	Cost-effectiveness indicators
The contract is not awarded to the most economically advantageous offer due to an inaccurate evaluation process.	Ex-ante control by central team ensures compliance with rules and procedures throughout the tendering process, from publication until the final evaluation, before award: grounds for exclusion and selection; consistency and quality of evaluation reports; correctness of financial offers and award formula, etc.	All procurement procedures over EUR 139 000 ⁽¹¹⁰⁾	Effectiveness: Numbers of rightful complaints or litigation Number and value of files checked Efficiency and economy: Estimate of costs of staff involved in the activity

⁽¹¹⁰⁾ Threshold from the Directive 2014/24/EU of the European Parliament and of the Council of 26.2.2014 on public procurement and repealing Directive 2004/18/EC.

1.2. Financial transactions

Main control objectives: Ensuring legality, regularity, effectiveness and fraud protection of financial transactions.

Main risks – it may happen (again)	Mitigating controls	Coverage, frequency and depth	Cost-effectiveness indicators
<p>The supplies, services or works are not, totally or partially, provided, and/or the amounts to be paid exceed the due amount.</p> <p>Financial transactions are not correctly registered in the accounting system (ABAC)</p>	<p>Operational check of transactions by units and Representations.</p> <p>Headquarters: the financial unit verifies transactions with strict segregation of duties between financial agents, using checklists and providing guidance and reports to units.</p> <p>Financial transactions on administrative budget lines other than support of operational lines are verified by the initiating units according to the same standards.</p> <p>Representations: financial verification by each Representation according to the same standards. Second-level verification by the central financial unit.</p>	<p>All financial transactions.</p> <p>All financial transactions.</p> <p>All financial transactions.</p> <p>All financial transactions.</p>	<p>Effectiveness: % error rate prevented (amount of errors over total payments).</p> <p>Efficiency/Cost-Effectiveness: Average time to pay.</p> <p>% of payments made on time.</p> <p>Efficiency and economy: Estimate of costs of staff involved in the activity.</p>

1.3. Supervisory measures (ex-post controls)

Main control objectives: Measuring the effectiveness of ex-ante controls; detecting and correcting any error or fraud remaining undetected after implementation of ex-ante controls (legality and regularity, anti-fraud strategy); identifying and addressing possible systemic weaknesses in the ex-ante controls (sound financial management).

Main risks – it may happen (again)	Mitigating controls	Coverage, frequency and depth	Cost-effectiveness indicators
An error or non-compliance with regulatory and contractual provisions, including technical specifications, or a fraud is not prevented, detected or corrected by ex-ante control, prior to payment.	<p>Ex-post controls by the central internal control sector on payments as well as underlying commitments and procurement procedures.</p> <p>Decentralised decision by Authorising Officer by Subdelegation on the financial effect of the controls.</p> <p>Review of exceptions and non-compliance reports.</p> <p>Review of incidents occurred during procurement procedures.</p>	<p>Risk-based selection of entities to be controlled, with about one third of Representations and about one fourth/fifth of units covered per year.</p> <p>Risk-based sample of payments.</p> <p>Correction as appropriate.</p>	<p>Effectiveness: Estimated amounts affected by errors, detected error rate.</p> <p>Number and value of procurement files controlled.</p> <p>Number and value of recovery orders issued in the year.</p> <p>Number of non-compliance events.</p> <p>Efficiency/economy: Estimate of costs of staff involved in the activity.</p>

2. Grants (direct management)

2.1. Programming, selection, award and monitoring the execution

Main control objectives: Ensuring legality, regularity, effectiveness and efficiency of procedures.

Main risks – it may happen (again)	Mitigating controls	Coverage, frequency and depth	Cost-effectiveness indicators
The eligibility, selection and award criteria are not adequate to meet the policy objectives and ensure the successful evaluation of the proposals.	Representations initiate and verify all calls for proposals files. A centralised helpdesk function provides advice to units and Representations before launch of procedures. Ex-ante revision of calls for proposals is conducted by a central team prior to the launch of calls.	All calls for proposals On request for all calls for proposals. All calls for proposals over EUR 60 000	Number of questions replied. Number and value of files revised. Efficiency/economy: Estimate of costs of staff involved in the activity
The evaluation is not conducted in accordance with rules and procedures, and the criteria set in the call for proposals. Funding is not provided to the best ranked proposals.	Ex-ante control by central team ensures compliance with rules and procedures throughout the process, from publication until the final evaluation, before award: eligibility, grounds for exclusion and selection; consistency and quality of evaluation reports; correctness of financial offers and award formula, etc.	All calls for proposals over EUR 60 000 Control of all non-selected proposals, all budget estimates of proposals selected for award, and a risk-based sample of technical proposals selected for award.	Effectiveness: Numbers of rightful complaints or litigation. Number and value of files checked. Efficiency and economy: Estimate of costs of staff involved in the activity. Time to inform and time to grant.
The actions foreseen are not conducted by beneficiaries in accordance with the terms of the grant agreement	Representations check implementation of the actions (generating event, output and results) against the proposal via regular reporting and consolidation of data submitted by beneficiaries on an online platform.	All grant agreements of the European Direct Information Centres (99 % of all grants).	Effectiveness: Number of actions and events conducted in accordance with the grant agreement. Number of terminated grant agreements.

2.2. Financial transactions

Main control objectives: Ensuring legality, regularity, effectiveness and fraud protection of financial transactions.

Main risks – it may happen (again)	Mitigating controls	Coverage, frequency and depth	Cost-effectiveness indicators
<p>Non-eligible costs are paid to the beneficiary.</p> <p>The final amount of the grant is wrongly calculated.</p> <p>Financial transactions are not correctly registered in the accounting system (ABAC).</p>	<p>Operational check of generating event and final amount of grant by operational staff in each Representation.</p> <p>Financial agents in each Representation verify transactions with strict segregation of duties and using checklists.</p> <p>Second-level verification by the central financial unit in headquarters.</p>	<p>All reports and cost claims.</p> <p>All financial transactions.</p> <p>A sample of payments.</p>	<p>Effectiveness: % error rate prevented (amount of errors over total payments).</p> <p>Efficiency/Cost-Effectiveness: Average time to pay.</p> <p>% of payments made on time.</p> <p>Efficiency and economy: Estimate of costs of staff involved in the activity.</p>

2.3. Supervisory measures (ex-post)

Main control objectives: Measuring the effectiveness of ex-ante controls; detecting and correcting any error or fraud remaining undetected after implementation of ex-ante controls (legality and regularity; anti-fraud strategy); identifying and addressing possible systemic weaknesses in the ex-ante controls (sound financial management).

Main risks – it may happen (again)	Mitigating controls	Coverage, frequency and depth	Cost-effectiveness indicators
An error or non-compliance with regulatory and contractual provisions, including technical specifications, or a fraud is not prevented, detected or corrected by ex-ante control, prior to payment.	<p>Ex-post controls by central internal control sector on payments as well as underlying commitments and procurement procedures.</p> <p>Decentralised decision by Authorising Officer by Subdelegation on the financial effect of the controls.</p> <p>Review of exceptions and non-compliance reports.</p> <p>Review of incidents occurred during procurement procedures.</p>	<p>Risk-based selection of entities to be controlled, with about one third of Representations and about one fourth/fifth of units covered per year.</p> <p>Risk-based sample of payments and related commitments.</p> <p>Correction as appropriate.</p>	<p>Effectiveness: Estimated amounts affected by errors, detected error rate.</p> <p>Number and value of procurement files controlled.</p> <p>Number and value of recovery orders issued in the year.</p> <p>Number of non-compliance events.</p> <p>Efficiency/economy: Estimate of costs of staff involved in the activity.</p>

ANNEX 7: Specific annexes related to "financial management"

1. Error rate (in EUR)

Value of checked transactions (in EUR)	Payment errors (amount in EUR)	Procedural errors (exclusion, selection, award) in EUR	Detected error rate	Corrections made (of payment and procedural errors)	Residual error rate
11,814,676.40	0.00	5,686.22 ⁽¹¹¹⁾	0.84 %	0.00	0.03% ⁽¹¹²⁾

2. Table Y on the estimated "cost of controls" at Commission level

Table Y - Overview of DG's estimated cost of controls at Commission (EC) level:

- Overview of COMM's estimated cost of controls at Commission (EC) level								
EXPENDITURE	The absolute values are presented in EUR							
COMM	Ex ante controls***			Ex post controls			Total	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
Relevant Control System (RCS) / Other as defined in Annex 6 of the AAR*	EC total costs	related payments Made	Ratio (%)** (a)/(b)	EC total costs	total value verified and/or audited	Ratio (%) (d)/(e)	EC total estimated cost of controls (a)+(d)	Ratio (%)** (g)/(b)
Procurement	6.645.501,00 €	163.823.487,67 €	4,06%	194.999,55 €	11.683.964,35 €	1,67%	6.840.500,55 €	4,18%
Grants	738.389,00 €	15.879.184,82 €	4,65%	19.620,50 €	166.379,80 €	11,79%	758.009,50 €	4,77%
OVERALL total estimated cost of control at EC level for expenditure	7.383.890,00 €	179.702.672,49 €	4,11%	214.620,05 €	11.850.344,15 €	1,81%	7.598.510,05 €	4,23%

⁽¹¹¹⁾ No errors (financial or procedural) were detected ex-post in grants, nor administrative budget. For procurement, no financial error was detected ex-post, but some procedural errors were detected, and have been quantified at 100% where relevant (serious infringements), in line with the European Court of Auditors methodology; however, these errors do not affect the financial exposure of the budget, and the residual error rate amounts to 0.03%.

⁽¹¹²⁾ Corresponding to an amount of EUR 5,686.22 (procurement segment, procedural errors).

ANNEX 8: Specific annexes related to "assessment of the effectiveness of the internal control systems"

Progress is noted on each of the Internal Control Principles (ICP) with minor deficiencies.

Under ICP 4 ('The Commission demonstrates a commitment to attract, develop, and retain competent individuals in alignment with objectives'), DG Communication finalised its HR strategy in 2022, based on the Corporate HR strategy. The implementation of the action plan of the DG's HR strategy has started and will be further implemented in 2024, notably a new reserve pool approach for resources allocation and the matrix-approach to project teams and task forces.

In relation to ICP 5 ('The Commission holds individuals accountable for their internal control responsibilities in the pursuit of objectives'), enhanced cooperation with managers and DG HR is in place for the management of performance, and quality of appraisal reports has improved. In 2024, awareness raising actions on managerial excellence will be pursued.

As for ICP 12 ('The Commission deploys control activities through corporate policies that establish what is expected and in procedures that put policies into action'), actions such as the simplification of financial circuits, the establishment of a community of financial actors in the Representations and the creation of a capacity building programme for these actors had positive impact. These actions will be continued in 2024, and a second community of practice for financial actors in Headquarters this time will be put in place with an objective to consolidate knowledge.

Finally, under ICP 13 ('The Commission obtains or generates and uses relevant quality information to support the functioning of internal control'), for data protection all DG Communication processing activities are now documented and published as records under the DPO register. As for document management, the target of 95% of documents signed/registered in fully electronic mode is once more reached and a more generalised use of paperless financial workflows is noted. For both aspects of ICP 13, training and monitoring efforts will be maintained in 2024 together with updates of the information material available.

Overall, important improvements have been achieved in 2023 and will be consolidated in 2024 with the further implementation of the actions foreseen.

ANNEX 9: Specific annexes related to "Control results" and "Assurance: Reservations"

1. Annex related to "Control results" – Table X: Estimated risk at payment and at closure

DG COMM	Payments made (2023;MEUR)	minus new prefinancing [plus retentions made] (in 2023;MEUR)	plus cleared prefinancing [minus retentions released and deductions of expenditure made by MS] (in 2023;MEUR)	Relevant expenditure (for 2023;MEUR)	Detected error rate or equivalent estimates	Estimated risk at payment (2023;MEUR)	Adjusted Average Recoveries and Corrections (<i>adjusted</i> ARC, %)	Estimated future corrections [and deductions] (for 2023;MEUR)	Estimated risk at Closure (2023;MEUR)
-1	-2	-3	-4	-5	-6	-7	-8	-9	-10
Communication budget lines (procurement)	133.27	- 15.76	1.79	119.30	0.00% - 0.97%	0 - 1.16	0% - 0%	0 - 0	0 - 1.16
Communication budget lines (grants)	15.88	- 11.00	10.98	15.86	0.00% - 0.50%	0 - 0.08	0% - 0%	0 - 0	0 - 0.08
Administrative expenditure	30.55	- 0.58	0.52	30.49	0.00% - 0.50%	0 - 0.15	0% - 0%	0 - 0	0 - 0.15
DG total	179.70	- 27.33	13.28	165.65		0 - 1.39	0% - 0%	0 - 0	0.00 - 1.39
					Overall risk at payment in %	0% - 0.84% (7) / (5)		Overall risk at closure in %	0% - 0.84% (10) / (5)

2. Reservation

Not applicable

Notes to the table X

(1) Relevant Control Systems differentiated per relevant portfolio segments and at a level which is lower than the total.

(2) Payments made or equivalent, e.g. expenditure registered in the Commission's accounting system, accepted expenditure or cleared pre-financing. In any case, this means after the preventive (ex-ante) control measures have already been implemented earlier in the cycle.

In all cases of Co-Delegations (Internal Rules Article 3), "payments made" are reported by the Delegated departments. For Cross-SubDelegations (Internal Rules Article 12), the reporting remains with the Delegating departments.

(3) New pre-financing actually paid by out by the department itself during the financial year (i.e. excluding any pre-financing received as a transfer from another department). as per note 2.5.1 to the Commission annual accounts thus excluding "Other advances to Member States" which are covered on a purely payment-made basis (note 2.5.2). Pre-financing paid/cleared" are always covered by the Delegated departments, even for Cross-SubDelegations.

Retentions: in Cohesion, the 10% retention applied during the year.

(4) Pre-financing actually cleared during the financial year (i.e. their 'delta' in the Financial Year 'actuals', not their 'cut-off' based estimated 'consumption'). Retentions: in Cohesion, the retentions released during the year by the Commission.

(5) For the purpose of equivalence with the ECA's scope of the EC funds with potential exposure to legality & regularity errors (see the ECA's Annual Report methodological annex 1.1), our concept of "relevant expenditure" includes the payments made, subtracts the new pre-financing paid out [& adds the retentions made], and adds the pre-financing actually cleared [& subtracts the retentions released; and any deductions of *expenditure made by MS*] during the FY. This is a separate and 'hybrid' concept, intentionally combining elements from the budgetary accounting and from the general ledger accounting.

(6) In this column, we disclose the detected error rates or equivalent estimates.

(8) The adjusted average recovery and corrections percentage is based on the 7 years historic Average of Recoveries and financial Corrections (ARC), which is the best available indication of the corrective measures each department applied over the past years as a result of ex post controls. Ex-post controls in 2017-2022 did not result in any recovery order, with financial errors being mostly avoided at ex-ante level. Consequently, the estimated future corrections are evaluated at €0.0 (zero).

ANNEX 10: Reporting – Human resources, digital transformation and information management and sound environmental management

Objective: DG Communication employs a competent and engaged workforce and contributes to gender equality at all levels of management to effectively deliver on the Commission's priorities and core business			
Indicator 1: Number and percentage of first female appointments to middle management positions Source of data: DG HR			
Baseline (2019)	Target (2022+2024)	Latest known results (31/12/2023)	
15 out of 31 (48%)	Target 2020-2022: 1 first female appointment Target 2023-2024: 1 first female appointment	66% female middle managers end of 2023 2023: 4 first female appointments (57%)	
Indicator 2: DG Communication staff engagement index Source of data: Commission 2023 staff survey			
Baseline (2018)	Target (2021)	Latest known results (31/12/2023)	
67%	70%	70%	
Main outputs in 2023:			
Description	Indicator	Target	Latest known results (31/12/2023)
Gender-balanced management in DG Communication ⁽¹¹³⁾ : Awareness raising of selection panels on gender-balanced management	Percentage of panels confirming in their report that gender balance was considered	100%	100%
Going even more Digital (DG COMM HR Strategy): Awareness raising actions on the learning offer on digital and social media skills	Number of announcements of digital learning actions to all COMM staff via the DG's intranet homepage	12	51 ⁽¹¹⁴⁾
Actions supporting improved career mobility and use of talents (DG COMM HR Strategy)	Minimum number of actions promoting mobility in DG COMM	3	3 ⁽¹¹⁵⁾
Active two-way communication with staff	Number of participatory events (Physical or virtual)	Two all-staff meetings (virtual or physical), and weekly online debriefs of Senior Management meetings	24 all-staff events (information, reflection and social events, in person and online), and 38 online debriefs of Senior Management Meetings

⁽¹¹³⁾ Targets set in SEC(2020)146 have been reached. The DG now needs to ensure a gender-balanced management in the long term.

⁽¹¹⁴⁾ During 2023, many new opportunities arose for colleagues to improve their digital skills, just as the DG took a deliberate decision to push digital learning as a priority.

⁽¹¹⁵⁾ Intranet page on mobility in representations, Pilot for contract agents' mobility in representations, Rotation talks.

Objective: The authorising officer by delegation has reasonable assurance that resources have been used in accordance with the principles of sound financial management and that cost-effective controls are in place which give the necessary guarantees concerning the legality and regularity of underlying transactions.

Indicator: Estimated risk at closure

Source of data: European Commission, DG Communication, Ex post controls performed during the reporting year, unit D3

Baseline (2019)	Target (2024)	Latest known results (31/12/2023)
0.5% of relevant expenditure	< 2% of relevant expenditure	< 2% of relevant expenditure

Main outputs in 2023:

Description	Indicator	Target	Latest known results (31/12/2023)
Effective controls: Legal and regular transactions	Risk at payment	Remains < 2 % of relevant expenditure	0.84% (EUR 1.39 million)
	Estimated risk at closure	Remains < 2 % of relevant expenditure	Remains < 2 % of relevant expenditure
Efficient controls	Timely payments	Becomes >97% of payments in (value) made on time	93% ⁽¹¹⁶⁾
	Budget execution: Percentage of the commitment appropriations, for the operational budget delegated to DG Communication, committed with respect to the annual forecast	Close to 100% commitment appropriations for the operational budget delegated to DG Communication	100%
	Budget execution: Percentage of the payment appropriations, for the operational budget delegated to DG Communication, paid with respect to the annual forecast	More than 95% payment appropriations for the operational budget delegated to DG Communication	100%
Economical controls	Overall estimated cost of controls	Remains <7% of funds managed	4.23%

⁽¹¹⁶⁾ The score of 93% in Timely Payments is due the late payment of a few days of 2 large payments having a cumulative value of 8 million. Given that the DG's average payments is around EUR 9 500, the delay of these 2 payment had a very large impact on the DG score.

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission Anti-Fraud Strategy aimed at the prevention, detection and correction of fraud

Indicator: Implementation of the actions included in DG Communication's anti-fraud strategy over the whole strategic plan lifecycle (2020-2024)

Source of data: DG Communication's annual activity report, DG Communication's anti-fraud strategy, OLAF reporting

Baseline (2018)	Target (2024)	Latest known results (31/12/2023)
100% of action points implemented	100% of action points implemented in time	78%

Main outputs in 2023:

Description	Indicator	Target	Latest known results (31/12/2023)
Staff awareness about fraud	Number of awareness-raising activities per year	Minimum 1	1
	Tailored awareness-raising sessions per year	Minimum 6	6
Periodical analysis of data on procurement procedures stored in ABAC Data Warehouse to detect possible fraud patterns	Presentation of the reports to Authorising Officer by Delegation and Authorising Officers by Sub-delegation	Annually	Yes
Systematic verification of red flags indicators in ex-ante and ex-post controls	Periodic reporting on number of events identified	Transactions identified as containing potential 'red flags' do not exceed 2% of all transactions checked	Yes (0.64%)

Objective: DG Communication is using innovative, trusted digital solutions for better policy-shaping, information management and administrative processes to forge a truly digitally

Indicator 1: Degree of implementation of the digital strategy principles by the most important IT solutions ⁽¹¹⁷⁾

Source of data: GovIS, Digital Solutions Modernisation Plan fiches, DG Communication units B3, A4 and D4

Baseline (2018)	Target (2024)	Latest known results (31/12/2023)
IT Solutions:		
Europa Web publishing platform 50%	100%	100%
Audio-visual services 60%	100%	100%
EC Press Corner & News Management System 68%	100%	100%
Citizens' Engagement platform 0%	Development started in 2023	System is not (yet) operational

⁽¹¹⁷⁾ The European Commission Digital Strategy (C(2018)7118) calls on Commission services to digitally transform their business processes by developing new innovative digital solutions or make evolve the existing ones in line with the principles of the strategy. At the beginning of the year N+1, the Solution Owner and IT Investments Team will assess the progress made based on the proposed modernisation plan. For each of the three solutions, a table will reflect – per principle – the progress achieved during the last year.

Indicator 2: Percentage of DG Communication key data assets ⁽¹¹⁸⁾ for which corporate principles for data governance ⁽¹¹⁹⁾ have been implemented Source of data: GovIS, Digital Solutions Modernisation Plan fiches, unit D4			
Baseline (2020)		Target (2024)	Latest known results (31/12/2023)
20%		80%	75%
Indicator 3: Percentage of staff attending awareness raising activities on data protection compliance Source of data: European Commission, DG Communication Participants’ lists of related training and awareness raising sessions, DG Communication unit D2			
Baseline (2019)		Target (2024)	Latest known results (31/12/2023)
10% of all staff		50% of staff in Representations 70% of staff in Headquarters	53,49% including both Headquarters and Representations
80% of Controllers and assistant Controllers		100% of Controllers and assistant Controllers	100%
Main outputs in 2023:			
Description	Indicator	Target	Latest known results (31/12/2023)
Implementation of the corporate principles for data governance for DG Communication’s key data assets	Percentage of implementation of the corporate principles for data governance for DG Communication’s key data assets	55%	75%
Reporting on corporate governance and IT security regulation for DG Communication Information systems.	Percentage of Information Systems updated in GovIS (including the IT Security section)	90%	95%
Compliance with IT Security regulation	Percentage of Information Systems having a valid IT Security plan	85%	92%
Knowledge Management and Data Analytics	Progress of the involved projects (Eurobarometer, inter-institutional website, Europe Direct Contact Centre, Social Media Analytics)	90%	93%
Data-protection compliance tool to manage contact details in Representations	Percentage of Representations with a tool deployed	100%	100%

⁽¹¹⁸⁾ A key data asset is defined as any entity that comprises a source of data based on projects or administrative processes, structured or semi-structured in an information system, a database or a repository of data or corpora of text. A data asset can include multiple datasets or files somehow linked, e.g., by common codes or metadata. Commission key data assets have been documented in the data inventory.

⁽¹¹⁹⁾ This indicator follows up on the progress of services in implementing corporate data governance and data policies for their key data assets included in the EC data inventory (see the DataStrategy@EC action plan). This means that for each key data asset, services should assess if the following principles have been respected: Identify and designate the data owner and the data steward(s); instruct their data stewards to share the metadata of their data assets in the Commission's data catalogue and to keep them up to date; design and document processes for data collection/creation, acquisition, access, sharing, use, processing preservation, deletion, quality, protection and security. Information concerning these processes should be made available to anyone interested, as long as any confidentiality restrictions are respected; make any necessary changes and updates to the IT systems used for storing, managing and disseminating these data assets to implement the aforementioned requirements and processes. A data governance hub will shortly offer a single point of access on the intranet for related guidance and information. It will be complemented by further practical guidance.

Description	Indicator	Target	Latest known results (31/12/2023)
Collaboration tools for Representations	Percentage of Representations with tools deployed (Skype for Business, Microsoft 365, Webex)	100%	100%
Records approved and published on the Data Protection Officer public register	Number of records specific to DG Communication	24	22 ⁽¹²⁰⁾
	Percentage of identified corporate records needed by the communication community	100%	100%
Staff awareness about data protection ⁽¹²¹⁾	Number of trainings and other awareness-raising activities per year	Minimum 2	2
	Tailored specific trainings	Minimum 2	2
Staff cyber-awareness	Number of trainings and other awareness-raising activities per year	Minimum 2	3

Objective: DG Communication takes full account of its environmental impact in all its actions and actively promotes measures to reduce the related day-to-day impact of the administration and its work, with the support their respective EMAS Correspondents/EMAS Site Coordinators.

Indicator 1: Degree of implementation of the Green Communication Action Plan ⁽¹²²⁾

Source of data: Greening of the Commission Action Plan monitoring and reporting.
DG Communication unit D2

Baseline (2018)	Target (2024)	Latest known results (31/12/2023)
0%	100%	95% ⁽¹²³⁾

Indicator 2: Percentage of Eco-Management and Audit Scheme audited Representations sites ⁽¹²⁴⁾

Source of data: Eco-Management and Audit Scheme audit reports, DG Communication unit D2 and DG Human Resources unit D2, EMAS

Baseline (2018)	Target (2024)	Latest known results (31/12/2023)
0%	70%	50%

⁽¹²⁰⁾ In the course of 2023: 3 records have been archived and one new record has been created. Therefore, the total number of record of the DG is 22.

⁽¹²¹⁾ 5% of the DG staff is expected to attend these actions.

⁽¹²²⁾ Degree of implementation of the Greening of the Commission Action Plan (actions with the DG as lead service). Since a Green DG Communication Action plan was not eventually adopted, the DG propose to refer instead to DG Communication specific actions (the DG as lead service) in the Action plant of the Greening of the Commission Communication (21 actions across 7 categories).

⁽¹²³⁾ 20 out of 21 actions are done (2) or in progress (18). 1 is on hold (improvement in PPMT tool to track GPP implementation - escalated at corporate level HR/ENV/JRC).

⁽¹²⁴⁾ The scope and pace of the audits was to be determined by the results of a gap analysis in two pilot Representations, eventually performed in 2021. On this basis DG Communication decided, together with the European Parliament, to limit the initial scope of EMAS roll-out to the 8 owned buildings (excluding Belgium and Luxembourg already in the EMAS perimeter), with a foreseen pace of 2 Representations per year. Auditing activity started in autumn 2021 with internal audits in two pilot Representations.

Main outputs in 2023:

I. More efficient use of resources (energy, water, paper):

Description	Indicator	Target	Latest known results (31/12/2023)
Staff awareness actions to reduce energy use in the framework of EMAS corporate campaigns and/or awareness actions about the DG's total energy consumption	Number of actions	4	4 ⁽¹²⁵⁾
Participation in the end of the year energy saving action, by closing the DG's buildings at headquarters during the Christmas /New Year's and summer holiday period or by reducing energy consumption.	Percentage of buildings participating	33% for Christmas/New Year's holiday	48%
Implementation of the Paperless DG strategy, training and staff awareness actions to reduce office paper use in the framework of EMAS corporate campaigns and raising awareness about the DG's consumption of office paper	Number of new actions introduced	3	3
	Reduction of the average number of printed pages per user	40%	74% ⁽¹²⁶⁾

II. Reducing CO₂, equivalent CO₂ and other atmospheric emissions

Description	Indicator	Target	Latest known results (31/12/2023)
Availability of reliable information regarding energy consumption and emissions	Percentage of Representations participating in the data collection	75%	100% ⁽¹²⁷⁾
Switch to green energy providers of gas and electricity in Representations, where this is possible ⁽¹²⁸⁾	Percentage of energy supply contracts Representations which are green ⁽¹²⁹⁾	80%	100% ⁽¹³⁰⁾
Greening of the car fleet in the Representations	Percentage of new cars purchased or leased that are electric or plug-in hybrid ⁽¹³¹⁾	80%	100% ⁽¹³²⁾
Staff awareness actions on reducing greenhouse gas emissions, sustainable professional travel and commuting, and digital pollution	Number of actions	4	4 ⁽¹³³⁾

⁽¹²⁵⁾ BEST energy saving measures Summer + Winter + EMAS Days 2023 + EMAS Spring campaign.

⁽¹²⁶⁾ Estimation based on projection from mid-year results / MP 2023. Latest invoices from Canon not yet available.

⁽¹²⁷⁾ Besides the EMAS-Representations already reporting on their environmental performance, a data collection process based on EMAS methodology was launched in all other Representations in October 2023.

⁽¹²⁸⁾ Feasibility has to be assessed on a case-by-case basis, according to local market conditions (monopolies / existence of green electricity providers / financial impact / autonomy in concluding contracts).

⁽¹²⁹⁾ Providers whose energy mix includes renewable sources.

⁽¹³⁰⁾ As per indicator definition in footnote, the result is estimated at 100% (all energy supply contracts include some percentage of renewable energy). Comprehensive results of the data collection exercise launch in October 2023 will be available indicatively by quarter 2 2024 and will reveal the share of renewable energy in contracts.

⁽¹³¹⁾ In consideration of current market conditions, the purchase of electric or hybrid plug-in cars will initially focus on official cars (saloon type), which represent 50% of the Representations' fleet.

⁽¹³²⁾ No internal combustion engine vehicle has been purchased since 2020. As of 31.12.2023, 72% of the fleet are low or zero emission vehicles.

⁽¹³³⁾ EMAS Days 23, Digital pollution, Sustainable travel testimonials on MyCOMM, EMAS Spring campaign.

Description	Indicator	Target	Latest known results (31/12/2023)
Gradual reduction of emissions linked to professional travel by analysing the DG's mission patterns, reporting on the generated emissions, reducing the number of non-essential missions in favour of videoconferencing and virtual events, and promoting more sustainable travel options	Reduction in the number of missions performed by DG staff	Defined in Communication on the greening of the Commission ⁽¹³⁴⁾	25% reduction in the number of missions ⁽¹³⁵⁾ (32% excluding the Spokesperson's service ⁽¹³⁶⁾ 2% reduction in emissions from missions ⁽¹³⁷⁾ (46% excluding the Spokesperson's service)
	Number of reports on mission patterns and generated CO2 emissions	1	1

III. Reducing and management of waste

Description	Indicator	Target	Latest known results (31/12/2023)
Staff awareness actions about waste reduction and sorting in the framework of EMAS corporate campaigns and staff awareness actions about DG's waste generation in collaboration with OIB	Percentage of staff informed	100%	100% ⁽¹³⁸⁾
Staff awareness actions on organising green meetings and events, including the promotion of the corporate Guidelines for sustainable meetings and events .	Number of actions	2	4 ⁽¹³⁹⁾

IV. Promoting green public procurement (GPP)

Description	Indicator	Target	Latest known results (31/12/2023)
Gradual introduction of GPP criteria in contracts for supplies and services	Number of GPP-relevant contracts with green criteria (<i>relevant value in EUR</i>) Percentage of relevant ⁽¹⁴⁰⁾ high-value calls for tender incorporating green procurement criteria	Number of GPP-relevant contracts with green criteria (relevant value in EUR) 75%	100%

⁽¹³⁴⁾ The Commission expects that the measures set out in this Communication to reduce emissions linked to staff business trips and use greener methods of transport will reduce the emissions in this area by at least 50% compared to 2019 by 2024. The DG will use the new functionality in MIPS to generate reports on CO2 emissions linked to staff travel.

⁽¹³⁵⁾ Calculated as number of mission steps, according to Green Deal reporting data from MIPS. Awaiting Green Deal reporting data, MIPS no longer accessible.

⁽¹³⁶⁾ Staff of the Spokesperson's service, belonging to the DG, accompany the President and Members of the College on their professional trips and are therefore not independent in the organisation of missions.

⁽¹³⁷⁾ The reference year is 2019.

⁽¹³⁸⁾ Estimated reach via Intracomm, MyCOMM and MyCOMM email digest newsletter.

⁽¹³⁹⁾ Lunchtime seminar for Representations' communication network, Promotion of corporate competition for sustainable events and meetings, Participation in evaluation of entries in corporate competition, EMAS Days 2023.

⁽¹⁴⁰⁾ Depending on the nature of supplies and services, relevant calls for tender are those where green criteria can and should be used.

V. Compliance with EMAS regulation			
Description	Indicator	Target	Latest known results (31/12/2023)
Enrolment of Representations to the Commission's Eco-Management and Audit Scheme (EMAS)	Number of Representations with EMAS registration	2	4 ⁽¹⁴¹⁾
	Number of Representations in which the preparatory phase or the audit and verification cycle has started but are not yet EMAS registered	2	3 ⁽¹⁴²⁾

⁽¹⁴¹⁾ The Representations in Austria and Malta successfully passed the verification audit in 2022, qualifying for EMAS certification. Cyprus and Hungary followed in 2023. The issuing of the EMAS certificates was nevertheless still ongoing by 31.12.2023 due to the lengthy administrative steps involved.

⁽¹⁴²⁾ Representations in Bulgaria, Denmark and The Netherlands are expected to undergo EMAS verification in summer 2024.

ANNEX 11: Implementation through national or international public-sector bodies and bodies governed by private law with a public sector mission

Not applicable for the Directorate-General for Communication.

ANNEX 12: EAMR of the Union Delegations

Not applicable for the Directorate-General for Communication.

ANNEX 13: Decentralised agencies and/or EU Trust Funds

Not applicable for the Directorate-General for Communication.

ANNEX 14: Reporting on the Recovery and Resilience Facility

Not applicable for the Directorate-General for Communication.