



European
Commission

Strategic Plan 2020-2024

DG JUST

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INTRODUCTION

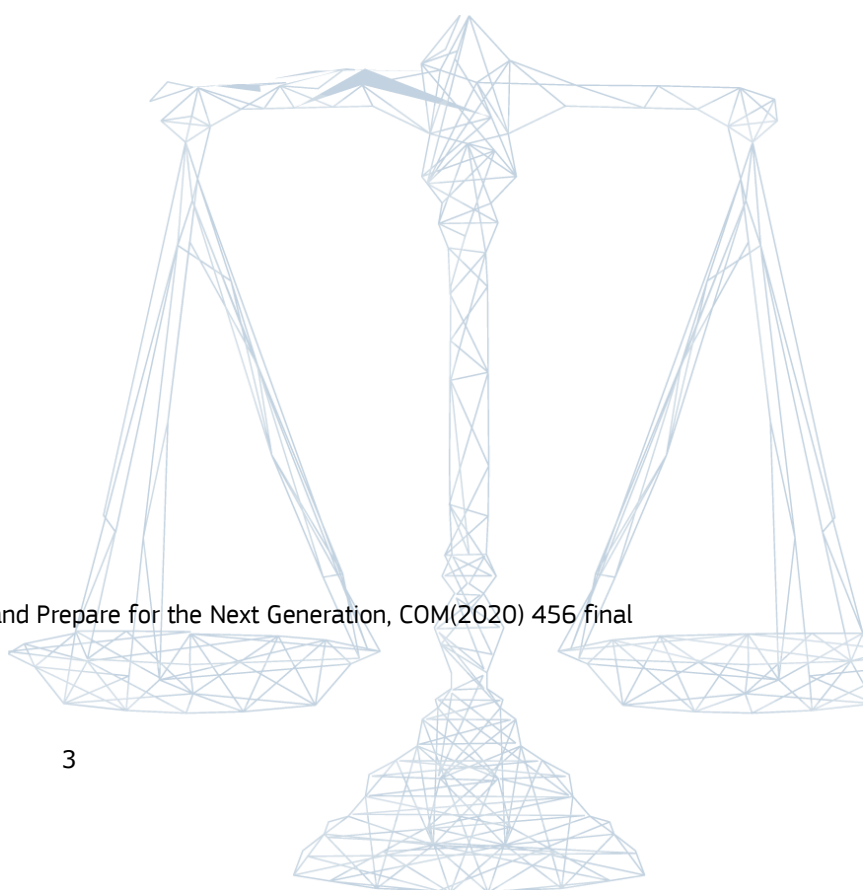
The strategic planning and programming process supports delivery on Commission political goals, set out in the President's political guidelines and the mission letters to the Members of the Commission. Each service sets, in line with these goals, objectives and indicators to monitor and manage progress, and report on the results achieved.

This Strategic Plan presents the specific objectives and result indicators that DG JUST plans to achieve by delivering on its main initiatives and projects during the period of 2020-2024 (Part 1). With its wide portfolio, DG JUST will be in particular contributing to four headline ambitions of the Commission: A new push for democracy, A European Green Deal, A Europe fit for the digital age and Promoting our European way of life. DG JUST will also provide its expertise to other services to help attain Commission's objectives, including under the headline ambition Stronger Europe in the World.

For the remainder of 2020 and beyond, the Commission will focus its efforts to address the most pressing needs of EU citizens and businesses as a response to Covid-19 pandemic. DG JUST will closely monitor and adapt to the changing situation where needed recalibrating its plans in order to respond to these needs in its domain. DG JUST will contribute to delivering the European Commission's Recovery Plan in the aftermath of the Covid-19 crisis with initiatives in all areas of its competence: justice, consumers, equality and upholding EU values.¹

In Part 2 of the Strategic Plan, DG JUST presents how it will contribute to modernise the Commission administration in the areas of human resources, financial management, digital transformation, information and data management and a sound environmental management.

¹ See Communication Europe's moment: Repair and Prepare for the Next Generation, COM(2020) 456 final



PART 1.

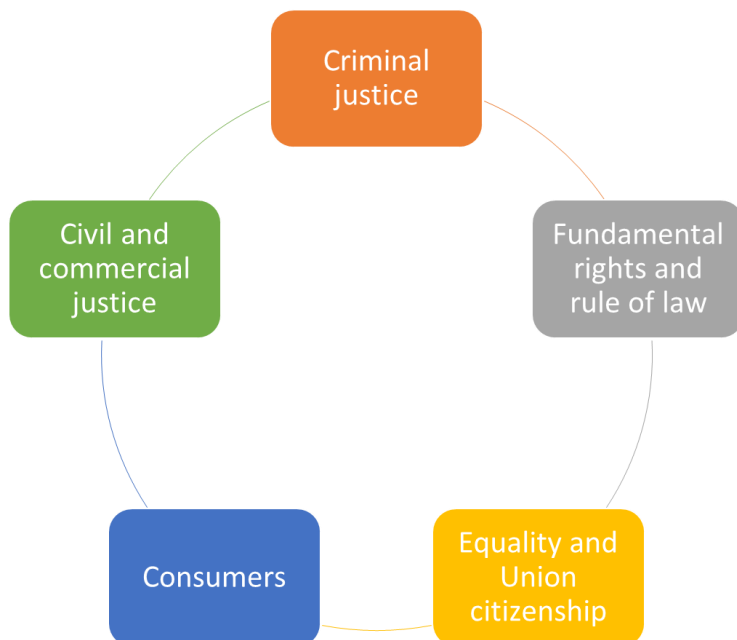
Delivering on the Commission's priorities



A. Mission statement

The mission of DG JUST is to uphold and strengthen the rights of people living in the European Union, whether they are acting as citizens, as entrepreneurs, as consumers or as workers, wherever they are in the European Union.

To do this, we aim to strengthen the respect of the core EU values – democracy, fundamental rights and the rule of law, the respect of equality, to deepen European cooperation in the area of justice, and to support the development of a dynamic single market for consumers, workers and businesses, contributing to European growth.





B. Operating context

In DG JUST's portfolio, the Commission acts to **defend and promote the common values of the European Union**, namely "human dignity, freedom, democracy, equality, the rule of law and respect for human rights, including the rights of persons belonging to minorities" (TEU Art.2) **and a high level of consumer protection** (Charter of fundamental rights Art 38). These values are essential for the trust between Member States and their judicial systems, the functioning of all EU policies.

Justice policies **contribute to attain an area of freedom, security and justice without internal frontiers**, in which the free movement of persons is ensured in conjunction with appropriate measures with respect to external border controls, asylum, immigration and the prevention and combating of crime" (TEU Art. 3.2) and to **promote equality between women and men, and the protection of the rights of the child** (TEU Art. 3.3).

The Treaty on the Functioning of the European Union (TFEU, Art. 169), stipulates that the Union shall contribute to protecting the health, safety and economic interests of consumers both by contributing to the completion of the internal market and by supporting, supplementing and monitoring the Member States policies in the domain.

The Treaty also commits the Union to **uphold and promote its values and interests in its relations with the wider world**. The EU's international actions are to be guided by principles including democracy, the rule of law, human rights and equality. The EU is also required to ensure consistency between internal and external policies. DG JUST therefore will work to ensure that promoting these values is at the heart of the EU's external relations and to ensure the coherence between internal and external policies.

The TFEU specifies EU action in many other policy areas that fall under DG JUST's responsibilities. These relate to:

- gender equality, anti-discrimination on grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation; consumer protection; and protection of personal data (TFEU Title 2),
- the rights and duties of EU citizens (part Three)
- company law, and action to enable the free movement of people to look for work, and to remain in the territory of a Member State after having been employed there (Title IV)
- the principle of mutual recognition of judgements and decisions in civil and criminal justice, including the approximation of national laws where necessary (Title V)
- a right to act to improve the working of the internal market. This is the basis for EU action in areas such as insolvency law and consumer protection (Title VII)

- equal pay, and the health and safety of workers, including maternity and parental leave (Title X),
- aim for a high level of consumer protection in its policies (Title XV).

DG JUST manages a substantial set of EU laws in justice, equality and consumer areas. To achieve EU objectives in these areas, DG JUST uses a wide range of tools, like targeted legislative actions, non-legislative actions and enforcement tools aimed at ensuring effective application of EU laws.

Application of EU law is firstly the responsibility of Member States; its enforcement is a shared task between the Commission and Member States. National judges and administrative bodies contribute importantly to the application of EU law. Since 1 December 2014, the Commission and the European Court of Justice have powers to enforce laws in the areas of police cooperation and criminal justice that had been adopted by the Council before the entry into force of the Lisbon Treaty on 1 December 2009.

Communication activities are integrated into the policy cycle, so that messages are developed hand in hand with policy, and delivered to target audiences across the EU in a timely, clear and comprehensive manner. To this end, communication activities are shaped to reflect political priorities and accompany the strategic policy initiatives.

There is also a significant international dimension to our policies, as we seek to protect the rights and interests of EU citizens and businesses also outside the EU, including by mainstreaming our priorities into the EU's external policies and funding programmes. We use international fora and bilateral contacts to promote fundamental rights (including data protection) and to ensure that eliminating barriers to international trade does not conflict with DG JUST's internal policy objectives (e.g. product safety requirements). We help prepare countries that are candidates for EU membership to meet rule of law criteria and to implement and enforce EU law.

As from 2021, DG JUST will **manage three funding programmes: the Justice programme, the Citizenship, Equality, Right & Values (CERV) programme, and the part of the Single Market Programme related to consumers policies and company and contract law**. The Justice programme and the CERV programme will be managed directly by DG JUST, with the exception of one specific objective of the CERV programme which should be executed by the executive agency the European Education Executive Agency (EEEA)², following a cost-benefit analysis. The main part of the Single Market Programme related to the consumers specific objective will be executed by the European

² Presently Education, Audiovisual and Culture Executive Agency (EACEA), which is re-named to the EEEA in the context of the 2021-2027 multiannual financial framework.

Digital, Small and Medium Sized Enterprises and Health Executive Agency³, while DG JUST will execute directly activity related to company and contract law.

DG JUST maintains contacts with a wide range of stakeholders. These include civil society, business, consumer organisations, public authorities and others.

Contacts with stakeholders help to implement and enforce EU policies, strengthen cooperation between Member States, enhance mutual trust, and provide feedback on the impacts of our interventions.

DG JUST is the partner directorate-general to three decentralised agencies – **the Fundamental Rights Agency (FRA), the European Union Agency for Criminal Justice Cooperation (EUROJUST), the European Institute for Gender Equality (EIGE)** and two executive Agencies – **the European Digital, Small and Medium Sized Enterprises and Health Executive Agency⁴ and the Education, Audiovisual and Culture Executive Agency (EACEA), which as of 2021 will be renamed to the European Education Executive Agency (EEEEA)⁵**. It also takes the lead on establishing **the European Public Prosecutor’s Office (EPPO)**, an independent Union body that will become fully operational at the end of 2020.

FRA, EUROJUST and EIGE as well as the future EPPO are independent bodies with own legal personality and perform tasks to develop or support the policy areas under DG JUST responsibility. DG JUST coordinates with these agencies and monitors the planning and execution of their tasks. It also provides input to issues of interest to them and submits legal advice tailored to the tasks of the respective agency on their deliverables. The European Digital, Small and Medium Sized Enterprises and Health Executive Agency will manage the Consumer Programme⁶ for DG JUST, the latter providing hands-on support for Coordinated Actions on Product Safety. The EACEA (as of 2021, the EEEA) manages the Citizens engagement and participation programme (former “Europe for citizens”).

³ Former Executive Agency for Small and Medium Sized Enterprises (EASME)

⁴ Together with DG GROW, DG RTD, DG CNECT, DG MARE, DG SANTE and DEFIS

⁵ Together with DG EAC (lead DG) and DG CNECT. According to a Commission Communication [C\(2020\) 2880 final](#) linked to the Multiannual Financial Framework Package 2021-2027, the EACEA will be renamed to the European Education Executive Agency (EEEEA).

⁶ Transferred from CHAFEA

C. Strategy



DG JUST contributes in particular to four headline ambitions defined by President von der Leyen in her political guidelines for the European Commission in 2020-2024:

- A new push for European democracy
- A European Green Deal
- A Europe fit for the digital age
- Promoting our European way of life

DG JUST Specific objectives for 2020-2024



A new push for European democracy

- Strengthened rule of law in the Union
- Strengthened application of fundamental rights
- Improved framework to protect democracy in the European Union
- Increased perception of the status and the rights conferred by European citizenship
- High level of personal data protection achieved throughout the EU and EU data protection promoted as a global model
- Eliminate inequalities and discrimination, and promote equality for all



A European Green Deal

- Improved sustainable consumption by empowering consumers and improved integration of sustainability considerations into companies' and companies' boards behaviour through an upgraded corporate governance framework



A Europe fit for the digital age

- Consumers are empowered and better protected
- A human-centric legal framework for Artificial intelligence that protects citizens and promotes cross-border trade
- Company law improves conditions for companies, including SMEs, in particular to operate and expand cross-border and to use digital tools



Promoting our European way of life

- Improved cross-border cooperation in civil and criminal matters
- Improved access to justice for citizens and facilitated cross-border cooperation for judicial authorities through better use of digital technologies

DG JUST's detailed contribution to Ursula von der Leyen's Commission

Based on the Political Guidelines of President von der Leyen and her mission letters to Commissioner Dalli, Commissioner Reynders, Vice-President Jourová, Vice-President Šuica and Vice-President Schinas as well as Executive Vice-President Dombrovskis, DG JUST aims to:

- Ensure the respect of the rule of law in Member States, using all the means at the Commission's disposal.
- Establish the new European Rule of Law Mechanism and in cooperation with the Secretariat-General issue an annual Rule of Law Report starting in 2020.
- Strengthen cooperation on the rule of law issues with the Council of Europe and with other international organisations⁷.
- Contribute to accelerating progress of the enlargement countries with a strong emphasis on promoting the rule of law and to strengthening efforts to export the EU's values and standards and in promoting the rule of law in the Neighbourhood countries.
- Monitor and report on the application of the rights enshrined in the Charter of Fundamental Rights of the EU, including those conferred by European citizenship and be ready to take action when necessary.
- Promote the application of the Charter by adopting a new strategy on the effective application of the Charter in the EU.
- Improve judicial cooperation between Member States and develop the justice area.
- Improve information exchange by making the most of new digital technologies.
- Explore ways to better harmonise insolvency proceedings.
- Support the setting-up of the European Public Prosecutor's Office and work on extending its powers to investigate and prosecute cross-border terrorism.
- Ensure the full implementation and enforcement of the General Data Protection Regulation and promote the European approach as a global model.
- Contribute to the legislation on a coordinated approach on the human and ethical implications of artificial intelligence, ensuring that fundamental rights are fully protected in the digital age.
- Contribute to full implementation of the UN Convention on the Rights of Persons with Disabilities in the area of DG JUST portfolio.
- Propose a liability framework for Artificial Intelligence that supports trust in this technology by offering effective victim protection and legal certainty for business investment.
- Contribute to the implementation of the European Data and SME Strategies by

⁷ In particular the Organisation for Security and Co-operation in Europe and the Organisation for Economic Co-operation and Development.

adapting the contract law framework to the data economy, with a particular emphasis on the needs of micro-enterprises and SMEs.

- Ensure that company law contributes to the strategy on small and medium-sized businesses.
- Implement a coherent consumer strategic framework with clear objectives, a long-term perspective, and a common framework for collaboration with Member States and other stakeholders, in line with a New Consumer Agenda to be adopted in 2020.
- Find new ways of empowering consumers to make informed choices and play an active role in the green and digital transition.
- Contribute to the work on a European Democracy Action Plan with aim of addressing the threats of external intervention in our European elections.
- Work on countering disinformation, while preserving freedom of expression, freedom of the press and media pluralism.
- Work on anti-discrimination policy promoting equality for all and propose new anti-discrimination legislation.
- Develop and implement a new European Gender Strategy to promote gender equality and equal opportunities between women and men.
- Contribute to improving women's economic empowerment, including equality in the world of work, e.g. by putting forward measures to introduce binding pay transparency measures and working with the Member States to find a way forward on the Women on Boards directive.
- Ensure that the Work-Life balance Directive is fully implemented.
- Combat gender-based violence and better support victims, including by strengthening their rights using the possibilities of the Treaty to propose adding violence against women to the list of euro-crimes, working on EU's accession to the Council of Europe Istanbul Convention, and if the accession remains blocked, proposing a new legislative measure.
- Work on support and protection of victims, including implementation of the EU Strategy on Victims' Rights and, if necessary, amending the Victims' Rights Directive.
- Integrate equality perspective into the preparation, implementation and monitoring of policies and regulatory measures in DG JUST area of competence, with a view to promoting equality and combatting discrimination.
- Promote and protect children's rights through a new strategy on the rights of the child including actions to protect vulnerable children and children's rights online, foster child-friendly justice and prevent and fight violence.
- Combat racism, xenophobia and other forms of intolerance, including in particular antisemitism and anti-Muslim hatred, and tackle illegal hate speech online.

The main elements of DG JUST contribution are identified below.

General objective:

A new push for European democracy



General objective 6: A new push for European democracy

Impact indicator: Perceived independence of the national justice systems in the European Union

Explanation: This indicator measures the percentage of the general public that perceives the independence of national justice systems as very or fairly good

Source of the data: [EU Justice Scoreboard 2019 \(based on Eurobarometer survey\)](#)

Baseline (2019)	Interim milestone (2022)	Target (2024)
56%	Increase	Increase

Specific objective 1: Strengthened rule of law in the Union

The European Union relies on the permanent respect of the rule of law in all Member States. The rule of law is the precondition for the respect of all other fundamental values, including fundamental rights and democracy. It is a prerequisite for the effective application of EU law and for mutual trust between Member States. It is also central to making the European Union work well as an area of freedom, security and justice and an internal market, where laws apply effectively and uniformly, where people's fundamental rights are respected and where budgets are spent in accordance with the applicable rules. Threats to the rule of law therefore challenge the legal, political and economic basis of how the EU works. This is why promoting and upholding the rule of law is a central imperative of the European Commission's work as guardian of the Treaties. Deficiencies as regards respect for the rule of law in one Member State impact other Member States and the EU as a whole, and the Union has a shared stake in resolving rule of law issues wherever they appear.

The political guidelines of President von der Leyen set a roadmap for a comprehensive European Rule of Law Mechanism, with an EU-wide scope and objective annual reporting by the European Commission. As part of a European Rule of Law Mechanism, a Rule of Law Report will detail annually significant rule of law developments in the Member States and at EU level, including the case law of the European Court of Justice. The Report will refer to all Member States and all the different components of the rule of law. In particular, it will report on justice systems, the anti-corruption framework, certain aspects of media pluralism and other institutional issues related to checks and balances. While the monitoring will cover all Member States, it will need to be more intense in Member States where risks of regression, or particular weaknesses, have been identified. The Report will

provide a synthesis of significant developments in the Member States and at EU level, including the case law of the European Court of Justice, and other relevant information. It could highlight best practices and identify recurrent problems. The Rule of Law Report will furthermore serve to inform the dialogue with – and within – the European Parliament and the Council.

Implementing a comprehensive rule of law mechanism and the appropriate follow up to the annual rule of law report is a core priority to DG JUST. This work is carried out in close cooperation with the Secretariat-General and with the involvement of several other services. Within the Commission, an Inter-service Steering Group on the Rule of Law has been set up by the Secretariat-General to support and coordinate the work on the Rule of Law Mechanism. The Commission will be carrying out targeted consultation to facilitate the appropriate involvement of Member States and the key stakeholders in the preparation of the report. Member States have appointed national contact points, who will be part of a network on the rule of law. Member States will be invited to provide written contributions to the report through a request for input sent to this network.

DG JUST will continue providing support for the Commission’s application of the Rule of Law Toolbox at to uphold the rule of law in the Union, including namely through infringement proceedings, Article 7 TEU, the country-specific monitoring in the European Semester and the Justice Scoreboard. The EU Justice Scoreboard provides a comparative overview of the efficiency quality and independence of national justice systems, which can also help to identify shortcomings and best practices, as well as to monitor progress in Member States.

The EU Justice Scoreboard also feeds into the assessment in the European Semester and the annual rule of law report.

DG JUST will aim at raising awareness of the rule of law culture through press and media activities and through social media.

Specific objective 1: Strengthened rule of law in the Union		Related to spending programme(s): Justice Programme
Result indicator 1.1: Degree of establishment of the new European Rule of Law Mechanism in line with the Political Guidelines		
Explanation: Indicator that monitors whether the new European Rule of Law Mechanism has been fully established as an annual monitoring cycle.		
Source of data: DG JUST monitoring		
Baseline (June 2020)	Interim milestone (2021)	Target (2024)
Preparation of the first Annual Rule of Law Report	Fully established European Rule of Law Mechanism. First annual Rule of Law Report published and discussed in the Council and	Fully functioning European Rule of Law Mechanism. Yearly publication of the Annual Rule of Law Report. Rule of Law Report is

	Parliament.	used as a basis in the discussions at the Council, Parliament and national level.
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Specific objective 1: Strengthened rule of law in the Union		Related to spending programme(s): Justice Programme
Result indicator 1.2: Strengthening of judicial independence in the Member States.		
Explanation: Result indicator that monitors strengthening of judicial independence in the Member States as reflected in particular in the annual Rule of Law Report and the EU Justice Scoreboard.		
Source of data: Annual Rule of Law report, European Semester Country Specific Recommendations, EU Justice Scoreboard, DG JUST monitoring		
Baseline (2019)	Interim milestone (2022)	Target (2024)
5 MS for which challenges related to the structural independence of courts and judges have been identified by the Commission	80% of the previously or newly identified challenges have been addressed through the Rule of Law Toolbox and are in the process of being resolved	100% of the previously or newly identified challenges have been addressed through the Rule of Law Toolbox and are in the process of being resolved

General objective 6: A new push for European democracy		
Impact indicator : Citizens satisfied with how democracy works in the European Union		
Explanation: This indicator measures the percentage of citizens satisfied with how democracy works in the European Union. It indicates the percentage of respondents that are very or fairly satisfied with the way democracy works in the European Union		
Source of the data: Eurobarometer		
Baseline (2019)	Interim milestone (2022)	Target (2024)
54%	Increase	Increase

Specific objective 2: Strengthened application of fundamental rights

Fundamental rights apply to all people in the EU, no matter their status or origin. A strong protection of people’s fundamental rights goes hand in hand with a healthy democracy where the rule of law prevails.

The Charter of Fundamental Rights of the European Union (‘the Charter’) enshrines the rights of people living in the EU. It applies to the EU institutions in all their actions and to Member States when implementing EU law. A Eurobarometer survey conducted in 2019

shows that people's awareness of their Charter rights is low but that they want to know more⁸.

In 2020, DG JUST will work on a strategy to improve the effective application of the Charter in the EU so that it becomes a reality for all. It will look in particular at how use and awareness of the Charter can be promoted in the Member States.

DG JUST will work to implement this Strategy, among others by putting forward a new thematic reporting approach on the application of the Charter in the Member States, reinforced opportunities for training, capacity building and exchange of best practices on the Charter, and awareness raising initiatives including by improving existing tools such as the European e-Justice Portal.

DG JUST will work on a specific strategy to promote and protect the rights of the child, preparing it for Commission's adoption in 2021. The strategy will provide the policy framework for EU action on children's rights and will present actions at EU level that contribute to the protection of the rights of the child. The strategy will take stock of recent developments, address persisting and emerging challenges to children's rights, and ensure synergies with relevant policy developments. The strategy will include a list of actions for the Commission to implement in the course of the current mandate. It will also include recommendations for actions by other EU institutions, Member States and stakeholders, in view of strengthening the protection of children's rights across the board.

DG JUST will continue its work to combat racism, xenophobia and other forms of intolerance and address hate speech online. In particular, the Commission is working on its action plan for racial equality, to which DG JUST is an important contributor. Also, as part of this comprehensive policy, the Commission will reinforce its efforts to fight against antisemitism and against anti-Muslim hatred. In accordance with the Council Declaration on combating antisemitism⁹, the Commission will consider developing a strategy on combating antisemitism to support and supplement Member States actions.

Given the spread of racist and xenophobic hate speech online, the Commission will continue to monitor the implementation of the Code of conduct signed by major IT platforms. The results obtained in the context of the implementation of the Code of conduct in the last four years will inform the ongoing reflections on possible further measures to address illegal content online in the Digital Services Act.

⁸ 42% of citizens are aware about the EU Charter of Fundamental Rights. Out of those 12% know what it is (2019 Eurobarometer).

⁹ <http://data.consilium.europa.eu/doc/document/ST-15213-2018-INIT/en/pdf>. The Declaration invites the Member States to develop national strategies in close collaboration with the Jewish communities.

Specific objective 2: Strengthened application of fundamental rights		Related to spending programme(s): Prerogative Annual Work Programme
Result indicator 2.1: Higher awareness of people’s rights enshrined in the EU Charter of Fundamental Rights and where to turn in case of violation		
Explanation:		
Source of data: Eurobarometer		
Baseline (2019)	Interim milestone	Target (2024)
42% of citizens are aware about the EU Charter of Fundamental Rights. Out of those 12% know what it is	-	20% of citizens know what the EU Charter of Fundamental Rights is

Specific objective 2: Strengthened application of fundamental rights		Related to spending programme(s): [Insert]
Result indicator 2.2: Proportion of proposed legislative revisions that include burden reduction measures		
Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.		
Source of data: DG JUST		
Baseline (N/A)	Interim milestone (2022) Positive trend	Target (2024) Positive trend

Specific objective 3: Improved framework to protect democracy in the European Union

All European citizens must be able to play a leading and active part in building our Union. The turnout in the 2019 European elections shows the will to have greater say in how our Union will evolve and what it should focus on. At the same time, it is clear that, beyond voting in elections, there is a need to improve participation in our democracy. EU needs to ensure that everyone can make their voice heard and are listened to. This indicator gives feedback on how citizens feel they can participate in the democratic process.

Democracy is at the centre of the EU values and key for a strong protection of fundamental rights. Over the years, the Commission has strengthened its efforts to support democracy in the EU, including the resilience of electoral systems. It took different policy initiatives including reports on EU and local elections. A coordinated approach by Member States and the EU institutions, including the implementation of the Commission’s election package, helped protect the world’s second-largest democratic elections from

manipulation and interference. The 2019 elections to the European Parliament saw the highest turnout (50.7 %) since 1994.

The main challenges ahead of us include protecting our democratic systems and institutions from external interference and tackling issues such as disinformation and online hate messages.

In the period 2020-2024 DG JUST will follow up on the findings of the report on the 2019 European election setting out the lessons learned paving the way for future policy actions. DG JUST will contribute to the European Democracy Action Plan including by looking into possible action against Slapp measures affecting journalists and other entities, and other relevant policy actions. The goal of this Action Plan will be to help improve the resilience of our democracies and address the threats of external interference in European elections. The aim will be to counter disinformation and to adapt to evolving threats and manipulations, as well as to support free and independent media. It will explore future legislative proposals to provide greater transparency of paid political advertising and clarify the rules applicable to European political parties. It may also address measures affecting free and fair elections and a fair democratic debate also building on lessons learnt from the Covid-19 crisis. DG JUST will contribute to Democracy action plan follow-up initiatives, as well as to the citizenship report and wider objectives under the New Push for European Democracy, including on lead candidates and transnational lists.

Specific objective 3: Improved framework to protect democracy in the European Union		Related to spending programme(s): REC /CERV Programme
Result indicator 3.1: Citizens perception on democratic participation ‘my voice counts’		
Explanation: This indicator gives feedback on how citizens feel they can participate in the democratic process.		
Source of data: standard Eurobarometer		
Baseline (2019)	Interim milestone (2022)	Target (2024)
56%	Increase	increase

Specific objective 3: Improved framework to protect democracy in the European Union		Related to spending programme(s): [Insert]
Result indicator 3.2: Proportion of proposed legislative revisions that include burden reduction measures		
Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.		

Source of data: DG JUST

Baseline	Interim milestone	Target
(N/A)	(2022) Positive trend	(2024) Positive trend

General objective 6: A new push for European democracy

Impact indicator: Rights as citizens of the European Union

Explanation: This indicator gives the share of citizens in percent that consider themselves as ‘well’ or ‘very well’ informed of the rights they enjoy as citizens of the Union.

Source of the data: [Eurobarometer](#)

Baseline	Interim milestone	Target
(2019)	(2022)	(2024)
55%	Increase	Increase

Specific objective 4: Increased perception of the status and the rights conferred by European citizenship

EU citizenship is additional to national citizenship, the granting of which is national competence with due respect of EU law. It strengthens the ties between Europeans and their States (as they are European citizens because they are nationals of our States) and, at the same time, it emancipates them (as they are EU citizens beyond their States). EU policies aim at ensuring its citizens enjoy their rights in full. The indicator gives feedback on how citizens feel and how they embrace their rights as conferred by European citizenship (free movement, citizenship, elections rights etc).

Our work on EU citizenship is driven by the following priorities:

- promoting EU citizenship and EU common values;
- promoting and enhancing citizens’ participation in the EU democratic life;
- simplifying daily life for EU citizens;
- strengthening security and promoting equality.

DG JUST will focus on raising awareness on EU citizenship rights and ensuring enforcement of EU rights at national level. DG JUST will also continue to promote EU citizenship at a local level through the Rights, Equalities and Citizenship Programme.

Under the new Multiannual Financial Framework Programme, a new emphasis will be put on participatory democracy and on building support for the EU by engaging civil society. Best use will be made of available tools, including funding, to explore and foster options for inclusive democracy at various levels of governance including in the framework of innovative democratic engagement methods. This will build on the learnings set out in the

report on the 2019 European elections, the experience from the the measures being taken and implemented in the Covid-19 emergency context, and the 2020 EU citizenship report.

In 2020, DG JUST will work on a EU citizenship report, published every three years. The Report will first look at the achievements in the light of the priorities established for 2017-2019. It will indicate avenues for work for the next three years. Once the Report is adopted by the Commission, DG JUST will work on actions to implement it. Also, DG JUST will closely monitor the application of EU framework in Member States and where necessary will propose enforcement actions.

Recent years have seen a growing trend in investor citizenship schemes (“golden passports”), which aim to attract investment by granting investors citizenship of the country concerned. This has raised concerns about possible security, money laundering, tax evasion and corruption risks. The Commission adopted in January 2019 a Report on these schemes, with the aim of safeguarding the essence of EU citizenship and its inherent values. A group of experts supports the Commission and will develop a common set of security checks to address the risks raised by these schemes in terms of transparency, governance and security. DG JUST will continue its work in this area. The citizenship for investment programmes require close follow up and possible legal intervention.

As a follow up to the Covid-19 crisis, free movement needs will have to be restored within the European Union and DG JUST will contribute to achieve this objective by providing guidance to any issue related to free movement and consular protection. In general, in any field of infringement to free movement, DG JUST will need to make use of the powers entrusted by the Treaty. The Covid-19 crisis shows the need for further cooperation among EU Member States in the field of consular protection and the evaluation of the respective Directive will allow drawing on the lessons learned and provide for better and more efficient protection abroad. An important element will be the monitoring of the implementation of the Withdrawal Agreement where citizens’ rights play a pivotal role. DG JUST will ensure compliance by Member States in order to protect life choices made by citizens and building on their free movement rights.

Specific objective 4: Increased perception of the status and of the rights conferred by European citizenship		Related to spending programme(s): REC /CERV Programme
Result indicator 4.1: Feeling being a citizen of the EU		
Explanation: This indicator gives feedback on how citizens feel and how they embrace their rights as conferred by European citizenship (free movement, citizenship, elections rights etc).		
Source of data: standard Eurobarometer		
Baseline (2019)	Interim milestone (2022)	Target (2024)
73%	Increase	Increase

Specific objective 5: High level of personal data protection achieved throughout the EU and EU data protection promoted as a global model

The protection of personal data is a fundamental right enshrined in the EU Charter of Fundamental Rights. The General Data Protection Regulation (GDPR) establishes a strong governance and enforcement system based on independent national data protection authorities equipped with harmonised and strengthened powers, including the power to impose administrative fines. To ensure the consistent application of the rules throughout the EU, the European Data Protection Board (EDPB), composed of the national data protection authorities and the European Data Protection Supervisor, can issue decisions binding on those authorities in case of disagreement, and provides guidelines on key aspects of the GDPR.

To enforce application of the GDPR, DG JUST will continue assessing the compliance of national legislation with the GDPR, actively contributing to the work of the EDPB, supporting national data protection authorities through EU grants, complementing national initiatives to reach out to stakeholders to raise awareness and understanding of the rules, and by adopting the necessary implementing and delegated acts. Given the horizontal character of the GDPR, it must be mainstreamed into a wide range of policies, such as health, financial services, transport, and artificial intelligence.

In June 2020, DG JUST prepared a Commission report on the application of the General Data Protection Regulation, two years after its entry into application. It included the issue of international transfer of personal data to third countries (adequacy decisions) and the cooperation and consistency mechanism between national data protection authorities. The next report is due in 2024. As part of the first evaluation of the GDPR, the Commission is also required to review the eleven adequacy decisions that were adopted under the former data protection Directive 95/46. Given that the Court of Justice in a judgment to be delivered on 16 July 2020 may provide clarifications that could be relevant for certain elements of the adequacy standard, the Commission will report separately on this evaluation after the Court of Justice has handed down its judgment in that case.

DG JUST also worked, in close cooperation with other services, notably with DG HOME, on a review of the former third pillar acquis on data protection in law enforcement area. To this end, on 24 June the Commission presented a communication with its vision for the review. It included an indication of the amendments to be made and a timeline for presenting the legislative proposals which align the EU legal acts with existing EU data protection standards as already set out by the Law Enforcement Directive.

Also, in the context of the Covid-19 crisis, DG JUST will continue monitoring compliance of various measures with the GDPR and the Directive concerning data protection in law enforcement.

The GDPR has become the “gold standard” and is emulated by many countries that are aligning their framework (for example, Chile, Brazil, India, Indonesia, South Korea, Tunisia, Thailand, etc.). The EU can take the lead and promote upward convergence, both in the domestic law of international partners and globally. Our objective is to facilitate cross-border transfer of personal data while ensuring that they do not undermine EU data

protection safeguards. This is essential in the digital economy, to protect individuals, but also for businesses (trade) and public authorities (international cooperation), as they rely extensively on the cross-border exchange of personal data. EU law provides a number of instruments to achieve that double objective, in particular so-called adequacy decisions (i.e. a finding by the Commission that a third country ensures an adequate level of protection, thereby allowing the free flow of data) and model contractual clauses (that contain data protection safeguards and are approved by the Commission).

Specific objective 5: High level of personal data protection achieved and EU data protection promoted as a global model		Related to spending programme(s): REC/CERV Programme
Result indicator 5.1: Awareness of individuals of the General Data Protection Regulation		
Explanation: The General Data Protection Regulation is applicable since 25 May 2018 and provides individuals with strengthened rights for the protection of their personal data. If individuals are aware of their rights, they can better contribute to their enforcement.		
Source of data: Eurobarometer		
Baseline (2019)	Interim milestone (2022)	Target (2024)
67%	Increase	Increase

Specific objective 5: High level of personal data protection achieved and EU data protection promoted as a global model		Related to spending programme(s): REC/CERV Programme
Result indicator 5.2: Number of international transfer mechanisms (including adequacy decisions) concerning data protection in third countries		
Explanation: The European approach to data protection is promoted globally and data flows are facilitated provided sufficient safeguards are in place.		
Source of data: EU Commission		
Baseline (2019)	Interim milestone (2021)	Target (2024)
1	Increase	Increase

Specific objective 5: High level of personal data protection achieved and EU data protection promoted as a global model		Related to spending programme(s): [Insert]
Result indicator 5.3: Proportion of proposed legislative revisions that include burden reduction measures		
Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals		

for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.

Source of data: DG JUST

Baseline	Interim milestone	Target
(N/A)	(2022) Positive trend	(2024) Positive trend

Specific objective 6: Eliminate inequalities and discrimination, and promote equality for all

The EU is committed to strengthening inclusion and equality irrespective of sex, racial or ethnic origin, age, disability, sexual orientation or religious belief in all Member States. The quality of democracy is also reflected by how effective is protection against different forms of discrimination. Result indicators 6.1 and 6.2 measure a degree of implementation of these objectives and actions.

The aim of non-discrimination legislation is to achieve equality for all, in all its senses, which is put forward by President von der Leyen as one of the main priorities for the Commission. Combatting discrimination allows equal and fair opportunities and makes sure we use all of our talent and diversity and do not leave any potential behind. In the EU, discrimination is forbidden on the basis of nationality, sex, race, ethnic origin, religion, sexual orientation, disability and age. DG JUST will work on new initiatives as well as on the implementation and enforcement of the existing framework in this domain.

Gender equality is an EU fundamental value enshrined in the Treaties and the Charter of Fundamental Rights. The EU Gender Equality Strategy adopted in March 2020 presents policy objectives and actions to make significant progress by 2025 towards a gender-equal Europe. The goal is a Union where women and men, girls and boys, in all their diversity, are free to pursue their chosen path in life, have equal opportunities to thrive, and can equally participate in and lead our European society.

The key objectives of the Strategy falling in DG JUST domain are: ending gender-based violence; challenging gender stereotypes; addressing the gender pay and pension gaps including by increasing pay transparency; closing the gender care gap and improving the work-life balance of parents and carers; and achieving gender balance in decision-making and in politics. DG JUST will be in charge of a number of actions and policy objectives in order to implement this Strategy. To initiate the implementation of the Gender Equality Strategy as regards the prevention and combatting of violence against women and domestic violence, the Commission will evaluate the existing legislative EU framework by means of this fitness check to gather evidence in support of its policy and legislative work on the topic.

DG JUST is also the center of expertise (supporting the Task Force for Equality) for ensuring that a gender perspective is mainstreamed across the Commission's work in all EU policies, including in the budget process, and in all of the Commission's major initiatives.

As one of the first deliverables of the Strategy, DG JUST will work on a proposal introducing binding pay transparency measures. To prepare this proposal, DG JUST has carried out an evaluation and a wide-ranging and inclusive consultation process with the public, the Member States and the social partners.

Another concrete objective under the Political Guidelines and the Strategy falling in DG JUST remit is to build a majority to relaunch the negotiations over the 2012 proposal for a directive on improving the gender balance on corporate boards (also referred to as ‘Women on Boards’). The directive requires companies that do not reach defined targets for balanced sex representation to use transparent selection procedures for board members.

DG JUST will contribute to achieving a stronger Union of Equality for all and across all the EU. The political guidelines of President von der Leyen state that we need equality for all and equality in all of its senses. The Guidelines further state that “Too many European citizens feel like they have different opportunities in certain parts of Europe than they do in others”. This especially applies to LGBTI people, who face different forms of legal recognition for their relationships across the EU, and for Roma who still face discrimination and socio-economic exclusion. To address this, DG JUST will in 2020 draft strategies outlining main EU initiatives aiming at responding to the challenges and discrimination faced by the LGBTI and Roma populations respectively and will work on implementation of the strategies during the following years.

As for Roma, a new Commission’s initiative will aim at combatting discrimination and socio-economic exclusion. It will focus on reducing antigypsyism and discrimination of Roma in all spheres of life and reducing gaps between Roma and the general population in the areas of education, employment, health and housing, thereby reducing poverty. DG JUST will also follow up on a number of actions tackling racism and racial discrimination, which will be set out in the Action Plan to counter racism in the European Union to be adopted on 15 September 2020.

When designing its proposals in equality area, DG JUST will widely rely on public and targeted consultations, involve various stakeholders, social partners, the private sector, Member States and international bodies and institutions.

DG JUST will aim to raise awareness on equality issues and fight discrimination through press and media activities and through social media. DG JUST will also run a communication campaign to challenge gender stereotypes.

Specific objective 6: Eliminate inequalities and discrimination, and promote equality for all

Related to spending programme(s): REC /CERV Programme

Result indicator 6.1: Degree of implementation of Gender Equality Strategy

Explanation: The EU Gender Equality Strategy presents policy objectives and actions to make significant progress by 2025 towards a gender-equal Europe. A number of actions fall within the competence of DG JUST. This result indicator measures a degree of implementation of the actions under the remit of DG JUST responsibility.

Source of data: European Commission

Baseline (2020)	Interim milestone (2022)	Target (2024)
Strategy adopted	All measures within DG JUST competence due by 2022 implemented	All measures within DG JUST competence due by 2024 implemented

Specific objective 6: Eliminate inequalities and discrimination, and promote equality for all

Related to spending programme(s): REC /CERV Programme

Result indicator 6.2: Percentage of EU citizens reporting having personally felt discriminated against or harassed within the previous 12 months in DG JUST area of competence

Explanation: New anti-discrimination legislation and new policy measures to tackle discrimination on any grounds including of the Roma population, LGBTI community.

Source of data: Special Eurobarometer on Discrimination in the EU (most recent: special EB 493, 2019)

In addition, the Fundamental Rights Agency collects data on experiences of discrimination on several grounds through large-scale surveys, such as EU-MIDIS II or EU LGBT survey.

Baseline (2019)	Interim milestone (2022)	Target (2024)
17% of the general population 58% of LGBTI people 49% of Roma population	Decrease	Decrease

Specific objective 6: Eliminate inequalities and discrimination, and promote equality for all

Related to spending programme(s): [Insert]

Result indicator 6.3: Proportion of proposed legislative revisions that include burden reduction measures

Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.

Source of data: DG JUST

Baseline (N/A)	Interim milestone (2022)	Target (2024)
	Positive trend	Positive trend

General objective:

A European Green Deal



General objective 1: A European Green Deal

Impact indicator 1: Size of the green economy

Explanation: The environmental goods and services sector comprises parts of the economy that generate environmental products, i.e. those produced for environmental protection or resource management. Gross value-added represents the contribution made by the production of environmental goods and services to the gross domestic product in million euros. Employment is measured by the full-time equivalent employment engaged in the production of output of environmental goods and services as defined above

Origin of the indicator: [Policy document, measurement framework, existing scoreboard, etc. with reference and/or link]

Source of the data: Eurostat (Eurostat online data code: env_ac_egss3)

Methodology for calculating the indicator: [For indicators that are not from an existing framework or scoreboard, with link]

Baseline (2017)	Interim milestone (2022)	Target (2024)
Gross value-added: €288 094 million	Increase	Increase
Full-time equivalent employment: 4 093 000	Increase	Increase

Impact indicator 2: Circular materials use rate

Explanation: The indicator measures the share of material recovered and fed back into the economy - thus saving extraction of primary raw materials - in overall material use. The circular material use rate is defined as the ratio of the circular use of materials to the overall material use

Origin of the indicator: [Policy document, measurement framework, existing scoreboard, etc. with reference and/or link]

Source of the data: Eurostat (Eurostat online data code: sdg_12_41)

Methodology for calculating the indicator: Circular material use rate [calculation method](#)

Baseline (2016)	Interim milestone (2022)	Target (2025)
11.2%	Increase	Increase

Specific objective 1: Improved sustainable consumption by empowering consumers and improved integration of sustainability considerations into companies' and companies' behaviour through an upgraded corporate governance framework

Many consumers are ready to consider the environmental impact of their lifestyle but only a few actually do it in practice. This is either because consumers are not aware of greener and more sustainable products and services or these are more difficult to find in the marketplace or more expensive, or consumers do not trust that these products and services can deliver the green benefits they promise. Indeed, some traders make unsubstantiated green claims (“green washing”). Behavioural experiments show that if the information on durability and reparability of the products is provided in a timely and clear manner, the chance that the person buys more durable products increases three fold.

In the context of the Circular Economy Action Plan, part of the European Green Deal announced by President von der Leyen, DG JUST will be working on measures aiming to achieve the following objectives:

- Making “green” purchases easier by providing consumers with information about the durability and other important aspects of the environmental performance of products.
- Promoting the introduction of more durable products by providing clear and credible information on guarantees/commitments of better environmental performance, longer expected life-time, reparability and availability of spare parts for consumer products.
- Strengthening the EU legal framework and enforcement to fight effectively against misleading claims on the environmental performance of products and unfair practices.
- Encouraging product repair, including in the context of the review of the Sale of Goods Directive 2019/ 771.

In order to deliver on these objectives, DG JUST has launched a preparatory study to gather evidence for the assessment of various policy measures and is preparing a public consultation to complement other consumer and stakeholder survey activities. The evidence base resulting from the study and the stakeholder consultations will be used for a full-fledged impact assessment of the policy options for delivering the objectives outlined above. Besides non-regulatory measures, a legislative instrument is under preparation for adoption in 2021. Following the adoption of such legislative instrument, an implementation plan will be drawn up to ensure timely and consistent implementation of the new rules in all Member States.

DG JUST will be working on measures aiming to integrate sustainability into corporate governance and thus, contribute to a more fair, sustainable and competitive Europe which strives to achieve climate neutrality through a just transition. Companies play a significant role in delivering on the EU’s commitment to sustainable development, including fighting climate change. They need to take the strategic steps to develop new technologies, to strengthen business models and to improve performance. They should manage sustainability risks better. Yet, evidence shows that many EU companies still focus too much on short-term financial performance compared to their long-term development and sustainability aspects. The current corporate governance law and regulatory framework

facilitates (or does not sufficiently block) this focus on short-term value maximisation for shareholders alone. Reporting rules have failed to incentivise companies to properly identify and mitigate certain types of risks, although those can become also financially material. Moreover, current corporate level efforts and targets are not aligned with the governments' globally agreed goals, such as for example on climate change.

In the context of the European Green Deal, to ensure environmental and social interests are fully embedded into business strategies, the Commission will put forward a new initiative in 2021 on sustainable corporate governance. This initiative fits under the renewed Strategy on Financing Sustainable Growth and is mentioned in the Circular Economy action plan. It would encourage companies to operate within sustainability boundaries, sufficiently considering in particular the impact of their activities on fundamental rights, the interests of employees, those impacted by the business, the local and global environment, consumers and the long-term interests of the company. The initiative would improve the framework incentivising corporate boards to integrate properly future sustainability risks, opportunities and adverse impacts into strategies, decisions and oversight. It would aim to create legal certainty and level playing field as to the necessary measures to be taken by companies to identify and mitigate adverse impacts in the value chain.

In accordance with the Better Regulation Guidelines of the Commission, the initiative will be prepared by an impact assessment and a public consultation seeking stakeholders' views on all key questions that will form part of the Commission's impact assessment.

Specific objective 1: Improved sustainable consumption by empowering consumers and improved integration of sustainability considerations into companies' and companies' boards behaviour through an upgraded corporate governance framework		Related to spending programme(s): Consumer / Single Market Programme (only for result indicator 1.1)
Result indicator 1.1: Percentage of consumers declaring they opted for environmentally sustainable (based on label, logo, footprint or durability/reparability information, etc.) goods and services influenced their choice during their purchases in the last month.		
Explanation: Strengthening the existing consumer legal framework, including addressing green-washing, empowering consumers with more information, encouraging product repair and outlawing programmed obsolescence should considerably influence consumers' buying patterns		
Source of data: Consumer Conditions scoreboard		
Baseline (2018)	Interim milestone (2022)	Target (2024)
57% overall, 19% for most purchases	increase	Increase

Specific objective 1: Improved sustainable consumption by empowering consumers and improved integration of	Related to spending programme(s): Not applicable/ and
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sustainability considerations into companies' and companies' boards behaviour through an upgraded corporate governance framework

Single Market Programme as from 2021

Result indicator 1.2: Percentage of companies carrying out due diligence to prevent, mitigate and account for adverse sustainability impacts in their value chain

Explanation: Within the scope of measures to be taken on sustainable corporate governance, more long-term oriented and responsible corporate governance is fostered, incentivising companies to carry out due diligence in their value chain to prevent, mitigate and account for adverse human rights and environmental impacts, including with respect to climate change

Source of data: DG JUST data

Baseline (2019)	Interim milestone	Target (2024)
33 % of business respondents to Commission study ¹⁰	-	Increase

Specific objective 1: Improved sustainable consumption by empowering consumers and improved integration of sustainability considerations into companies' and companies' boards behaviour through an upgraded corporate governance framework

Related to spending programme(s): [Insert]

Result indicator 1.3: Proportion of proposed legislative revisions that include burden reduction measures

Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.

Source of data: DG JUST

Baseline (N/A)	Interim milestone (2022)	Target (2024)
	Positive trend	Positive trend

¹⁰ Study carried out for the European Commission on due diligence requirements through the supply chain, 2020.

General objective:

A Europe fit for the digital age



General objective 2: A Europe fit for the digital age

Impact indicator : Consumer conditions index¹¹

Explanation: This indicator is a composite indicator for the EU, based on three pillars: Knowledge and trust, Compliance and enforcement, Complaints and dispute resolution. It is measured on a scale out of 100

Source of the data: Consumer Conditions Scoreboard (based on consumer and retailer surveys with biennial frequency)

Baseline (2018)	Interim milestone (2022)	Target (2024)
63	Increase	Increase

Specific objective 1: Consumers are empowered and better protected

Consumers’ level of trust in retailers/service providers is proportionate to the consumer experience in their purchasing activities, how frequently they are exposed to non-compliant traders and how their complaints are handled. This indicator is correlated to levels of compliance to consumer rights, including product safety, by businesses and the assessment of enforcement activities of authorities.

DG JUST will be working to ensure recent updates to consumer law are effectively implemented and applied by Member States, and deliver a package of measures to further promote consumer protection in the EU. It will work on “A New Consumer Agenda” where the Commission will articulate its vision of the new EU consumer policy with clear objectives, long-term prospect, and a common framework for collaboration with the Member States. New measures will focus on consumer empowerment, aiming to make consumers able to play an active role in the green and digital transitions by asserting their rights to the information so that they can make informed consumption choices. Moreover, among driving forces in a future-oriented European economy will be consumer safety - ensuring that consumers can purchase safely, with confidence that their rights are respected, that products are safe and that consumers are shielded from frauds, scams, cybersecurity and other risks. Also, the various actors should be responsible in ensuring such a safe consumer environment.

¹¹ Reassessment of the Consumer Conditions Scoreboard is envisaged before 2024

Enforcement of consumers' rights is also crucial, including international cooperation in this field. The growth of online trade, in particular of products and services coming from non-EU countries, makes the enforcement of consumer and product safety laws more challenging. Contributing to enhancing Member States authorities' capacity to use modern technologies and AI for enforcement (such as the EU-level online enforcement Lab¹²), fully exploiting the new enforcement powers of the Consumer Protection Cooperation Network, upgrading online dispute resolution to help consumers resolving their disputes with traders and establishing state-of-art analytics of consumer feedback to detect trends are essential in ensuring a high level of consumer protection and enabling consumers to defend their rights. Strengthening the structured dialogue with the Member States, consumer organisations and business is key to ensure their engagement and achieve concrete results. In this context, DG JUST will also be working on new legislative proposals, including on empowering the consumer for the green transition (see under the General Objective "A European Green Deal"), proposals to review Directive 2008/48/EC on credit agreements for consumers and Directive 2002/65/EC on the Distance Marketing of Consumer Financial Services as well as a proposal to review the General Product Safety Directive 2001/95/EC. DG JUST will also cooperate with Member States in the enforcement of product safety. This will continue to be supported by a solidly built international cooperation with countries such as China and Canada and by the referencing of product safety standards concerning non-harmonised products. Furthermore, DG JUST will continue providing support to Member States' market surveillance through the coordinated activities on the safety of products. DG JUST will also continue working with online marketplaces under the voluntary "Product Safety Pledge" to take action for improved safety of products sold online.

Specific objective 1: Consumers are empowered and better protected

Related to spending programme(s): Consumer / Single Market Programme

Result indicator 1.1: Percentage of consumers who think that in general retailers/providers respect their rights as consumers.

Explanation: Consumers' rights are well protected and consumers are empowered to play an active role in the digital transition and engage in cross border purchases in the Single Market. The level of trust in retailers/providers is proportionate to the consumer experience in their purchasing activities, how frequently they are exposed to non-compliant traders and how their complaints are handled. This indicator is correlated to levels of compliance to consumer rights, including product safety, by businesses and the assessment of enforcement activities of authorities.

Source of data: Consumer Conditions scoreboard

Baseline (2018)	Interim milestone (2022)	Target (2024)
72%	Increase	Increase

¹² As provided in Action 13 of the Commission's Long term action plan for better implementation and enforcement of single market rules, 10.3.2020 COM(2020) 94 final.

Specific objective 1: Consumers are empowered and better protected		Related to spending programme(s): [Insert]
Result indicator 1.2: Proportion of proposed legislative revisions that include burden reduction measures		
Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.		
Source of data: DG JUST		
Baseline (N/A)	Interim milestone (2022) Positive trend	Target (2024) Positive trend

General objective 2: A Europe fit for the digital age		
Impact indicator: The share of companies adopting artificial intelligence		
Explanation: This indicator measures the percentage of European companies adopting artificial intelligence (AI)		
Source of the data: European Commission Study on AI		
Baseline (2019)	Interim milestone (2022)	Target (2024)
25%	Increase	Increase

Specific objective 2: A human-centric legal framework for Artificial intelligence that protects citizens and promotes cross-border trade

Artificial Intelligence (AI) is a key enabling technology for services and products, which is expected to transform our economy and society like electricity did in the past. To ensure the success of this transformation, there is a need to promote the roll-out of lawful AI and to reap its economic and societal benefits. At the same time, businesses need investment stability and the society needs to be able to trust AI in order to accept it. Important aspects to ensure during this transformation include the respect for fundamental rights of people (e.g. data protection, non-discrimination, etc.), and the rights of consumers and users of smart products. The more the use of artificial intelligence becomes trustworthy and legally compliant, the more companies will adopt AI products.

A human-centric approach to AI means ensuring that AI applications comply with fundamental rights and consumer protection EU legislation, a high level of safety and effective damage compensation for victims. It also means ensuring that AI systems do not

lead to outcomes entailing prohibited discrimination including addressing risks of gender and racial bias¹³.

DG JUST will continue working on three main work strands concerning AI: (i) ensuring a coordinated European approach on the human and ethical implications of AI; (ii) that all consumer products, including the ones incorporating AI, are safe; and (iii) clarifying the liability regime in the context of AI.

DG JUST contributed to the White Paper published by the Commission in February 2020, as well as to the Report on the safety and liability implications of AI, Internet of Things and robotics.

- DG JUST will work with other DGs to propose legislation with a coordinated European approach on the human and ethical implications of AI. Ensuring legal compliance of AI is also expected to have a positive impact on the uptake of the technologies in sectors that are subject to high regulatory compliance standards.
- The legislative framework should also cover possible new risks that AI may generate. It is the primary responsibility of manufacturers to ensure their products have been fully assessed for all their possible functionalities. To this end DG JUST is currently working on a revision of the General Product Safety Directive, with the input of experts.
- Moreover, some AI characteristics (opacity, autonomy within defined goals and boundaries, complexity) make it very difficult for victims to make a successful liability claim (identifying who is liable, prove fault and causal link). Businesses are uncertain about their liability risks linked to AI and face difficulties in insuring themselves against them.

DG JUST will be working on a proposal for harmonised liability rules in order to avoid fragmentation in the EU and to build an adapted framework which ensures that victims of damage caused by AI-equipped products/services have the same level of protection as victims of traditional technologies.

Beside the work on AI, DG JUST will also contribute to the implementation of the European Data and SME Strategies, i.e. a possible Data Act announced for 2021 and the set-up of a cloud services marketplace announced for 2022, by adapting the contract law framework to the data economy, with a particular emphasis on the needs of micro-enterprises and SMEs.

Specific objective 2: A human-centric legal framework for Artificial intelligence that protects citizens and promotes cross-border trade	Related to spending programme(s): Not applicable
Result indicator 2.1: A high level of prevention of AI-related breaches of citizens' fundamental rights and effective enforcement of fundamental rights where AI is used	

¹³ Concerning risks that certain AI algorithms can display gender and racial bias, see the White Paper on Artificial Intelligence - A European approach to excellence and trust, COM(2020) 65 final of 19 February 2020.

Explanation: The objective is to achieve that the enforcement framework in the EU is adequately organised (risky AI use is documented and can be tested, supervisory authorities are appropriately organised and equipped with expertise and competences). This way, individuals are protected where AI is used. They have means to learn about instances where their rights have been breached and they have avenues to the33 remedy. For those putting AI to use, compliance is facilitated and non-compliance is likely to be detected, which prevents breaches.

Source of data: The target will be assessed based on Member States' application of new legislation with respect to the human and ethical dimensions of AI use

Baseline (2020)	Interim milestone (2022)	Target (2024)
<p>Lack of coordinated approach to the human and ethical dimensions of AI use.</p> <p>[The EU has a comprehensive framework to protect fundamental rights and ensure a high level of consumer protection. However, it can be challenging to ascertain AI compliance with this framework, as AI applications can be difficult to understand (opacity) or foresee in their “behaviour”.</p> <p>Further issues relating to effective enforcement need to be explored during the impact assessment.]</p>	<p>The Commission’s proposal for a coordinated approach to the human and ethical dimensions of AI use</p>	<p>Application of new EU legislation with the aim that AI systems posing risks to fundamental rights are adequately documented and competent third parties can test the systems</p>

Specific objective 2: A human-centric legal framework for Artificial intelligence that protects citizens and promotes cross-border trade

Related to spending programme(s): Not applicable

Result indicator 2.2: Civil liability challenges posed by AI are addressed through harmonised rules.

Explanation: regarding acceptance and trust: Due to the specific characteristics of products and services enabled by AI (in particular their autonomy within defined goals and boundaries , opacity and complexity), citizens may not be able to obtain compensation for damages caused by such products and services. If victims of such damages are left worse off than victims of non-AI applications, societal trust in this emerging technology may be undermined.

Source of data: With respect to liability for AI, the baseline relies on the [report](#) from the Expert Group on Liability and New Technologies (New Technologies Formation) as well as the [White Paper on AI](#) and the [Commission Report](#) on the safety and liability implications of AI. The target will be assessed based on the transposition measures to be notified by Member States in accordance with a possible Directive.

Baseline (2020)	Interim milestone (2023)	Target (2025)
Lack of AI-specific civil liability rules addressing the challenges posed by AI.	Adoption of an EU-instrument with harmonised civil liability rules addressing the specific challenges posed by AI.	Implementation / transposition of harmonised civil liability rules addressing the specific challenges posed by AI.

Specific objective 2: A human-centric legal framework for Artificial intelligence that protects citizens and promotes cross-border trade		Related to spending programme(s): [Insert]
Result indicator 2.3: Proportion of proposed legislative revisions that include burden reduction measures		
Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.		
Source of data: DG JUST		
Baseline (N/A)	Interim milestone (2022) Positive trend	Target (2024) Positive trend

General objective 2: A Europe fit for the digital age		
Impact indicator: Enterprises selling online		
Explanation: The indicator measures the percentage of enterprises (with 10 or more persons employed) with at least 1% of their turnover generated through e-sales		
Source of the data: Eurostat (Eurostat online data code: isoc_ec_eseln2)		
Baseline (2019)	Interim milestone (2022)	Target (2024)
17%	Increase	Increase

Specific objective 3: Company law improves conditions for companies, including SMEs, in particular to operate and expand cross-border and to use digital tools

The aims of EU action in the area of company law is to create a legal framework enabling companies, and importantly SMEs, to thrive and expand within the Single Market, while providing protection for the stakeholders concerned. New EU company law rules adopted in 2019 on cross-border mobility of companies and on digital tools and processes in company

law add to a balanced framework for companies in the single market. The new rules provide harmonised rules and procedures to enable entrepreneurs to restructure and to relocate within the single market. At the same time, they protect stakeholders, in particular employees.

As regards digital tools and processes, the new rules make it possible to form a company, register a branch and file fully online company-related documents to business registers. DG JUST will work closely with Member States to ensure the full implementation of the new company law rules which will facilitate the digitisation and mobility of companies.

In the context of the Commission’s SME Strategy for a digital and sustainable Europe, aimed at making it easier for small and medium-sized businesses to operate, scale up and expand, DG JUST will consult and assess the need for additional company law measures to facilitate cross-border expansion and scale-up by SMEs. A focus must be on reducing administrative burden and making it easier for companies, especially SMEs, to use digital tools.

DG JUST is also leading on the Commission’s work relating to the Business Registers Interconnection System (BRIS) which interconnects Member States’ business registers. BRIS allows stakeholders to obtain a set of company information easily and free of charge and serves as a platform for exchange of information between business registers. The recently adopted company law rules also enhance transparency by providing free of charge access to more company data in business registers through BRIS. DG JUST is responsible for operating the BRIS central platform. It also closely monitors the implementation and functioning of BRIS. As required by the relevant directive, DG JUST will work towards publishing a report in 2022 concerning the functioning of BRIS, in particular examining its technical operation and its financial aspects. As required by the directive, DG JUST will also consider whether to put forward a proposal for amending the directive, together with the report.

DG JUST will also work on initiatives aiming to create a good environment for companies, including initiatives falling under the European Capital Union and the European Banking Union. DG JUST will report on these initiatives under the specific objective 3, described below. In particular, DG JUST will work on a revision of the “fit and proper” framework in the Capital Requirements legislation (DG FISMA in lead). Improved “fit and proper” rules would enable competent authorities to supervise board members and other management roles more effectively and efficiently. and as a result help mitigate reputational risks and promote public trust in credit institutions and large investment firms.

<p>Specific objective 3: Company law improves conditions for companies, including SMEs, in particular to operate and expand cross-border and to use digital tools.</p>	<p>Related to spending programme(s): Prerogative Annual Work Programme 2020 and SMP as from 2021</p>
<p>Result indicator 3.1: Number of cross-border operations of companies (mergers, conversions, divisions)</p> <p>Explanation: The indicator measures the effect of new company law rules to be transposed by 2023 which will give new opportunities to EU businesses, in particular SMEs, to move and grow. The new rules will</p>	

facilitate cross-border operations by providing clear procedures for companies, which will cut costs and save time.

Source of data: Business registers interconnection system (BRIS).

Baseline¹⁴	Interim milestone	Target
(2019) 499 Cross-border mergers (N.B. this figure includes cross-border mergers of UK companies)	-	(2024) Increase
(2018) 162 Cross-border conversions (N.B. this figure includes cross-border conversions of UK companies)		(2024) Increase
(2018) 235 Cross-border divisions (N.B. this figure includes cross-border divisions of UK companies)		(2024) Increase

Specific objective 3: Company law improves conditions for companies, including SMEs, in particular to operate and expand cross-border and to use digital tools.

Related to spending programme(s): Prerogative Annual Work Programme 2020 and SMP as from 2021

Result indicator 3.2: Number of simple searches for company information in Business Registers Interconnection system (BRIS)

Explanation: The indicator shows how BRIS ensures transparency within the internal market by allowing companies and entrepreneurs to search and obtain information on limited liability companies in the EU in a multilingual and user-friendly way. Such easy EU-wide access to information about other companies is particularly important for SMEs.

Source of data: Business registers interconnection system

Baseline	Interim milestone	Target
(2019)	(2022)	(2024)
1,382,769 of company simple searches, including UK companies	Increase	Increase

¹⁴ As regards cross-border conversions and divisions, the source for the baseline is a study conducted by Maastricht University – Cross-border Corporate mobility in the EU (Vol.2)) as data on those operations will only be available in BRIS as of 2023.

Specific objective 3: Company law improves conditions for companies, including SMEs, in particular to operate and expand cross-border and to use digital tools.	Related to spending programme(s): [Insert]
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Result indicator 3.3: Proportion of proposed legislative revisions that include burden reduction measures

Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.

Source of data: DG JUST

Baseline	Interim milestone	Target
(N/A)	(2022) Positive trend	(2024) Positive trend

General objective:

Promoting our European way of life



Specific objective 1: Improved cross-border cooperation in civil and criminal matters

Cross-border cooperation in civil and criminal matters in the EU is an activity undertaken by various justice professionals and performed on multiple layers contributing to the EU's Area of Security and Justice. Training of legal practitioners on EU law contributes to the correct and coherent application of EU law and improves mutual trust in cross-border judicial proceedings. Electronic resources like the European e-Justice Portal and the European Judicial Network (EJN) civil guides and factsheets provide information to citizens, businesses and legal practitioners on European and national procedures and services and promote better implementation and application of the justice acquis in civil and criminal matters. Correct information on legal practices across Europe fuel cross-border cooperation and mutual trust and feed into effective national justice systems. These actions contribute to internal security underlined in the President's Political Guidelines under the headline ambition Promoting our European way of life.

In the field of civil and commercial justice, DG JUST will be working towards providing faster and cheaper justice for citizens and businesses with a focus on practical needs.

The objectives include:

- Ensuring better enforcement and application of the existing civil justice acquis;
- Strengthening the practical judicial cooperation via the European Judicial Network in civil and commercial matters (EJN civil) and national networks and making these networks better known. This includes publishing further practical guidance for citizens and businesses via the EJN Practice Guides and factsheets;
- Evaluating and, where needed, reviewing existing acquis, including the Maintenance Regulation, the Rome II Regulation on the law applicable to non-contractual obligations, the Brussels Ia Regulation on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters and the Public Documents Regulation;
- Promoting further digitalisation of civil justice in parallel with the work done in the field of criminal justice;
- Promoting the multilateral international framework and the accession of third states to relevant international conventions, in particular the Hague Conventions. A key initiative is to ensure a swift EU accession to the Hague Judgments Convention on the recognition and enforcement of judgments in civil and commercial matters to provide legal certainty and better access to justice to EU citizens and businesses in the global context.
- Addressing the cross-border aspects of the protection of vulnerable adults in rapidly ageing societies.

DG JUST aims to swiftly conclude the pending trilogues on the Service of Documents and Taking of Evidence Regulations with a view to giving a decisive push to digitalisation in cross-border civil justice. Once adopted, the revised Regulations will facilitate the service of documents and the taking of evidence via digital channels. The aim is also to conclude the ongoing negotiations on the proposed Regulation on the law applicable to the third-party effects of assignments of claims to boost the Capital Markets Union and to promote cross-border investment.

Work continues towards the rapid and correct implementation of newly adopted instruments, namely the 2019 Restructuring and Insolvency Directive aimed to protect viable enterprises from bankruptcy and the 2019 Recast of the Brussels IIa Regulation to better protect children and families in the context of cross-border parental responsibility disputes. This work includes providing assistance to Member States in the transposition and implementation of these instruments.

In the field of criminal justice:

The European Criminal Records Information System (ECRIS) system enables national authorities to exchange electronically criminal records information for the purpose of criminal or administrative proceedings. Other Union instruments of judicial cooperation in criminal matters, such as the European Investigation Order, may also involve electronic exchanges, showing that the digitalisation of such instruments has enormous potential for

practitioners, between Member States themselves and with Union agencies such as Eurojust.

DG JUST will continue its work to further improve coordination between judicial authorities of Member States, mutual recognition of judgments in criminal matters and approximation of criminal laws. There are continuous calls for changes and new initiatives to adapt the Union's framework to actual needs of practitioners and citizens and to give appropriate responses to new developments, including those linked to digitalisation, globalisation and the use of Artificial Intelligence (AI).

In the area of criminal law and judicial cooperation, DG JUST will pursue a number of objectives, including:

- Ensuring there is a robust EU institutional framework for facilitating cross-border cooperation in this area via Eurojust, the European Judicial Network in criminal matters and other networks, as well as for direct criminal enforcement via the European Public Prosecutor's Office (EPPO).
- Ensuring effective implementation and enforcement of the existing legal instruments, both with regard to mutual recognition instruments facilitating judicial cooperation and with regard to instruments strengthening procedural rights of suspects and accused persons and the protection of victims' rights, coupled with, where necessary, evaluation of the existing legislative framework in the light of EU added-value, and revising/complementing existing legislation accordingly.
- Establishing a solid EU criminal law framework, coherently tackling serious and/or cross-border crimes ("euro-crimes") and other crime areas where the approximation of offences or sanctions is essential for enforcing EU law ("accessory crimes"), in full respect of Member States' legal traditions.
- Furthering efforts to facilitate mutual recognition of judgments and judicial decisions in criminal matters, including by ensuring minimum harmonisation of criminal procedural rules and by improving networking via the European Arrest Warrant (EAW) coordination group, and to address the issue of growing lack of mutual trust due to poor prison conditions and long periods of pre-trial detention in some Member States.
- Ensuring that victims of crime can rely on their rights independently of where and in what circumstances the crime took place through the EU Victims' Rights Strategy (2020-2025).
- Promoting the adoption of digitalisation within the justice area through a toolbox of measures, including legislative measures, funding and practical digital tools. These measures would also aim to support the digitalisation of cross-border judicial procedures and digital interactions between national justice systems and EU-level agencies and bodies including Eurojust and the EPPO.

DG JUST will continue working on the e-evidence proposal with the co-legislators – the European Parliament and the Council. Once adopted, the new rules will make it easier and faster for police and judicial authorities to access the electronic evidence they need in investigations to catch and convict criminals and terrorists. DG JUST will work to promote their correct implementation in the EU. To complement the internal e-evidence proposals, the Commission started negotiations on an EU-US Agreement on cross-border access to

e-evidence. It will also continue participating in the negotiations on a Second Additional Protocol to the Council of Europe Convention on Cybercrime.

In addition, DG JUST will work together with Member States to ensure that recently adopted legislative acts are implemented and applied correctly (e.g. the European Criminal Records Information System for Third Country Nationals - ECRIS-TCN, Regulation on Confiscation). It will also oversee the implementation work of the Eurojust Regulation.

DG JUST will continue its actions linked to training legal practitioners on EU law. These actions contribute to the correct and coherent application of EU law, improves mutual trust in cross-border judicial proceedings and build a common European judicial culture, including of the rule of law. DG JUST will work on a new judicial training strategy and, once adopted by the Commission, on its implementation.

Specific objective 1: Improved cross-border cooperation in civil and criminal matters

Related to spending programme(s): Justice Programme, Digital Europe Programme

Result indicator 1.1: Annual number of legal practitioners participating in training on EU law in the EU

Explanation: Training of legal practitioners on EU law contributes to the correct and coherent application of EU law, improves mutual trust in cross-border judicial proceedings and builds a common European judicial culture, including of the rule of law.

Source of data: DG Justice Annual report on European judicial training, based on data collected from the national training institutions for legal practitioners.

Baseline (2018)	Interim milestone (2022)	Target (2024)
190 000	245 000	300 000

Specific objective 1: Improved cross-border cooperation in civil and criminal matters

Related to spending programme(s): Justice Programme, Digital Europe Programme

Result indicator 1.2: Number of hits on the e-Justice Portal / pages addressing the need for information on cross-border civil and criminal cases

Explanation: The European eJustice- Portal is a one-stop shop in the justice area providing a host of information on European and national procedures, victims' and defendants' rights, as well as a number of pan-European electronic services. The Portal is an important resource for citizens, businesses and legal practitioners in the context of the Single Market, enhances access to justice and supports cross-border judicial cooperation.

Source of data: European e-Justice Portal

Baseline (2020)	Interim milestone (2022)	Target (2024)
5 million (projected)	7 million	9 million

Specific objective 1: Improved cross-border cooperation in civil and criminal matters

Related to spending programme(s): Justice Programme, Digital Europe Programme

Result indicator 1.3: Number of exchanges via the European Criminal Records Information System (ECRIS)

Explanation: ECRIS is a decentralised electronic system allowing for the exchange of information extracted from criminal records between the Member States for the purpose of criminal proceedings and for any other purposes, e.g. background checks for recruitment procedures, obtaining licences or other administrative issues

Source of data: Member State and eu-LISA statistics

Baseline (2020)	Interim milestone (2022)	Target (2024)
4 million	4.5 million	5 million

Specific objective 1: Improved cross-border cooperation in civil and criminal matters

Related to spending programme(s): Justice Programme, Digital Europe Programme

Result indicator 1.4: Number of the hits on the guides and factsheets on the e-Justice Portal

Explanation: EJM civil guides and factsheets promote better implementation and application of civil justice application of the civil justice acquis and facilitate access to justice to EU citizens and businesses

Source of data: e-Justice Portal

Baseline (2019)	Interim milestone (2022)	Target (2024)
963 428	increase	increase

Specific objective 1: Improved cross-border cooperation in civil and criminal matters

Related to spending programme(s): Justice Programme, Digital Europe Programme

Result indicator 1.5: The average time of the surrender procedure (number of days between the arrest and the decision on the surrender of the person sought) under the European Arrest

Warrant in cases where the person consents to the surrender

Explanation: The average time of the surrender procedure under a European Arrest Warrant is a good indicator of mutual trust between Member States

Source of data: EAW annual statistics

Baseline (2018)	Interim milestone (2022)	Target (2024)
16,5	14	10

Specific objective 1: Improved cross-border cooperation in civil and criminal matters.

Related to spending programme(s): [Insert]

Result indicator 1.6: Proportion of proposed legislative revisions that include burden reduction measures

Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.

Source of data: DG JUST

Baseline (N/A)	Interim milestone (2022)	Target (2024)
	Positive trend	Positive trend

Specific Objective 2: Improved access to justice for citizens and facilitated cross-border cooperation for judicial authorities through better use of digital technologies

Ensuring effective access to justice and facilitating judicial cooperation are among the main objectives of the EU's Area of Security and Justice that is a part of the Headline Ambition Promoting our European life under the President's Political Guidelines. Judicial proceedings in the European Union need to keep pace with digital transformation processes. Notwithstanding the progress made to date in this area, there is a clear need for further work towards the modernisation of justice and ensuring access thereto for all.

Digital transition constitutes one of the main priorities of the von der Leyen Commission. The digital transition should work for all, putting people first and opening new opportunities for different stakeholders. President von der Leyen has committed in her political guidelines to ensuring that Europe strives for more by grasping the opportunities from the digital age within safe and ethical boundaries.

Member States have recognised the need to update their public sector digital strategies. The Tallinn Digital Summit in September 2017 addressed these issues at European level and articulated what they expect from the Commission.

The experience with the COVID-19 crisis shows the need for functioning justice systems under challenging circumstances. Currently, effective access to justice in the EU is hampered by the time consumed in paper exchanges. Digital technologies have great potential to improve the efficiency of justice systems. The crisis further confirmed that such technologies are essential to ensure uninterrupted and timely access to justice for citizens and businesses, thus helping to build resilient national systems.

In order to respond to the challenges highlighted by the COVID-19 crisis, in the context of the EU Recovery Plan DG JUST will work on a strategy of targeted measures to boost the digitalisation of justice at the European and, within competence boundaries, at the national level. Such measures would include possible legislative, funding and practical IT tools to tackle the challenges and barriers to efficient access to justice and cross-border cooperation in judicial matters.

Specific objective 2: Improved access to justice for citizens and facilitated cross-border cooperation for judicial authorities through better use of digital technologies		Related to spending programme(s): Digital Europe Programme, Justice Programme, other relevant MFF 2021-2027 funding instruments.
Result indicator 2.1: Availability of electronic means in courts		
Explanation: The indicator measures the extent to which electronic means are available in the courts of the Member States to submit a case, to transmit summons and to monitor the stages of a proceeding.		
Source of data: EU Justice Scoreboard		
Baseline (2019) Electronic means available for 100 % of courts in 5 MS	Interim milestone (2022) Increased availability of electronic means in more MS	Target (2024) Electronic means available in most courts in a majority of MS

Specific objective 2: Improved access to justice for citizens and facilitated cross-border cooperation for judicial authorities through better use of digital technologies		Related to spending programme(s): [Insert]
Result indicator 2.2: Proportion of proposed legislative revisions that include burden reduction measures		
Explanation: The indicator measures how the Commission upholds its commitment to ensure that proposals for legislative revisions incorporate burden reduction measures, in the broader context of REFIT programme and One-In, One-Out approach. The indicator shows how many proposed legislative revisions out of the total, for each relevant specific objective, include measures that concretely reduce burden.		
Source of data: DG JUST		
Baseline (N/A)	Interim milestone (2022) Positive trend	Target (2024) Positive trend

D. Key performance indicators



For 2020-2024, DG JUST has five key performance indicators. They illustrate the performance of DG JUST in policy areas.

General objective 6:

A new push for European democracy



Specific objective 6.1: Strengthened rule of law in the Union

Result indicator: Degree of establishment of the new European Rule of Law Mechanism in line with the Political Guidelines

Specific objective 6.3: Improved framework to protect democracy in the European Union

Result indicator: Citizens perception on democratic participation ‘my voice counts’

Specific objective 6.6: Eliminate inequalities and discrimination, and promote equality for all

Result indicator: Degree of implementation of Gender Equality Strategy

General objective 2:

A Europe fit for the digital age



Specific objective 2.1: Consumers are empowered and better protected

Result indicator: Percentage of consumers who think that in general retailers/providers respect their rights as consumers

General objective 4:

Promoting our European way of life



Specific objective 4.1: Improved cross-border cooperation in civil and criminal matters

Result indicator: Number of exchanges via the European Criminal Records Information System (ECRIS)

PART 2.

Modernising the administration: main outputs for the year



The Commission is committed to further modernise its way of working. To this end, DG JUST will focus on the key outputs in the traditional areas of organisational management, namely, human resources management, financial management, fraud risk management, and information management. Digital transformation and sound environmental management are two new areas, where DG JUST set out its targets for modernisation.

As a modern public administration, the Commission implements an internal control framework inspired by the highest international standards. The Commission's system covers all the principles of internal control identified in the Committee of Sponsoring Organizations of the Treadway Commission 2013 Internal Control framework, including financial control, risk management, human resource management, communication and the safeguarding and protection of information. DG JUST has established an internal control system tailored to its particular characteristics and circumstances and regularly assesses its implementation and overall functioning. This assessment is based on indicators, the most strategic of which are listed in this section of the strategic plan.

A. Human resource management



In order to ensure the effective management of human resources and to optimise the capacity to deliver on priorities in this strategic plan, DG JUST will develop a local HR strategy with a medium to long-term outlook (3–5 years) consistent with the overall corporate HR strategy.

Key priority strands of the HR Strategy will be:

- An effective resource allocation that ensures the alignment of available resources with DG JUST priorities and the Commission's headline ambitions, based on regular workload assessment and monitoring;
- Recruiting skilled staff and investing in the further development of professional competences of both management and non-management staff to ensure that the Directorate-General is able to draw at all times from the right pool of competences, knowledge and experience;
- Investing in staff's skills and competences with a view to offering interesting career development opportunities to all staff;

- Creating an inclusive workplace and working conditions that favour a work/life balance, staff well-being and job satisfaction.

The different strategy strands will aim to strengthen staff engagement and take account of crosscutting priorities such as promoting equal opportunities and diversity. Mutually reinforcing and complementary activities will stem from other DG-wide activities such as the Knowledge Management Strategy (i.e. working towards more collaborative ways of working and facilitating access and sharing of knowledge) or efforts to ensure the DG has the right IT tools to deliver.

The new HR Strategy will build on the short and medium term actions of the 2019 HR Development Plan that followed up on the results of the 2018 staff satisfaction survey and the 2019 Away Day. The three areas of attention in the Development Plan (increased collaboration, strengthened learning & development, and wellbeing and work/life balance) will therefore remain strategic HR priorities. The new HR Strategy will also draw from the lessons learned from the COVID-19 crisis. The implementation of the HR Strategy will be accompanied with systematic and targeted internal communication activities to ensure a continued and direct contact with staff on HR issues.

Objective: DG JUST 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 (female representation in middle management) (12/2019)	Target (2022) ¹⁵
10 (48%)	+1

Indicator 2: DG JUST staff engagement index

Source of data: Commission staff survey

Baseline (2018)	Target (2024)
68%	increase to reach at least the Commission's average

¹⁵ The target will be revised and extended by January 2023 for the period 2023-2024.



B. Sound financial management

To provide the Authorising Officer by Delegation with a reasonable assurance as regards legality and regularity of transactions, the Directorate-General's control system encompasses the following dimensions:

- the review and follow-up of exceptions and non-compliance instances;
- the review and follow-up of the compliance to the internal control framework;
- the follow-up of the implementation of audit recommendations both from the Internal Audit Service and the European Court of Auditors;
- implementation of the DG JUST Anti-fraud strategy with focus on fraud and ethics awareness raising amongst staff;

an effective control system for procurement and grants financial transactions based on extensive ex-ante verifications with little or no error at the moment of payment.

Throughout the 2020-2024 period, the efforts will continue to ensure that payments are made on time and the number of exceptions is minimal.

The Financial Regulation sets out a robust system of rules governing the use of financial resources entrusted to the Commission. The Authorising Officers are responsible for implementing revenue and expenditure in accordance with the principle of sound financial management and for ensuring compliance with the requirements of legality and regularity¹⁶.

The DG will strive to ensure the cost effectiveness of its operations by ensuring that budget needs are assessed and budget is allocated effectively to different activities and the budget is implemented in good time.

Any deviation from established processes and procedures will be recorded in DG JUST's register of exceptions and non-compliance events that will serve as a basis to detect potential deficiencies affecting the internal control system. The Authorising Officers by Delegation make an annual declaration in the Annual Activity Report that they have reasonable assurance that the resources under his / her management have been used for

¹⁶ Art. 66(1) of the Financial Regulation

their intended purpose and in accordance with the principle of sound financial management, i.e. respecting the principles of economy, efficiency and effectiveness¹⁷.

Throughout the 2020-2024 period corrective action will be taken to decrease the error rate in the non-audited population of grants. A strategy that will focus on the beneficiaries and its diverse participations in grant agreements and no longer on the project. A very high rate of projects audited in the population at will be maintained for next years with a coverage of more than 40% of the population to be audited.

Annual management assessments of the effectiveness of key internal control systems are carried out to ascertain whether the components of internal control are present and functioning and whether deficiencies are remedied in a timely manner. DG JUST follows the methodology proposed in the “implementation guide of the internal control framework of the Commission”.

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: DG JUST's annual activity report

Baseline (2019)	Target (2024)
0,83%	< 2% of relevant expenditure



C. Fraud risk management

The Commission's new, state-of-the-art anti-fraud strategy adopted in April 2019 (COM(2019) 196 final)¹⁸ highlights the need for continued vigilance against the risk of fraud. The new strategy focuses on protecting the EU's financial interests from fraud, corruption and other intentional irregularities and on the risk of serious wrongdoing inside the EU's institutions and bodies.

DG JUST has developed and implemented its own anti-fraud strategy since 2012, on the basis of the methodology provided by OLAF, following the adoption of the previous

¹⁷ Art. 30 of the Financial Regulation

¹⁸ https://ec.europa.eu/anti-fraud/sites/antifraud/files/2019_commission_anti_fraud_strategy_en.pdf

Commission anti-fraud strategy¹⁹. It was last updated in April 2018 and shall be updated accordingly during 2020, duly taking into account the new Commission anti-fraud strategy and after further consideration is given to the possible new implications of the adoption of the new Multiannual Financial Framework 2021-2027. Afterwards it will be updated and reviewed as appropriate every two to three years. Its implementation will continue to be monitored twice a year with reporting to management.

To minimise the risk of fraud, specific anti-fraud related actions will be carried out by DG JUST in the coming years:, including

- increasing fraud awareness among staff members through dedicated training sessions and lunchtime seminars to be organised in collaboration with OLAF;
- discussions at management level on how to further strengthen the culture of trust and zero tolerance to fraud in DG JUST, as well as the professional integrity of its staff members;
- regular attendance of the Fraud Prevention and Detection Network meetings chaired by OLAF and of the specific subgroups to be set-up following the Commission’s new anti-fraud strategy.

At the same time, DG JUST will continue to support the setting-up of the European Public Prosecutor’s Office and provide it with administrative assistance in the start-up phase, as well as support Member States’ transposition and implementation of the so-called PIF-Directive concerning fight against fraud²⁰.

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission Anti-Fraud Strategy ²¹ aimed at the prevention, detection and correction ²² of fraud	
Indicator: Implementation of the actions included in DG JUST’s anti-fraud strategy over the whole strategic plan lifecycle (2020-2024)	
Source of data: DG JUST’s annual activity report, DG JUST’s anti-fraud strategy, OLAF reporting	
Baseline (2018)	Target (2024)
Almost 100%	100% of action points implemented in time

¹⁹ Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee, and the Committee of the Regions and the Court of Auditors of 24 September 2011 on the Commission Anti-Fraud Strategy, COM (2011) 376 final

²⁰ Directive (EU) 2017/1371 of the European Parliament and of the Council of 5 July 2017 on the fight against fraud to the Union’s financial interests by means of criminal law, OJ L 198, 28.7.2017, p. 29. Transposition deadline: 4 July 2019

²¹ Communication from the Commission ‘Commission Anti-Fraud Strategy: enhanced action to protect the EU budget’, COM(2019) 176 of 29 April 2019 – ‘the CAFS Communication’ – and the accompanying action plan, SWD(2019) 170 – ‘the CAFS Action Plan’.

²² Correction of fraud is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

D. Digital transformation and information management



In her Political Guidelines, Commission President Ursula von der Leyen stressed the need to lead the transition to a new digital world, and has committed to “drive the full digitalisation of the Commission, putting in place new digital methods and digital diplomacy tools”. In that context, she started the debate on ethical Artificial Intelligence and the use of big data to create wealth for societies and businesses. The resulting policies will depend in great measure on data as the lifeblood of decision making.

The role of digital technologies is clear. In this context, the EC Digital Strategy (ECDS) adopted in 2018 is paving the way towards digital transformation.

The European Commission Digital Strategy (ECDS) states that “new, innovative digital solutions in support of the Commission’s policies and activities are needed as a result of several factors: Member States’ expectations, legal obligations, new user requirements, heightened security concerns and a corporate approach to information management, emphasising the sharing and reuse of data”.

As for all Commission Services, DG JUST’s major IT challenge is responding to the Commission’s political priorities and related user needs, by contributing to the modernisation of the existing DG owned and corporate systems, and to the development of a new generation of mission-critical digital solutions by taking action in the areas enumerated below.

i. Facilitation of a better cooperation in civil and criminal matters – electronic exchange of information (eEDES):

In the context of cooperation in criminal matters, eEDES is an IT system, developed by the Commission, to be used as of 2020 by and between the competent Member State authorities for the digital exchange of information in the context of the European Investigation Order (EIO) and Mutual Legal Assistance agreements (MLAs). The system aims to facilitate the digital exchange by providing a fast, secure and efficient data exchange platform. Concepts and components of the platform have the potential of being reused for extending the cooperation between the competent Member State authorities beyond EIO and MLA, and possibly also in civil matters.

This initiative draws on the implementation of the following ECDS principles: Digital by default, Security, Privacy, Interoperability and Cross-border, User centric and Agile.

ii. Further enrichment of consumers policy IT tools portfolio

In the context of consumers policy development around knowledge and trust, compliance and enforcement, complaints and dispute resolution, the following three initiative are likely to set the IT scene in the consumers IT domain:

- a. An environment to set up an enforcement laboratory for consumer rights and safety

The Regulation on Consumer Protection Cooperation (EU) 2017/2394 requires the Commission and Member States to cooperate in digital investigation and enforcement in the area of consumer protection and to alert Member States in case of suspicion of a widespread infringement of Union dimension. To perform this alerting role there is a need for a process for taking evidence of illegal practices from online public information (as the Commission can only use public information).

A possible solution would be the creation of an environment to set up an enforcement laboratory for consumer rights and safety. Such a laboratory should enable the European Commission and Member States to participate in investigative work and to share knowledge. It should be inter-operable with Member States' national systems used for this purpose, and should be able to produce reports, including by using big data analysis techniques and artificial intelligence.

- b. Consumer knowledge data warehouse

To ensure effective evidence-driven policy, legislation and enforcement, there is a need for a solution for effective collection, storage and processing of data. The solution could be built on top of the Commission's Data Platform currently under development by DIGIT. It would combine a number of streams of consumer policy-relevant data from both national and EU-wide sources and use state of the art business intelligence software to generate insights for policy development and enforcement.

- c. A modernised, user-centric Online Dispute Resolution platform built on a future-proof digital technology

The current Online Dispute Resolution platform will undergo an Information Architecture re-engineering in order to offer its users an improved user journey, including comprehensive information on consumer rights and optimised step-by-step assistance for filing complaints.

These initiatives draw on the implementation of the following ECDS principles: Digital by default, Once only, Security, Privacy, Interoperability and Cross-border, User centric, Data driven and Agile.

iii. Modernisation and evolution of the e-Justice Portal

The European e-Justice Portal is a one-stop shop in the justice area providing a host of information on European and national procedures, victims' and defendants' rights, as well as a number of pan-European electronic services. The portal is an important resource for citizens, businesses and legal practitioners in the context of the Single Market. It enhances access to justice and supports cross-border judicial cooperation.

This initiative aims at improving the quality of service for EU citizens and businesses and consequent increased number of visits by improving the user journeys, accessibility for impaired users, and response time.

Among other foreseen evolutions, the Commission will develop the digitalisation of European judicial training by launching a new tool on the European e-Justice Portal: the European Judicial Training Platform, a search tool for justice practitioners to find training activities on EU law in the EU and self-learning training material on EU law.

Moreover, some of the tools developed as part of the portal present potential interest for use by other Commission services.

This initiative draws on the implementation of all ECDS principles, with an accent on Data driven, Transparency, Openness, User Centric, Interoperability, Cross-border and Agile.

iv. Automatic handling of complaints

DG JUST will explore further the use of IT tools, including AI components, in handling complaints. Such tools could perform automatic grouping (e.g. by author) and attribution (including those for Agencies) of letters.

v. Modernisation of European Commission's Digital workplace

A number of processes and tools at the corporate level need inter-service cooperation across the board to improve their performance. DG JUST is willing to participate in such initiatives, in particular:

- Identifying the optimal set of collaboration and videoconference tools and encouraging users to use them over time-consuming practices, like sending documents via email for review or organising face-to-face meetings. A solution could be Office 365, extended to users outside the Commission.
- Complementing business continuity measures, including those related to electric power and network loss, with automatic switch of critical tools to emergency state on portable devices, and a richer set of their functionalities related to delegations of tasks and responsibilities.
- Streamlining, simplifying and adapting the tools in the domains of inter-service consultation, briefing and speeches, and financial management processes
- Supporting paperless initiatives while balancing the approach to prevent eye and vision conditions, and promote sustainable electronic waste.
- Promoting training by specific roles or processes rather than by tools, and where possible via eLearning.
- Enriching IT tools with on-demand, and where possible automatic, translation functionalities.
- Exploring new technologies potential (e.g. AI) and the underlying regulatory needs.

Data protection: Protection of personal data is a fundamental right guaranteed by Article 8 of the Charter of Fundamental Rights as well as by Article 16 of the Treaty on the Functioning of the European Union. Regulation 2018/1725 on the protection of personal data aligned the obligations of the European institutions with those applicable in the Member States. In line with the Commission Data Protection Action Plan^[1], DG JUST will focus on raising staff's awareness of data protection and its implications for their daily work. The objective would be that all staff have attended awareness raising by 2024. To reach this objective, around 100 DG JUST colleagues should take part in such activities each year. The awareness raising activities could include a data protection module in the introductory training for newcomers and regular awareness raising for other staff, in particular in the form of lunchtime seminars. Information on data protection could also be provided directly to units, e.g. through participation of the DPC at unit meetings. Staff will be encouraged to participate in the data protection trainings organised by the office of the Data Protection Officer. To measure progress, *indicator 3: Percentage of staff attending awareness raising activities on data protection compliance* will be used.

Following the adoption in January 2019 of its [Knowledge Management strategy](#), DG JUST will continue pursuing its two key objectives: i) ensuring that the whole DG JUST has access to the knowledge in each part; and ii) empowering all DG JUST staff to work together efficiently. This will be done through identifying and implementing priority actions on an annual basis, to make knowledge and information easily accessible to staff and promote collaboration.

DG JUST will implement the principles of “**Data Governance and data policies at the European Commission**” in regard to its key data assets, starting with the establishment of a compliance baseline in 2020 followed by monitoring in subsequent years. DG JUST also adopted in October 2018 its Data Quality Framework and Guidelines, which outline the quality standards that it sets to adhere to in its statistical activities. The Framework will be continuously implemented (documenting compliance), will be dynamically aligned to relevant corporate standards (in particular the reference quality framework for other statistics to be adopted by Eurostat) and reviewed annually to take stock of new statistical activities.

Indicator 1 is detailing the overall degree of implementation of the digital strategy principles by the three most expensive IT solutions: the eEvidence Digital Exchange System, the Online Dispute Resolution System, the Safety Gate²³.

^[1] <https://ec.europa.eu/transparency/regdoc/rep/3/2016/EN/C-2016-6626-F1-EN-MAIN.PDF>

²³ Safety Gate-RAPEX is the IT application used for RAPEX, the EU rapid alert system for dangerous products, with the exception of food, pharmaceutical and medical devices. It allows for the rapid exchange of information between Member States (via national contact points) and the Commission on measures taken to prevent or restrict the marketing or use of products posing a risk to health and safety or to different public interests.

Objective: DG JUST's is using innovative, trusted digital solutions for better policy-shaping, information management and administrative processes to forge a truly digitally transformed, user-focused and data-driven Commission

Indicator 1: Degree of implementation of the digital strategy principles by the three most expensive IT solutions²⁴

Source of data: DG JUST Information Resources Manager

eEvidence Digital Exchange System

Baseline (2020)	Interim milestone (2022)	Target (2024)
75%	90%	90%

Online Dispute Resolution System

Baseline (2020)	Interim milestone (2022)	Target (2024)
80%	90%	90%

Safety Gate

Baseline (2020)	Interim milestone (2022)	Target (2024)
85%	90%	95%

Indicator 2: Percentage of DG JUST key data assets for which corporate principles for data governance have been implemented

Source of data: DG JUST Local Data Correspondent

Baseline (2020)	Interim milestone (2022)	Target (2024)
0%	50%	80%

Indicator 3: Percentage of staff attending awareness raising activities on data protection compliance

Source of data: Statistics on attendance at awareness raising events

Baseline (2018)	Interim milestone (2022)	Target (2024)
0%	50% of staff (100% of newcomers)	100% of staff

²⁴ 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 on the basis of the proposed modernisation plan. For each of the 3 solutions, a table will reflect – per principle – the progress achieved during the last year.



E. Sound environmental management

The European Green Deal is one of the headline ambitions of the von der Leyen Commission. In the European Green Deal Communication²⁵, the Commission committed itself to lead by example in this field: “The Commission is also keen to reduce its environmental impact as an institution and as an employer. It will present a comprehensive action plan in 2020 to implement itself the objectives of the Green Deal and to become climate neutral by 2030.”

Through EMAS - The Eco-Management and Audit Scheme - the Commission wishes to “lead by example” through the reduction of the direct environmental impact of its own activities. DG JUST aims to contribute to that objective through the following actions up until 2024:

- Digital transformation as an enabler of more a more sustainable workplace. Drawing on the experience from the Covid-19 crisis, increased use of distance communication and teleworking tools would reduce the need for transport to and from meeting points, and thus reduce the carbon footprint of DG JUST.
- Encourage staff to use their digital devices rather than print documents for meetings.
- Take measures to limit the waste produced in the buildings. Replace vending machines for bottled water by water fountains, provided that sufficient financing can be found.

²⁵ COM(2019) 640 final