



Annual Activity Report 2024

annexes

DG TAXATION AND CUSTOMS UNION

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

“I declare that in accordance with the Commission’s communication on the internal control framework ⁽¹⁾, I have reported my advice and recommendations on the overall state of internal control in the Directorate General Taxation and Customs Union to the Director-General.

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

31 March 2025

eSigned

Priscila Fernández-Cañadas

Director

⁽¹⁾ C(2017)2373 of 19.04.2017.

ANNEX 2: Performance tables

General objective 1: European Green Deal			
Impact indicator 1: Greenhouse gas emissions intensity of energy consumption Source of the data: Eurostat (Eurostat online data code: sdg_13_20)			
Baseline (2017)	Interim Milestone (2021)	Target (2024)	Latest known results (2022)
86.7	Decrease	Decrease	83.5
Impact indicator 2: Share of renewable energy in gross final energy consumption Source of the data: Eurostat (Eurostat online data code: sdg_07_40)			
Baseline (2018)	Interim Milestone (2022)	Target (2030)	Latest known results (2023)
19.1%	20%	32%	24.5%
Specific objective 1.1: Design EU tax policy actions that contributes to a carbon neutral continent by 2050			Related to spending programme: Fiscalis
Result indicator 1: Tax Action Plan Implementation Indicator (KPI-1) Source of data: DG TAXUD			
Baseline (2020)	Target (2024)	Latest known results (2024)	
0%	100% of actions implemented	56% of the actions implemented and 31% of them on hold following changing priorities. 13% still ongoing.	

Main outputs in 2024			
New policy initiatives			
Output	Indicator	Target	Latest Known Result
Implementing act for administrative procedures and conditions for application and authorization (CBAM)	Adoption by College	Q2 2024	Postponed to 2025
Implementing and delegated acts for accreditation of verifiers (CBAM)	Adoption by College	Q4 2024	Postponed to 2025
Delegated act for the Sale and re-purchase of CBAM certificates	Adoption by College	Q4 2024	Postponed to 2025
External Communication Actions			
Output	Indicator	Target	Latest Known Result
CBAM Campaign	Website views	15-30K	100k

	Social Media Organic		
	<ul style="list-style-type: none"> Number of impressions Number of engagements Engagement rate 	<ul style="list-style-type: none"> 50-70k 1000-1500 2-2.5% 	<ul style="list-style-type: none"> 1.538.380 1154 NA
	Social Media Paid		
	<ul style="list-style-type: none"> Number of impressions Number of Engagements Engagement rate 	<ul style="list-style-type: none"> 10-20 Mio 300-500K 2-4% 	<ul style="list-style-type: none"> 10.8 Mio 179k 1.65%
	Stakeholders		
	<ul style="list-style-type: none"> Number of Engagements Engagement rate 	<ul style="list-style-type: none"> 5 engaged stakeholders per target country 10% 	<ul style="list-style-type: none"> 60 % of 32 EU and Global associations engaged in this action
Other important outputs			
Output/ Result	Indicator	Target	Latest Known Result
CBAM Transitional System	System operational; Trader data collected and analysed	Q4 2024	In operation
CBAM Definitive System	Trader Registry in operation	1.1.2025	In operation

General objective 3: An economy that works for the people			
Impact indicator 3: Intra-EU trade in goods and services (% of GDP)			
Source of the data: Eurostat, Balance of payments (Eurostat online data code: bop_gdp6_q)			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2023)
42.7% (goods)	Increase	Increase	45.6%
10.1% (services)	Increase	Increase	11.4%
Specific objective 3.1: Develop tax policy actions for a stronger, fairer and more efficient Single Market			Related to spending programme: Fiscalis
Result indicator 1: Tax Action Plan Implementation Indicator (KPI-1)			
Source of data: DG TAXUD			
Baseline (2020)	Target (2024)	Latest known results (2024)	
0%	100 % of actions implemented	56% of the actions implemented and 31% of them on hold following changing	

			priorities. 13% still ongoing.
Result indicator 2: Member States' compliance with EU Tax and Customs Law			
Source of data: DG TAXUD			
Baseline (2020)	Milestone (2020)	Milestone (2021)	Latest known results (2024)
<ul style="list-style-type: none"> • Number of infringement cases closed • Number of EU PILOT cases closed • Number of newly opened cases (both EU PILOT and infringements) • Number of non-communication cases closed • Number of newly opened non-communication cases 		<ul style="list-style-type: none"> • 54 • 35 • 102 • 25 • 9 	<ul style="list-style-type: none"> • 19 • 40 • 25 (1 Customs+24 taxation) • 13 • 14

Main outputs in 2024				
Evaluations and fitness checks				
Output	Indicator	Target	Latest Result	Known
Evaluation of the Directive on administrative cooperation (DAC)	Staff Working Document published	Q4 2024	Postponed to first half 2025	
Open Public Consultations				
Output	Indicator	Target	Latest Result	Known
Public consultation related to the Evaluation of the Directive on Administrative Cooperation	Publication of the questionnaire	Q1 2024	Completed July 2024	
Enforcement actions				
Output	Indicator	Target	Latest Result	Known
Follow-up to the compliance checks for the Excise Duties directive (2020/262/EU)	EU Pilot/infringement procedures launched/closed	Q2 2024	Finalised	

Follow-up to the compliance checks for Directive (2020/1151/EU) on alcohol excise duty	EU Pilot/infringement procedures launched/closed	Q2 2024	Finalised
Assessment of the completeness of transposition of Directive (2020/284) on requirements for payment service providers	Transposition checks for 27 Member States completed or infringement action launched/continued	Q4 2024	Finalised
Follow up of the horizontal exercise regarding compliance by Member States with the Recovery Directive (2010/24)	EU Pilots/infringements launched/closed	Q3 2024	Finalised
Finalise the completeness and conformity of transposition of the DAC7 Directive (2021/514 amending Directive 2011/16/EU on administrative cooperation in the field of taxation)	EU Pilots/infringements launched and closed	Q3 2024 (taking into account the second deadline)	Ongoing
Begin transposition check of the Pillar 2 Directive (2022/2523) ensuring a global minimum level of taxation	EU Pilots/infringements launched and closed	Q4 2024	Ongoing

External Communication Actions			
Output	Indicator	Target	Latest Result Known
2024 Tax Symposium	<ul style="list-style-type: none"> Event Number of participants (onsite) Number of participants (online) (Potential) social media reach of the event Overall usefulness of the event Number of engagements: number of questions asked in the chat and / or number of participants in online live polls and/or number of mentions of the event hashtag on social media 	<ul style="list-style-type: none"> Q4 2024 500- 800 participants 1000 participants 41 million 90% 1.500 	Postponed to March 2025
BEFIT campaign	Start of the campaign	Q1 2024	
	<ul style="list-style-type: none"> Number of online events Number of viewers per live event Overall usefulness of the event Stakeholders reached per event Stakeholders engaged 	<ul style="list-style-type: none"> 3 150-300 80% 500-800 10-15% 	<ul style="list-style-type: none"> 1 225 NA 220 20.7%

	<ul style="list-style-type: none"> Number of viewers of the recordings Completion rate of the video 	<ul style="list-style-type: none"> 5.000 3-5% 	<ul style="list-style-type: none"> NA NA 	
Other important outputs				
Output	Indicator	Target	Latest Result	Known
Annual report on taxation	Publication of report	Q2 2024	Finalised	
e-Commerce IT system	System v. 7.5 in operation	Jan 2024	Finalised	
DAC7 IT system	First exchanges in the trans-European part,	Feb 2024	Finalised	
EMCS IT System	New release (4.1) integrating with AES	Feb 2024	Finalised	
CESOP IT System	System operational, first reporting	Q2 2024	Finalised	
SME scheme for VAT IT System	System in production	1.1.2025	Finalised	

Specific objective 3.2: Implement the EU Programmes supporting EU tax and customs policy	Related to spending programme: Fiscalis Customs Customs Control Equipment Instrument	
Result indicator 3: Programme Performance Indicator Description: It consists of three components: <ul style="list-style-type: none"> Collaboration Robustness Indicator (KPI-3) Availability of European Information Systems and of the Common Communication Network (KPI-4) Source of data: DG TAXUD		
Results achieved under the Fiscalis and Customs programmes		
Baseline (2021)	Target (2024)	Latest known results (2024)
Availability of European electronic systems Fiscalis: 99.5% Customs: 99.6%	The value that corresponds to the category of that specific EES <ul style="list-style-type: none"> - Gold – 99.8% - Silver – 99.6% - Bronze – 99.4% - Best Effort – 98.0% Taxation: 99.5% Customs : 99.65%	Taxation: 99.62% Customs: 99.49%

Availability of the Common Communication Network Fiscalis: 99,8% Customs: 99.8%	Taxation: 99,8% Customs: 99.8%	Taxation: 99.63%% Customs: 99.63%% (CCN1:99.98%, CCN2:99.28%)
Use of key European electronic systems aimed at increasing interconnectivity and moving to a paper-free Customs Union - Number of messages exchanged (in the year of reporting) on the key EES/system components Customs: 0 Fiscalis: 0	Taxation: 1,440,000,000 throughout the programming cycle (2021-2027) Customs: 18,800,000,000 (18.8 billion) throughout the programming cycle (2021-2027)	Taxation: 2,3 billion (2 327 538 177) Customs: 7,8 billion (7 815 881 631)
Use of key European electronic systems aimed at increasing interconnectivity and moving to a paper-free Customs Union - Number of consultations carried out Customs: 0 Fiscalis: 0	Taxation: 840,000,000 (840 million) throughout the programming cycle Customs: 767,000,000 (767 million) throughout the programming cycle (2021-2027)	Taxation: 9,0 billion (9 040 531 974) Customs: 217 million (217 714 225)
Union Customs Code completion rate Customs: 75%	96% in 2024 100% in 2025	93.84%
IT simplified procedures for the national administrations and economic operators – Number of economic operators registered Fiscalis: 0 Customs: 0	Taxation: 6,882,571 Customs: Stable or increase	Customs: 621 408 Taxation: 6 862 488
IT simplified procedures for the national administrations and economic operators – Number of applications Fiscalis: 0 Customs: 0	Taxation: 877,000 Customs: Stable or increase	Customs: 191 990 Taxation: 903 835
Results achieved under the Fiscalis and Customs programmes.		
Baseline (2021)	Target (2024)	Latest known results (2024)
Extent to which the target audience is aware of the programme (awareness rate): Customs: 48% awareness for Customs	Customs: 50% by 2024, 60% by 2027 Fiscalis: 50% by 2024, 60% by 2027	Customs: 72.21% Fiscalis: 70%.

Fiscalis: 45% end of 2019 (data source programme poll done in 2019)		
Degree of networking generated by the programme activities Percentage of agreement with the statement “the programme generated networking opportunities” for colleagues in the national administrations of respondents (from “not at all agree”/0% to “fully agree” /100% ⁽²⁾ Customs: 80% Fiscalis: 85.2%	Customs: 90% average agreement, and 70% of respondents reporting occasional, frequent, or very frequent contacts. Fiscalis: 90% average agreement working opportunities and 70% of respondents reporting occasional, frequent, or very frequent contacts.	a) Network opportunity: Customs: 80.09% Fiscalis: 81%

<p>Result indicator 4: Customs Control Equipment Instrument Indicator</p> <p>Description: (Percentage of) border crossing points and customs laboratories which have equipment that meets the common list of equipment that should be available per customs laboratory/type of border crossing point (i.e. land, sea, air, postal, rail).</p> <p>Source of data: DG TAXUD</p>		
Baseline (2022)	Target (2024)	Latest known results (2024)
The common list of equipment has been defined and adopted; 9,3% for all BCPs*	Ensure customs border crossing points and customs laboratories are equipped in line with the equipment as per the common list – conformity expected at 60%.	10.7% for all BCPs* <ul style="list-style-type: none"> • Air: 15% • Land: 7% • Mobile: 33% • Post: 14% • Rail: 10% • Sea: 16% 29.55% for all customs laboratories

⁽²⁾ This granularity is no longer available following the simplification of reporting obligations on meeting participants.

* Based on data provided by Member States, the BCP data comprehensiveness rating is assessed at 73,6%. The rating takes into account data on Available equipment, BCP categorisation, Traffic Modalities and Threats/Risks.

Main outputs in 2024			
Other important outputs			
Output	Indicator	Target	Latest Known Result
Deliver all the projects in line with their respective legal deadlines	Project delivery dates defined in the respective legal bases, e.g. in the UCC Work Programme, or in the MASP-C or the MASP-T.	Deliver all the projects within the pre-defined date.	All projects delivered as scheduled.
2023 Customs programme progress report	Report adopted	Q2 2024	Adopted in Q2 2024.
2023 Fiscalis programme progress report	Report adopted	Q2 2024	Adopted in Q2 2024.
2023 CCEI programme progress report	Report adopted	Q2 2024	Adopted in Q2 2024.
Fiscalis Multiannual Work Programme 2024-2025	Work programme adopted	Q1 2024	Adopted in Q1 2024.
Signature of Grant Agreements under the 2 nd CCEI Multiannual Work Programme	Grant Agreements Signed	Q3 2024	43 out 46 grant agreements were signed by end Q4 2024 ⁽³⁾

⁽³⁾ For the reporting year, the time-to-grant indicator (by 30/11/2024) stands at 91%, with 42 out of 46 grant agreements signed on time, one project finalised after the time-to-grant deadline (30/11/2024) and three projects on hold. For the indicator, a baseline of 91% and a target of 95% were established. The deviation from the target is attributed to exchanges with two Member States, which resulted in 3 projects being put on hold due to country's further internal considerations.

Specific objective 3.3: Support wider EU policy priorities through taxation		Related to spending programme: Fiscalis	
Result indicator 1: Tax Action Plan Implementation Indicator (KPI-1)			
Source of data: DG TAXUD			
Baseline (2020)	Target (2024)	Latest known results (2024)	
0%	100% of actions implemented	56% of the actions implemented and 31% of them on hold following changing priorities. 13% still ongoing.	
Main outputs in 2024			
Other important outputs			
Output	Indicator	Target	Latest Known Result
Study on Health taxes from an EU perspective	Study published	Q1 2024	

General objective 5: Protecting our European way of life			
Impact indicator 4: Baseline non-credible Surveillance Data Records (SDR)*			
Source of the data: DG TAXUD			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2024)
0,30%	Significant Decrease	Significant Decrease	A decrease of the value of non-compliant SDRs from 0,44% to 0,10% of the total import value of codes under credibility checks registered.
Specific objective 5.1: Develop a more modern Customs Union, to facilitate trade, safeguard revenues and protect citizens and businesses		Related to spending programme: Customs	
Result indicator 5: Modernisation and simplification of the Union Customs legislation (KPI-2)			
Source of data: DG TAXUD			
Baseline (2020)	Target (2025)	Latest known results (2024)	
65% of work programme implemented	100% of work programme implemented	93,84% of work programme implemented	

		in terms of activities assigned to the Commission.
Result indicator 6: Member States' uniform implementation of the EU Tariff (CCT)		
Source of data: DG TAXUD		
Baseline (2020)	Target (2024)	Latest known results (2024)
Baseline Credibility checks on 450 codes	300% increase of codes covered	Work started at the end of 2024. It was delayed due to increased workload on the implementation by customs of EU financial and non-financial measures.
Result indicator 7: Implementation of security-related customs risk management actions indicator		
Source of data: DG TAXUD		
Baseline (2020)	Target (2024)	Latest known results (2024)
100% of the existing action plan activities implemented	100% of the new action plan activities launched and implemented according to the timelines established	<i>The indicator is no longer relevant in the context of the forthcoming UCC Reform.</i>
Result indicator 8: Implementation of Joint Analytics Capacities initiative		
Source of data: DG TAXUD		
Baseline (2020)	Target (2024)	Latest known results (2024)
Start	100% implemented	100% implemented in 2023. Further progress made to improve risk-management capability at EU-level.

Main outputs in 2024			
New policy initiatives			
Output	Indicator	Target	Latest Known Result
Delegated act to preserve certain customs facilitations for CBAM traders	Adoption by College	Q4 2024	Postponed to 2025
Bi-annual amendments of Council Regulations for the autonomous suspensions and quotas	Adoption by College	May 2024 November 2024	Adopted

Delegated Act and implementing Act on the EU Single Window Environment for Customs Regulation 2022/2399	Adoption by College	Q2 2024	Adopted Q3 2024
Revision of the Implementing Regulation on the Technical Arrangements for the electronic systems of the UCC	Adoption by College	Q2 2024	Adopted
External communication actions			
Output/ Result	Indicator	Target	Latest Known Result
ICS2 Campaign			
Website	Views	10-15 k	109k visitors
Media relations	Media items published in tier(s) 1-6 in a sample of	400-500	1971
Social Media organic	<ul style="list-style-type: none"> Number of impressions in total Number of engagements Engagement rate 	<ul style="list-style-type: none"> 50-70k 1000-1500 2-2.5% 	<ul style="list-style-type: none"> 18k 650 3.3%
Social Media Paid	<ul style="list-style-type: none"> Number of impressions Number of engagements Engagement rate 	<ul style="list-style-type: none"> 15-20 Mio 500-800K 3-5% 	<ul style="list-style-type: none"> 14.1 Mio 121k 0.84%
Stakeholders	<ul style="list-style-type: none"> Number of Engagements Engagement rate 	<ul style="list-style-type: none"> 25 10% 	<ul style="list-style-type: none"> 28 6%
Other important outputs			
Output	Indicator	Target	Latest Known Result
UCC Annual Progress Report 2024	Adoption by College	Q4 2024	Adoption postponed to Q2 2025
E-Customs Annual Report 2023	Completion	Q3 2024	Adopted
Customs Union Performance 2023 Annual Report	Report sent to the CPG	Q3 2024	The Report was sent to the CPG in Q3 2024
Study on the autonomous tariff suspension and quota scheme	Final report delivered	Q3 2024	Study was launched in October 2024 and should be completed by Q3 2025
Implementing act for the purposes of Regulation 116/2009 on the export of cultural goods	Adoption by College	Q3 2024	Adoption postponed to Q3 2025
Delegated and Implementing act for the data requirements of the UCC	Adoption by College and publication	Q1 2024	Adopted

Report to the European Parliament and to the Council on the application of Cash Controls Regulation.	Report published	Q2 2024	Adoption postponed to Q2 2025
Revision of Implementing Act 1352/2013 establishing the forms provided for in Regulation (EU) No 608/2013	Adoption by College	Q1 2024	Adopted in Q3 2024
Deployment of the central components of the Guarantee Management System and of the Proof of Union Status System (Phase 1)	System in operation	Q2 2024	Guarantee Management System and Proof of Union Status System deployed in Q1 2024
Deployment of the Centralised Clearance at Import System (Phase 1)	Trans-European system deployed	Q2 2024	The CCI system is deployed on time
Deployment of Release 3 of the Import Control System	Trans-European system deployed	Q2 2024	ICS2 Release 3 deployed in Q2 2024
Deployment of the Customs Risk Management System 2.0	System in operation	Q4 2024	CRMS2 Release 2.0 deployed in Q4 2024

Specific objective 5.2: Promote the EU's customs agenda internationally		Related to spending programme: Fiscalis Customs
Result indicator 9: Legitimate Trade Facilitating Indicator		
Source of data: DG TAXUD		
Baseline (2019)	Target (2024)	Latest known results (2024)
Uninterrupted response to quota/suspension requests	Uninterrupted	Target met in 2022
Number of traders with AEO status: 18 389	While the total number has decreased due to BREXIT, the number of traders of the EU27 continues to grow	On 31.12.2024, there were 18 438 AEOs compared to 18.375 one year earlier. On 01.01.2021, 1 144 AEOs registered in the UK were no longer included in the EU27 list.

Main outputs in 2024			
New policy initiatives			
Output	Indicator	Target	Latest Known Result
Proposal Binding Valuation Information	Adoption by College	Q2 2024	Completed (adoption 25.01.2024, publication 15.04.2024)
Revision of the provisions on preferential origin in the UCC Implementing Act	Adoption by College	Q2 2024	Revision under finalisation for launch in Q1 2025
Facilitation of digitalization of the electronic proofs of origin with the neighbouring countries	Adoption by College	Q3 2024	Legal basis under finalisation for launch in Q1 2025, as part of the revision of the UCC Implementing Act.
Other important outputs			
Output	Indicator	Target	Latest Known Result
Evaluation of 20 years of Customs Cooperation with China	Published	Q2 2024	Completed
Monitoring of the functioning of preferential trade arrangements (rules of origin and administrative cooperation)	Monitoring actions undertaken; Requests for information answered; Specimen Management System (SMS) kept up-to-date.	Throughout 2024	The activity continues as planned.
FTA negotiations on Rules of Origin with Indonesia, India and Eastern & Southern Africa (ESA)			India: negotiations still in progress Indonesia, ESA: almost completed
FTA negotiations on Customs and Trade Facilitation with Eastern & Southern Africa (ESA) and India			India: negotiations still in progress ESA (only one article pending agreement)
Conclude AEO mutual recognition agreements	Adoption of decision	Q2 2024 Singapore Q4 2024 Türkiye	Singapore: in January 2025 Singapore Customs finally obtained the necessary financing to make further progress on IT

ANNEX 3: Draft annual accounts and financial reports

Annex 3 Financial Reports - DG TAXUD - Financial Year 2024

Table 1 : Commitments

Table 2 : Payments

Table 3 : Commitments to be settled

Table 4 : Balance Sheet

Table 5 : Statement of Financial Performance

Table 5 Bis: Off Balance Sheet

Table 6 : Average Payment Times

Table 7 : Income

Table 8 : Recovery of undue Payments

Table 9 : Ageing Balance of Recovery Orders

Table 10 : Waivers of Recovery Orders

Table 11 : Negotiated Procedures

Table 12 : Summary of Procedures

Table 13 : Building Contracts

Table 14 : Contracts declared Secret

Table 15 : FPA duration exceeds 4 years

Table 16 : Commitments co-delegation type 3 in 2024

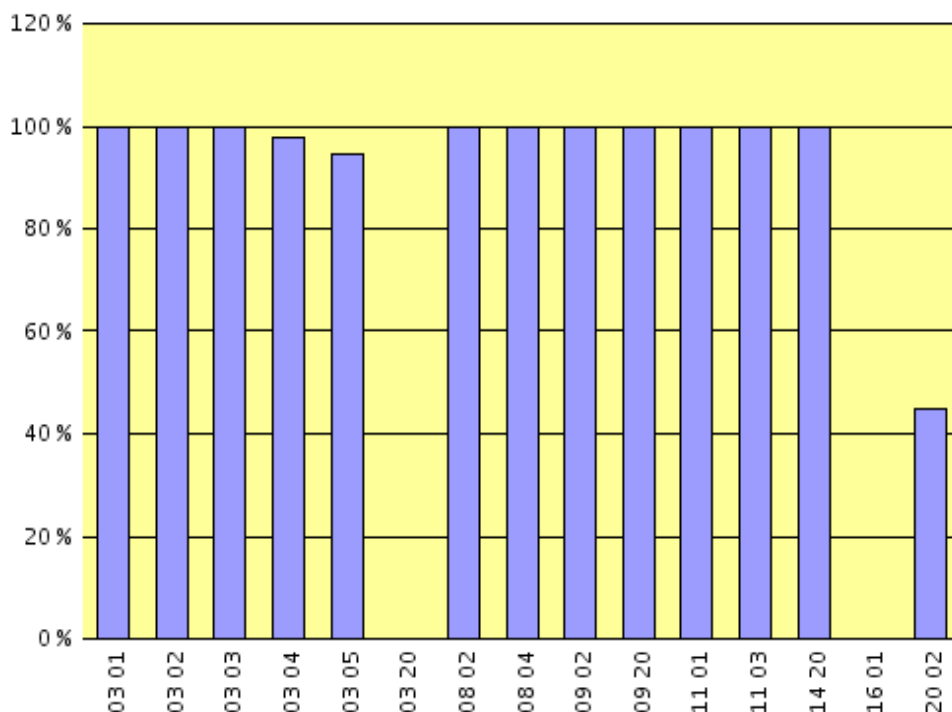
TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2024 (in Mio €) for DG TAXUD					
			Commitment appropriations authorised*	Commitments made	%
			1	2	3=2/1
Title 03 Single Market					
03	03 01	Support administrative expenditure of the 'Single Market' cluster	0.19	0.19	100.00 %
	03 02	Single Market Programme	4.13	4.13	100.00 %
	03 03	Union Anti-Fraud Programme	0.23	0.23	100.00 %
	03 04	Cooperation in the field of taxation (Fiscalis)	36.41	35.61	97.81 %
	03 05	Cooperation in the field of customs (Customs)	132.55	125.27	94.51 %
	03 20	Pilot projects, preparatory actions, prerogatives and other actions	0.00	0.00	0.00 %
Total Title 03			173.52	165.44	95.34 %
Title 08 Agriculture and Maritime Policy					
08	08 02	European Agricultural Guarantee Fund (EAGF)	0.56	0.56	100.00 %
	08 04	European Maritime, Fisheries and Aquaculture Fund (EMFAF)	0.15	0.15	100.00 %
Total Title 08			0.71	0.71	100.00 %
Title 09 Environment and Climate Action					
09	09 02	Programme for the Environment and Climate Action (LIFE)	1.53	1.53	100.00 %
	09 20	Pilot projects, preparatory actions, prerogatives and other actions	16.74	16.74	100.00 %
Total Title 09			18.27	18.27	100.00 %
Title 11 Border Management					
11	11 01	Support administrative expenditure of the 'Border Management' cluster	0.07	0.07	100.00 %
	11 03	Integrated Border Management Fund (IBMF) - Instrument for financial support for customs control equipment	143.73	143.69	99.97 %
Total Title 11			143.80	143.76	99.97 %
Title 14 External Action					
14	14 20	Pilot projects, preparatory actions, prerogatives and other actions	1.33	1.33	100.00 %
Total Title 14			1.33	1.33	100.00 %
Title 16 Expenditure outside the annual ceilings set out in the Multiannual Financial Framework					
16	16 01	Support administrative expenditure outside the annual ceilings set out in the Multiannual Financial Framework	0.02	0.00	0.00 %
Total Title 16			0.02	0.00	0.00 %
Title 20 Administrative expenditure of the European Commission					
20	20 02	Other staff and expenditure relating to persons	1.29	0.58	44.75 %

Total Title 20	1.29	0.58	44.75 %
Total Excluding NGEU	338.93	330.08	97.39 %

Total DG TAXUD	338.93	330.08	97.39 %
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** Commitment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous commitment appropriations for the period (e.g. internal and external assigned revenue).*

% Outturn on Commitment Appropriations in 2024 for DG TAXUD



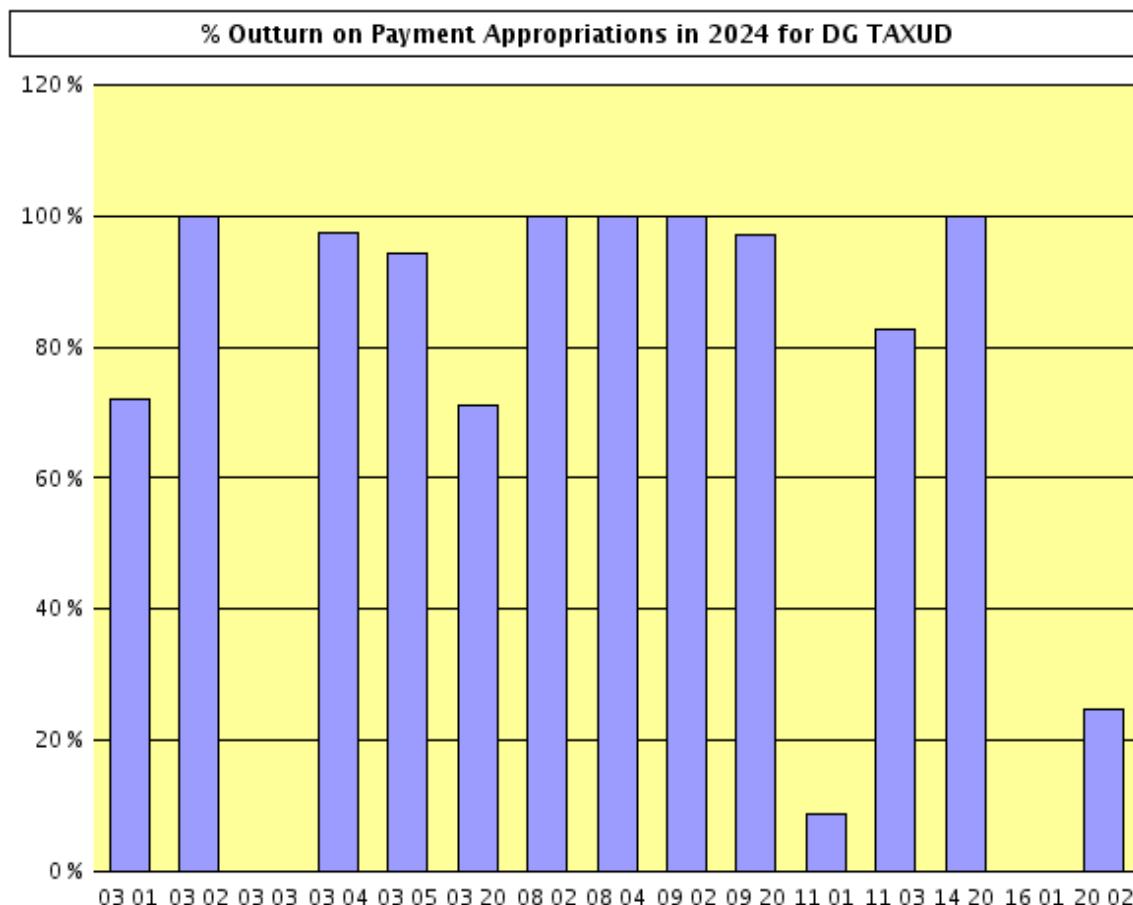
Explanatory note on Title 08 and 09: these are projects implemented by TAXUD, non co-delegated and/or from co-delegations.

Explanatory note on Title 20 indicator: the calculation includes appropriations C1, C5 and PO (PECO financing). The outturn percentage on commitment appropriations for C1 credits in 2024 stands at 99.98%.

TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS in 2024 (in Mio €) for DG TAXUD					
			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Title 03 Single Market					
03	03 01	Support administrative expenditure of the `Single Market¿ cluster	0.50	0.36	72.03 %
	03 02	Single Market Programme	2.42	2.42	99.90 %
	03 03	Union Anti-Fraud Programme	0.00	0.00	0.00 %
	03 04	Cooperation in the field of taxation (Fiscalis)	33.10	32.28	97.53 %
	03 05	Cooperation in the field of customs (Customs)	129.51	122.22	94.38 %
	03 20	Pilot projects, preparatory actions, prerogatives and other actions	0.42	0.30	71.14 %
Total Title 03			165.95	157.58	94.96%
Title 08 Agriculture and Maritime Policy					
08	08 02	European Agricultural Guarantee Fund (EAGF)	0.40	0.40	100.00 %
	08 04	European Maritime, Fisheries and Aquaculture Fund (EMFAF)	0.25	0.25	100.00 %
Total Title 08			0.65	0.65	100.00%
Title 09 Environment and Climate Action					
09	09 02	Programme for the Environment and Climate Action (LIFE)	0.16	0.16	100.00 %
	09 20	Pilot projects, preparatory actions, prerogatives and other actions	4.54	4.41	97.24 %
Total Title 09			4.70	4.58	97.34%
Title 11 Border Management					
11	11 01	Support administrative expenditure of the `Border Management¿ cluster	0.07	0.01	8.84 %
	11 03	Integrated Border Management Fund (IBMF) ¿ Instrument for financial support for customs control equipment	141.03	116.75	82.79 %
Total Title 11			141.09	116.75	82.75%
Title 14 External Action					
14	14 20	Pilot projects, preparatory actions, prerogatives and other actions	1.25	1.25	100.00 %
Total Title 14			1.25	1.25	100.00%
Title 16 Expenditure outside the annual ceilings set out in the Multiannual Financial Framework					
16	16 01	Support administrative expenditure outside the annual ceilings set out in the Multiannual Financial Framework	0.02	0.00	0.00 %
Total Title 16			0.02	0.00	0.00%
Title 20 Administrative expenditure of the European Commission					
20	20 02	Other staff and expenditure relating to persons	1.31	0.32	24.77 %
Total Title 20			1.31	0.32	24.77%
Total Excluding NGEU			314.97	281.14	89.26%

Total DG TAXUD	314.97	281.14	89.26 %
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** Payment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous payment appropriations for the period (e.g. internal and external assigned revenue).*



Explanatory Note on Title 20 Payment Appropriations: the calculation includes appropriations C1, C5, C8 and PO (PECO financing). Additionally, it is important to note that payments continue to be made in year N+1, meaning the indicator will only be fully complete in 2025. For instance, in 2023, payments on C1 and C8 (paid in 2024) credits for other administrative expenditures reached 97%, compared to 90% for the entire Commission.

Explanatory Note on Total Excluding NGEU: the calculation includes appropriations C1, C4, C5, C8, PO (PECO financing) and RO (Other External Assigned Revenue). The outturn on payment appropriations for C1 credits in 2024 stands at 91.81%.

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2024 (in Mio €) for DG TAXUD									
			Commitments to be settled				Commitments to be settled from financial years previous to 2023	Total of commitments to be settled at end of financial year 2024	Total of commitments to be settled at end of financial year 2023
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
03	03 01	Support administrative expenditure of the Single Market cluster	0.19	0.15	0.04	21.87%	0.00	0.04	0.30
	03 02	Single Market Programme	4.13	0.32	3.81	92.27%	2.47	6.27	5.44
	03 03	Union Anti-Fraud Programme	0.23	0.00	0.23	100.00%	0.26	0.49	0.26
	03 04	Cooperation in the field of taxation (Fiscalis)	35.61	7.71	27.90	78.34%	14.28	42.18	40.09
	03 05	Cooperation in the field of customs (Customs)	125.27	31.75	93.52	74.65%	45.47	138.99	137.83
	03 20	Pilot projects, preparatory actions, prerogatives and other actions	0.00	0.00	0.00	0.00%	0.90	0.90	1.20
Total Title 03			165.44	39.93	125.51	75.86%	63.37	188.87	185.12
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2024 (in Mio €) for DG TAXUD									
			Commitments to be settled				Commitments to be settled from financial years previous to 2023	Total of commitments to be settled at end of financial year 2024	Total of commitments to be settled at end of financial year 2023
Chapter			Commitments	Payments	RAL	% to be settled			

			1	2	3=1-2	4=1-2/1	5	6=3+5	7
08	08 02	European Agricultural Guarantee Fund (EAGF)	0.56	0.00	0.56	100.00%	0.00	0.56	0.40
	08 04	European Maritime, Fisheries and Aquaculture Fund (EMFAF)	0.15	0.00	0.15	100.00%	0.00	0.15	0.25
Total Title 08			0.71	0.00	0.71	100.00%	0.00	0.71	0.65

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2024 (in Mio €) for DG TAXUD

			Commitments to be settled				Commitments to be settled from financial years previous to 2023	Total of commitments to be settled at end of financial year 2024	Total of commitments to be settled at end of financial year 2023
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
09	09 02	Programme for the Environment and Climate Action (LIFE)	1.53	0.00	1.53	100.00%	0.65	2.18	0.90
	09 20	Pilot projects, preparatory actions, prerogatives and other actions	16.74	3.36	13.38	79.90%	3.10	16.48	4.15
Total Title 09			18.27	3.36	14.90	81.58%	3.76	18.66	5.05

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2024 (in Mio €) for DG TAXUD

			Commitments to be settled				Commitments to be settled from financial years previous to 2023	Total of commitments to be settled at end of financial year 2024	Total of commitments to be settled at end of financial year 2023
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7

11	11 01	Support administrative expenditure of the 'Border Management' cluster	0.07	0.01	0.06	91.16%	0.00	0.06	0.00
	11 03	Integrated Border Management Fund (IBMF) Instrument for financial support for customs control equipment	143.69	45.72	97.97	68.18%	206.52	304.49	277.55
Total Title 11			143.76	45.73	98.03	68.19%	206.52	304.55	277.55

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2024 (in Mio €) for DG TAXUD

			Commitments to be settled				Commitments to be settled from financial years previous to 2023	Total of commitments to be settled at end of financial year 2024	Total of commitments to be settled at end of financial year 2023
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
14	14 20	Pilot projects, preparatory actions, prerogatives and other actions	1.33	1.25	0.08	6.03%	0.08	0.16	0.08
Total Title 14			1.33	1.25	0.08	6.03%	0.08	0.16	0.08

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2024 (in Mio €) for DG TAXUD

			Commitments to be settled				Commitments to be settled from financial years previous to 2023	Total of commitments to be settled at end of financial year 2024	Total of commitments to be settled at end of financial year 2023
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7

16	16 01	Support administrative expenditure outside the annual ceilings set out in the Multiannual Financial Framework	0.00	0.00	0.00	0.00%	0.00	0.00	0.00
Total Title 16			0.00	0.00	0.00	0.00%	0.00	0.00	0.00
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2024 (in Mio €) for DG TAXUD									
			Commitments to be settled				Commitments to be settled from financial years previous to 2023	Total of commitments to be settled at end of financial year 2024	Total of commitments to be settled at end of financial year 2023
Chapter		Commitments	Payments	RAL	% to be settled				
		1	2	3=1-2	4=1-2/1	5	6=3+5	7	
20	20 02	Other staff and expenditure relating to persons	0.58	0.31	0.27	46.04%	0.00	0.27	0.02
Total Title 20			0.58	0.31	0.27	46.04%	0.00	0.27	0.02
Total Excluding NGEU			330.08	90.58	239.50	72.56%	273.73	513.22	468.47
Total for DG TAXUD			330.08	90.58	239.50	72.56 %	273.73	513.22	468.47

Breakdown of Commitments Remaining to be Settled (in Mio EUR) in 2024 TAXUD

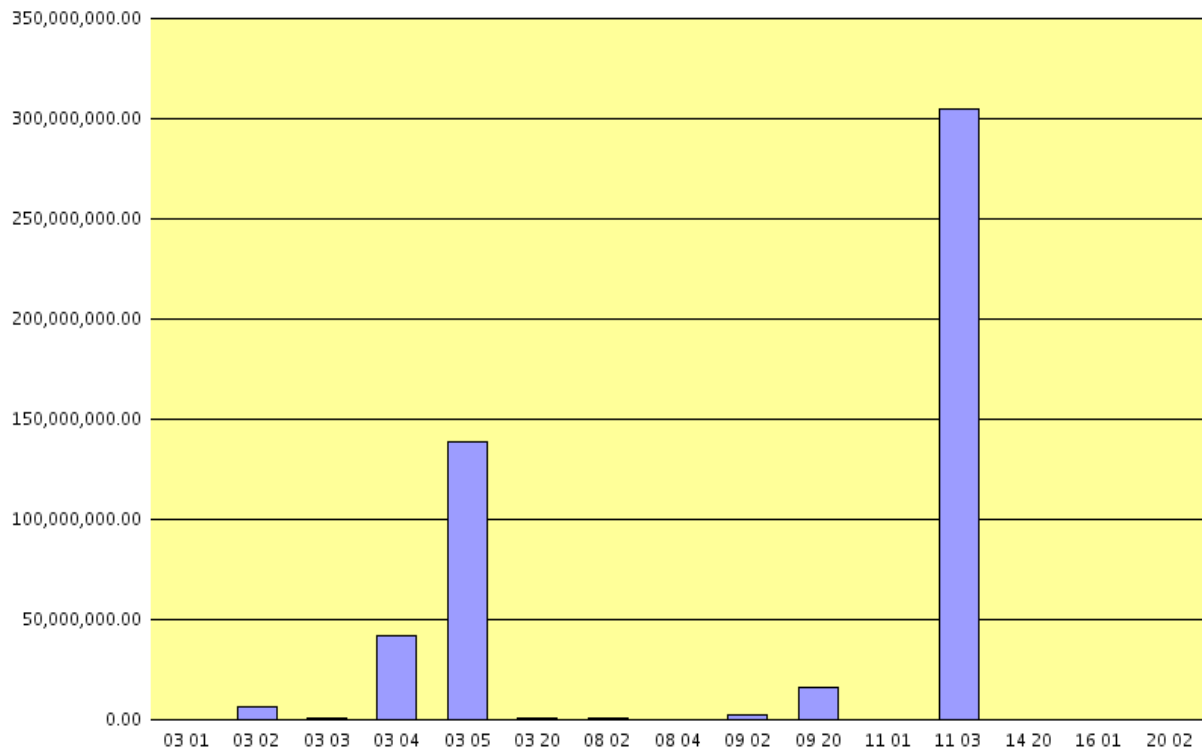


TABLE 4 : BALANCE SHEET for DG TAXUD

BALANCE SHEET	2024	2023
A.I. NON CURRENT ASSETS	123,321,437.89	68,063,059.89
A.I.1. Intangible Assets	74,698,069.42	66,924,274.68
A.I.2. Property, Plant and Equipment	0.00	1,072,587.70
A.I.5. Non-Current Pre-Financing	48,623,368.47	66,197.51
A.II. CURRENT ASSETS	65,515,896.30	19,713,605.94
A.II.2. Current Pre-Financing	65,402,545.97	19,508,520.94
A.II.3. Curr Exch Receiv & Non-Ex Recoverables	113,350.33	205,085.00
ASSETS	188,837,334.19	87,776,665.83
P.II. CURRENT LIABILITIES	-77,527,460.80	-15,308,904.61
P.II.4. Current Payables	-7,684,389.47	-4,542,118.68
P.II.5. Current Accrued Charges & Defrd Income	-69,843,071.33	-10,766,785.93
LIABILITIES	-77,527,460.80	-15,308,904.61
NET ASSETS (ASSETS less LIABILITIES)	111,309,873.39	72,467,761.22

Non-allocated central (surplus)/deficit*	-1,329,621,679.84	-1,040,857,488.94
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P.III.2. Accumulated Surplus/Deficit	1,218,311,806.45	968389727.7
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TOTAL DG TAXUD	0.00	0.00
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It should be noted that the balance sheet and statement of financial performance presented in Annex 3 to this Annual Activity Report, represent only the assets, liabilities, expenses and revenues that are under the control of this Directorate General. Significant amounts such as own resource revenues and cash held in Commission bank accounts are not included in this Directorate General's accounts since they are managed centrally by DG Budget, on whose balance sheet and statement of financial performance they appear. Furthermore, since the accumulated result of the Commission is not split amongst the various Directorates General, it can be seen that the balance sheet presented here is not in equilibrium.

Additionally, the figures included in table 4 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

TABLE 5 : STATEMENT OF FINANCIAL PERFORMANCE for DG TAXUD

STATEMENT OF FINANCIAL PERFORMANCE	2024	2023
II.1 REVENUES	-3,139,600.31	-34,034,352.69
II.1.1. NON-EXCHANGE REVENUES	-2,288,009.10	-34,739,882.73
II.1.1.5. FINES		-32,000,000.00
II.1.1.6. RECOVERY OF EXPENSES		-14,767.05
II.1.1.8. OTHER NON-EXCHANGE REVENUES	-2,288,009.10	-2,725,115.68
II.1.2. EXCHANGE REVENUES	-851,591.21	705,530.04
II.1.2.2. OTHER EXCHANGE REVENUE	-851,591.21	705,530.04
II.2. EXPENSES	238,075,562.77	283,956,431.42
II.2. EXPENSES	238,075,562.77	283,956,431.42
II.2.11. OTHER EXPENSES	148,288,238.22	136,427,029.81
II.2.2. EXP IMPLM BY COMMISS&EX.AGENC. (DM)	91,163,166.67	149,162,531.13
II.2.4. EXP IMPL BY 3RD CNTR & INT ORG (IM)	432,368.61	
II.2.6. STAFF AND PENSION COSTS	-1,816,006.11	-1,635,316.66
II.2.8. FINANCE COSTS	7,795.38	2,187.14
STATEMENT OF FINANCIAL PERFORMANCE	234,935,962.46	249,922,078.73

Explanatory note: the figures included in table 5 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

TABLE 5bis : OFF BALANCE SHEET for DG TAXUD

OFF BALANCE	2024	2023
OB.1. Contingent Assets	0.00	0.00
GR for pre-financing	0.00	0.00
OB.3. Other Significant Disclosures	-436,000,367.43	-454,816,734.85
OB.3.2. Comm against app. not yet consumed	-436,000,367.43	-454,816,734.85
OB.4. Balancing Accounts	436,000,367.43	454,816,734.85
OB.4. Balancing Accounts	436,000,367.43	454,816,734.85
OFF BALANCE	0.00	0.00

Explanatory note: the figures included in table 5bis are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

Legal Times									
Maximum Payment Time (Days)	Total Nbr of Payments	Nbr of Payments within Time Limit	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)	Late Payments Amount	Percentage
30	1,242	1,224	98.55 %	14.93	18	1.45 %	46.83	2,257,713.44	1. %
45	8	8	100.00 %	19.75				0.00	0. %
60	10	8	80.00 %	35.38	2	20.00 %	88.00	138,439.80	8. %
90	71	70	98.59 %	25.64	1	1.41 %	99.00	375,000.00	3. %

Total Number of Payments	1,331	1,310	98.42 %		21	1.58 %		2,771,153.24	1. %
Average Net Payment Time	16.24718257			15.65			53.24		
Average Gross Payment Time	17.23441022			16.5771			58.2381		

Suspensions							
Average Report Approval Suspension Days	Average Payment Suspension Days	Number of Suspended Payments	% of Total Number	Total Number of Payments	Amount of Suspended Payments	% of Total Amount	Total Paid Amount
0	19	71	5.33 %	1,331	5,983,914.78	2.13 %	280,840,157.06

Late Interest paid in 2024			
DG	GL Account	Description	Amount (Eur)
TAXUD	65010100	Interest on late payment of charges New FR	7,795.38
			7,795.38

TABLE 7 : SITUATION ON REVENUE AND INCOME in 2024 for DG TAXUD

Chapter		Revenue and income recognized			Revenue and income cashed from			Outstanding balance
		Current year RO	Carried over RO	Total	Current Year RO	Carried over RO	Total	
		1	2	3=1+2	4	5	6=4+5	
33	Other administrative revenue	51,227.14		51,227.14	51,227.14		51,227.14	0.00
60	Single market, innovation and digital	4,293,546.77	127,905.00	4,421,451.77	4,286,085.18	127,905.00	4,413,990.18	7,461.59
63	Migration and border management	42,000.00	0.00	42,000.00	42,000.00	0.00	42,000.00	0.00
66	Other contributions and refunds	169,421.96	77,180.00	246,601.96	63,533.22	77,180.00	140,713.22	105,888.74
Total DG TAXUD		4,556,195.87	205,085.00	4,761,280.87	4,442,845.54	205,085.00	4,647,930.54	113,350.33

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

EX-ANTE CONTROLS BY TRANSACTION	Irregularity	Total ex-ante amounts
NON ELIGIBLE IN COST CLAIMS		
CREDIT NOTES	4,350,098.25	4,350,098.25
RECOVERY ORDERS ON PRE-FINANCING		
Sub-Total	4,350,098.25	4,350,098.25

EX-POST CONTROLS BY TRANSACTION	Irregularity	Total ex-post amounts
RECOVERY ORDERS OTHER THAN ON PRE-FINANCING		
INCOME LINES IN INVOICES		
Sub-Total		

GRAND TOTAL (EX-ANTE + EX-POST)	4,350,098.25	4,350,098.25
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TABLE 9: AGEING BALANCE OF RECOVERY ORDERS AT 12/31/2024 for DG TAXUD

	Number at 1/1/2024 1	Number at 12/31/2024	Evolution	Open Amount (Eur) at 1/1/2024 1	Open Amount (Eur) at 12/31/2024	Evolution
2023	3		-100%	205,085.00		-100.00 %
2024		2			113,350.33	
	3	2	-33.33 %	205,085.00	113,350.33	-44.73 %

TABLE 10 :Recovery Order Waivers >= 60 000 € in 2024 for DG TAXUD

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

Number of RO waivers

There are no waivers below 60 000 €

TABLE 11 : Negotiated Procedures in 2024 for DG TAXUD

The procedures are presented in the Annual Management and Performance Report of 2024

TABLE 12 : Summary of Procedures in 2024 for DG TAXUD

The procedures are presented in the Annual Management and Performance Report of 2024

ANNEX 4: Financial scorecard

The Annex 4 of each Commission service summarises the annual result of the standard financial indicators measurement. Annexed to the Annual Activity Report 2024, 11 standard financial indicators are presented below, each with its objective and result for the Commission service and for the EC as a whole (for benchmarking purposes)1:

- Commitment Appropriations (CA) Implementation - CA Forecast Implementation - Payment Appropriations (PA) Implementation - PA Forecast Implementation - Global Commitment Absorption - Timely Payments - Timely Decommits - Invoice Registration Time - Accounting Data Quality - Management Data Quality - Timely Invoice PF Clearing

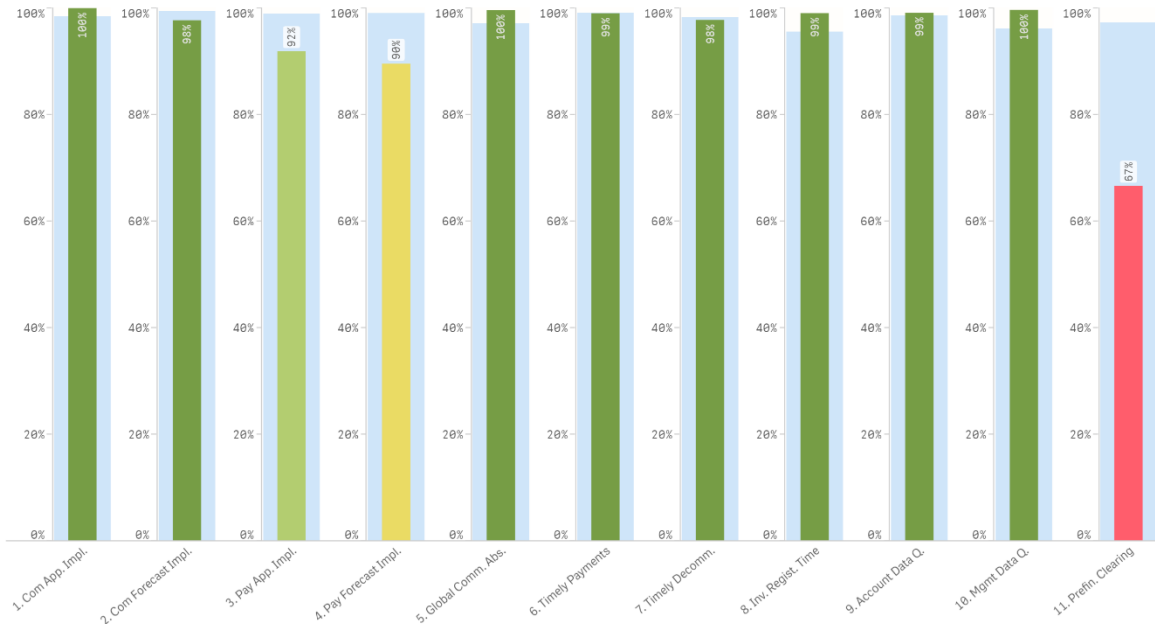
For each indicator, its value (in %) for the Commission service is compared to the common target (in %). The difference between the indicator’s value and the target is colour coded as follows:

- 100 – >95% of the target: dark green
- 95 – >90% of the target: light green
- 90 – >85% of the target: yellow
- 85 – >80% of the target: light red
- 80 – 0% of the target: dark red

The Commission services are invited to provide commentary for each indicator’s result in the dedicated comment section below the indicators scores as this can help the reader to understand the Commission’s service context. In cases when the indicator’s value achieves 80% or less of the target, the comment becomes mandatory.

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

TAXUD Indicator Scores for 2024 12



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

Indicator	Objective	Comment ⁴	TAXUD Score	EC Score
1. Commitment Appropriations Implementation	Ensure efficient use of commitment appropriations expiring at the end of Financial Year		100%	99%
2. Commitment Forecast Implementation	Ensure the cumulative alignment of the commitment implementation with the commitment forecast in a financial year		98%	99%
3. Payment Appropriations Implementation	Ensure efficient use of payment appropriations expiring at the end of Financial Year		92%	99%
4. Payment Forecast Implementation	Ensure the cumulative alignment of the payment implementation with the payment forecast in a financial year	The relative low score can be explained by a sudden change of invoicing in Q4 compared to the forecast. The change was mainly due to the expected blockage of the workflow during the year end transition to SUMMA.	90%	99%
5. Global Commitment Absorption ⁵	Ensure efficient use of already earmarked commitment appropriations (at L1 level)		100%	97%
6. Timely Payments	Ensure efficient processing of payments within the legal deadlines	The good result was achieved by maintaining a centralized dashboard of the transaction in the pipeline, by streamlining standard operating procedure for initiation, verification and validation of invoices in close cooperation by the central financial cell and operational services. This measures and actions will remain a priority with special attention to adapt existing workflows to SUMMA and E-Procurement roll-out plan	99%	99%
7. Timely Decommitments	Ensure efficient decommitment of outstanding RAL at the end of commitment life cycle		98%	98%

⁴ An explanation behind the indicator result can be provided, e.g. the comment about the achievement itself, reference to the whole Commission performance (better or worse), reasons behind this achievement. The comment is mandatory for the 'Timely payments' indicator. For the rest of indicators the comment is mandatory only if the score is equal or below the target of 80%.

⁵ Due to technical limitation: 1. the indicator does not take into account the Com L1 Consumption between the FDC ILC date and the FA FDI allowed as an exception in the external actions for Com L1 of type GF, i.e. with Financing Agreement, under the FR2018 Article 114.2. 2. it is technically not possible to exclude the decommitment of RAL (C8) which is subsequently re-committed for a new purpose. As a result, the actual Indicator score may be slightly higher than the one reported for DGs using the GF commitments.

8. Invoice Registration Time	Monitor the accounting risk stemming from late registration of invoices in the central accounting system ABAC		99%	96%
9. Accounting Data Quality	Ensure the good data quality of ABAC transactions with the focus on fields having a primary impact on the accounts		99%	99%
10. Management Data Quality	Ensure the good data quality of ABAC transactions with the focus on fields having a primary impact on the management decisions		100%	96%
11. Timely Invoice PF clearing	Ensure efficient clearing by invoices of prefinancing payments within the invoice payment time limit	Exceptional delays in the handling of two payment files presenting complications. Issues have been addressed and the following mitigating measure applied to avoid reoccurrence: closer monitoring of invoice pipeline for the decreasing number of MFF 2017-2021 grants not onboarded in e-Grants.	67%	97%

NNEX 5: Materiality criteria

Since 2019 ⁽⁶⁾, a ‘de minimis’ threshold for financial reservations has been introduced. Quantified annual activity report reservations related to residual error rates above the 2% materiality threshold are deemed not substantial for segments representing less than 5% of a Department’s total payments and with a financial impact below EUR 5 million. In such cases, quantified reservations are no longer needed. Cases where the ‘de minimis’ threshold applies this year are reported in annex 9.

⁽⁶⁾ Agreement of the Corporate Management Board of 30/4/2019.

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

6.1 Procurement

Stage 1: Procurement procedures

Planning, Needs assessment, Selection of the offer & evaluation

Main internal control objectives: Effectiveness, efficiency and economy. Compliance (legality and regularity)

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
<p>The needs are not well defined (operationally and economically) and that the decision to procure was inappropriate to meet the operational objectives.</p> <p>Discontinuation of the services provided due to a late contracting (poor planning and organisation of the procurement process)</p>	<p>The financial unit scrutinises all high value procurement documents prior to publication of the procurement procedure.</p> <p>Long-term planning of procurement procedures and yearly check of consumption of contract ceilings to ensure timely preparation of procurement procedures.</p>	<p>100% of procurement procedures are thoroughly scrutinised prior to publication.</p> <p>100% of planned procurement procedures are defined in the appropriate financing decision.</p> <p>100% of high value planned open procurement procedures are published on the TAXUD Europa website</p> <p>100% of planned procurement procedures justified – by note – by the concerned AOS</p>	<p>Effectiveness: number of planned procurement procedures cancelled</p> <p>Efficiency: cost of a tendering procedure</p> <p>Economy: cost of staff involved</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
<p>Public procurement documents are leaked prior to publication and that the related procurement procedure needs to be cancelled</p>	<p>Tendering specifications remain password protected until publication time.</p> <p>Paper versions are destroyed with shredders.</p> <p>Use of PPMT, Funding and Tenders and eSubmission for the preparation and first stages of the procurement procedures</p>	<p>100% of tendering documents secured until publication time</p>	<p>Effectiveness: Number of times a procedures needs to be retendered due to leakages.</p> <p>Efficiency: cost of a tendering procedure</p> <p>Economy: cost of staff involved</p>
<p>The best offer(s) are not submitted due to the poor definition of the tender specifications</p> <p>Due to the complexity of some procurement procedures, inconsistencies between tendering documents may occur</p>	<p>AOS approves the specifications</p> <p>Additional supervisory verification</p> <p>Detailed cross-review of all tendering documents</p>	<p>100% of the high value procurement specifications are scrutinised and validated by the AOS</p> <p>100% of high value procurement specifications are scrutinised by the financial unit (public procurement team) prior to publication</p>	<p>Effectiveness: number of procedures with no offers. number of tendering procedures not accepted by the financial unit</p> <p>Efficiency: average cost of a tendering procedure</p> <p>Economy: cost of staff involved</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
		100% of high value tendering documents scrutinised by the operational unit and cross reviewed and validated by the financial unit (public procurement team)	
The most economically advantageous offer not being selected, due to a biased, inaccurate of 'unfair' evaluation process	Formal evaluation process: opening and evaluation committee	100% of high value procurement procedures have a formally nominated opening and evaluation committee (except in duly justified cases, i.e. opening committee for reopening of competition)	Effectiveness: number of 'valid' complaints from unsuccessful tenderers. Number of procedures rejected by DG TAXUD's Public Procurement Committee (PPC)
	Opening and evaluation committee declares absence of conflict of interest	100% of members sign a formal declaration of conflict of interest and of confidentiality	Efficiency: average cost of a tendering procedure
	Opinion by DG TAXUD's Public Procurement Committee	100% of the procurement procedures are validated by the PPC: (1) award by written	Economy: cost of involved staff

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
		procedure if the procedure's value is above EUR 60 000 and below 10 million Euro and (2) during a formal meeting for all other procedures above 10 000 EUR	
	Exclusion criteria well documented	100% of procurement procedures have exclusion criteria checked by the AOS and validated by the financial unit (public procurement team)	
	Standstill period, opportunity for unsuccessful tenderers to put forward their concerns on the decision	100% respected unless sole tenderer	

Stage 2: Financial transactions – ex-ante controls (contracts, commitments, payments)

Main internal control objectives: Ensuring that the implementation of the contract is in compliance with the signed contract

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
<p>The products/services/works foreseen are not, totally or partially, provided in accordance with the technical description and requirements foreseen in the contract and/or the amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions.</p> <p>Business discontinues because contractor fails to deliver</p>	<p>Operational and financial checks in accordance with the financial circuits.</p> <p>Operation authorisation by the AOS (commitments)</p> <p>Operational and financial checks in accordance with the financial circuits.</p> <p>Authorisation by the AOS (payments)</p>	<p>100% of the contracts are controlled</p> <p>100% of the payments are verified ex-ante following the controls embedded in the financial circuits</p> <p>Extra ex-ante verification of about 6% of the number of payments and 87% of the total amount paid; (frequency: several times per month; based on risk and potential</p>	<p>Effectiveness: number/amount of credit note received</p> <p>Efficiency:</p> <ul style="list-style-type: none"> - Average cost per contract prepared. - % of costs dedicated to preparation and control of contracts over the total contracted amount <ul style="list-style-type: none"> - Average cost per payment processed. - % of costs dedicated to preparation and control of payments over the total paid amount <p>Economy : cost of staff involved</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
		impact on the DG)	

Stage 3: Supervisory measures

Main internal control objectives: ensuring that any weakness in the tendering procedures is detected and corrected

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
Knowledge/experience of past procurement procedures is not retained and/or not taken into account when preparing/evaluating new procurement procedures	Systematic “lessons learned” exercise when preparing a new high value tender	50% of the procurement processes (risk-based selection) is scrutinised during a lessons learned exercise	Effectiveness: number reoccurrences of past detected procurement weaknesses. Efficiency : average cost of a tendering procedure Economy : cost of staff involved

6.2 Grants

Collaborative Activities and Expert Teams in the Customs and Fiscalis Programmes – Multi-beneficiary grant agreements

Customs Control Equipment Instrument grants

These are grants in the direct management mode.

Ex ante

Stage 1: Preparation, adoption and publication of the Annual Work Programme and Calls for proposals and Design of the business processes

Main internal control objectives: Ensuring that the grants contribute the most towards the achievement of the policy or programme objectives (effectiveness); Compliance (legality & regularity) and the efficiency and cost effectiveness of the controls.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost- effectiveness indicators (three E's)
The annual work programmes and the subsequent grants do not adequately reflect the policy objectives and priorities for the 7 years framework.	<ul style="list-style-type: none"> - Horizontal and hierarchical validation within DG - Inter-service consultation, including all relevant DGs - Adoption by the Commission 	<p>Coverage/Frequency:100%</p> <p>All work programmes are thoroughly reviewed at all levels, including for operational and legal aspects.</p>	<p>Effectiveness: The work programme is adopted by the Commission</p> <p>Efficiency: % of total cost of the FTE involved in the process/ total budget of the grant agreements</p> <p>Economy (costs) : Estimation of cost of staff involved in the preparation and validation of the</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost- effectiveness indicators (three E's)
			annual work programme

Stage 2: Selecting and awarding: Evaluation, ranking and selection of proposals

The beneficiaries of the grants in the scope of Customs 2027 and Fiscalis 2027 programmes (i.e. the Member States) are defined in the legal basis of both programmes. Main internal control objectives: ensuring that the most promising projects for meeting the policy objectives are among the proposals financed; Compliance; Prevention of fraud

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
The evaluation, ranking and selection of proposals is not carried out in accordance with the established procedures, the policy objectives, priorities and/or the eligibility criteria, or with the selection and award criteria defined in the annual work	<ul style="list-style-type: none"> - Comprehensive IT system supporting this stage and allowing better monitoring of the process. - Validation by the AOSD. - Checks on operational and legal aspects performed before signature of the GA. 	Coverage: 100%	<p>Effectiveness:</p> <p>Number of proposals evaluated</p> <p>Efficiency:</p> <p>% of Time-to-inform on time.</p> <p>Economy (costs) :</p> <p>Estimation of cost of staff involved in the selecting and evaluation of proposals.</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
programme. Procedures do not comply with regulatory framework.			

Stage 3: Contracting:

Main internal control objectives: Ensuring that projects that meet the policy objectives are among the proposals contracted; Sound financial management (optimal allocation of the budget available); Compliance (legality & regularity);

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
The description of the action in the grant agreement includes tasks which do not contribute to the achievement of the programme objectives and/or that the budget foreseen overestimates the costs necessary to carry out the action.	<ul style="list-style-type: none"> - Validation via financial and programme management circuits within the DG - Signature of the grant agreement by the AOSD - Checks on operational and legal aspects performed before signature of the GA 	Coverage: 100% of draft grant agreements	<p>Effectiveness: total budget of the work programme concerned</p> <p>Efficiency: Time-to-grant</p> <p>Economy (costs) : estimation of cost of staff involved in the contracting process.</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
Procedures do not comply with regulatory framework.			

Stage 4: Monitoring the implementation

Main internal control objectives: ensuring that the operational results (deliverables) from the projects are of good quality and meet the objectives and conditions of the grant agreement (effectiveness & efficiency); ensuring that the related financial operations comply with regulatory and contractual provisions (legality & regularity); prevention of fraud (anti-fraud strategy); ensuring appropriate accounting of the operations (reliability of reporting, safeguarding of assets and information).

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-effectiveness indicators (three E's)
<p>The actions foreseen are not, totally or partially, carried out in accordance with the technical description and requirements foreseen in the grant agreement and/or the amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions.</p> <p>Conflict of interest.</p>	<p>Operational and financial checks in accordance with the financial circuits.</p> <p>If needed: Application of suspension/interruption of payments</p> <p>Referring grant/beneficiary to OLAF.</p>	<p>100% of the projects are controlled.</p> <p>The depth depends on risk, to ensure a good balance between trust and control.</p> <p>Audit certificates required for any beneficiary claiming more than certain amount set in the grant agreement conditions.</p>	<p>Effectiveness:</p> <p>Number of payments (pre-financing and interim (incl. final)).</p> <p>Detected error rates.</p> <p>Efficiency :</p> <p>Time-to-pay</p> <p>Economy (costs) :</p> <p>Estimation of cost of staff involved in the ex-ante checks</p>

ANNEX 7: Specific annexes related to "financial management"

A. Free content

Procurement

DG TAXUD's control strategy for procurement relies on comprehensive ex-ante verifications for all transactions at multiple levels. Because of these extensive and complete ex-ante verifications, there are no errors left at payment. The error rate could therefore be 0. However, to estimate the error rate, DG TAXUD took a conservative approach and estimated **the error rate for procurement to be 0,5% at most.**

Grants

As far as the Customs and Fiscalis grants are concerned, the programmes use unit costs (for personnel cost, travel, accommodation and subsistence) and use a flat rate of 7% for indirect costs, which reduce the complexity of controls and, at the same time, reduce the potential error rate.

As far as the Customs Control Equipment Instrument is concerned, it is a programme with a higher budget (EUR 1 billion) compared to the Customs and Fiscalis programmes.

The instrument is also considered to represent a higher risk of fraud than the Customs and Fiscalis programmes, although the beneficiaries are also public administrations. The procurement of the customs control equipment are done by the Member States' National Authorities.

Due to the higher risk level, requests for final payments shall be accompanied by a certificate on the financial statements – produced by a certified external auditor or, in the case of public bodies (which is the case for CCEI), by a competent and independent public officer - when the cumulative amounts of payment requests is at least €325.000.

All the grants are implemented via the corporate eGrants platform which embeds the necessary controls and checks.

The control strategy is 100% ex-ante verifications of all payments and ex-post audits upon closure of the grant agreements. Such ex-post audits will either be performed using in-house TAXUD staff or will be outsourced to external auditors.

As only ex ante controls have been performed, to calculate the error rate for grant, DG TAXUD has taken a most conservative approach and estimates the error rate for grant at 0,5%.

Intangible assets

DG TAXUD manages intangible assets with a significant value (EUR 78,17 million in 2024 – see Annex 3, Table 4).

These assets are mainly IT assets and include off-the-shelf software (commercial software purchased from various suppliers) and internally generated intangible assets (IGIA, in-house developed Information Systems).

Ever since the 2013 audit on intangible assets, DG TAXUD observes a rigorous methodology to record and to keep track of these intangible assets. A comprehensive manual, with clear responsibilities between the IT Units and the Financial Unit has been elaborated and is followed ever since. For in-house developed Information Systems, the accounting correspondent and IT Units yearly scrutinise all IT projects according to the procedures laid down in the internal Accounting Manual of DG TAXUD and update the SAP accounting system accordingly.

Hardware and Software purchases are recorded in ABAC Assets and declassifications are thoroughly documented. As required, the state of play regarding the inventory is reported on a yearly basis to the Office for Infrastructures and Logistics in Brussels.

Within the scope of the Statement of assurance (SoA), the ECA regularly audit the value of DG TAXUD's intangible assets and had no specific comments so far.

B. Compulsory for all departments:

1. Reports and documentation considered for the assessment of the DG's functioning in view of the AOD's assurance:

- a. the reports from all DG TAXUD Authorising Officers by Sub-Delegation;
- b. the reports from Authorising Officers in other departments managing budget appropriations in cross-delegation;
- c. the contribution by the Director in charge of Risk Management and Internal Control, including the results of internal control monitoring at DG level;
- d. the reports on recorded exceptions, non-compliance events and any cases of 'confirmation of instructions' (Art 92.3 of the Financial Regulation);
- e. the reports on ex-post supervision;
- f. the limited conclusion of the Internal Auditor on the state of internal control, and the observations and recommendations reported by the Internal Audit Service (IAS);
- g. the observations and the recommendations reported by the European Court of Auditors (ECA).

The systematic analysis of the available evidence provides sufficient guarantees as to the completeness and reliability of the information reported and results in the full coverage of the budget delegated to the Director-General of DG TAXUD.

2. Financial Regulation: Additional reporting requirements resulting from the 2018 and 2024 revisions.

In line with the requirements of the Financial Regulation, DG TAXUD reports for the year 2024:

- 1) 0 case of any in-kind donation made to the Union, for the purposes of humanitarian aid, emergency support, civil protection or crisis management aid (FR art 25.3)**
- 2) 0 case of "confirmation of instructions" (FR art 92.3)**
- 3) 0 case of financing not linked to costs (FR art 125.3)**
- 4) 0 Financial Framework Partnerships >4 years (FR art 131.4)**
- 5) 0 case of flat-rates >7% for funding indirect costs (FR art 184.6)**
- 6) 7 derogations from the principle of non-retroactivity pursuant to Article 196 of the Financial Regulation.**
- 7) 0 case of financial support to third parties >EUR 60 000 (FR art 207)**
- 8) 0 of non-financial donation provided in the form of services, supplies or works (FR art 244.3)**

3. Table Y on the estimated “cost of controls” at Commission level

Overview of department ’s estimated cost of controls at Commission (EC) level:

TAXUD	Ex ante controls***			Ex post controls			Total	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
Relevant Control System (RCS) / Other as defined in Annex 6 of the AAR*	EC total costs	related payments Made	Ratio (%)** (a)/(b)	EC total costs	total value verified and/or audited	Ratio (%) (d)/(e)	EC total estimated cost of controls (a)+(d)	Ratio (%)** (g)/(b)
Procurement	1.878.002,00 €	162.438.143,98 €	1,16%	- €	- €	0,00%	1.878.002,00 €	1,16%
Grants MFF 2021-2027	6.164,00 €	2.195.296,56 €	0,28%	- €	- €	0,00%	6.164,00 €	0,28%
CCEI	13.564,00 €	116.503.330,66 €	0,00%	- €	- €	0,00%	13.564,00 €	0,00%
OVERALL total estimated cost of control at EC level for expenditure	1.897.730,00 €	281.136.771,20 €	0,68%	- €	- €	0,00%	1.897.730,00 €	0,68%

ANNEX 8: Reporting on the internal and external audits and assessing the effectiveness of Internal control systems

Comments on section 2.2 Audit observations and recommendations

Internal Audit Service

DG TAXUD has **no open critical or very important recommendations from IAS.**

in 2024, the IAS continued its work on the audit launched in 2023 on financial management in DG TAXUD. This audit aims at assessing whether the internal control system set-up by TAXUD for the high value procurement and contract management is adequately designed, efficiently and effectively implemented. The audit involves two phases: a) *Phase I Audit on high value procurement and contract management*; b) *Phase II Grants*. The result of this audit is expected in 2025.

European Court of Auditors

In 2024, the ECA carried out audits on policy aspects and issued recommendations which are not critical and do not impact the assurance. They were not related to the financial management nor the internal control system of DG TAXUD.

DISCHARGE for budgetary year 2023

The discharge on 2023 budget is on-going; DG TAXUD reviewed the Parliament's and the Council's draft resolutions.

FOLLOW-UP of recommendations

DG TAXUD has systematically examined the observations and the recommendations issued by the European Court of Auditors, the European Council and the European Parliament, following them up in the dedicated RAD IT-tool.

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

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

Table X : Estimated risk at payment and at closure (amounts in EUR mios)

DG TAXUD	Payments made (2024; MEUR)	minus new prefinancing [plus retentions made] (in 2024; MEUR)	plus cleared prefinancing [minus retentions released and deductions of expenditure made by MS] (in 2024; MEUR)	Relevant expenditure (for 2024; MEUR)	Detected error rate or equivalent estimates	Estimated risk at payment (2024;MEUR)	Adjusted Average Recoveries and Corrections (adjusted ARC; %)	Estimated future corrections [and deductions] (for 2024;MEUR)	Estimated risk at Closure (2024;MEUR)
-1	-2	-3	-4	-5	-6	-7	-8	-9	-10
Procurement	162.44	- 0.12	0.00	162.32	0.50% - 0.50%	0.81 - 0.81	0.00% - 0.00%	0.00 - 0.00	0.81 - 0.81
Grants MFF 2021-2027	2.20	- 3.27	1.75	0.67	0.50% - 0.50%	0.00 - 0.00	0.00% - 0.00%	0.00 - 0.00	0.00 - 0.00
CCEI	116.50	- 116.15	0.57	0.92	0.50% - 0.50%	0.00 - 0.00	0.00% - 0.00%	0.00 - 0.00	0.00 - 0.00
DG total	281.14	- 119.54	2.31	163.91		0.82 - 0.82	0.00% - 0.00%	0.00 - 0.00	0.82 - 0.82
					Overall risk at payment in %	0.50% - 0.50% <i>(7) / (5)</i>		Overall risk at closure in %	0.50% - 0.50% <i>(10) / (5)</i>

Notes to the table X

- (1) Relevant Control Systems differentiated per relevant portfolio segments and at a level which is lower than the total.
- (2) Payments made or equivalent, e.g. expenditure registered in the Commission's accounting system, accepted expenditure or cleared pre-financing. In any case, this means after the preventive (ex-ante) control measures have already been implemented earlier in the cycle.
- (3) New pre-financing actually paid by out by TAXUD during the financial year (i.e. excluding any pre-financing received as a transfer from another department). as per note 2.5.1 to the Commission annual accounts thus excluding "Other advances to Member States" which are covered on a purely payment-made basis (note 2.5.2). Pre-financing paid/cleared" are always covered by the Delegated departments, even for Cross-Sub Delegations.
- (4) Pre-financing actually cleared during the financial year (i.e. their 'delta' in the Financial Year 'actuals', not their 'cut-off' based estimated 'consumption').
- (5) For the purpose of equivalence with the ECA's scope of the EC funds with potential exposure to legality & regularity errors (see the ECA's Annual Report methodological annex 1.1), our concept of "relevant expenditure" includes the payments made, subtracts the new pre-financing paid out, and adds the pre-financing actually cleared;. This is a separate and 'hybrid' concept, intentionally combining elements from the budgetary accounting and from the general ledger accounting.
- (6) In this column, we disclose the detected error rates or equivalent estimates: as only ex ante controls have been performed, to calculate the error rate for procurement and grant, DG TAXUD has taken a most conservative approach and estimates the error rate at 0,5%.
- (8) The adjusted average recovery and corrections percentage is based on the 7 years historic Average of Recoveries and financial Corrections (ARC), which is the best available indication of the corrective measures each department applied over the past years as a result of ex post controls.

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

Objective: DG Taxation and Customs Union 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: Commission Decision SEC(2020)146 of 1 April 2020

Baseline (2019)	Target (2022)	Latest known results (2024)
1 December 2019 30% (6 out of 20)	4 first female appointments by 2022	In 2024, DG TAXUD made 5 first female appointment in Head of Unit positions (81.3 % first female appointment). 57.1% female representation end of 2024

Indicator 2: DG TAXUD’s staff engagement index

Source of data: Commission staff survey

Baseline (2018)	Target (2024)	Latest known results (2023)
EC=69% and TAXUD=75%	DG TAXUD aims to maintain a staff engagement index that is higher than the Commission average and at least as high as in 2018.	70%

Main outputs in 2024:

Output	Indicator	Target	Latest Known Results
Launch an in-house programme for female talent development	Number of participants in the programme	Enrolment of at least 20 participants in the programme	Replaced with TAXUD Leadership programme open to both female and male candidates. 18 participants in 2024.
Increase diversity and inclusion among staff	Progress in implementing actions in the DG TAXUD Equality mainstreaming work plan after 18 months	DG TAXUD Equality mainstreaming work plan implemented as planned	2 campaigns organised to raise awareness on among TAXUD staff members. Inter-DG ‘In my shoes’ event organised to promote respect and dignity in the workplace.
Encourage staff engagement and transform DG TAXUD culture Support two-way communication between management and staff	Setting up the 2023 Staff survey follow-up plan Organise regular all-staff Open Forum gatherings	Action plan following the 2023 Staff survey adopted by 30/6/2024 Organise at least seven all-staff gatherings in 2024	Action plan sent to DG HR in September 2024. 7 all-staff meetings organised (3 Open Forum meetings, 2 all-staff sessions dedicated to anti-harassment and 2 all-staff social events).

Output	Indicator	Target	Latest Known Results
Develop solid knowledge and data for informed HR decisions	<ul style="list-style-type: none"> New in-house skills assessment Modified in-house workload assessment 	Overview of available and missing skills needed to deliver DG TAXUD objectives and for succession planning. Overview of links between resources and priorities	Skills assessment conducted together with DG HR. Workload assessment carried out via Senior Management consultations and an all-staff consultation: Workload Pulse Survey
Inform about career possibilities for different staff profiles	<ul style="list-style-type: none"> Certification information campaign for AST staff Communication campaign on career guidance Reviewed learning paths 	<ul style="list-style-type: none"> Organising an event for AST staff on certification and a campaign for all staff on career Performing a thorough review of learning paths with an accompanying information to all staff 	<ul style="list-style-type: none"> AST staff event organised in n Feb 2024. Learning paths reviewed.

DG Taxation and Customs Union 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.

Main outputs in 2024:

Output	Indicator	Target	Latest Known Results
<i>Digital Transformation</i>			
DIGITAL Ready Policies	Percentage of New Policies that are Digitally Ready in their elaboration Phase	40% of new policies to be Digitally ready in their elaboration	50% of new policies are Digitally ready in their elaboration
Seamless Digital Landscape	Adoption of Development Security and Operations (DEVSecOPS) or containerization paradigm for new developments	<ul style="list-style-type: none"> 25% of new developments in the DEVSECOPS paradigm CBAM Definitive System development as fully Containerized Platform according to DEVSECOPS 	<ul style="list-style-type: none"> 25% of new systems using DevSecOps achieved CBAM Definitive System development as fully Containerized Platform according to DEVSECOPS TAXUD Data Lab
	CCN Modernisation of core platform for Customs and Taxation with MS	CCN Modernisation Progress of deployment 30%	CCN Modernisation Progress of deployment 30%

Output	Indicator	Target	Latest Known Results
	Modernisation of DG TAXUD Telecommunication Infrastructure and Design of new business SDN Networks targeting cloud	Initial Design Phase for Telecommunication Modernisation with DIGIT	Complete upscale of CCN WAN Initial Design Phase for Telecommunication Modernisation with DIGIT
	Local Data Centre Consolidation Programme Progress Rate	<ul style="list-style-type: none"> Local Data Consolidation Phase I full completion Phase II Network consolidation 30% 	<ul style="list-style-type: none"> Phase 1 has been fully completed. Phase II is currently not further pursued. Phase III initiated
	Deployment of New Security Program in collaboration with DIGIT	<ul style="list-style-type: none"> Dedicated Security Plans for all major new DG TAXUD CIs Annual DR Exercise for all DG TAXUD IT systems and assets Deployment of new cyber-Security Programme – Progress of deployment 40% 	<ul style="list-style-type: none"> Dedicated Security Plans for all major new DG TAXUD CIs: 100% IT Disaster Recovery Exercise in November 2024. Deployment of new cyber-Security Programme – Progress of deployment: 40% - Security Program of 2024-2025 submitted
Secure IT Infrastructure	Deployment of New Security Program in collaboration with DIGIT	<ul style="list-style-type: none"> Annual DR Exercise for all DG TAXUD IT systems and assets Deployment of new cyber-Security Programme – Progress of deployment 40% 	<ul style="list-style-type: none"> Annual DR Exercise for all DG TAXUD IT systems and assets Deployment of new cyber-Security Programme – Progress of deployment 40%
Implementation of the corporate principles for data governance for DG TAXUD's key data assets	Percentage of implementation of the corporate principles for data governance for DG TAXUD's key data assets	Interim milestone by 2024: 60%	Interim milestone by 2024: 60%
All Information Systems in production managed in an optimal way	Service Level Agreements, Gold, Silver, Bronze or Best-Effort (as per the MASP-C and the MASP-T)	Full respect of the relevant Service Level Agreements for each system	99.8%
All projects managed in an optimal way	Project Plans set in the relevant Vision Document or Project Charter (as per the MASP-C and the MASP-T)	Full respect of the relevant project plans and their milestones	TAXUD delivered on the milestones of MASP-T and MASP-C. Certain Member States face challenges in meeting the deadlines.
<i>Data Protection</i>			

Output	Indicator	Target	Latest Known Results
List of key actions on data protection	<ul style="list-style-type: none"> Awareness raising sessions organised Data protection records are up to date 	<ul style="list-style-type: none"> Two in 2024 reaching 30% of the staff in the DG 100% 	<ul style="list-style-type: none"> Two sessions in 2024 reaching 30% of the staff in DG (remaining from previous years). By this DG TAXUD has reached 100% awareness rising of the staff on data protection matters. 66% Data protection records up to data
Digital Culture			
<ul style="list-style-type: none"> List of key actions on knowledge and information management <i>(Source: Digital Commission Dashboard)</i> 	<ul style="list-style-type: none"> % of total statutory staff who have followed at least one IT-related training in the course of the last 2 years % of total statutory staff who have followed at least one security awareness related training in the course of the last 2 years linked also to data protection awareness sessions mentioned in the previous point 	<ul style="list-style-type: none"> 50% 50% 	<ul style="list-style-type: none"> 50% 90%

Objective: DG Taxation and Customs Union takes account of its environmental impact in their actions and actively promotes measures to reduce the related day-to-day impact of the administration and its work, with the support its EMAS Correspondent.

Main outputs in 2024:

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

Output	Indicator	Target (2019 as baseline)	Latest Known Results
Participation in the end of the year energy saving action, by closing down DG's buildings during the Christmas and New Year's holiday period.	Number of buildings participating: 3	100% of DG TAXUD buildings participating	100% of DG TAXUD buildings participating

Output	Indicator	Target (2019 as baseline)	Latest Known Results
Paperless working methods at DG level (such as paperless working: esignatories, financial circuits, collaborative working tools)	Remaining paper procedures	All internal workflows are paperless except if otherwise provided by the internal rules. TAXUD will adapt if the internal rules change.	All internal workflows are paperless except if otherwise provided by the internal rules. TAXUD will adapt if the internal rules change.
Staff awareness actions to reduce waste and energy use in the framework of EMAS corporate campaigns and/or awareness actions about DG's total energy consumption in collaboration with OIB	Number of events organised	At least once a year	Two events organised.

II. Reducing CO₂, equivalent CO₂ and other atmospheric emissions

Output	Indicator	Target (2019 as baseline)	Latest Known Results
Staff awareness actions on reducing GHG emissions (such as actions on sustainable commuting during EU Mobility week and VeloWalk corporate events) and/or raise staff awareness on sustainable commuting in collaboration with OIB or OIL (e.g. availability of bike parking facilities, lockers and showers, promote the reduction of parking spaces' use amongst staff).	<ul style="list-style-type: none"> • % of staff informed • % of sustainable commuters (?) at DG/service 	<ul style="list-style-type: none"> • 100 % of staff informed • At least 20 % of sustainable commuters at DG/service (%) 	<ul style="list-style-type: none"> • 100 % of staff informed • Results of the Staff commuting survey launched in October 2024 will be available later in 2025
Gradual increased use of videoconference for meetings with stakeholders	% of meetings with Member States taking place online vs physical meetings	Only essential meetings take place physically	12% hybrid 36% physical 52% online

(?) Sustainable commuting usually refers to environmentally friendly travel modes, such as. Public transport (bus, tram, subway, light rail), walking, cycling, and carpooling.

Output	Indicator	Target (2019 as baseline)	Latest Known Results
Analysis of DG's missions' trends /patterns (based on corporate EC-staff's professional trips (missions), optimise and gradually reduce CO ₂ emissions (e.g. by optimising the number of participants in the same mission, promoting more sustainable travelling options, promoting videoconferencing/ virtual events as an alternative).	CO ₂ (t) emissions from DG's missions <i>(% means of transportation used)</i>	Reduce DG's CO ₂ emissions from missions to 50% by 2024	Means of Transportation: 60.28% airplane 26.98% train 10.18% car 2.06% bus 0.5% other
Analysis and monitoring of DG TAXUD CO ₂ emissions	Reports generated in MiPS provided by PMO	Reduction of CO ₂ emissions compared to 2019	Increase by 21.65% compared to 2019

III. Reducing and management of waste

Output	Indicator	Target (2019 as baseline)	Latest Known Results
Implementation of the EC Guidelines for sustainable meetings and events , e.g. reduce/eliminate single-use plastics, gadgets/gifts.	% of events that are green	100%	All internal TAXUD events were held as green events, invitations digital only and no printed paper.

IV. Promoting green public procurement (GPP)

Output	Indicator	Target (2019 as baseline)	Latest Known Results
Gradual introduction of GPP criteria in contracts and starting to monitor the process.	% of contracts relevant for GPP criteria	100% of contracts relevant for GPP criteria by 2027.	All relevant call for tenders now includes the requirement for tenderers to be EMAS compliant
Staff awareness actions on encouraging secretariats and staff to order sustainable office furniture (pens, notebooks, etc.) among EC office supplies' catalogue (for example, introduce a DG-specific office supplies' catalogue, including only 100% "green items").	Number of actions	Two actions per year	This action should be implemented at corporate level

