



Annual Activity Report 2024

Office for Infrastructure and Logistics
Brussels

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OIB IN BRIEF

The Office for Infrastructure and Logistics in Brussels (OIB) was established to coordinate and carry out the Commission's infrastructure and logistics services ⁽¹⁾.

OIB is attached to the Directorate-General for Human Resources and Security (DG HR). A Management Committee oversees the implementation of its activities. DG HR chairs and assists the Management Committee in the implementation of its tasks. The Director of the Office as Head of Service is responsible for implementing its mission. He is given the power of nomination (Appointing Authority (AIPN)) and exercises the function of Authorising Officer by Delegation (AOD). OIB provides services to the Commission, other EU institutions and Executive Agencies in Brussels and Ispra.

Key stakeholders:

- The Commissioner for Budget, Anti-Fraud and Public Administration and his Cabinet;
- The College Members;
- Central Commission Services;
- EU Institutions and Executive Agencies located in Brussels and Ispra;
- Staff of the Commission and Executive Agencies.

Administrative structure:

OIB is structured in four departments with the following activities:

- **Real Estate (RE):** Building policy, buildings management and property projects, Eco-Management and Audit Scheme (EMAS) activities and logistical support.
- **Logistic Services (LS):** Catering services, transport and mobility, workspace equipment, inventory management, mail and printing, historical archives, catering and childcare in Ispra.
- **Childcare Services (CS):** Nurseries, kindergartens and after-school childcare in Brussels.
- **Resources, Policy Steering and Prevention (RPP):** HR, communication, IT, finances, procurement, policy steering, internal control and prevention and protection.

⁽¹⁾ OIB was created on 1 January 2003 by Commission Decision C(2002)4368 of 6 November 2002.

EXECUTIVE SUMMARY

This annual activity report is a management report of the Head of Service of OIB to the College of Commissioners. Annual activity reports are the main instrument of management accountability within the Commission and constitute the basis on which the College takes political responsibility for the decisions it takes as well as for the coordinating, executive and management functions it exercises, as laid down in the Treaties ⁽²⁾.

⁽²⁾ Article 17(1) of the Treaty on European Union.

A. Key results and progress towards achieving the Commission's general objectives and department's specific objectives

The mission of OIB is to ensure a functional, safe and comfortable workplace for Commission staff and to provide high quality support services, based on a client-oriented approach in an environmentally friendly and cost-effective way.

This report covers OIB's actions and outputs for 2024 to progress towards the objectives of its strategic plan 2020-2024 ⁽³⁾ and accomplish the objectives set out in its management plan 2024 ⁽⁴⁾. The Office's main objectives are to:

- ✓ Manage the Commission's buildings and infrastructures efficiently and effectively in line with the highest environmental standards.
- ✓ Create good working conditions for staff and provide good social infrastructures.
- ✓ Manage activities in a client-oriented, transparent way, in line with ethical requirements.

OIB continued to ensure that all areas of its activities were modern and sustainable, both environmentally and financially, to provide a high performing and fit for purpose workplace.

In 2024, OIB contributed to **the seventh horizontal objective** of the President von der Leyen Commission and to the specific mandate addressed to the Commissioner for Budget and Administration, Mr Johannes Hahn, and, as of 1 December, to the specific mandate addressed to the Commissioner for Budget, Anti-Fraud and Public Administration, Mr Piotr Serafin, which covers the Commission's work to provide:

"A modern, high performing and sustainable European Commission"

The **main challenges identified** by OIB were to contribute to the implementation of the Commission's greening action plan ⁽⁵⁾ and demonstrate that the Commission is a frontrunner in green public administration by continuing to:

- ✓ Rollout the Commission real estate strategy and updated logistics approach.
- ✓ Minimise the greenhouse gas emissions from buildings and corporate cars and through promoting sustainable mobility.
- ✓ Evaluate and update environmental performance benchmarks to ensure progress towards carbon neutrality.
- ✓ Reduce energy and water consumption, increase the use of renewable energy sources in buildings and increase the efficiency of waste management.
- ✓ Implement Dynamic Collaborative Space (DCS) to offer new flexible office space to colleagues and improve staff wellbeing.

⁽³⁾ [Strategic Plan 2020-2024 – Office for Infrastructure and Logistics in Brussels \(europa.eu\)](#)

⁽⁴⁾ [Management Plan 2024 - Office for Infrastructure and Logistics Brussels \(europa.eu\)](#)

⁽⁵⁾ [People first - Greening the European Commission](#)

- ✓ Commit to making each square meter greener by implementing sustainable building practices and green technologies.
- ✓ Implement the hybrid catering model while ensuring the highest environmental standards and provide sufficient open facilities to accompany the return to the office.
- ✓ Ensure the maintenance of all EC infrastructure in line with the environmental objectives and the highest environmental standards.
- ✓ Provide high-quality childcare services in line with the needs of children, parents and staff.
- ✓ Implement the digital transformation and modernisation of OIB business processes and services.

In reference to the Russian war of aggression against Ukraine, the **main challenge** was to:

- ✓ Respond efficiently to infrastructural needs, e.g. by continuing to welcome Ukrainian children at the Commission childcare facilities.

OIB participated in the implementation of the objectives of the **'Greening the Commission' Communication** and those of the HR strategy ⁽⁶⁾. Its actions were linked to:

- ✓ Ensuring the efficiency and sustainability of buildings and office space.
- ✓ Promoting sustainable green mobility and staff commuting.
- ✓ Safeguarding ecosystem and biodiversity preservation and restoration.
- ✓ Promoting a fair, healthy and sustainable food system ⁽⁷⁾.

Close cooperation with the Belgian authorities, notably the Brussels Capital Region, continued, particularly regarding the urban planning of the European quarter in Brussels.

OIB continued to support corporate efforts on environmental actions through the Commission's **Eco-Management and Audit Scheme (EMAS)**.

⁽⁶⁾ C(2022) 2229 of 4 April 2022 "A new Human Resources Strategy for the Commission"

⁽⁷⁾ A food system comprises all processes, people, institutions and infrastructure involved in growing, processing, transporting, selling and marketing food.

B. Key performance indicators

Indicator	Baseline	Target 2024	Latest known results (31.12.2024)
Energy consumption optimised	Baseline (2019): 323 kWh/m ² EPB ⁽⁸⁾	Reduction by 10% of the energy consumption by 2025 according to the 'PLAGE' ⁽⁹⁾ legislation.	222 kWh/m ²
Use rate of workstations in a Dynamic Collaborative Space environment ⁽¹⁰⁾	Baseline (2020): 70%	90%	89.2%
Number of staff placed in a dynamic office environment	Baseline (2020): 0	Increase	2024: 8 391 (33.4% of Commission staff) ⁽¹¹⁾ 2023: 6 292 2022: 5 509
Staff satisfaction rate for the provision of childcare services	Baseline: Nurseries/ Kindergartens: 91% in 2019 Childminding facilities: ~90% in 2017	Maintain a high level of satisfaction	88% overall (2022)
The Residual Error Rate (RER)	Amount at risk - Residual Error Rate (RER) – lower than 2%	RER lower than 2%	0.5%

⁽⁸⁾ EPB: Energy Performance of Buildings

⁽⁹⁾ PLAGE: Plan Local d'Action pour la Gestion Énergétique

⁽¹⁰⁾ This indicator was reformulated in the 2023 AAR and has since been called "Use rate" (initially "Occupancy rate") to better reflect the change in the policy priority to ensure that workstations provided by OIB in Dynamic Collaborative Spaces (DCS) are put to more efficient use than in "assigned workstation" configuration.

In the 2020-2024 strategic plan, the Use rate (Present Staff compared to Workstations) was calculated in "assigned workstation" configuration with the baseline value of 70% (Communication Workplace of the Future [SWD(2019)675]).

Based on a 2023 calculation, the ratio of 70% in "assigned workstation" configuration corresponds to a ratio of 89% in DCS configuration (i.e. close to the 90% target).

⁽¹¹⁾ These results are based on the number of Commission staff members with a job in Brussels and who are entitled to a workstation based on their job title or their statutory link. The data originates from COMREF (master data management tool)/SYSPER (Human Resources Management system of the Commission) as encoded by DG HR and based on the address of the staff member in COMREF/SYSPER. It is determined based on information in REMIS if the staff member is working in collaborative space or not.

C. Key conclusions on internal control and financial management

OIB has systematically examined the available control results and indicators, as well as the observations and recommendations issued by the internal auditor and the European Court of Auditors. These elements have been assessed to determine their impact on management's assurance about the achievement of the control objectives. Please refer to Section 2 for further details.

In conclusion, management has reasonable assurance that, overall, suitable controls are in place and working as intended; risks are being appropriately monitored and mitigated. Improvements are necessary concerning one 'Very Important' IAS audit recommendation, issued in December 2023. It concerns the approach and procurement activities linked to the management of large-scale building projects. In 2024, OIB completed all agreed-upon actions for this recommendation and marked it as 'Ready for review'. In 2025, the IAS began its follow-up audit.

The Head of Service, in his capacity as Authorising Officer by Delegation, has signed the Declaration of Assurance.

D. Provision of information to the Commissioners

In the context of the regular meetings during the year between OIB and the Commissioners on management matters, the main elements of this report and assurance declaration, , have been brought to the attention of Commissioner Hahn, responsible for Budget and Administration and Commissioner Serafin, responsible for Budget, Anti-Fraud and Public Administration.

1. KEY RESULTS AND PROGRESS TOWARDS ACHIEVING THE COMMISSION'S GENERAL OBJECTIVES AND SPECIFIC OBJECTIVES OF THE DEPARTMENT

General Objective 7: A modern high-performing and sustainable European Commission.

Specific Objective 7.1: The Commission's buildings and infrastructures are managed in line with the Commission Building Policy needs.

Real Estate Strategy

In its Communication 'Greening the Commission' C(2022) 2230 of 5 April 2022, the Commission adopted a plan to achieve climate neutrality by 2030 and to reduce its environmental footprint. The building policy, aligned with the objectives of this communication, is translated into the Multiannual Real Estate Policy Framework (MAPF) which was approved in December.

The building strategy aims to reduce the Commission's overall office space by approximately 25% and its number of buildings by 50% by 2030, while making smarter and greener use of each square meter. In the process of reducing the number of buildings, those with a poor environmental performance and a technical configuration that hinders efficient use of the available space are, according to the Commission's building strategy, targeted first. In 2024, OIB:

- ✓ further reduced its overall office space by 34 852m².
- ✓ successfully completed **the unprecedented sale** of 23 buildings in Brussels in April. The Commission will continue to temporarily occupy 17 out of the 23 buildings, between 2026 or 2029.
- ✓ published a **prospection notice** for new buildings.
- ✓ conducted **negotiations for new buildings** in the European and North quarter based on the market prospection. Two contracts (MO34 ⁽¹²⁾ and T211 ⁽¹³⁾) were signed in April. The 'Genève' pole ⁽¹⁴⁾ was abandoned in August.

Smarter use of each square meter

The Housing Conditions Manual (HCM) is in the process of being revised to be fully aligned with the real estate policy and the concept of Dynamic Collaborative Space (DCS) as the occupational setup. In early 2025, it was under consultation for a consolidated version.

⁽¹²⁾ Rue Montoyer 34, 1000 Bruxelles

⁽¹³⁾ Avenue de Tervueren 211, 1150 Woluwe Saint Pierre

⁽¹⁴⁾ Buildings Genève 6, Rue de Genève 6 and Genève 12, Rue de Genève 12, 1140 Evere

Clustering of DGs (and Executive Agencies) by thematic poles

By the end of 2024, the implementation of clustering of DGs, e.g. locating DG's with relevant portfolios in proximity of each other, was put on hold, until further decisions are made regarding the future housing needs of the new Commission and its new Directorate-Generals.

Construction and redevelopment works: New Conference Centre (CC2.0)

The environmental permit for the New Conference Centre was obtained in January. The construction of the building began in September. The kick-off meeting, groundbreaking ceremony and other workshops were organised during the year, together with DGs SCIC, DIGIT, HR, SG, JRC and COMM. OIB prioritises the centre's environmental performance and end-user experience, assuring conformity with the New European Bauhaus (NEB) initiative.

New European Bauhaus (NEB) ⁽¹⁵⁾

The ground floors of CO46 ⁽¹⁶⁾ and BERL ⁽¹⁷⁾ were redesigned in adherence to the NEB principles, with a strong focus on accessibility, circularity and well-being.

OIB participated in the **New European Bauhaus festival** at the Parc du Cinquantenaire in Brussels in April. During this festival, the Office showcased 17 projects from the **EUROPAN** ⁽¹⁸⁾ competition and promoted the European identity, sustainability and the Commission's greening efforts. The participation of OIB in the EUROPAN competition was a contribution to the 2030 Master Plan for the Parc du Cinquantenaire in Brussels elaborated by Federal and Regional authorities. The implementation and financing of this 2030 Masterplan for the park depends on the new Federal Government in Belgium. In the second half of the year, OIB also contributed to the installation of the 'Unitatis' sculpture as part of the Horizon 2030 cultural programme of the Belgian state. The collaboration with the NEB network ⁽¹⁵⁾ was enhanced across all Commission sites to intensify the sharing of knowledge on NEB-projects.

Specific Objective 7.2: Provide good quality office space to all Commission sites in Brussels.

OIB participated in the work of the FLEX core team ⁽¹⁹⁾, easing the transition of staff and DGs to Dynamic Collaborative Space (DCS). The following moves were implemented:

- ✓ EACA to SB34 ⁽²⁰⁾ in April.
- ✓ DG EMPL to CO46 ⁽¹⁶⁾ in June.

⁽¹⁵⁾ [New European Bauhaus: beautiful, sustainable, together. \(europa.eu\)](https://myintracomm.ec.europa.eu/flexible-working/Pages/index.aspx)

⁽¹⁶⁾ Rue du Commerce 46, 1000 Bruxelles

⁽¹⁷⁾ Berlaymont, Rue de la Loi 200, 1000 Bruxelles

⁽¹⁸⁾ Europe Programme Architecture Nouvelle: European biennial competition for young architects under 40 years of age to design innovative housing schemes for sites across Europe

⁽¹⁹⁾ <https://myintracomm.ec.europa.eu/flexible-working/Pages/index.aspx>

⁽²⁰⁾ North Light, Avenue Simon Bolivar 34, 1000 Bruxelles

- ✓ DG DGT to J-59 ⁽²¹⁾ in June and to SPA3 ⁽²²⁾ in July.
- ✓ SG directorates D and E, Mediation Service, RSB and DPO ⁽²³⁾ to DCS in BERL ⁽¹⁷⁾.

The cabinet members of the new Commissioners were housed in line with respective mandates' portfolios by OIB in BERL ⁽¹⁷⁾ in early December 2024 within two days. The installation was coordinated with DGs DIGIT and SCIC.

It is worth noting that the provision of good quality office space is nevertheless subject to limitations, particularly due to the OIB's dependence on external landlords, which can impact the flexibility and responsiveness of the service.

OIB continued to play an active role in the Association of Staff with a Disability in the European Commission (**ASDEC**) ⁽²⁴⁾. All Commission buildings in Brussels comply with the legal requirements regarding accessibility for persons with disabilities. OIB maintained its screening program for upgrades according to the new EN17210 ⁽²⁵⁾ standard, prioritising the implementation in newly occupied, refurbished buildings in alignment with the Strategy for the Rights of Persons with Disabilities 2021-2030 ⁽²⁶⁾. OIB continued to liaise with a network of dedicated ambassadors for each building.

IT Applications for parking spaces and office desks

'Where2Park'

- ✓ The application for reservation of parking spaces was further rolled out to the buildings C046 ⁽¹⁶⁾, J-59 ⁽²¹⁾, SPA2 ⁽²⁷⁾, SPA3 ⁽²²⁾, CDMA ⁽²⁸⁾ and VM18 ⁽²⁹⁾. By end of 2024, OIB managed a total of 2 203 parking spots in 23 buildings

Where2Desk

- ✓ The application for reservation of office desks was updated to a new version in August for a better user experience.

⁽²¹⁾ City Garden, Rue Joseph II 59, 1000 Bruxelles

⁽²²⁾ Parc Avenue, Rue de Spa 3, 1000 Bruxelles

⁽²³⁾ RSB = Regulatory Scrutiny Board; DPO = Data Protection Officer of the Commission; The Mediation Service, the Regulatory Scrutiny Board and the Data Protection Officer are attached to the Secretariat-General (SG)

⁽²⁴⁾ This group represents and defends the views of staff with a disability to the administration and makes proposals for developments in staff policies and services

⁽²⁵⁾ 2021 Standard with respect to Accessibility and Usability of the Built Environment

⁽²⁶⁾ COM(2021)101 of 03/03/2021: Union of Equality: Strategy for the Rights of Persons with Disabilities 2021-2030

⁽²⁷⁾ The Pavilion, Rue de Spa 2, 1000 Bruxelles

⁽²⁸⁾ Mondrian (champ de Mars), Rue du Champ de Mars 21, 1050 Ixelles

⁽²⁹⁾ Ex-Couvent VM, Rue van Maerlant 18, 1040 Etterbeek

OIB Internal Scoreboard (OIBScore)

Progress continues on new operational reports to replace outdated Microsoft Access-based reports, increasing performance, reliability, and data validation to support strategic planning and managing of operations.

Smart Building Technology

Progress continues in further implementing Building Information Modelling (BIM) and Building Management Systems (BMS) to enhance energy optimisation and maintenance. The new conference centre building will be fully managed via BIM to ensure operational efficiency. Regular coordination with OIL ensures alignment on technical specifications and best practices. Additionally, operational teams are being trained in BIM concepts through Revit ⁽³⁰⁾ and EU-learn courses to support effective implementation.

Real-time Monitoring

Efforts in real-time monitoring and control of building systems resulted in significant advancements. At the end of 2024, around 4,700 sensors were deployed, providing real-time data on temperature and energy consumption. A prototype tool was developed to visualize consumption heatmaps, enabling the detection of anomalies in water, electricity, and gas consumption. Additionally, Artificial Intelligence (AI) models were implemented to predict consumption trends, identifying missing data, and enhancing overall energy management and preventive actions.

Specific Objective 7.3: Modern logistics domain and related services through a united logistics approach.

OIB delivered on all domain activities in its strategic plan 2020-2024 and the actions defined in the 2019 Synergies and Efficiencies (S&E) Communication ⁽³¹⁾. The S&E initiative was concluded with a report to the Group of Resource Directors (GDR) in 2024.

In 2024, the up-to-date **catalogue of services** and its **quality charter** which were previously integrated in the My IT and Logistics (MITS) web portal were successfully transitioned to the new corporate platform ServiceNow. During 2024, OIB also updated its quality charter which forms an essential part of OIB's client-centric approach.

The domain **performance indicators** were monitored through internal dashboards. Through the **OIBScore 2.0** project and the usage of PowerBI, OIB increased the services covered by reports and increased their usefulness. The refined reports enable the monitoring of operational and strategic objectives or respond to legal requirements.

⁽³⁰⁾ Building information modelling software for architects and engineers to design buildings and structures

⁽³¹⁾ (C(2019)2329)

OIB continues to benchmark its services and learn from other public sector organisations through **cooperative forums** such as PuRE-NET⁽³²⁾ and INFM⁽³³⁾ and by organising meetings of its Facility Management network to discuss common challenges. In May, OIB organised a meeting with the theme ‘Strategic Indicators’, bringing together public organisations from the EU and beyond. In October, PuRE-NET and OIB signed a one-year extension of their Memorandum of Understanding.

OIB initiated a pilot project for **Business Process Reengineering**⁽³⁴⁾ for office supplies with the objective to achieve time savings and process optimisation. The project delivered notable improvements, creating a solid foundation for the ongoing enhancement of office supply management practices.

The **Historical Archive Service** continued to process Commission archives and opened them to the public in line with the legal framework. Substantial actions were put in place to assure a smooth transition of archives before the new Commission inauguration.

Contributing to the digitalisation strategy and the implementation of the ‘Greening the Commission’ communication objectives, the OIB launched a **Mail digitalisation strategy** in cooperation with OIL, PMO, SG and other selected DGs. The project was triggered by a proof of concept using two corporate tools: The records management system ARES which is used to route and manage the entire lifecycle of mail and the application Scancode, in which the scanning process is carried out. A second, dedicated proof of concept for scanning was conducted in 2024.

OIB also pursued a modernisation of its **printing services**. A new printing machine, with a state-of-the-art inkjet technology, replaced traditional offset printing. The creative design team redefined the approach for demand management to ensure efficient handling of the increasing number of requests for visual products. The signage team continued to support the implementation of OIB’s building strategy with the definition of signage and decoration concepts for new buildings such as C046⁽¹⁶⁾, and the redesign of the New College premises’ signage at BERL⁽¹⁷⁾.

OIB continued to provide attractive working conditions for staff with furniture that combines ergonomics, design, elegant finishes and quality materials for all new DCS projects. The main achievements in 2024 were:

- ✓ The swift emptying of several buildings: J-27⁽³⁵⁾, J-59⁽²¹⁾, G—6 and G-12⁽¹⁴⁾ (and C150, C158⁽³⁶⁾ for EEAS) that were either released or refurbished.
- ✓ The move of the Executive Agency EACEA from J-59⁽²¹⁾ to SB34⁽²⁰⁾.
- ✓ The furnishing of the new C046⁽¹⁶⁾ building for DG EMPL.

⁽³²⁾ PuRE Net = Public Real Estate Network is a European organisation gathering national real estate agencies and ministries responsible for public real estate across Europe (c.f.: [PuRE-net | Public Real Estate](#))

⁽³³⁾ Inter-Agency Network of Facilities Managers (United Nations)

⁽³⁴⁾ The OIB Business Process Reengineering (BPR) aims to improve efficiency, align processes with objectives and available resources, and prepare the Office for future challenges

⁽³⁵⁾ Rue Joseph II 27, 1000 Bruxelles

⁽³⁶⁾ Avenue de Cortenbergh 150 and 158, 1000 Bruxelles

- ✓ The furnishing of the J-59 ⁽²¹⁾ and SPA3 ⁽²²⁾ buildings for DGT following refurbishment.
- ✓ The installation of the New Commission in BERL ⁽¹⁷⁾.

Specific Objective 7.4: Reduction of the Commission's carbon and ecological footprint consistent with the objectives of the EU Green Deal, notably a climate-neutral Commission by 2030.

Make each square meter greener

The implementation of the 'Greening the Commission' communication is reducing the environmental impact of Commission buildings and services. Parking spaces within Commission buildings were further reduced to align with the objectives of the **COBRACE** ⁽³⁷⁾ **regulation** and promote greener modes of commuting. Furthermore, by the end of 2024, the fit-out project for parking space reduction in B-28 ⁽³⁸⁾ was completed, the project in LX46 ⁽³⁹⁾ was being finalised and the permit extension for N105 ⁽⁴⁰⁾ progressed.

An interinstitutional tender package under the lead of the Council was prepared to outsource the installation of charging stations for electric vehicles. It ensured compliance with the Brussels Capital Region regulation that requires, at a minimum, 10% of parking spots to be equipped with charging stations. OIB continued its efforts to achieve a **100% zero or low emission fleet of service cars** by 2027, as defined in the Greening the Commission action plan. The fleet reached 92% zero or low emission cars by the end of 2024. In addition:

- ✓ OIB continued to **reduce the number of buildings in its portfolio** and replaced old buildings with more sustainable ones (see specific objective 7.1.).
- ✓ The new C046 ⁽¹⁶⁾, became the **first 'zero emission in-use'** ⁽⁴¹⁾ building of the Commission real estate portfolio in Brussels.

OIB further continued to implement the following optimisation measures:

- ✓ The **hours of heating and air-conditioning** in buildings between 08:00 and 17:00 were maintained. Set temperatures were adjusted if needed, while respecting the appropriate regulatory norms.
- ✓ The 'Better Energy Saving Together' (**BEST**) action continued with the following four closures: 1) the **End-of-Year action** during which 42 buildings were closed during the 2023-2024 Christmas break (energy savings: 1 120 MWh = 150 tons CO₂), 2) the **BEST winter action** during which 33 buildings were closed between 03 and 05 January 2024 (energy savings: 591 MWh = 81 tons CO₂), 3) the **BEST summer action** during which 29 buildings were closed for at least one week between 29 July and 23 August

⁽³⁷⁾ Brussels Code on Air, Climate and Energy Efficiency (Code Bruxellois de l'air, du climat et la maîtrise de l'énergie)

⁽³⁸⁾ Belliard 28, Rue Belliard 28, 1000 Bruxelles

⁽³⁹⁾ Luxembourg 46, Rue du Luxembourg 46, 1000 Bruxelles

⁽⁴⁰⁾ Nerviens 105, Avenue des Nerviens 105, 1040 Etterbeek

⁽⁴¹⁾ Zero emission in-use: zero-carbon-ready buildings are highly energy-efficient and resilient buildings that either use renewable energy directly, or rely on a source of energy supply that can be fully decarbonised

(energy savings: 600 MWh), and 4) a second **End-of-Year action** during which 39 buildings were closed during the 2024-2025 Christmas break (energy savings: 2 100 MWh = 382 tons CO₂).

- ✓ The ‘Building Energy Monitoring and Management System’ (BEMMS) proof of concept was advanced to support a future smart building approach.

An external **EMAS verification audit** was conducted in June. The audit focused on four buildings: CSM1 ⁽⁴²⁾, MERO ⁽⁴³⁾, L-51 ⁽⁴⁴⁾ and NOHE ⁽⁴⁵⁾. As a result of the audit, L-51 ⁽⁴⁴⁾ and NOHE ⁽⁴⁵⁾ were successfully added to the EMAS scope. An internal audit covered B-28 ⁽³⁹⁾, WALI ⁽⁴⁶⁾, BRE2 ⁽⁴⁷⁾ and ORBN ⁽⁴⁸⁾. A **risk assessment on climate-resilient buildings** was conducted for the new Conference Centre (CC2.0) to address the objective of the ‘Greening the Commission’ communication.

OIB continued to support the circular economy by promoting the reuse, repair, renovation, and recycling of office furniture, thereby **minimising the use of raw materials and reducing waste generation**. New upcycling solutions were developed for old, discarded wood panels, repurposing them into furniture items such as acoustics screens, waste sorting stations, cabinets and toolkits, with a focus on short/local circuits, positive social impacts ⁽⁴⁹⁾ and low-impact transformation, storage and waste. In addition, OIB:

- ✓ developed solutions to recycle old PET bottles into furniture (acoustic wall panels);
- ✓ donated old furniture to victims of the floods in Valencia, Spain and to the Commission services in Ispra.

Biodiversity

OIB implemented two biodiversity initiatives as part of the Commission Greening action plan:

- ✓ The feasibility of biodiversity projects for the courtyards and surroundings of CSM1 ⁽⁴³⁾ and BERL ⁽¹⁷⁾ was studied.
- ✓ The works to green the roofs of CHAR ⁽⁵⁰⁾ and ORBAN ⁽⁴⁸⁾ were completed.

Sustainable Mobility

In 2024, a new staff mobility plan, the EC Green Commuting Plan, was approved by the College of Commissioners. A new, more user-friendly IT system based on the existing systems

⁽⁴²⁾ Cours Saint Michel 1, Cours Saint-Michel 23, 1040 Etterbeek

⁽⁴³⁾ MERODE, Avenue de Tervueren 51, 1040 Etterbeek

⁽⁴⁴⁾ Copernicus, Rue de la Loi 51, 1000 Bruxelles

⁽⁴⁵⁾ Canal logistics fase II, Chaussée de Vilvorde 142, 1120 Neder-Over-Heembeek

⁽⁴⁶⁾ WAGON-LITS, Boulevard Clovis 53, 1000 Bruxelles

⁽⁴⁷⁾ Breydel 2, Avenue d’Auderghem 19, 1040 Etterbeek

⁽⁴⁸⁾ Espace Orban, Square Frère-Orban 8, 1040 Etterbeek

⁽⁴⁹⁾ Manufactured by sheltered workshops

⁽⁵⁰⁾ Charlemagne, Rue de la Loi 170, 1040 Etterbeek

'PMO mobile' and 'MIPS+' was implemented. This implementation was linked to the transfer of the responsibility for public transport reimbursements to staff from OIB to PMO.

Specific Objective 7.5: Respect of rules of Prevention and Protection at Work applicable to the Commission sites in Brussels.

OIB continued to put in place preventive measures to maintain and improve the **health and safety at work** in Commission buildings and to address recommendations from internal audits and risk analyses, notably on fire risks and workplace assessments. This also applies to emergency preparedness and response, in collaboration with DG HR.

Awareness raising and communication actions were organised on subjects related to health and safety at work, such as prevention and protection, regulation on construction sites, ergonomics, building evacuation exercises, and equality. Across all its activities, the **Internal Service for Prevention and Protection at Work** (SIPP⁽⁵¹⁾) collaborated with its counterpart in Luxembourg (OILSST) and DG HR. Prevention advisers continued to advise Commission services on health and safety aspects in relation to works and buildings. A safety coordinator is responsible for implementing the appropriate supervision of worksites and projects to ensure the safety of all staff.

OIB continued to participate in the **Joint Committee for Prevention and Protection at Work (CPPT)**⁽⁵²⁾, as well as in the Common Committee for Prevention and Protection at Work for Executive Agencies and in the Joint Committee on Health and Safety for EEAS. The SIPP⁽⁵¹⁾ also participated in meetings of the **Inter-Institutional Occupational Health and Safety (OHS)** network with safety advisers of all European Institutions.

OIB continued to coordinate and implement corporate actions of the **BE WELL** programme related to its activities. These included ergonomics actions, the bicycle ride challenge (Vélo mai), the walking challenge, the mobility week and the installation of wellbeing rooms. OIB also participated in the Equality Task Force led by SG. The OIB **Equality coordinator** continues to ensure the integration of aspects of equality in all OIB activities.

In line with the recommendations of the Federal Agency for Nuclear Control (AFCN⁽⁵³⁾), verifications of X-ray posts and the operators' knowledge of the emergency plan and X-ray procedures were carried out. The radiation protection officers from the Internal Physical Control Service developed tables for monitoring inventories, authorisations, controls and reports to ensure proper follow up.

⁽⁵¹⁾ Service interne de Prévention et Protection

⁽⁵²⁾ Comités pour la prévention et la protection au travail

⁽⁵³⁾ Agence Fédérale de Contrôle Nucléaire (Federal Agency for Nuclear Control)

Specific Objective 7.6: Provide good social infrastructure at Brussels and Ispra sites.

Brussels

In line with the objectives set out in its 2024 Management Plan, OIB **opened four cafeterias** in the N105 ⁽⁴⁰⁾, M059 ⁽⁵⁴⁾, CO46 ⁽¹⁶⁾ and M015 ⁽⁵⁵⁾ buildings and a new restaurant in the ORBN ⁽⁴⁸⁾ building.

OIB continued to analyse its new concept of creating **conviviality zones** with high quality automatic coffee machines in cafeterias that are not yet re-opened. The first such cafeteria opened in the J-70 ⁽⁵⁶⁾ building in May. This was followed by zones in the J-30 ⁽⁵⁷⁾ and L-86 ⁽⁵⁸⁾ buildings. OIB also actively developed catering facilities for the new buildings MO34 ⁽¹²⁾ and T211 ⁽¹³⁾ (foreseen to open respectively by the end of 2025 and by early 2026) and the new conference centre (2028).

In accordance with its commitment to sustainability, OIB continued to integrate the ‘Greening the Commission’ objectives into its operations. As part of these efforts and to contribute to the ‘Farm to Fork Strategy’, OIB collaborated closely with DG AGRI to promote environmentally responsible practices in its catering services. OIB successfully introduced a menu featuring local and organic food options in all restaurants which reduces the carbon footprint and supports the local economy. While this initiative is modest in scope, it represents a tangible step towards implementing the ‘Farm to Fork Strategy’ within the Commission’s catering business.

Ispra

The Joint Research Centre (JRC) decided on the replacement of the current Mensa restaurant facility in collaboration with OIB. The plans and programming for the upcoming refurbishment works were prioritised and financially quantified. In October, OIB delivered a report to the JRC on the adjustments needed to safeguard continuity of the facility and minimise costs and loss of revenues.

A new cash register and accountancy statistics system was installed and launched during the year. The new contract for the catering of the Club House was signed in December 2024.

⁽⁵⁴⁾ Montoyer 59, Rue Montoyer 59, 1000 Bruxelles

⁽⁵⁵⁾ Black Pearl, Rue Montoyer 15, 1000 Bruxelles

⁽⁵⁶⁾ Emerald Court, Rue Joseph II 70, 1000 Bruxelles

⁽⁵⁷⁾ Britannia, Rue Joseph II 30, 1000 Bruxelles

⁽⁵⁸⁾ Loi 86, Rue de la Loi 86, 1040 Etterbeek

Specific Objective 7.7: Provide good social childcare infrastructures at Brussels and Ispra sites.

Brussels

OIB continued to offer high-quality childcare services to about 3 500 children and their families ⁽⁵⁹⁾. Following the endorsement of the new Childcare strategy by the Joint Committee on the Early Childcare Centre (COCEPE ⁽⁶⁰⁾) in June, OIB began to implement its ambitious action plan. The nurseries and kindergartens unit strengthened its partnerships and exchanges with external actors and undertook actions to increase the wellbeing and motivation of its educational staff ⁽⁶¹⁾.

Significant progress was made on the preparation of calls for tenders for external partner nurseries and after-school childcare. For external partner nurseries, the procedure was launched at the end of 2024. One of the aims is to have nurseries closer to parents' homes. Further strengthening its client-focus, OIB also converted six nursery sections in the Clovis ⁽⁶²⁾ building into rooms for after-school childcare. In addition, OIB and the Belgian authority for childhood 'Office de la Naissance et de l'Enfance' (ONE) concluded an agreement to facilitate closer collaboration, access to new training opportunities for educational staff and exchanges of best practices with local actors.

OIB also further improved its communication, adopting a new visual 'universe' for its Childcare Services Department and organising conferences for parents on topics of interest.

Greening

OIB continued to follow up all on green public procurement guidelines that concerned its tenders. The tender covering food provision for children incorporated all relevant aspects and requirements of the Brussels capital region greening strategy. To reduce the use of plastic bottles, water fountains were installed in various buildings hosting OIB childcare activities.

Childcare services regulations

A new proposal for the childcare services regulations significantly progressed in close cooperation with the Office for Infrastructure and Logistics Luxembourg (OIL) to ensure the largest possible coherence in practices (site and type of service permitting). The draft was submitted to the relevant COCEPE ⁽⁶⁰⁾ working group.

eKidWeb

The new enrolment platform 'eKidWeb' for parents was successfully deployed in December. The application is easy to use and complies with the latest design and security standards.

⁽⁵⁹⁾ around 900 children in nurseries and kindergartens and 2550 children in the after-school facilities

⁽⁶⁰⁾ Comité paritaire de gestion du centre de la petite enfance

⁽⁶¹⁾ Internal working group on ergonomics, improved onboarding of new colleagues, career management workshops and regular physical activities

⁽⁶²⁾ Crèche Clovis, Boulevard Clovis 75-79, 1000 Bruxelles

Ispra

During the JRC/OIB Steering Committee meeting in March, JRC presented a project for a prefabricated building (650m²) that could house up to 60 children to replace the Garderie Icaro. Since this proposal did not account for the legal requirement to offer places to 11–14-year-old children, OIB requested to increase the capacity to 900m². It is expected that the buildings will be ready for use at the start of the 2025/2026 school year. In the meantime, several improvements to the current building were carried out by the JRC.

The new IT system 'eKidWeb', replacing the current Bimbiweb solution, is expected to be operational for Ispra in 2025. The solution continues to be developed and optimised to meet the specific needs of Ispra.

2. INTERNAL CONTROL AND FINANCIAL MANAGEMENT

This section presents the control results and other relevant information that supports management's assurance on the achievement of the financial management and internal control objectives⁽⁶³⁾. It reports on the performance of internal control and management systems covering all activities and the management mode relevant to OIB. It includes the information necessary to establish that the available evidence is reliable, complete and comprehensive. The section is structured into the following sub-sections:

2.1. Control results,

2.2. Audit observations and recommendations,

2.3. Assessment of the effectiveness of internal control systems

2.4. Conclusions on the assurance

2.5. Declaration of Assurance.

Management monitors the functioning of the internal control systems on a continuous basis and carries out an objective assessment of their efficiency and effectiveness. In annex 7, there is a list and details of the reports that have been considered. The results of the above assessment are explicitly documented and reported to the Head of Service of OIB.

2.1. Control results

This sub-section reports and assesses the main control results and indicators OIB uses to monitor its activities, support its declaration of assurance and conclude on the cost-effectiveness of controls. Annex 6 of this annual activity report outlines the main risks together with the control processes to mitigate them and the indicators used to measure the performance of the relevant control systems. The control objective is to ensure that OIB has reasonable assurance that the total amount of any financial operation authorised during the reporting year found not in conformity with the applicable contractual or regulatory provisions, remains below 2% of authorised payments. The error rate is based on the ex-post control results. Materiality is assessed in accordance with annex 5.

⁽⁶³⁾ [Art 36.2 FR](#): a) effectiveness, efficiency and economy of operations; b) reliability of reporting; c) safeguarding of assets and information; d) prevention, detection, correction and follow-up of irregularities including fraud, corruption, conflicts of interest and double funding, also through the voluntary use of a single integrated and interoperable information and monitoring system, including a single data-mining and risk-scoring tool, provided by the Commission, and allowing for the access to and the electronic automatic retrieval, recording, storage and analysis of data on the recipients of Union funds including their beneficial owners, as defined in Article 3, point (6), of Directive (EU) 2015/849, in accordance with sector-specific rules; and e) adequate management of risks relating to the legality and regularity of underlying transactions, taking into account the multiannual character of programmes as well as the nature of the payments concerned.

Management uses control results to support its assurance and reach a conclusion about the cost-effectiveness of those controls, meaning whether the right balance between the following elements is achieved:

- **Effectiveness** The level of error found, based on the controls carried out.
- **Efficiency** The average time taken to inform or pay.
- **Economy** The proportionality between the costs of controls and the funds managed.

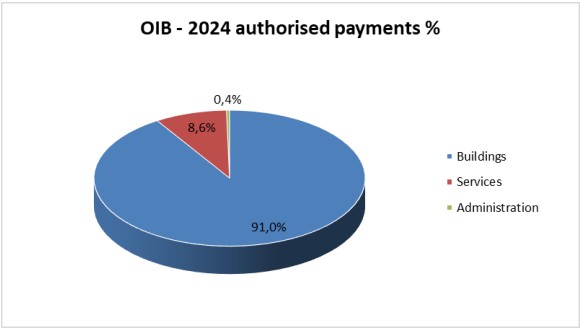
2.1.1. Overview of the budget and relevant control systems (RCS)

Budget

OIB has a centralised direct management mode for financial transactions and procurement.

- ✓ Expenditure (payments made in the reporting year):

The total payments authorised during 2024 ⁽⁶⁴⁾ are displayed below:



Budget areas	Authorised payment (€ million)
Buildings	652.180
Services	61.585
Administration	2.613
OIB total	716.378

- ✓ Revenues (Chargeback ⁽⁶⁵⁾):

OIB delivers services to the Commission and other EU institutions and bodies to improve efficiency across institutions. OIB charges its counterparts for the services provided. The legal bases are defined in Service Level Agreements (SLAs) between OIB and its customers. In 2024, €998.4 million were invoiced as compensation for the services provided by OIB (charge-back procedure) out of which €998.1 million ⁽⁶⁶⁾ were cashed before the end of the year. These amounts do not include co-delegations. The exceptional amount of revenue carried over to the next year was due to the sale of the 23 buildings. A new method for the invoicing of catering services led to a decrease in the number of recovery orders processed by 20.3%, from 3 651 in 2023 to 2 911 in 2024.

⁽⁶⁴⁾ On credits C1, C4, C5, E0 and C8, including credits co-delegated from OIB to other DGs and credits co-delegated from other DGs to OIB; see table 2 in annex 3.

⁽⁶⁵⁾ [Charge-Back](#)

⁽⁶⁶⁾ Cashed recovery orders; see annex 7 for further details.

✓ Cross (co)-delegations ⁽⁶⁷⁾

OIB received several cross (co)-delegations from other Directorates-General (DG COMM, DG DEFIS, DG ENER, JRC & DG RTD) and offices (EPSO, OIL, OLAF, PMO & OP) of €4.9 million (mainly covering buildings, logistics and supplies expenditures). OIB gave cross-(co)-delegations to other Directorates-General (DG COMM, DG DIGIT & DG HR) and offices (OIL & PMO) €96.8 million.

The below **overall conclusion** table demonstrates the main indicators per control system:

Risk-type /activities	Procurement (e.g. <u>minor</u> or major <u>values</u> ; k€)	<u>Delegated</u> credits reported by OIB in financial reports k€	NEI ⁽⁶⁸⁾ , e.g. Revenues, Assets, liabilities, OBS ⁽⁶⁹⁾ ((in)tangible or <u>financial assets & liabilities</u>) k€	Independent info from auditors (IAS, ECA) on assurance or on new/overdue critical recommendations available?	Any reservation?
total coverage	716 379 ⁽⁷⁰⁾	Cross-sub-delegated from OIB: 0 Co-delegated by OIB: 96 800 ⁽⁷¹⁾	Assets: 420 921 ⁽⁷²⁾ Liabilities: -552 611 Off Balance Sheet (OBS): -883 662 ⁽⁷³⁾ Revenues: 998 421 ⁽⁷⁴⁾	Yes	No
ICO-related indicators available	RER = 0.5% CES = yes, AFS = OK	RER = 0.5% CES = yes, AFS = OK	Clean Management Declaration, SAI = OK, TFV = yes	No critical issue	No
ICO – Internal Control Objective RER – Residual Error Rate AFS – Anti Fraud Strategy			SAI – Safeguarding Assets & Information TFV – True and Fair View = Reliable Reporting CES – Cost-Effectiveness of Controls		

Relevant Control Systems (RCS)

OIB has defined three relevant control systems in line with its key processes:

Relevant Control Systems (RCS) ⁽⁷⁵⁾
RCS 1 & RCS 2 Procurement (Building, non-building): from the assessment of needs to the selection of the suppliers – award decision;
RCS 3 Financial transactions: from establishing the financial commitment to payment, contract monitoring and recoveries;
RCS 4 Supervisory measures (including ex-post controls and management checks).

⁽⁶⁷⁾ Budget implementation tasks entrusted to other services and entities.

⁽⁶⁸⁾ NEI: Non-Expenditure Items

⁽⁶⁹⁾ OBS: Off Balance Sheet, see annex 5bis

⁽⁷⁰⁾ This amount represents the total of payments on credits C1, C4, C5, E0 and C8, including credits cross-delegated from OIB to other DGs and credits co-delegated from other DGs to OIB, see table 2 in annex 3.

⁽⁷¹⁾ See annex 7 for details

⁽⁷²⁾ Assets and Liabilities: Table 4 annex 3

⁽⁷³⁾ Table 5bis annex 3, contingent liabilities and other significant disclosures

⁽⁷⁴⁾ Table 7 annex 3 – only current year RO

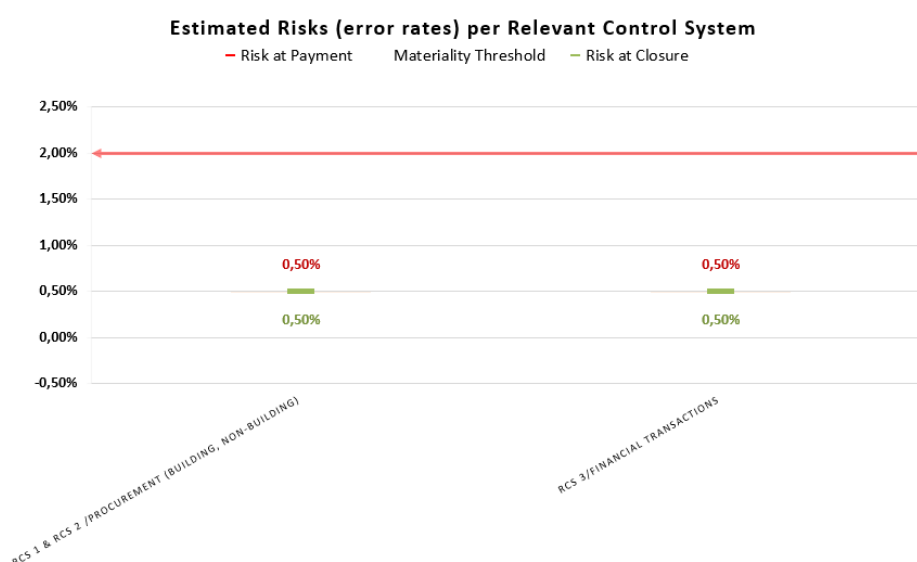
⁽⁷⁵⁾ For further details such as cost-effectiveness indicators tied to each RCS, please consult annex 6

The total authorised payments, highlighted above, were allocated to RCS 1 – 3 as shown below. RCS 4 is allocated to the supervisory and control functions.

OIB [Relevant Control System (RCS)]	Payments made m EUR	Relevant expenditure m EUR
RCS 1 & RCS 2 Procurement (Building, non-building) ⁽⁷⁶⁾	368.468	368.468
RCS 3 Financial transactions ⁽⁷⁷⁾	347.910	347.910
OIB total	716.378	716.378

2.1.2. Effectiveness of controls

a) Assessment of control results per RCS for expenditure



Overview of controls for RCS 1 and RCS 2

	Centralised circuit in OIB's units in Bxl	Decentralised circuit in OIB.LS.3 in Ispra (logistic infrastructure)
Procurement: Review and control before award (ex-ante)	OIB Central Financial and Procurement Unit for procurement > €143 000 (high value procurement procedures); OIB units for procurement procedures below this threshold;	Central Financial and Procurement Unit for procurement > €143 000 (high value procurement procedures); Unit OIB.LS.3 for procurement procedures below this threshold;
Building procurement	OIB follows rules set by article 272 and title XV of the Financial Regulation. In addition, OIB applies the procedures stipulated in the Communication from ex-Vice-President Kallas to the Commission on the definition of the methodology for prospecting and negotiating for buildings ⁽⁷⁸⁾ .	

⁽⁷⁶⁾ Payments made under budgetary lines: C1, C8 and E0 credits

⁽⁷⁷⁾ Payments made under budgetary lines: C4 and C5 credits

⁽⁷⁸⁾ C(2008)2299 adopted on 3 June 2008.

OIB's Procurement Helpdesk	The legal and procedural support to OIB operational units. It contributes to the harmonisation of call for tenders' management in the Office.
Procurement: Inter-service cooperation	OIB's Central Financial and Procurement Unit ensures inter-service and inter-institutional cooperation such as participation in GAMA ⁽⁷⁹⁾ , ILISWG ⁽⁸⁰⁾ , GTIIB ⁽⁸¹⁾ , and the eProcurement working group managed by DG GROW, DG DIGIT and JRC aiming at harmonising procurement procedures across the Commission.
Procurement: External verification	The GAMA ⁽⁷⁹⁾ advisory group provides its opinion on selected procurement procedures as an external verification. The absence of negative opinions from GAMA ⁽⁷⁹⁾ provides assurance that procurement controls are effective.
IT tools in OIB Procurement	IT tools in use: PPMT ⁽⁸²⁾ , MyWorkplace ⁽⁸³⁾ , e-Submission ⁽⁸⁴⁾ , <u>EU Funding & Tenders portal (and now phased out e-Tendering ⁽⁸⁵⁾)</u> aiming at IT digitalisation in the Commission and lead to increase efficiency in the management of calls for tenders.

In 2024, GAMA ⁽⁷⁹⁾ reviewed 5 procurement procedures (chosen out of 19 files submitted), representing €40 million. This review did not result in any negative remarks.

Overview of controls for RCS 3

Throughout 2024, ex-ante controls focused on the compliance of budget implementation transactions (e.g. commitments and payments) with the rules and procedures in place (financial and other regulations, procedures, contractual clauses, etc.). Special attention was paid to data quality, coherence and completeness of supporting documents.

	Centralised circuit in OIB's units in Bxl	Decentralised circuit in OIB.LS.3 in Ispra (logistic infrastructure)
Financial Initiation (ex-ante)	Central Financial Unit Coverage: 100%	Unit OIB.LS.3/Ispra Coverage: 100%
Financial Verification (ex-ante)	Central Financial Unit Coverage: 100%	Unit OIB.LS.3/Ispra Coverage: 100%
Ex-post control (supervisory desk reviews)	Central OIB ex-post control; MUS-based sample;	Central OIB ex-post control; MUS-based sample;

⁽⁷⁹⁾ Groupe d'Analyse de Marchés Administratifs: advisory group which manages non-building procurement procedures equal to or above the threshold established in the Directive 2014/24/UE (in 2024, €143 000 for supplies and services). Before the award decision, any tender above the threshold may be selected and examined by GAMA.

⁽⁸⁰⁾ Inter-institutional Infrastructure, Logistics and Internal Services Working Group

⁽⁸¹⁾ Inter-institutional Working Group on the public procurement site of Brussels (Groupe de travail inter institutionnel sur la programmation des appels d'offres sur le site de Bruxelles (GTIB))

⁽⁸²⁾ PPMT – Public Procurement Management Tool

⁽⁸³⁾ MyWorkplace is an interface to e-Submission; it allows the contracting authority to access received tenders and to proceed an opening session

⁽⁸⁴⁾ e-Submission is an online system allowing Economic Operators to securely prepare and submit tenders and Contracting Authorities to receive, to open and to download tenders

⁽⁸⁵⁾ e-Tendering is an online system allowing by electronic means the unrestricted and full access free of charge to the procurement documents to Economic Operators

In 2024, OIB recorded 87 ⁽⁸⁶⁾ exceptions and non-compliance events. All 48 exceptions were signed by the Authorising Officer by Delegation and the RMIC ⁽⁸⁷⁾. All 39 non-compliance events were reported to the level of the Authorising Officer by Delegation. All exceptions and non-compliance events were registered centrally (CENTRICS ⁽⁸⁸⁾). From all the events, three exceptions were linked to procurement. Neither of these contained a procedural error.

OIB aims to reduce its number of exceptions and non-compliance events. Mitigating measures to address weaknesses that led to the exceptions and non-compliance events were in place, e.g. regular reporting, update of operational procedures and actions to improve communication between involved units. In 2024, a thorough analysis of the exception and non-compliance events was performed. Following this analysis, in 2025, improved reporting and meetings between the RMIC, the deputy RMIC and the reporting Head of Department and Head of Unit were introduced to increase awareness and to ensure an improved follow up to avoid re-occurrence. Most of the deviations were corrected during the year and did not have a budgetary impact requiring financial corrections.

Despite the mitigating measures put in place, a marginal inherent risk related to OIB activities remains. This risk is accepted to avoid blocking or suspending activities. Reducing the remaining inherent risk to zero was, in most cases, not practically feasible nor cost effective. None of the cases were considered to have a negative impact on the assurance provided by the AOD.

Ex-post controls were carried out based on a sample of several types of transactions such as payments, recovery orders, budgetary commitments, and procurement procedures. The 2024 ex-post sample was composed of 72 payment and recovery orders totalling €316.137.709 (51% of the total population ⁽⁸⁹⁾). Additionally, two budgetary commitments and four procurement procedures were reviewed. In total, the sampled population amounted to €353.106.634.

The detected (weighted) error rate of representative transactions was 0.0% (€196). It remains stable compared with 2023 (0.1%) and well below the materiality threshold of 2% of the budget implementation. OIB applies a conservative approach and calculates the 'amount at risk' by applying a (representative) detected error rate of 0.5%. OIB considers having no negative impact on the assurance regarding the legality and regularity of financial transactions.

Benefits of controls

The procurement procedures are largely regulatory requirements and internal provisions, which cannot be curtailed. Although related 'quantifiable' benefits of controls are difficult to measure, important '**non-quantifiable**' benefits exist, which result from the controls

⁽⁸⁶⁾ The implementation of CENTRICS contributed to an increase in the number of events in 2024 compared to previous years due to its detailed split: i.e. as from 2024, one request where an exception is linked to a non-compliance represents two events in CENTRICS, as compared to one event in 2023.

⁽⁸⁷⁾ Head of Unit in charge of Risk Management and Internal Control

⁽⁸⁸⁾ As of 01 January 2024, the use of the EC corporate tool CENTRICS is mandatory for all Departments

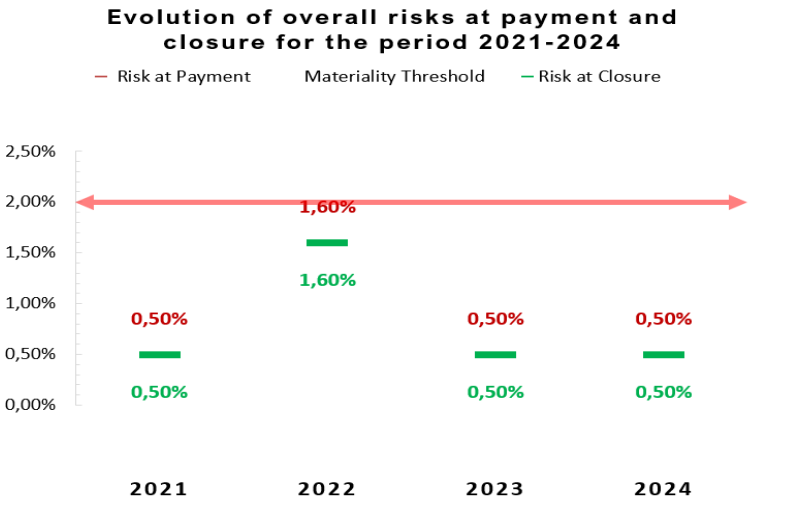
⁽⁸⁹⁾ €615.632.094

applied during the implementation of OIB expenditure, such as the ‘**best value for money**’ principle, **compliance with the Financial Regulation** and other relevant regulatory provisions. They have a strong deterring effect, to avoid possible litigations or reduce a reputational risk. All benefits of controls are identified in annex 6.

Conclusions

The above-mentioned control results, the assessment of the weaknesses identified and their relative impact on the legality and regularity have not unveiled any significant weakness which could have a material impact as regards the legality and regularity of the financial operations in OIB. Consequently, **OIB Management concludes based on the control results, their completeness and reliability, that the assurance about the control objective as regards legality and regularity has been achieved.**

b) Estimation of the overall risk at payment and risk at closure



The estimated overall risk at payment for 2024 expenditure is the AOD's best conservative estimate of the amount of relevant expenditure during the year, not in conformity with the contractual and regulatory provisions applicable at the time the payment was made. This expenditure will subsequently be subject to ex-post controls and a proportion of the underlying errors will be detected and corrected in subsequent years, corresponding to the conservatively estimated future corrections for 2024 expenditure. The difference between those two results in the estimated overall risk at closure ⁽⁹⁰⁾.

There has been a stable trend over the previous years (apart from 2022), mainly due to the low inherent risk of the administrative expenditure under the direct management mode and the strong performance of OIB's related centralised control systems.

⁽⁹⁰⁾ This is the AOD's best, conservative estimation of the expenditure authorised during the year that would remain not in conformity of applicable regulatory and contractual provisions by the end of implementation of the programme.

For an overview at Commission level, the OIB's estimated overall risk at payment, estimated future corrections and risk at closure are consolidated in the AMPR.

c) Quantitative benefits of controls: Preventive and corrective measures

With its ex-ante and ex-post controls, OIB has an effective mechanism in place for detecting and correcting errors (reaching in total EUR 0.296 million of corrections for 2024). Ex-ante controls resulted to EUR 0.258 million (and ex-post controls resulted to EUR 0.038 million). Please see details in annex 3 table 8.

This is lower than last year with EUR 0.416 million and EUR 0.057 million respectively. The decrease in 2024 can be explained by the preventive measures taken by the central financial unit in cooperation with operational units (e.g. regular reminders and exchanges), the corrections made and the strengthening of the ex-ante and other controls carried out by the financial teams. The corrective capacity is robust and remains stable.

d) Assessment of control results for non-expenditure items

Inventory Management

Due to the nature of OIB's activities and the important level of assets managed, the efficient management of the inventory and safeguarding of assets are important control objectives for the Office.

In 2024, OIB continued to play a key role as Business Process Owner for Inventory and Logistics Management in the preparation for the implementation of the corporate financial system SUMMA. The Office worked closely with DG BUDG, using its expertise to conduct in-depth testing of the new system and cooperate on data migration from ABAC SAM.

The updated Inventory Rules C(2023)7161 apply across the OIB Inventory Management Centre ⁽⁹¹⁾. Efforts continued to improve the quality of the inventory database before the migration of data from ABAC SAM to SUMMA. Open move notifications in ABAC SAM were verified and closed, along with most blocked inventory items, ahead of the system's final closure on 20 December.

As of 30 November, 26 842 items (7.8%) were written-off from the OIB inventory. This relatively high number was mainly explained by very old, fully depreciated and obsolete furniture in six buildings which were emptied during the year.

⁽⁹¹⁾ Commission and entities having signed a Service Level Agreement with OIB for the Inventory: REA, EEAS, EACEA, EISMEA

On 31 December, the second year of the three-year (2023-2025) inventory exercise ended with a tracking (scanning) rate of 72.3% ⁽⁹²⁾, significantly exceeding the target of 66%.

Accounting controls ⁽⁹³⁾

The purpose of OIB's accounting control programme is to assess the reliability of the accounting records and the quality of the accounting data and to correct errors identified. The controls include reconciliations and checks on accounting entries related to expenses, fixed assets, income and other areas. They provide assurance on the accuracy of the financial transaction processing. In 2024, specific attention was paid to the accounting treatment of the sale of the 23 buildings. During the year, the quality of OIB financial accounts remained high and no significant error was detected in the accounting controls performed.

OIB closely follows up (potential) contingent liabilities. The register of litigations is reviewed regularly in the context of mid-year and annual reporting. Two cases were suspended, and five cases are on-going. No new litigation was registered.

Given the control methods and measures in place, OIB considers that reasonable assurance about the achievement of the internal control objective related to the reliability of the accounts is provided.

e) Fraud: prevention, detection, and correction

OIB has developed and implemented its own Anti-Fraud Strategy (AFS) since 2013, based on the methodology provided by OLAF. It is updated every 3 years and was last updated in 2020. In 2024, a fraud risk assessment was made and new revision was initiated. The implementation of the AFS is being monitored and reported to the management biannually via Internal Control Framework assessment. All necessary actions of the 2020 AFS have been implemented.

As a support service for actions 10, 11, 36, 40, 43 of the Commission Anti-Fraud Strategy Action Plan of July 2023, OIB has contributed to the implementation of five actions aiming at strengthening the culture of ethics and anti-fraud in the Commission, reinforce the Commission's anti-fraud governance and anti-fraud architecture, and to foster digitalisation and the use of IT tools to fight fraud. OIB did not receive any OLAF financial recommendations during the period 2020-2024.

Other results achieved during the year thanks to the anti-fraud measures in place can be summarised as follows: In 2024, OIB initiated an in-depth revision of its anti-fraud strategy and action-plan involving the relevant experts across the Office, middle and senior management of the four Departments and the AOD. The revision included a fraud risk assessment. A fraud risk register was established, which complements OIB's Office risk register. In addition, a thorough review and update of the risk mitigating measures took place which resulted in better targeted actions to further reduce the risk of fraud in the Office. On

⁽⁹²⁾ 250 763 items tracked (out of a total of 346 663 in the OIB inventory)

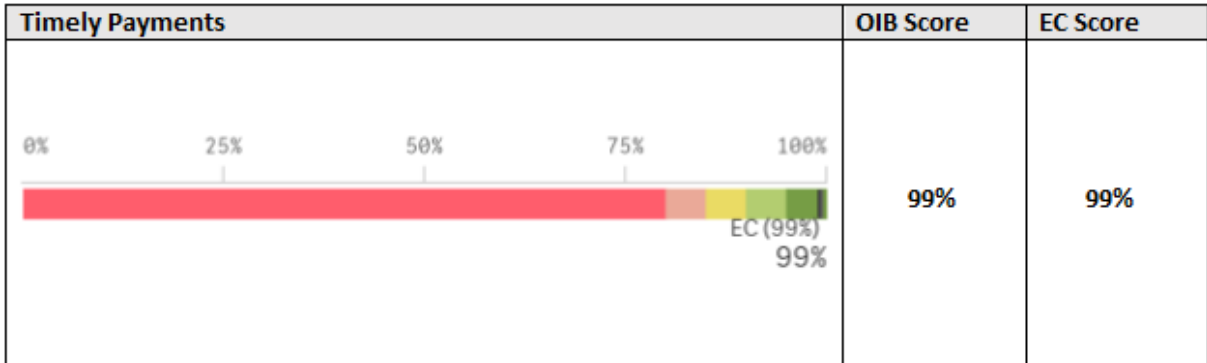
⁽⁹³⁾ OIB does not have local systems that require a validation by DG BUDG

the basis of the available information, OIB has reasonable assurance that the anti-fraud measures in place are effective.

2.1.3. Efficiency of controls

Timely Payments (Art 116.6 FR):

The 99% of timely payments is achieved because all operational and financial actors involved in the financial circuits of invoices and payments receive notifications of potential delays at each stage of the transaction by the local system ‘ParaphOIB ⁽⁹⁴⁾’.



Time-to-inform (Art 197.2 FR):

OIB uses a “time-to-inform” indicator ⁽⁹⁵⁾ to measure the average duration of the procurement procedures. The indicator remained stable at 132 days in 2024 (131 for open procedures only) compared to 144 days in 2023 (137 for open procedures). Three procurement procedures (one middle value procedure for works and two open procedures) exceeded 200 days due to the complexity of the negotiation in the first case, and the extensive evaluation process required for the two open procedures (i.e. evaluation of 7 lots).

Time-to-grant (Art 197.2 FR): Not applicable for OIB.

2.1.4. Economy of controls

The objective of this sub-section is to analyse the economy of controls by estimating their costs and benefits of controls versus the budget managed. OIB has analysed the costs and benefits of its three main control processes:

- ✓ Controls performed in relation to procurement procedures
- ✓ Controls performed on all financial transactions (ex-ante)
- ✓ Controls performed after the transaction was completed (ex-post)

⁽⁹⁴⁾ System that follows the workflows of financial transactions
⁽⁹⁵⁾ The indicator is defined as the time between the publication of the contract notice and signature of the award decision and providing relevant information to all parties involved.

The estimated overall cost of controls is split into ex-ante and ex-post controls. Ex-ante controls consider procurement procedures, financial transactions and general coordination, budgeting and accounting. Ex-post controls consider supervisory measures. Further details can be found in annex 7, Table Y.

The highest cost arose in controlling **financial transactions** which represented 1.45% (€10.41 million) of the total amount of financial transactions of the year. The cost of control of **procurement procedures** corresponded to €5.00 million, which is 2.77% of the total contract value ⁽⁹⁶⁾. The cost of **general coordination, budgeting, and accounting** was €1.40 million and the cost for **ex-post controls** represented 0.27% (€0.96 million) of the total value of ex-post transactions controlled.

Since a quantitative estimation of all errors prevented and detected (cost of non-quality) is not available, it is not possible to **quantify the related benefits**, other than the amounts recovered because of these controls (see annex 3, table 8). It is therefore not possible to determine the cost-effectiveness of controls by comparing costs with benefits in a quantitative way. Thus, it is necessary to consider the non-quantified benefits (e.g. reduced risk of fraud, prevention of conflict of interest, or reputational damage) and improved efficiency indicators (e.g. 'time-to-pay' and 'time-to-inform' indicators).

Quantification of the estimated cost – Data sources

To estimate the percentage of staff occupation assigned to each relevant control system (RCS), OIB defined the relevant percentage of tasks performed by its staff members, allocated to every RCS category. OIB estimated the related costs by using the average full-time equivalent (FTE) costs (per category of staff) as communicated by DG BUDG.

Methodology

The cost-benefits of controls are analysed on the basis of an estimation of the costs of control in relation to the value of the related funds managed. The complexity of the workload, i.e. the level of expertise required to verify the regularity (e.g. eligibility, conformity, etc.) of processes and related risks thus plays an important role. OIB dedicated an estimated total cost of €17.73 million to control its entire budget of €716.378 million. This corresponds to 2.47% of the 2024 expenditure.

<i>Relevant Control System</i>	<i>2024 € million</i>	<i>2023 € million</i>	<i>Delta between 2024 & 2023 € million</i>
- Procurement	5.00	5.07	-0.07
- Financial transactions ⁽⁹⁷⁾	10.41	9.40	1.01
- Supervisory measures	0.96	1.17	-0.21
- General coordination, budgeting, accounting	1.36	2.11	-0.75
Overall cost	17.73	17.75	-0.02
Payments made	716.38	433.57	282.81

⁽⁹⁶⁾ Contract value for 2024: €181 million corresponding to 46 contracts signed.

⁽⁹⁷⁾ including the costs associated to controls of Assets (Inventory)

Costs / payments made	2.47%	4.09%	-1.62%
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Evolution over time

The cost of controls indicator decreased significantly in 2024, from 4.09% to 2.47%, compared to 2023. The overall cost of control remained stable. The decrease was due to the greater amount of payments made during the year. Control structures nonetheless faced some changes due to internal reorganisations. OIB considers its cost of controls stable overall. Detailed figures are reported in Table Y in annex 7.

2.1.5. Conclusion on the cost-effectiveness of controls

Based on the most relevant key indicators and control results reported above, OIB has assessed the effectiveness, efficiency and economy of its control system and reached a positive conclusion on the cost-effectiveness of the controls for which it is responsible.

It is difficult to perform an analysis of the relative efficiency of controls in the Office, based on relevant benchmarks with comparable methodologies within the Commission services, due to the fact that hard quantified data is limited, and inherent differences exist between the estimates made in various services. OIB is regularly analysing its internal control processes and making the necessary adjustments to improve their efficiency.

Given the quantified and non-quantified elements described, the completeness and reliability of controls, OIB's management considers its controls are well suited to fulfil the intended control objectives efficiently and at a reasonable cost and therefore, OIB concludes that its controls are cost effective and efficient.


2.2. Audit observations and recommendations

This section sets out briefly the state of play for all audit observations and recommendations reported by auditors related to internal control and financial management – including the limited conclusion of the Internal Auditor on the state of internal control.

Where an audit has detected weaknesses affecting any internal control principle or the department's assurance, a detailed analysis is provided further below in section 2.3 and 2.4, accordingly.


Internal Audit Service


In its contribution to the 2024 Annual Activity Report process, the Internal Audit Service concluded that the internal control systems in place for the audited processes at OIB are effective ⁽⁹⁸⁾.

Reported	Audit Title	Accepted Recommendation	State of play in 2024	Impact on the assurance for 2024
2023	Management of large-scale building projects involving works in OIB and OIL	Very important: 8A/B		<input checked="" type="checkbox"/>

Action plan implemented and closed by IAS or ECA / No impact on the assurance

 Action plan implementation is ongoing or awaiting review from IAS or ECA

 Preparation of the action plan

 Impact on the assurance

OIB has one ‘Very Important’ recommendation, issued in December 2023. It concerns the approach and procurement activities linked to the management of large-scale building projects i.e. the requirement of having systematically documented the negotiation sessions and the limits (mandate) to ensure transparency of the procedure for building contracts while taking appropriate confidentiality safeguards, as necessary. It calls for a strengthening of the definition of the key concept ‘structural renovation’, the early identification of clients’ needs, the monitoring and reporting of progress to senior management, and the competitiveness of procurement methods.

OIB progressed well with the implementation of the recommendation in 2024 based on the action plan agreed-upon with the IAS. The recommendation was marked as ‘ready for review’. IAS launched a follow-up audit in February 2025. Further details can be found in annex 8.

European Court of Auditors

Reported	Audit Title	Accepted Recommendation	State of play in 2024	Impact on the assurance for 2024
2023	Statement of Assurance (DAS)	3 Observations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

The 2023 Statement of Assurance audit led to three observations: one linked to an erroneous manual modification of a unit price in an IT system; one concerned an irregularity which was documented in a note to the file instead of an exception. The third observation concerned incomplete exclusion criteria in a procurement procedure. OIB responded to the observations and is implementing actions to address the observation and to avoid a future recurrence. There were no 2022 discharge requests by the European Parliament and the Council directly assigned to OIB.

⁽⁹⁸⁾ IAS audit contribution to the 2024 Annual Activity Report process available in Ares(2025)1197949

2.3. Assessment of the effectiveness of internal control systems

The Commission has adopted an Internal Control Framework based on the highest international standards. ⁽⁹⁹⁾

OIB has adapted the Internal Control Framework to their specific characteristics and organisational structure. The internal control systems are suited to achieving its policy and internal control objectives in accordance with the internal control principles, having due regard to the risks associated with the environment in which it operates.

During the reporting year, OIB conducted a review of the compliance and effectiveness of its internal control system in line with the requirements stipulated by Internal Control Principle 16 ⁽¹⁰⁰⁾. The review included the following elements:

- ✓ Evaluation of the 2024 OIB Internal Control Monitoring Criteria (ICMC);
- ✓ Review of the information obtained through the 2024 OIB Internal Control Assessment Tool (iCAT) anonymous surveys addressed to staff and to the management;
- ✓ Meetings and exchanges of information with representatives of OIB management, as well as OIB expert staff members.

The review also considered:

- ✓ the 2024 status of implementation of action plans that resulted from IAS and ECA audits;
- ✓ the analysis of the 2024 exception and non-compliance events and the update of the related procedure in line with the new reporting requirements;
- ✓ the monitoring of the implementation of OIB's anti-fraud strategy and its initiated revision;
- ✓ the extensive review of the 2024 OIB Risk Register.

OIB identified measures already taken to address the identified deficiencies and the impact of those measures on the overall IC system. The exercise did not result in the identification of any serious weaknesses, errors or actions that could jeopardise the overall effectiveness of OIB's internal control system.

OIB has assessed its internal control system during the reporting year and has concluded that: it is effective and the components and principles are present and functioning well overall, but some improvements are needed as minor deficiencies

⁽⁹⁹⁾ The Committee of Sponsoring Organizations of the Treadway Commission Internal Control Integrated Framework, the golden standard for internal control systems.

⁽¹⁰⁰⁾ Principle 16: Commission selects, develops, and performs ongoing and/or separate assessments to ascertain whether the components of internal control are present and functioning.

were identified in the IAS ‘very important’ recommendation linked to the management of large-scale building projects, as explained in section 2.2 of this report. In 2024, OIB completed all agreed-upon actions for this recommendation and marked it as 'Ready for review'

2.4. Conclusions on the assurance

This section reviews the assessment of the elements already reported above (in Sections 2.1, 2.2 and 2.3), and the sub-conclusions already reached. It draws an overall conclusion to support the declaration of assurance and whether it should be qualified with reservations.

The information reported in this section stems from the results of management monitoring contained in the reports listed. These reports result from a systematic analysis of the evidence available. This approach provides sufficient guarantees as to the completeness and reliability of the information reported and results in a comprehensive coverage of the budget delegated to OIB.

OIB manages direct centralised expenditure, which has a low inherent risk. For 2024, the budget implementation indicators reached the targets for commitments and for payment times. Nearly all (98.42%) recovery orders issued in 2024 were cashed and the quality of OIB's accounts remained high.

Moreover, the analysis provides that: (i) Processes, systems and workflows for activities managed by the Office are documented in systematically updated procedures. The reports submitted by the Authorising Officers by Sub-Delegation cover both operational and financial objectives; (ii) No significant issue was reported in terms of the legality and regularity of the underlying transactions and sound financial management. The findings of the ex-post controls for 2024 were addressed accordingly, reducing their financial impact. This allows the Authorising Officer by Delegation to sign his declaration on assurance; (iii) OIB implemented its anti-fraud strategy action plan as planned; The risk of fraud is well mitigated and anti-fraud awareness is raised in OIB through communication actions; (iv) All the identified risks are properly mitigated and managed and the risk assessment is carried out in the context of the Management Plan; (v) The controls are in place to ensure the safeguarding of assets did not reveal any significant issue with material impact and were assessed as effective.

Management has obtained satisfactory evidence that the internal control system is present and well-functioning. It can be concluded that the internal control system implemented provides reasonable assurance as to the legality and regularity of underlying transactions as well as to the achievement of the other internal control objectives (true and fair view, resources used for the intended purpose, sound financial management, non-omission of significant information, efficiency of controls, prevention and detection of fraud, and the safeguarding of assets) for both expenditure and revenue operations.

In conclusion, based on the elements reported above, management has reasonable assurance that, overall, suitable controls are in place and working as intended;

risks are being appropriately monitored and mitigated; and necessary improvements and reinforcements are being implemented. The Head of Service, in his capacity as Authorising Officer by Delegation has signed the Declaration of Assurance.

2.5. Declaration of Assurance

Declaration of Assurance

I, the undersigned,

Head of Service of OIB

In my capacity as authorising officer by delegation

Declare that the information contained in this report gives a true and fair view ⁽¹⁰¹⁾.

State that I have reasonable assurance that the resources assigned to the activities described in this report have been used for their intended purpose and in accordance with the principles of sound financial management, and that the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions.

This reasonable assurance is based on my own judgement and on the information at my disposal, such as the results of the self-assessment, ex-post controls, the work of the Internal Audit Service and the lessons learnt from the reports of the Court of Auditors for years prior to the year of this declaration.

Confirm that I am not aware of anything not reported here which could harm the interests of the institution or those of the Commission.

Brussels, 23/04/2025

[signed]

Marc Becquet

⁽¹⁰¹⁾ True and fair in this context means a reliable, complete and correct view on the state of affairs.

3. MODERNISING THE ADMINISTRATION

3.1. Human resource management

OIB maintained its high female representation in middle management throughout 2024. By the end of the year 10 out of 18 positions were occupied by women. To further prepare women for middle management functions, OIB continued to invest in female talent by participating in the Female Talent Development Programme (FTDP) with 2 participants. The execution of the local OIB HR policy was strictly based on the OIB core values *kindness, teamwork, confidence, recognition and transparency*. All vacancies for contract agents were published on the EPSO website to attract staff from all Member States.

The Staff Survey results for OIB improved significantly. The Staff Engagement Index raised with four percentage points to 67%. Colleagues remarked significant improvement in the contact with Senior Management, collaboration methods and information sharing. The results of the 2023 Survey were shared and commented for the OIB as a whole and per specific department. The ideas and proposed actions collected during these information sessions were the basis for the ***Next Level OIB*** campaign, which focuses on job mobility and career prospects, well-being, collaboration and information sharing, as well as on improving skills. All actions were either ongoing by the end of 2024 or about to start in the first half of 2025. The five OIB core values remain at the heart of every action.

In November 2023, a group that focused on supporting the return to work by colleagues after long-term absences was created. By the end of 2024, a total of 20 meetings had been held by the group. The participation in the group is on a voluntary basis and is kept strictly confidential. In this group, the various support networks of the Commission are promoted actively to ensure that every staff member is aware of where he/she can receive appropriate, professional help if needed.

OIB local communication activities focused on elevating internal and corporate communication. The promotion of the OIB Hub, the 'OIB This Week' news digest and use of Teams/M365 displayed a net increase in visits on the OIBHub towards the end of 2024. Throughout the year, OIB published 19 articles on its activities on '***Commission en direct***'. The positive feedback received confirms OIB's accessibility and its client-oriented approach.

3.2. Digital transformation and information management

OIB implements the Corporate Digital Strategy principles and applies them in all its new developments and main updates. OIB has achieved the strategic objectives of the Commission Digital Strategy, especially under objectives #3, #4 and #5.

Objective #3 'Empower business-driven digital transformation':

- ✓ The EDM ⁽¹⁰²⁾ tool is a new system managing the documentation necessary for the construction of the new conference centre (CC2.0). It went live mid-2024 in Brussels. This system will also be used for other architectural projects in the future.
- ✓ The functionalities of the ParaphOIB system, with technology that was rendered obsolete, were replaced by the corporate system Compass Corporate

Objective #4 'Ensure a seamless digital landscape':

- ✓ The OIBScore information system that combines processing of data sets with data visualisation tools was extended to incorporate reports on Safety at work and on the follow up of the Greening transition.
- ✓ The EC Transport application underwent a complete review and various improvements, ensuring the best possible end-user interface.

The three key IT solutions of OIB progressed as follows:

- ✓ **REMIS** (building management and maintenance): Synergies were sought with OIL which allowed the leverage of common investments (i.e. software module on Safety at work). OIB rolled out a mobile version dedicated to building equipment management and maintenance. REMIS was interfaced with the new corporate system ServiceNow for better reactivity and tracking of helpdesk services.
- ✓ **eKidWeb** (management of childcare facilities) went live with a new version for Brussels in December 2024.
- ✓ **ARCHIS** (management of historical archives): The module ARCHISPlus was migrated to the 'cloud', in line with the corporate strategy to transition. The Archis-Scanning EXTra module was successfully deployed to enhance the management of external digital files. This solution supports the Historical Archives service in processing and storing public documents within a long-term preservation repository. The deployment of the module ensures efficient handling of scanned documents from external companies.

Objective #5 'Sustain a green, resilient and secure infrastructure':

In 2024, OIB launched the gradual transition of its information systems to the cloud in compliance with the DIGIT guidelines. This initiative aims to make use of a greener and more resilient infrastructure offered by the EC corporate cloud (public or private). OIB also intends to limit the use of its datacentre by incentives to instead reuse corporate solutions and solutions provided by the market (SaaS ⁽¹⁰³⁾ products). OIB pursued the rationalisation of its IT landscape by decommissioning systems such as ParaphOIB ⁽⁹⁹⁾ and replacing MobilityNet ⁽¹⁰⁴⁾ with the existing corporate system (MIPS). OIB also opted for the corporate

⁽¹⁰²⁾ Enterprise Data Management

⁽¹⁰³⁾ Software as a Service

⁽¹⁰⁴⁾ Reimbursement for public transport tickets of staff

ARES solution to implement E-Courrier, a paperless internal mail management system, limiting its IT resources and greening its internal processes.

Implementation of corporate principles for data governance

For its key data assets, OIB assigned the roles of Data stewards to individuals who demonstrate the abilities and expertise necessary to support the data owners in the management of data-related activities, including on corporate data policies and governance, as well as security and data protection.

IT Security

Following the recommendations of DG DIGIT, OIB reassesses the security plans of all owned IT systems every two years. All IT systems handling Sensitive Non-Classified (SNC) data use EU login and Multi-Factor Authentication (MFA). The information systems also have their security status documented in the Governance, Risk and Compliance (GRC) tool. The OIB Local Informatics Security Officer (LISO) deals with IT security-related tasks in close cooperation with the Security Directorate of DG DIGIT.

The *DataStrategy@EC* and the EC Digital Strategy target a **data-driven Commission**, requiring staff at every level to utilise data to improve decision making. Investments in the OIBScore project allowed to extend the contexts where management decisions are taken based on sound data. As a member of the DG HR family, OIB contributed to the **rolling action plan 2022-2024**, as approved by the Information Management Steering Board (IMSB), enhancing awareness on corporate reference data management, offering staff a rationalised, integrated toolset for collaborative working (M365) and supporting flexible working practices (see specific objectives 7.1 and 7.2).

In 2024, OIB launched an initiative to transition to the cloud in compliance with the DIGIT guidelines. This initiative aims to make use of the more resilient and secured infrastructure offered by the cloud (public or private).

OIB and OIL also reinforced their cooperation in 2024 by enforcing synergies and reusing the same information systems (for the management of childcare facilities, logistics and catering) or common call for tenders (e.g. for IT systems related to catering activities).

Data Protection

OIB ensures a rigorous follow-up and respects the data protection rules in place. The following activities were carried out to meet the objectives of the OIB 2024 Management Plan and 2020-2024 Strategic Plan:

- ✓ OIB organised mandatory training courses tailor made to the areas of each team's activities. 19 training sessions were provided in total. In line with the implementation of the Commission's Data Protection Action Plan (C(2018)7432 final), all OIB departments received data protection awareness-raising sessions by the end of 2024.
- ✓ OIB continued to monitor compliance with the data protection regulation and the Data Protection Management System (DPMS) records were updated accordingly.

- ✓ Identified data breaches were promptly reported and data subject requests were timely addressed.
- ✓ Ad-hoc reports were provided to the Head of Service of OIB.

3.3. Sound environmental management

OIB reduced its emissions from professional travel by 40% in 2024 compared to 2019. This was achieved by significantly reducing the number of missions and renewing the vehicle fleet.

OIB aims to maintain a minimal adverse environmental impact in all its activities. Consistently implementing its 'Green Public Procurement' (GPP) approach, the Office incorporates human health and environmental concerns into the search for high quality products and services whenever possible. In 2024, every GPP-relevant contract contained the required GPP criteria.

OIB continued to monitor the reduction of its energy, water, and paper consumption and completed several innovative upcycling and circular economy projects. OIB also supported sustainable mobility efforts of its staff, promoting cycling and eco-friendly transport across the Office's services. A total of 261 OIB staff participated in the safe cycling trainings offered, as well as in the mobility week organised.

Eco Management and Audit Scheme (EMAS)

- ✓ The 'Green Platform', which provides updates on EMAS-related initiatives, continued to be available to all Commission staff. The platform was promoted widely across the Commission and regularly updated by OIB. The platform's interactive functionalities were used to disseminate all relevant EMAS information to staff, effectively taking over the previously issued OIB Green Newsletters.
- ✓ The 'EMAS Ambassadors Network' remained active, fostering the exchange of information and best practices across OIB's activities. Several events were organised, including a guided tour of L107 ⁽¹⁰⁵⁾, the Commission's most energy-efficient building in Brussels, and a dedicated OIB Climate Fresk ⁽¹⁰⁶⁾ session.
- ✓ OIB provided proactive support for corporate EMAS initiatives, contributing to the Green Transition Multipliers' Workshop, the EMAS Spring Campaign, Interinstitutional EMAS Days, and the end-of-year Greening Campaign.
- ✓ A pilot project for organic waste management was launched in three restaurants and the kitchen areas of eight buildings administered by OIB

3.4. Examples of economy and efficiency

- ✓ In 2024, OIB realised efficiency gains by processing 64% more payments than in 2023 using the same resources. Furthermore, staff reallocations were prepared in the

⁽¹⁰⁵⁾ The One, Rue de la Loi 107, 1000 Bruxelles

⁽¹⁰⁶⁾ Climate Fresk is a Non-Governmental Organisation established in December 2018 that supports a widespread understanding of various climate issues through dedicated teaching sessions (<https://climatefresk.org/world/purpose/>).

domain of Service Level Agreements and real estate management of the Commission's Representations in the member states.

- ✓ The intensive preparations of the SUMMA & Compass Corporate go-live enabled the flawless opening of the 2025 anticipated budget from end of November and the processing of the Commission's very first SUMMA payments in December.
- ✓ The guiding role of OIB's '**SAM/SUMMA**' Cell facilitated the timely training of OIB users and in the provision of crucial training materials, such as videos on all relevant SUMMA processes. Six local SUMMA Transition and Implementation Group (STIG) meetings were organised during the year, each with 60 to 80 participants.

