



# Management Plan 2024

DG JUSTICE AND CONSUMERS

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## Introduction

The mission of Directorate-General for Justice and Consumers (DG JUST) is to uphold and strengthen the rights of people living in the European Union, wherever they are and whether they are acting as citizens, as entrepreneurs, as consumers or as workers. To achieve this, DG JUST aims to strengthen the respect of the core EU values – democracy, fundamental rights, equality and the rule of law, to deepen European cooperation in the area of justice, and to support the development of a dynamic single market for consumers, workers and businesses, contributing to European growth. DG JUST manages a substantial set of EU laws in its competence areas. To achieve EU objectives in these areas, DG JUST uses a wide range of tools, like targeted legislative actions, non-legislative actions and enforcement tools aimed at ensuring effective application of EU laws. DG JUST also organises awareness raising activities on these topics to ensure they are well communicated to target audiences. The Justice programme, the Citizens, Equality, Rights and Values programme, and part of the Single Market programme provide substantial financial support to the DG's overall policies. The results achieved and the overall performance of the current programmes are going to be assessed in the ongoing dedicated mid-term evaluations. In parallel, the ex-post evaluations of the respective predecessor programmes <sup>(1)</sup> are being carried out.

This management plan presents the main actions of DG JUST in 2024, which will contribute to the achievement of the European Commission priorities. DG JUST contributes in particular to four headline ambitions defined by President von der Leyen in her political guidelines for the 2020-2024 mandate: A new push for European democracy, A European Green Deal, A Europe fit for the digital age and Promoting our European way of life. President von der Leyen's State of the Union speech <sup>(2)</sup> and the 2024 Commission Work Programme <sup>(3)</sup> put an emphasis on the EU policies in justice and equality area, focusing on democracy, the rule of law and safeguarding of the EU's values and fundamental freedoms. In 2024, DG JUST will contribute to implementing the remaining initiatives of the von der Leyen Commission, with initiatives in all areas of its competence: justice, consumers, equality and upholding EU values. After the elections to the European Parliament in June 2024, the new College of Commissioners will take office at the end of the year. Until then, the remaining priorities under DG JUST's portfolio will be carried out.

DG JUST will continue to support the Commission response to the Russian war of aggression against Ukraine and will contribute to the Commission's work on inclusion of refugees from Ukraine, including the needs of particular groups with further vulnerabilities. DG JUST is in the lead of the 'Freeze and Seize' task force which ensures EU-level coordination to implement sanctions against listed Russian and Belarussian individuals and companies.

One of the main challenges of 2024 will be to secure free and fair elections to the European Parliament and to protect the democratic processes. The threats against the democratic

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<sup>(1)</sup> Justice Programme (2014-2020), Rights, Equality and Citizenship and Europe for Citizens Programmes (2014-2020), Consumer Programme (2014-2020)

<sup>(2)</sup> [State of the Union \(europa.eu\)](#)

<sup>(3)</sup> [2024 Commission work programme – key documents | European Commission \(europa.eu\)](#)

processes in the EU including disinformation and information manipulation are therefore in focus. Supporting inclusive participation is essential. Informing European citizens, including 'mobile citizens', about elections through a dedicated campaign will be of paramount importance, too. The Commission will also promote the use of the Joint Mechanism for Electoral Resilience, which facilitates expert exchanges between Member States. As part of the work on democracy and citizenship, the Commission will pursue its initiative on the Defence of Democracy package.

In 2024, the Commission will publish the fifth Annual Rule of Law Report, which will include the assessment of the progress in the implementation of recommendations issued in the 2023 Rule of Law Report. The 2024 Report aims to already include the first accession countries, following up to the political commitment at the 2023 [State of the Union Address](#) by President von der Leyen to open up the Report to those accession countries who get up to speed even faster.

DG JUST has prepared a plan to simplify and rationalise the reporting requirements and reduce related burden on businesses and national administrations, without undermining the policy objectives. The plan includes a list of concrete measures planned for 2024 and beyond to progress towards the corporate goal of 25% reduction of such burden. The main measures are 1) less frequent reporting on Regulation (EU) 2019/1157 on strengthening the security of identity cards of Union citizens and of residence documents issued to Union citizens and their family members exercising their right of free movement; 2) abolition of reporting on derogation in Directive 94/80/EC on the right to vote and to stand as a candidate in municipal elections; 3) several evaluations in the company law policy area.

While the vast majority of legal acts under the remit of DG JUST do not require reporting obligations for businesses and SMEs in particular, several acquis instruments or flagship initiatives entail some reporting obligations on businesses. DG JUST has already contributed to the burden reduction by the proposals for the revision of the Alternative Dispute Resolution Directive and repeal of the Online Dispute Resolution Regulation, adopted on 17 October 2023 alongside the Commission Work Programme 2024. DG JUST will screen its acquis to identify possibilities to further reduce or streamline reporting obligations.

DG JUST is also preparing a number of awareness raising activities in 2024. On top of the campaign on the European elections mentioned above, DG JUST will be communicating about: rule of law, citizenship rights, consumer rights, and gender equality, to name just a few. These campaigns, designed with clear and measurable objectives, will contribute to a better understanding of DG JUST's, and more broadly, the European Commission's policies among different groups of European citizens.

On 1 March 2023, a new structure was introduced in DG JUST. The aim of the reorganisation was to better reflect the current political priorities, develop synergies across policy areas as well as make best use of the DG's limited resources. This is notably reflected in the creation of two horizontal mandates at senior management level. The first one is responsible for the digital transformation, with the aim to develop a strategic approach on digitalisation for DG JUST policies, which fully exploits the potentials benefits of digitalisation for these policies and ensures that the relevant values are effectively respected. The second one is responsible

for the international dimension of justice and consumers policies, with the aim not only of giving more visibility to the DG's external action but also of developing a more strategic and coherent approach in this area. In 2024, the implementation of the reorganisation will focus on exploring possibilities to further improve the work of the DG.

**A Europe fit for the digital age**

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

**Promoting our European way of life**

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

**A new push for European democracy**

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

**A European Green Deal**

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

# PART 1. Delivering on the Commission's priorities: main outputs for 2024

**General objective:**

**A new push for European democracy**



## Specific objective 1. *Strengthened rule of law in the Union*

The European Union relies on the rule of law to be upheld in all Member States. The rule of law is the precondition for the respect of all other fundamental values, including fundamental rights and democracy. It is a prerequisite for the effective application of EU law and for mutual trust between Member States. It is also central to making the European Union work well both as an area of freedom, security and justice and as an internal market, where laws apply effectively and uniformly, where people's fundamental rights are respected and where budgets are spent in accordance with the applicable rules.

As part of the Annual Rule of Law Cycle, in 2024 the Commission will publish the **fifth Annual Rule of Law Report**, a preventive tool for early detection of challenges and for finding solutions. The 2024 Report will include the assessment of the progress in the implementation of recommendations issued in 2023 Rule of Law Report. Following to the announcement in the 2023 State of the Union Address that the Commission will open up the Rule of Law Reports to those accession countries who get up to speed even faster, the Commission aims to be able to **involve the first accession countries** in the process already for the 2024 Report. In parallel, DG JUST will continue and intensify its work to support reforms in the area of the rule of law in all enlargement countries.

DG JUST will continue providing support for the Commission's application of the **Rule of Law Toolbox**, which now includes the general budget conditionality, the Recovery and Resilience Facility and the European Semester, as well as infringement proceedings where required. DG JUST will also support the Council in conducting the two Article 7 TEU procedures, currently pending. DG JUST will also prepare the **2024 EU Justice Scoreboard**, which provides a comparative overview of the efficiency, quality, and independence of national justice systems.

## Specific objective 2: *Strengthened application of fundamental rights*


DG JUST will continue to strengthen the application of the Charter of Fundamental Rights through the actions outlined in the 2020 Charter strategy. It will present the **2024 Annual report** on the application of the Charter (topic tbc) and follow up on the 2023 Charter report,

dedicated to effective legal protection and access to justice. DG JUST will continue its work to maintain a thriving civic space, as part of the Defence of Democracy package and will continue its efforts to protect, support and empower civic society actors. DG JUST will continue to develop training material on how to ensure that EU policy and legislative initiatives comply with the Charter and on how to use it in national contexts. In the framework of the 'horizontal enabling condition' on the Charter concerning programmes supported by the funds covered by the Common Provisions Regulation and their implementation, DG JUST will remain closely involved in the assessment of whether the Member States have effective mechanisms in place to ensure compliance with the Charter.

**Combating hate speech and hate crime** is key to ensure the respect of the right to dignity and non-discrimination, to foster tolerance and uphold EU values. DG JUST will continue to ensure that EU legislation criminalising racist and xenophobic hate speech and hate crime is correctly transposed into national law and that the Commission initiative to include hate speech and hate crime in the list of EU crimes in Article 83(1) TFEU remains on the Council agenda for adoption in 2024.

The Commission will also continue its policy work with national authorities, international organisations and civil society through the High-Level Group on combating hate speech and hate crime. As regards hate speech online, the Commission will present a revised version of the Code of conduct on countering illegal hate speech online to move to a prevention instrument that can help to anticipate waves of hate speech before content goes viral. The revised Code will be complementary and add value to the legal requirements under the Digital Services Act.

Antisemitism is incompatible with Europe's core values. The Hamas terrorist attack against Israel in October 2023 has resulted in a spike of antisemitic incidents online and offline and made ever more urgent to effectively implement the **EU Strategy on combating antisemitism and fostering Jewish life** and to develop and implement the national strategies on combating antisemitism of the Member States. In 2024, the Commission will publish a progress report on the EU Strategy that will include monitoring of progress at national level.

The promotion and protection of the rights of the child is an important priority of the Commission's work. In 2024, DG JUST will present a Commission **Recommendation on integrated child protection systems**  <sup>(4)</sup>, which is a flagship action of the 2021 EU Strategy on the rights of the child. It will also further develop the EU Children's Participation Platform. The evaluation of the implementation of the strategy will also start in 2024.

DG JUST will continue its enforcement actions regarding the **Whistleblower Protection Directive** (EU) 2019/1937, including through infringement proceedings and exchanges with and support to Member States to ensure a correct transposition and effective

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<sup>(4)</sup> initiatives that are part of the 2024 CWP are marked with the following icon 



implementation. In the first half of 2024 the Commission will issue a report on the implementation and application of the Directive.

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

The Commission will pursue its initiative on the ‘**Defence of Democracy**’. Among others, this initiative introduces a draft Directive on common transparency and accountability standards in the internal market for interest representation activities seeking to influence decision-making processes in the Union and carried out on behalf of third countries. Interinstitutional negotiations of this proposal should take place in 2024.

The package includes a Commission recommendation on **inclusive and resilient electoral processes** with the aim to promote high standards for the 2024 elections to the European Parliament, and other elections and referenda at national level. These proposed measures are beneficial at all institutional levels and for all democratic processes. Another element of the package is a Commission Recommendation to foster an enabling civic space and promote the inclusive and effective participation of citizens and civil society organisations in the public policy making processes.

Securing free and fair elections and protecting democratic processes has been a priority for the Commission’s actions for years. DG JUST will support the Commission’s European Cooperation Network on Elections of Member State competent authorities that will continue to meet regularly, to exchange good practices that help citizens participate in elections and to ensure free, fair and resilient elections. The Commission will continue with its support to Member States in the preparation of the upcoming **elections to the European Parliament** also through the use of the Joint Mechanism for Electoral Resilience, which facilitates expert exchanges between Member States.

In parallel, the regulation on transparency of political advertising is expected to be adopted by the Parliament and the Council in February/March 2024 <sup>(5)</sup>. Once adopted, DG JUST will provide support to the entry into application of this Regulation. The Commission is required to prepare implementing acts on several aspects of the Regulation and prepare the establishment and management of the repository for online political advertising.

DG JUST will continue to work with the Council to support the negotiations on the Directive on voting rights of mobile EU citizens and provide expertise to support the negotiation of the amendment of the electoral act proposed by the Parliament.

Data on Strategic Lawsuits Against Public Participation (SLAPP) will be collected and compiled.

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<sup>(5)</sup> Coreper endorsed the text on 20 December, the text is now subject to finalisation by legal linguists.



#### *Specific objective 4. Increased perception of the status and the rights conferred by European citizenship*

DG JUST will implement the various components of the **2023 EU Citizenship package**. The package includes a Citizenship Report, a Compendium on e-voting and ICT and elections and a Guide on participation of citizens with disabilities in the electoral process. The Commission will work with the Council on the **proposal to revise the Consular Protection Directive**, adopted with a view to strengthening the right of EU citizens to consular protection, especially in crisis situations.

As part of the package, the Commission also presented an update of the guidance on the implementation of the Free Movement Directive, which seeks to facilitate the correct application of free movement legislation across the EU, and provides for clarification on specific issues faced by citizens and national administrations. In 2024, DG JUST will disseminate the guidance among relevant stakeholders and engage in other follow-up activities to ensure its visibility and uptake. The guidance will feed into the efforts of DG JUST to ensure the correct implementation of the EU free movement rules. Finally, the Commission will also present and widely disseminate a Guide to EU citizenship to make citizenship rights more tangible for new EU citizens.

In view of the 2024 elections to the European Parliament, the Commission is going to conduct a mobile EU citizens campaign, which will complement the European Parliaments' overall awareness raising campaign ahead of the elections by specifically reaching out to EU citizens residing in another Member State.

In addition, the Commission will continue its work with third-country partners, notably Switzerland, on issues related to free movement of persons with a view to improving the possibilities available to EU citizens. In the same vein, the Commission will continue its work on the **digitalisation of identity cards** to smoothen the exercise of free movement.

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

The right to protection of personal data is a fundamental right enshrined in the EU Charter of Fundamental Rights. It is also a key element in delivering the “European way for the digital society” which is human-centred, ensures full respect of EU fundamental rights and further enables people to enforce their rights.

Following the adoption of the **Commission proposal for a Regulation laying down additional procedural rules relating to the enforcement of the General Data Protection Regulation** (GDPR) in July 2023, DG JUST will continue actively supporting interinstitutional negotiations. It will also prepare the **Commission's second report on the application of the GDPR**, in accordance with its Article 97, after consulting stakeholders.

DG JUST will contribute to the discussions of the **high-level group on access to data for effective law enforcement** (ADELE) and prepare a non-legislative initiative clarifying the boundaries of and interplay between EU law, in particular the data protection and privacy acquis, and national security. DG JUST will also start preparing a **follow up of the 2022 report on the application of the Regulation on Data Protection for EU Institutions and Bodies** (EUDPR), the “GDPR” for EU institutions and bodies, to improve legal certainty and complete the framework for the processing of operational data by EU bodies and agencies within the scope of police and judicial cooperation in criminal matters.

DG JUST will continue assessing – and enforcing where necessary – the **compliance of national legislation with the GDPR and the Data Protection Law Enforcement Directive (LED)**, and **mainstreaming data protection rules** into key EU sectoral policies, such as Data Strategy initiatives including common European data spaces, AI, cybersecurity, health, financial services, employment and law enforcement. Compliance assessments of national data protection laws will also be conducted in the context of the **annual Schengen evaluations**, along with the evaluation of the overall compliance with data protection requirements of the Schengen acquis.

As a follow-up to the reports on the application of the GDPR (2020, 2024) and of the LED (2022), DG JUST will pursue **regular exchanges with national authorities and stakeholders**, including through the Member States’ expert group on GDPR and LED, the Multistakeholder expert group on GDPR and the network of police data protection officers (DPOs). It will also continue contributing actively to the **work of the European Data Protection Board (EDPB)** and support national data protection authorities through EU grants to raise public awareness and facilitate SMEs’ compliance with the GDPR.

At the international level, DG JUST will continue its dialogue with important partners aimed at upward convergence of data protection rules to facilitate data transfers while ensuring a high level of data protection. It will also intensify its efforts to **facilitate cross border data transfers**, using instruments that at the same time ensure the continuity of protections available for personal data in the EU. This includes, in particular, Commission **adequacy findings**. In this regard, DG JUST aims to conclude its adequacy dialogue with several foreign partners (e.g. Brazil) and, for the first time, international organisations. It will also carry out the first review of the functioning of the adequacy decision for the EU-US Data Privacy Framework and launch the first evaluation of the adequacy decision for South Korea. Moreover, it will work on possible extensions of the scope of application of existing adequacy decisions, for instance with Japan.

In addition, DG JUST will complement the existing **Standard Contractual Clauses (SCCs)** with further sets of SCCs for data transfers by EU institutions and in situations where the data importer in a foreign country is already subject to the GDPR. It will also continue and intensify its work with different international partners to build convergence on and facilitate the use of model clauses, including with other international organisations such as the Association of Southeast Asian Nations.

## *Specific objective 6. Eliminate inequalities and discrimination, and promote equality for all*

To further build a “Union of equality” DG JUST will continue to closely monitor the correct application of anti-discrimination legislation and it will support the Council towards the adoption of the Equal Treatment Directive. DG JUST will strongly support the co-legislators to swiftly conclude the legislative process and then to prepare the transposition of the proposed **Directives on standards for equality bodies** (a political agreement between co-legislators was reached on 12 December 2023 on the proposal to be adopted by co-decision). DG JUST will continue to support the legislator to conclude also on the parallel unanimity proposal, and then invest into the preparation of the transposition, including the elaboration of the necessary implementing act. It will also promote policies to counter discrimination of racialised groups, to combat anti-Muslim hatred and to enhance equality, inclusion and participation of Roma, report on progress in the implementation of the EU Anti-racism Action Plan 2020-2025 and of national Roma strategic frameworks, and hold dedicated events with Member States, the European Parliament and non-governmental organisations.

In the context of the implementation of the **EU anti-racism action plan 2020-2025**, DG JUST will adopt in Q1 a report on the implementation of the action plan, including an assessment of anti-racism measures by Member States. It will continue to work with the **Subgroup on the national implementation of the EU anti-racism action plan** to develop policy tools to further enhance national anti-racism action plans.

On 6 December, the Commission published the Communication “No place for hate”, announcing that the EU Coordinators on combatting antisemitism and fostering Jewish life, on combatting anti-Muslim hatred and on anti-racism will each receive an explicit mandate. The mandate will define their designation as Envoys as well as their role in areas to include specific EU funded projects, and to maximise the potential of EU policies to combat hatred, online and offline.

DG JUST will further provide support to Member States to step up national policies and legislation combatting discrimination on all grounds through the work of the **High Level Group on Non-Discrimination, Equality and Diversity**. The Commission will continue to work with Member States to improve the **collection of equality data**, in particular through its work with the Equality Data Subgroup of the afore-mentioned High-Level group, to support the **Diversity Charters** and to organise the **European Diversity Month** and the 3<sup>rd</sup> edition of the **European Capitals of Inclusion and Diversity Award**. In 2024, the Commission will also collaborate with the OECD on a **study exploring the concrete impact of gaps in equality**.

In the context of the **implementation of the LGBTIQ Equality Strategy**, DG JUST will adopt, at the beginning of 2024, a **midterm review** to assess how the situation of LGBTIQ people has developed, what progress has been made, and which areas require more focus to fully implement the strategy by 2025. DG JUST will also continue its work with the LGBTIQ subgroup of the High-Level Group on Non-Discrimination, Equality and Diversity.

In 2024, DG JUST will continue supporting the work of the High-Level Group **on age equality and non-discrimination on the ground of age**. As referred to in the Commission Communication entitled “Demographic change in Europe: a toolbox for action” <sup>(6)</sup>, the High-Level Group promotes exchanges of practices on age equality and combating ageism, and will publish an output paper in spring 2024.

DG JUST will support the European Parliament and the Council to reach an agreement on the draft Directive combating **violence against women and domestic violence** before the upcoming elections to the European Parliament. This initiative is a key priority for the Commission and a major deliverable under the Gender Equality Strategy 2020-2025. The Commission will also adopt a recommendation on **harmful practices**, such as female genital mutilation, which will complement the Directive. It will continue work to facilitate the adoption of a code of conduct to ensure that internet platforms **tackle online gender-based violence** more effectively.

DG JUST will continue to assess whether Member States have correctly transposed the 2019 **Work-Life Balance Directive**, which introduces new rights to family leave and flexible working arrangements and promotes a better sharing of care responsibilities between men and women. Where necessary, it will pursue infringement procedures against non-compliant Member States. In parallel, the Commission will support Member States with the transposition of the Directives on **Gender balance on company boards** and on **Pay Transparency**. The Commission will also continue the implementation of the **European Care Strategy**, and in particular of the **Recommendation on early childhood education and care: Barcelona targets 2030**, on which Member States are expected to inform the Commission on implementation measures by June 2024. In addition, the Commission will continue working on the implementation of the obligations arising from the EU’s accession to the **Council of Europe’s Istanbul Convention** which entered into force, for the EU, in October 2023. Moreover, the Commission will pursue its work on the EU Network for the Prevention of Gender-based Violence which was established in November 2023. Finally, the Commission will publish its **annual report on gender equality in the EU** ahead of the International Women’s Day in March 2024.

In parallel to these actions that directly aim to combat discrimination and foster equality, DG JUST will ensure that equality considerations are integrated in all DG JUST policies from the start of the policy-making process. A revised DG JUST Equality Mainstreaming Work Plan will be adopted in 2024, as a tool to structure, implement and monitor on the equality mainstreaming activities.

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<sup>(6)</sup> [COM 2023 577 1 EN.pdf \(europa.eu\)](#)

**General objective:**

## **A European Green Deal**



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

Consumers face many challenges when making purchasing decisions. Evidence gathered shows consumers want to contribute to a sustainable economy. However, goods and services they are offered may not always be of claimed environmental characteristics. DG JUST will continue to actively support the co-legislators until the final act of the **Directive for Empowering Consumers for the Green Transition** is published. The new Directive will improve the information at the point of sale about products' environmental characteristics, such as lifespan and reparability. It will also protect consumers from certain harmful practices, such as greenwashing, product obsolescence or unreliable sustainability labels and digital information tools.

DG JUST will continue to actively support negotiations with the co-legislators on the legislative proposal on common rules promoting the **repair of goods** that the Commission adopted in March 2023. The proposal aims to encourage consumers to make more sustainable choices by repairing defective goods and thus using them for a longer time.

DG JUST will continue to support Consumer Protection Cooperation (CPC) authorities to increase their activities to fight greenwashing practices by large multinational companies.

Following the political agreement reached in December 2023, DG JUST will continue supporting the co-legislators to finally agree on the proposed **Corporate Sustainability Due Diligence Directive**, which aims at generating a behavioural shift towards corporate value creation that is more respectful of human rights and the environment including across value chains. This high-impact initiative will contribute to making business operations across all industry sectors more sustainable, including as regards climate and other environmental impacts, as well as human rights. The initiative contributes to the headline ambition "An Economy that Works for People" in the Commission Work Programme 2024.

Preparing for the review of the Shareholders Rights Directive may also contribute to the objectives of the European Green Deal and the Economy that Works for People by facilitating voting across borders and further embedding sustainability into investment decisions. Under the general objective "an Economy that works for people", DG JUST will work on improving the corporate governance framework for board members in banks and investment firms. As these rules will enter into force in 2024, DG JUST's work will focus on assisting Member

States in their correct implementation of and on cooperating with the European Banking Authority.

**General objective:**

## A Europe fit for the digital age



### *Specific objective 1: Consumers are empowered and better protected*

To empower consumers in the digital sphere, the Commission's 2024 Work Programme includes the conclusion of the **Fitness Check of EU consumer law on digital fairness**, which is an evaluation to assess whether the main horizontal EU consumer law instruments still ensure a high level of consumer protection in the digital environment and whether improvements are necessary.

In 2024, DG JUST will support the European Parliament and the Council for the negotiation of the **revision of the Alternative Dispute Resolution (ADR) Directive and repeal of the ODR Regulation**. DG JUST will continue to promote the need for strengthening the enforcement of consumer law and prepare the work for the **revision of the Consumer Protection Cooperation Regulation**. DG JUST will assist the Member States in **implementing the Representative actions Directive (RAD)** notably by monitoring transposition, adopting infringement proceedings when necessary, training designated qualified entities on communication and supporting their capacities through grants.

DG JUST will support national consumer law authorities by coordinating several common actions regarding non-compliant practices of large multinationals, implementing a new contract for trainings on e-enforcement, creating new automated investigation tools and several behavioural studies. DG JUST will continue the informal dialogue on consumer law enforcement with the US Federal Trade Commission.

DG JUST will continue to support awareness raising activities made by European Consumer Centres.

DG JUST will also continue to support Alternative Dispute Resolution entities and the European Consumer Centres thanks to grants from the Single Market programme.

DG JUST will promote a new pledge regarding targeting-based advertising in order to reduce the occurrence of cookies requests while ensuring a better understanding of **digital advertising models** and a fair consent process. DG JUST will implement in 2024 the extended **Consumer Protection Pledge** by major online platforms. It consists of their voluntary commitments regarding product safety (Product Safety Pledge +, signed in March



2023) and on selected digital consumer rights (signed in November 2023, applicable from July 2024).

Starting at the beginning of 2024, DG JUST will support the co-legislators in the negotiations on the proposal for a Directive amending the **Package Travel Directive**.

DG JUST will also support Member States in transposing into the national law the directives adopted in 2023 on the **Distance Marketing of Financial Services** and the **Consumer Credit Directive**.

In 2024, a workshop will be organised to disseminate the results of the Commission's 2023 study on over-indebtedness, including existing national measures to help consumers, among relevant stakeholders and policy makers. Moreover, DG JUST will launch a call for proposals for **action grants to support debt advice in the Member States**.

DG JUST will finalise a strategic approach to improving **consumer awareness and education**, addressing also the needs of different groups (Action 18 of the New Consumer Agenda). In 2024, the European Commission plans to launch a call for proposals for action grants to finance consumer education projects.

Between 2019 and 2023 the European Commission funded the **ConsumerPRO project**, in which BEUC (the European Consumer Organisation) provided training and capacity building activities for consumer organisations. A ConsumerPRO2 project will be launched in 2024, as the project was very useful in protecting consumers. As digital actors may discriminate consumers according to age, sex, income, and other variables, DG JUST will explore how to effectively ensure goods and services remain accessible to all consumers in a digital society, following the declared objective that a digital transformation shall leave nobody behind.

DG JUST will continue managing the **Safety Gate**, the rapid alert system for dangerous non-food products, which circulates over 2200 notifications per year and the online Safety Gate Portal, to inform the public about the circulated alerts. This includes its international features like those stemming from the cooperation with Canada and China (and from cooperation with other third partners following possible conclusions of future agreements).

To support this system, the **General Product Safety Regulation** (GPSR) is providing a modernised EU framework for general product safety, which will repeal the current General Product Safety Directive from 13 December 2024. In 2024, DG JUST will continue working closely with Member States, businesses and other stakeholders, including consumer organisations, to ensure that the new regulation is correctly and smoothly implemented, and to raise awareness on the new framework.

This work will include:

- Launch of the Consumer Gateway for Product Safety - a new tool allowing consumers or any other interested parties to report dangerous products to their national authorities



- Update of the Risk Assessment guidelines (<https://ec.europa.eu/rag>) to adapt to the new GPSR requirements and adopt relevant implementing and delegated acts, following extensive consultations with all involved stakeholders and using lessons learnt from three studies that will be carried out in the course of the year (on e-vulnerability, circular economy, and on new technologies)
- Enhancement of the Safety Business Gateway (<https://webgate.ec.europa.eu/gpsd>) including the option to allow businesses to inform authorities about accidents and injuries caused by products that they have placed on the market
- Continuous improvements of the eSurveillance web crawler, which is used by 28 EU/EEA market surveillance authorities to detect online offers of reported dangerous products. Work is ongoing to include the eSurveillance web crawler in the portfolio of the EC Reusable Solutions Platform to enable the Commission or a national enforcement authority to use the solution in their own domain and beyond the product safety area.
- Enhancing the use of the Safety Gate Interoperability Gateway (SGIG), which manages the transfer of data between IT systems with high level of security.

In 2024, the Commission will also continue issuing standardisation requests to European Standardisation Organisations for the development of European standards for certain childcare articles, children's furniture, gymnastic equipment, lighters and information and communication technology equipment.

To further enhance consumer protection online, the Commission will also continue cooperation with online marketplaces as part of the **Product Safety Pledge+** and monitor its functioning.

The **Coordinated Activities on the Safety of Products** (CASP) activities support national authorities in the testing of products and in finding common procedures and practices in product safety issues. CASP 2024 will include 7 product specific activities (testing activities) and 2 horizontal activities (streamlining of procedures and methodologies).

DG JUST will also continue its work in fostering **international cooperation** to improve product safety globally, in particular with China. This will include the implementation of the recently signed arrangement on product safety and the action plan on the safety of products sold online.

In 2024, the Commission will co-sponsor the development of an UNCTAD (United Nations Conference on Trade and Development) recommendation on general product safety principles. The Commission will also actively contribute to the organisation of the first OECD Ministerial meeting on consumer protection planned for October 2024.

A new edition of the International Product Safety Week will take place in October 2024.

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

In 2024, DG JUST will continue to support the interinstitutional negotiations on the proposal for a Directive on adapting non-contractual civil liability rules to artificial intelligence, adopted by the Commission in September 2022 (**AI Liability Directive**). The proposal aims to improve the functioning of the internal market by laying down uniform rules for certain aspects of non-contractual civil liability for damage caused with the involvement of AI systems. Following the AI Act's progress, the finalisation of the AILD would complete the EU legal framework dealing with AI that the Commission put forward.

In 2024, DG JUST will work on potential problems arising in private transactions (B2B and B2C) as a result of the use of AI and other automated technologies, as well as data driven business models in contracting.

In cooperation with national consumer authorities, DG JUST will organise dialogues with the main providers of generative AI tools to ensure that they comply with existing consumer legislation.

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

The Commission proposal to further expand and **upgrade the use of digital tools and processes in company law**, put forward in March 2023, aims to enhance transparency about companies in the EU, improve trust by ensuring that company data in business registers is accurate, reliable and up-to-date. It is expected to **reduce administrative burden** when companies, in particular SMEs, authorities and other stakeholders use company data in cross-border situations by around EUR 437 million per year. In 2024, DG JUST will focus on supporting the interinstitutional negotiations in view of the adoption of the Directive before the end of the current mandate of the European Parliament.

The Commission proposal for a **Directive on Multiple-Vote Share Structures**, under the headline ambition 'An Economy that Works for People' aims at facilitating SMEs' access to public capital markets and thereby addresses these companies' need of diversified funding to facilitate their growth. In 2024, DG JUST will focus on continuing its support to interinstitutional negotiations in view of the adoption of the Directive within the current mandate. In July 2023 political agreement was reached on the proposal for a Regulation on harmonised rules on fair access to and use of data (**Data Act**). In 2024, DG JUST, together with DG CNECT, will continue working with an Expert Group to prepare a set of balanced model contract terms for B2B data sharing that could be applicable for sharing data across sectors as well as a set of standard contractual clauses for cloud computing services. These will lead to a Commission recommendation in time for the application date of the Regulation, as mandated by Article 34 of the Data Act.

## General objective:

# Promoting our European way of life



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

DG JUST implements the European judicial training strategy for 2021-2024 <sup>(7)</sup> in partnership with the national and EU-level judicial training institutions. As the current European Judicial training strategy will elapse end of 2024, the focus will shift to the digitalisation of justice, both regarding the content of judicial training and the methodologies used in training.

DG JUST aims to strengthen the exchange of criminal records information between the EU Member States and to continue its support to the Member States and eu-LISA.

In 2024, DG JUST will continue supporting the Member States in the **implementation of EU sanctions**, including by facilitating the correct transposition of the Directive on the criminalisation of EU sanctions' violations which was provisionally agreed by co-legislators on 12 December 2023

In 2024 DG JUST will also keep assisting Member States to ensure correct transposition of the proposal to approximate the definition of criminal offences and introduce minimum sanctions in the area of **environmental crimes**. A provisional agreement was achieved by the co-legislators in November 2023.

In order to enhance mutual trust between Member States and facilitate **judicial cooperation in criminal matters**, the Commission will continue to support co-legislators on the **Transfer of Criminal Proceedings** between Member States with the aim to conclude the trilogues in early 2024. Similarly, it will continue to support co-legislators on the revision of the **Victims' Rights Directive**. The initiative contributes to the headline ambition "A new Push for European Democracy" in the Commission Work Programme 2024. The Commission will also continue to engage in negotiations with the U.S. on an agreement to improve access of law enforcement and judicial authorities to electronic evidence in criminal procedures.

DG JUST will continue supporting the activities of the **European Public Prosecutor's Office (EPPO)**, including by assessing the Member States' legislation implementing Regulation (EU) 2017/1939 and contributing to the enhancement of the EPPO's relations with the competent authorities of third countries.

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<sup>(7)</sup> Commission Communication, Ensuring justice in the EU – a European judicial training strategy for 2021-2024, COM(2020)713 final

DG JUST will also continue to support the Commission's response to the Russian war of aggression against **Ukraine**. In particular, DG JUST will continue working on issues concerning sanctions and their violation in the context of the **Freeze and Seize Task Force**. It will continue to take forward, with the EEAS and the other Commission services, the reflections on how the revenues generated by the sovereign Russian immobilised assets can be used to **support Ukraine's reconstruction** as well as on how to ensure accountability for the **crime of aggression** committed against Ukraine. To this end, the Commission will continue to support the activities of the **International Centre for the Prosecution of the Crime of Aggression against Ukraine** (ICPA). The Commission will also continue to provide support to, and be involved in the activities of, the **Register of Damage** Caused by the Aggression of the Russian Federation Against Ukraine through an Enlarged Partial Agreement.

In the field of **judicial cooperation in civil and commercial matters**, DG JUST will continue its efforts to support the co-legislators to reach an agreement on the proposed **Regulation on the law applicable to the third-party effects of assignment of claims** with the aim to conclude the trilogues in early 2024. The initiative will promote cross-border investment, enhance access to credit and market integration and contributes to the headline ambition "A new Push for European Democracy" in the Commission Work Programme 2024.

Following the provisional agreement reached by the co-legislators in November 2023, DG JUST will support the work towards the swift formal adoption of the proposed Directive on protecting persons who engage in public participation from manifestly unfounded or abusive court proceedings, the **Anti-SLAPP Directive**. This initiative aims at protecting freedom of expression and those engaged in public debate and contributes to the headline ambition "A new Push for European Democracy" in the Commission Work Programme 2024.

DG JUST will also facilitate interinstitutional negotiations on the **proposal on harmonising certain aspects of substantive law on insolvency proceedings, the proposal on recognition of parenthood** and **the proposal on the protection of adults in cross-border situations**.

In 2024 DG JUST will continue working towards a possible review of certain existing **private international law instruments**, in particular through the preparation of application reports concerning the **Rome II Regulation** and **the Brussels Ia Regulation**.

Work in the **international fora** will continue in 2024 in the context of the Hague Conference on Private International Law (HCCH), Uncitral and Unidroit.

DG JUST will continue to ensure the correct application of existing civil justice instruments within the **European Judicial Network in civil and commercial matters**.

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

The **Regulation on digitalisation of judicial cooperation** will enter into force in early 2024. The work on preparing the first batch of implementing acts will start in the comitology committee and will continue throughout the year.

The **eu-LISA agency** will take over the management of the **e-CODEX system** in 2024 and thus be able to provide technical support to the digitalisation of judicial cooperation instruments. Once the handover/takeover is verified, the Commission will adopt the respective approval decision.

Digitalisation of justice at national level can be supported via the **Technical Support Instrument**. DG JUST will support and facilitate digitalisation projects by groups of Member States, in particular on issues where several Member States need to catch up as evidenced by the EU Justice Scoreboard.

DG JUST will also prepare implementing act(s) pertaining to the Regulation (EU) 2023/969 concerning the establishment of a collaboration platform to support the functioning of **Joint Investigation Teams (JITs)**. The general objective of that initiative is to provide technological support to those involved in a JIT in order to increase the efficiency and effectiveness of these cross-border investigations and prosecutions.

DG JUST will work with Eurojust to implement Regulation (EU) 2023/2131 concerning the digital information exchange in terrorism cases, in order to facilitate the **digitalisation of Eurojust**, taking also into account the results of the forthcoming evaluation of Eurojust in accordance with Article 69 of Regulation (EU) 2018/1727. In 2024 DG JUST will also continue supporting the process of digitalisation of cross-border criminal justice and digital interactions between national justice systems and EU level agencies and bodies, including Eurojust and European Public Prosecutor's Office (EPPO).

In the **field of civil justice**, the development work on the digitalisation of Service of Documents and Taking of Evidence Regulations will continue in 2024 with the aim to have the first production-ready implementation software by May 2024. In addition, the work will start on the digitalisation of the Small Claims and European Order for Payment Regulations.

## PART 2. Modernising the administration: main outputs for 2024

The internal control framework <sup>(8)</sup> supports sound management and decision-making. It notably ensures that risks to the achievement of objectives are taken into account and reduced to acceptable levels through cost-effective controls.

DG JUST has established an internal control system tailored to its particular characteristics and circumstances. The effective functioning of the DG's internal control system will be assessed on an ongoing basis throughout the year and be subject to a specific annual assessment covering all internal control principles.

### A. Human resource management

DG JUST has been going through an organisational transformation process since February 2022 for which important milestones were reached in 2023: a **new chart that aligns better resources with political priorities** is effective since March and a DG-wide Away Day in September provided an important impulse from staff to different reflection strands that had been prepared by five focus groups. A crucial element throughout the process has been to ensure the involvement of staff at every stage through town hall events, surveys or the focus group discussions. The topics for the discussions were identified in a JUST staff survey. They focussed on how to foster staff (mental and physical) well-being in a context of stable resources and increasing workload, how to further streamline working processes within the DG, foster collaborative working and strengthen knowledge management. In 2024, an important element of HR management will be to translate the outcome of the reflexion on the different focus groups into a coherent and comprehensive plan of concrete actions to be implemented in 2024. For the well-being discussion strand, the aim is to combine this with the discussion on the future of the current local HR strategy that covered the period 2020–2024 and the follow-up to the 2023 staff survey. Consistency with follow-up activities to earlier staff surveys and/or other HR activities under the Strategy will be ensured as still relevant, for instance in the form of activities contributing to **staff wellbeing** (e.g., flexible working time, WOSSOP - a programme of online sessions on mindfulness and compassion offered by JUST colleagues) and participation in corporate learning and development programmes such as the Female Talent Development Programme. Staff will be informed through targeted news on the Directorate's-General intranet as well as through **regular news on HR matters** in the weekly newsletter of DG JUST.

DG JUST is furthermore committed to **gender equality** and will pursue further its efforts in contributing to the corporate objectives as two new middle managers will be selected in 2024.

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<sup>(8)</sup> [Communication C\(2017\)2373 - Revision of the Internal Control Framework](#)

## B. Sound financial management

In order to ensure the legality and regularity of transactions, DG JUST **implements controls activities as established in its financial guide** and ensures that budgetary needs are assessed carefully and resources allocated effectively during the year. These control activities encompass:

- Performance of ex-ante financial controls.
- The deployment of an **audit strategy for ex post audits**. This focuses on risks as in previous years, but it also aims to complete all the remaining audits simultaneously and to ensure equal treatment among selected beneficiaries. These activities aim at providing assurance on the legality and regularity of the expenditures declared to the Commission, while maximizing the flexibility and efficiency of audit resources.
- The timely application of financial corrections, when needed.
- A regular follow-up of the state of implementation of all outstanding and overdue audit recommendations issued by the IAS and ECA.

These control activities will cover all operations related to DG JUST expenditure, such as:

- Management of **procurement procedures** and monitoring contractual compliance (studies, databases, IT contracts, communication actions, expert groups, conferences, etc.), contributing to the functioning of the DG and to the achievement of its policy objectives;
- Award and monitoring of the effective **implementation of grants** with a special focus on the verification of the eligibility of costs declared and compliance with grant agreements.

DG JUST continues to implement the following corrective actions to address the weaknesses in the error rate in the non-audited population:

- DG JUST introduced in 2023 the lump sum type funding scheme which represents a major simplification as the payment is based on the completion of the work packages agreed at grant preparation stage and no longer based on reimbursement of costs incurred.
- DG JUST follows closely the on-going projects by checking if the deliverables are timely submitted.
- Projects are regularly put under reinforced monitoring (e.g. for lack of operational/financial capacity; risk of double funding, risk of plagiarism etc.) with actions to be taken either during the implementation of the project or at final reporting stage, such as planning a monitoring visit, checking more closely the dissemination campaign (for sensitive projects), of focusing more on the involvement of a specific beneficiary at midterm report.
- Kick-off meetings and info sessions are organised on a regular basis. Topics addressed cover eligibility rules, unit costs vs actual costs, most frequent errors, gender mainstreaming in projects, respect of EU values.



## C. Fraud risk management

DG JUST has developed and implemented its own **anti-fraud strategy** (AFS) since 2012, on the basis of OLAF's methodology. It was updated in April 2018 and again during 2020, setting out an action plan covering the period 2021-2023. In October 2023, DG JUST launched a process of **revision of its anti-fraud strategy**, in coordination with OLAF and following the standard workflow and the methodology provided by OLAF <sup>(9)</sup>. The revision of the strategy will be based on an assessment of the implementation of the current AFS and the results of a specific fraud risk assessment. The revision will also reflect the new structure and responsibilities in DG JUST, as an outcome of the reorganisation that took place in 2023. The adoption of the revised AFS is expected in Q1 2024.

In 2024, DG JUST will continue to actively contribute to the **implementation of the Commission Anti-Fraud Strategy**, and notably the revised CAFS action plan adopted in 2023. Specifically, DG JUST will be leading in the implementation of action 30c (Assessing potential compliance issues with the Member States' transposition and implementation of the PIF Directive) and co-leading with DG CNECT the implementation of action 32 (Protect and empower investigative journalists as an important source of information on suspected fraud, notably by ensuring that appropriate EU legislation is in place including on SLAPP (strategic lawsuit against public participation), and that Member States take appropriate measures to put in practice the Commission Recommendation on SLAPP). DG JUST will also regularly attend the Fraud Prevention and Detection Network meetings, to optimise cooperation with OLAF.

## D. Digital transformation and information management

### Digital transformation

In 2024, DG JUST will continue to pursue the **strategic objectives of the Digital Strategy of the Commission**. The work will cover the internal processes in the DG as well as the cross-border judicial cooperation in Europe.

After the March 2023 reorganisation, a number of cross-DG actions were started to identify possible improvements of business processes, in particular through simplification and automation. There is a collaboration dimension in many processes implying the production of a deliverable (briefings, speeches, reports, etc). Cross-DG teams will identify ways of working that will benefit from office automation tools like Office 365 and Teams or innovative technologies such as AI large language models. In this sense, DG JUST is part of the AI community in the Commission, aiming at making the most of innovative technologies along with JRC and DGT, while raising the awareness of the risks, safe use and best practices for the use of AI tools in the Commission.

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<sup>(9)</sup> [Methodology and guidance for services' anti-fraud strategies](#) (June 2021).

The IT dimension of the policies of DG JUST is becoming more and more prominent. The digital aspects of legislation will continue to be analysed and addressed at early drafting stages. In the context of Digitalisation of Justice legislative package, DG JUST will continue to elaborate the aspects of IT architecture, data exchange formats as well as inter-operability with existing national systems, together with Member States and DIGIT, during the drafting of Implementing Acts.

To ensure customer-centricity, end-users will continue to be involved already starting with the design phase of IT systems, like in the case of the e-Evidence Digital Exchange system, where expert groups of Member States effectively steer the development activities.

DG JUST will continue to follow the Dual Pillar Approach of the Commission's Digital Strategy, by making the most of the Reusable Solutions Platform or buying off the shelf IT services and products where available and will continue to favour **open source technical platforms**. DG JUST will continue to have a "cloud first" policy, while applying the necessary safeguards for data protection and security.

## Information and IT security rules

On cybersecurity, DG JUST staff will continue to be encouraged to attend **corporate cybersecurity awareness initiatives**, while IT security knowledge and expertise will be maintained and further improved by embedding cybersecurity elements into the IT specific working methods. This will include continuous improvement of the security posture of existing cloud deployments, via specialised cloud security monitoring, incident management, lessons learnt and managed implementation of improvement actions.

Upcoming releases of IT systems will benefit from improved EC central security services and compliance benchmarks.

DG JUST will continue to keep updated the IT Security Plans of IT systems and maintain the security controls thereof, by setting up a continual improvement process and integrating compliance management with risk management.

All staff will continue to be invited for the yearly knowledge assessment related to cybersecurity essentials and cyber hygiene, to take an online training and participate in phishing exercises. Newcomers will benefit from a cybersecurity and information security training.

## Data, information and knowledge management

In 2024, DG JUST will roll-out its **revised Data Quality Framework and Guidelines** (amended in 2022 to integrate the requirements derived from Eurostat's Reference Quality Framework for other statistics). Data governance processes will continue to be monitored and enhanced in line with the targets set in the Strategic Plan.

Knowledge management activities will focus on mainstreaming the use of **M365 including TEAMS** to supporting DG JUST in finding more efficient working methods. DG's knowledge management team in cooperation with JUST M365 champions and the EC Core Team will continue providing tailored trainings on M365. Successful use cases of M365 and Teams identified across the Commission will be promoted inside the DG. A 'knowledge management portal' will be created on Share Point Online that will provide policy and country information. This will reflect the division of responsibilities deriving from the re-organisation that took place in March 2023.

Moreover, in 2024 DG JUST will continue its activities on internal communications. Most importantly, a **new intranet** will be rolled out that will allow for better information sharing between colleagues and easier navigation in information sources. The new intranet will continue to be fed with news items and stories about DG JUST colleagues (e.g. interviews). DG JUST will also continue publishing a weekly newsletter collecting message from the DG, top news from the department, and, more broadly, corporate news from the Commission.

## Data protection

As regards data protection compliance, DG JUST will continue to monitor and update the information regarding its processing operations in records in the Data Protection Management System throughout 2024. The objective is the complete assessment of the actual alignment of the processing records by the end of the year. With regard to **data subjects' rights**, DG JUST will continue to apply established administrative practices with the support of the Data Protection Coordinator (DPC), in particular when dealing with data subject requests. In terms of awareness raising, DG JUST will organise activities such as lunchtime seminars, information at unit meetings, and general information on data protection through crash courses. **Awareness raising activities** will focus on practical issues of relevance to the DG, such as handling data breaches, data subject requests, and organisation of meetings and events. Staff will also be encouraged to participate in the data protection trainings organised by the office of the Data Protection Officer. The objective would be to ensure that 100 DG JUST staff members would have taken part in at least one of such activities over a period of two years.

## E. Sound environmental management

In its Communication on the European Green Deal the Commission committed itself to lead by example also in this field. Through EMAS - the Eco-Management and Audit Scheme - the Commission wishes to "lead by example" through the reduction of the direct environmental impact of its own activities. DG JUST aims to contribute to that objective through the participation in corporate energy saving actions through building closure.

## F. Initiatives to improve economy and efficiency of financial and non-financial activities

The introduction of **lump sums in the grant management** in 2023 was a major simplification because payments are based on the implementation of the project and no longer based on the reimbursement of costs. This is a major step towards a budget for results. DG JUST will continue to introduce lump sums in the grants to be signed in 2024 and to provide information on this system to potential applicants and beneficiaries.

DG JUST will **follow up on implementation and budget consumption of procurement activities** for all DG JUST Units thanks to a corporate tool (SAC tool within SUMMA) that is being developed in 2024. This tool will encompass the planning and the budget consumption. It will facilitate the monitoring of the budget implementation and provide real time information for Policy Units as regards budget availability in a specific year.

In 2024, DG JUST will continue the use of the **financial support to third parties** (re-granting scheme), in particular through the 2<sup>nd</sup> Union Values call (i.e. further disbursement of grants to civil society organisations (CSO) active at local, regional, national level). The previous use of the **re-granting scheme through intermediaries** in the 2022 Union Values call and the 2023 Daphne call proved to be successful in their implementation.

The use of the PPMT tool (Public procurement management tool) for all procurement procedures run by DG JUST will facilitate the planning, preparation and monitoring of the procurement files.

On 1 March 2023, a **new structure** was introduced in DG JUST. The **aim of the reorganisation** was to better reflect the current political priorities as well as make best use of the DG's limited resources. The reorganisation aimed to streamline the structure to exploit any possible synergies, but the new structure alone would not be able to address the problem of a structural gap between the staff allocation and growing agenda in the areas of justice, consumers and equality. The second phase of the implementation of the reorganisation therefore focuses on exploring possibilities to improve the work of the DG, to tap into any remaining areas with potential for streamlining or just doing things differently (including negative priorities), notably in the context of the roll-out of M365 and increasing digitalisation of DG's working methods. Five project groups <sup>(10)</sup> have been established in June 2023, composed of volunteers (including managers). The topics for these groups have been decided on the basis of the proposal of the extended management and voted on by all staff.


Following the presentation of the project groups' findings to the staff, an action plan will be prepared, endorsed by the DG management, and presented to the staff in early 2024. A regular follow-up and updates on action plan's implementation will be provided to the staff and senior management.

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<sup>(10)</sup> Five project groups have been formed as follows: 1) Better internal procedures and delegation; 2) Better collaboration within the DG and better coordination with other units and Directorates; 3) Briefings; 4) How to identify and establish negative priorities, and 5) Well-being and right to disconnect.

# ANNEX: Performance tables - main outputs for 2024

## Part 1 - Delivering on the Commission's priorities

<b>General objective:</b> A new push for European democracy		
<b>Specific objective 1: Strengthened rule of law in the Union</b> <i>Related to spending programme(s): Justice Programme</i>		
<b>Main outputs in 2024:</b>		
<b>New policy initiatives</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
 2024 Rule of Law Report (JUST co-chef de file with SG)	Preparation by DG JUST, in cooperation with the associated services, of the country chapters as part of the report, including recommendations to the Member States, and contribution to the 'chapeau' Communication.	Q2 2024
<b>Public consultations</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Justice programme – final evaluation of the 2014-2020 programme and interim evaluation of the 2021-2027 programme	Summary report	Q2 2024
<b>External communication actions</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Campaign on the rule of law: Objective: demonstrate the importance of the rule of law, the work done in this mandate to promote it, including the rule of law annual report and explain the role of the EU in protecting and promoting the rule of law. This will be done through a series of short explanatory videos to be promoted online  Target audiences: specific age groups having the highest interest in receiving more information on what the EU is doing to protect democracy and the rule of law in all EU Member States Timeline: launch July 2024	Number of engagements per post and total, engagement rate, cost per result	Target to be defined after negotiation with the contractor

Other important outputs		
Output	Indicator	Target
2024 EU Justice Scoreboard	Adoption by the Commission	Q2 2024
Monitoring of country-specific challenges for the effectiveness of justice systems in the context of the a) European Semester and b) the Recovery and Resilience Facility	Delivery of DG JUST contributions to the a) monitoring of the implementation of the country specific recommendations from the preceding European Semester cycles, and to Commission documents to be adopted in the context of the European Semester; b) assessment of the implementation of the national recovery and resilience plans	Q1 2024 Q2 2024 Q3 2024 Q4 2024
High-level Conference with Constitutional Jurisdictions of the EU	Support to CAB Reynders in the preparation of the second High-level Conference with representatives of the Constitutional Jurisdictions of the EU	Q4 2024
High-level Conference with EU Capitals Mayors on the Rule of Law	Support CAB Reynders in the preparation of the Dialogue between EU Capitals Mayors and the European Commission on the Rule of Law.	Q1 2024
Number of action grants to promote EU values.	CERV-2024-CITIZENS-VALUES Union Value call for CSOs (cascading grant): 16 intermediaries	Q4 2024


**General objective:** A new push for European democracy

**Specific objective 2:** Strengthened application of fundamental rights

Related to spending programme(s): CERV

**Main outputs in 2024:**

**New policy initiatives**

Output	Indicator	Target
 Commission Recommendation on the integrated child protection systems	Recommendation adopted on systemic changes at national and European levels	Q1 2024
Revised Code of conduct on countering illegal hate speech online ("Code of conduct+")	Signatories formally agree	Q1 2024

<b>Enforcement actions</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Infringement proceedings on Directive 2019/1937 on the protection of persons reporting breaches of Union law	Number of infringement proceedings for non-communication and non-conformity cases	Throughout 2024
Infringement proceedings on Framework Decision 2008/913 on combating racism and xenophobia	Reasoned opinions, referrals	Throughout 2024
<b>Public consultations</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
REC/ EFC /CERV <sup>(11)</sup> evaluations	Summary report	Q2 2024
<b>External communication actions</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
European Forum on the rights of the child	Number of attendees [physical and online] or number of contacts • If applicable, percentage of target audience and percentage of first time attendees	Q1 2025
<b>Other important outputs</b>		
<b>Output</b>	<b>Indicator</b>	
Progress report on the implementation of the EU Strategy on combating antisemitism and fostering Jewish life.	Report published	Q2 2024
Civil society forum on combating antisemitism and fostering Jewish life	Event organised	Q3 2024
12 <sup>th</sup> Meeting of the High Level Group on combating hate speech and hate crime with Belgian Presidency of the EU	Event organised	Q2 2024
Launch of knowledge hub on countering hate speech (depending on the adoption of the revised Code of conduct, see new policy initiatives)	Platform launched	Q2 2024
Evaluation of the EU Strategy on the rights of the child	Evaluation launched	Q3 2024
Finalisation of the phase I of the EU Children's Participation Platform	Report, meeting, two online webinars, two child friendly versions of a policy document, two consultations with children, website	Q1-Q4 2024
Report on the implementation and application of Directive (EU) 2019/1937 (on whistleblower protection)	Report adopted	Q2 2024
Expert Group on Directive (EU) 2019/1937 (on whistleblower protection)	Meetings	Q2 and Q4 2024

<sup>(11)</sup> Rights, Equality and Citizenship / Europe for Citizens/ Citizens, Equality, Rights and Values



<b>Output</b>	<b>Indicator</b>	
2024 Charter report	Adoption by the Commission	Q4 2024
<p>Charter training</p> <p>Funding actions promoting the capacity building and awareness on the Charter, promoting and protecting Union Values</p>	<p>Availability of EU Learn training for EU staff on how to ensure Charter compliance in EU policy and legislative initiatives.</p> <p>Launch of calls for tenders to develop 1) a training manual on the Charter HEC and 2) online training on the Charter.</p> <p>Updated Manual on the Charter in impact assessments.</p> <p>Number of action grants to promote capacity building and awareness on the Charter;</p> <p>Number of operating grants in the area of promoting and protecting Union Values</p>	<p>3-4 trainings throughout 2024.</p> <p>Launch of the call on the Charter HEC manual done in Q4 2023, contract signature expected by the end of Q1 2024.</p> <p>Launch of the call on the Charter online training manual in Q1 2024, contract signature expected by the end of Q2 2024.</p>
<p>Number of action grants to promote capacity building and awareness on the EU Charter of fundamental rights</p> <p>Number of action grants to promote the rights of the child</p> <p>Number of operating grants in the area of promoting and protecting Union Values</p>	<p>CERV-2024-CHAR-LITI - Charter: 34</p> <p>CERV-2024-CHILD - Rights of the child and child participation: 35</p> <p>CERV-2024-OG-SGA: 2</p>	Q4 2024

**General objective:** A new push for European democracy

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

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

**Main outputs in 2024:**

**External communication actions**

Output	Indicator	Target
<p>Campaign on CERV</p> <p>Objectives: 1) to attract more and better proposals 2) to raise awareness on projects funded by CERV to support EU policies.</p> <p>Target audiences: 1) Countries where organisations and entities are underrepresented in CERV programme calls for proposals and who could potentially apply for and benefit from CERV funding</p> <p>2) people who have insufficient awareness on what the EU is doing to promote a Union of rights and values: CY, EL, SE, AT, SI, DK, DE, IT, PT, FI, LV, NL, SK, ES, RO (age groups from 15-24 to 55+).</p> <p>Timeline: Launch Q2 2024</p>	<p>Objective 1a: attract more applications for the CERV programme.</p> <p>Objective 1b: attract better applications for the CERV programme.</p> <p>Objective 2: Increased knowledge: increase by 15% the level of awareness of how the CERV programme promotes EU rights and values among the target audiences by the completion of the campaign</p>	<p>Objective 1a: KPI: increase of at least 15% of the number of applications submitted to the CERV programme in 10 countries in the period 2023-25.</p> <p>Objective 1b: KPI: decrease by 10% the number of projects proposals that are evaluated below the quality threshold (70/100 points).</p> <p>Objective 2: KPI: increase by 15% the level of awareness of how the CERV programme promotes EU rights and values among the target audiences by the completion of the campaign, to be measured by a baseline and an ex-post survey</p>

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
<p>30 years of EU citizenship</p> <p>Objective: raise awareness about citizenship rights and the key milestones related to citizenship in the last 30 years.</p> <p>Target audience: EU citizens with the lowest awareness of their rights in Belgium, Cyprus, Denmark, Greece, Spain, France, Croatia, and Latvia; age group 18-35.</p> <p>Timeline: November 2023 – February 2024.</p>	<p>Increased knowledge: 50% of those who state that they have seen the campaign should feel better informed thanks to the campaign.</p>	<p>Q1-Q2 2024</p>
<p>European elections campaign</p> <p>Objective: raise awareness about key deadlines and registration and voting procedures amongst EU mobile citizens voting in the 2024 European Parliament elections.</p> <p>Target audience: 10 top EU mobile citizen groups with a low turnout in the 2019 elections; age group 18-24.</p> <p>Timeline: January – May 2024</p>	<p>Increased knowledge:</p> <p>Raise awareness about registration deadlines and procedures in the home and residence countries of the top expat groups in the EU (phase 1).</p> <p>Raise awareness about voting (phase 2, after the registration deadline is closed).</p>	<p>Q1 2024 for phase 1, and Q2 2024 for phase 2.</p>
<b>Other important outputs</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
<p>Number of action grants in the area of citizens participation including town twinning and the area of remembrance and Union Values</p>	<p>CERV-2023-CITIZENS-CIV: 100</p> <p>CERV-2024-CITIZENS-REM: 42</p> <p>CERV-2024-CITIZENS-TOWN-TT: 145</p>	<p>Q4 2024</p>
<p>Number of operating grants in the area of citizens participation and European Remembrance</p>	<p>CERV-2024-OG-SGA: 43</p>	

**General objective:** A new push for European democracy

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

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

**Main outputs in 2024:**

**Other important outputs**

Output	Indicator	Target
Number of action grants to protect and promote Union Values including town twinning and network of towns	CERV-2023-CITIZENS-CIV: 100	Q4 2024
	CERV-2024-CITIZENS-TOWN-TT: 145	
	CERV-2024-CITIZENS-TOWN NT: 28	

**General objective:** A new push for European democracy

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

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

**Main outputs in 2024:**

**New policy initiatives**

Output	Indicator	Target
Standard Contractual Clauses (SCCs) for EU Institutions and for data transfers to controllers/processors subject to the GDPR	Adoption of Commission decision adopting the SCCs	Q3 2024
New adequacy decisions	Adoption of Commission adequacy decision	Q4 2024

**Evaluations and fitness checks**

Output	Indicator	Target
First review of the functioning of the adequacy decision on the EU-US Data Privacy Framework	Adoption of Commission report	Q3 2024

**Other important outputs**

Output	Indicator	Target
Report on the application of the General Data Protection Regulation (GDPR)	Adoption by the Commission	Q2 2024
Schengen evaluations (assessment of data protection aspects)	Evaluations performed	5 by end of 2024
Number of action grants in the area of data protection	CERV-2024-DATA - Data protection call 2024: 8	Q4 2024

**General objective:** A new push for European democracy

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

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

**Main outputs in 2024:**

**New policy initiatives**

Output	Indicator	Target
Commission Recommendation on Harmful Practices against women and girls	Adoption	Q3 2024

**Enforcement actions**

Output	Indicator	Target
Implementation of Directive 2019/1158 on Work-Life Balance	Assessment of compliance of transposition legislation and appropriate enforcement action in case of non-compliance	Q4 2024

**External communication actions**

Output	Indicator	Target
<p>Campaign on fostering Jewish life</p> <p>Objective: increase knowledge about Jewish life among Europeans.</p> <p>Target audiences: 2 criteria used to identify target audience: 1/ people in the EU who are less likely to be familiar with Jewish history, customs and practices according to the Special EB 484; 2/ and this in countries with significant Jewish population. Result of selection of countries: FR, DE, HU, NL, BE, IT, SE, ES, AT, RO, DK, EL (age groups from 15-24 to 55+, depending on evidence).</p> <p>Timeline: 2024 (exact date and implementation TBC in view of geopolitical situation).</p>	Increased knowledge: percentage of audience reached having increased their knowledge about the campaign topic.	To be defined after negotiation with the contractor.

Output	Indicator	Target
<p>Communication activities on the EU Capitals of Inclusion and Diversity Award and on the EU Diversity Month</p> <p>Objective: drive traffic to the Award application platform and the EU Diversity Month website.</p> <p>Target audiences: EU 27 civil society and local authorities (Award), job titles and company industries most likely to have interest in taking part in the EU Diversity Month.</p> <p>Timeline: Q1 2024.</p>	<p>Percentage of audience reached who took action as a result of the campaign.</p>	<p>EU Capitals of Inclusion and Diversity Award: attract minimum 45 eligible applications to the Award.</p> <p>EU Diversity Month: 300 events inserted into the online map of events by participating companies and institutions.</p>
<p>Stakeholders event on anti-racism week</p> <p>Objective: provide a forum for holding crucial conversations about the current state-of-play of racial discrimination, its different manifestations, including anti-Muslim hatred, and the existing policy and legislative tools to combat racism in the EU.</p> <p>Target audience: policymakers, legislators, civil society, equality bodies, academia.</p> <p>Timeline: Q2 2024.</p>	<p>Number of participants taking part in the event</p>	<p>Over the span of 3 days organise:</p> <ul style="list-style-type: none"> <li>- a thematic high level plenary session to set the scene for each day</li> <li>- 2-3 parallel sessions organised by different stakeholders (civil society, equality bodies, EU institutions, academia) to complement the theme of the day</li> <li>- complementary communication activities, e.g. organic publication of social media content</li> </ul>
<p>Communication activities on anti-racism (Indirect management action with UNESCO)</p> <p>Overall objective of the Action is to contribute to fight against racism and discrimination by increasing rights awareness and bystander intervention around situations of discrimination.</p> <p>Project is carryover from previous work program.</p>	<p>Increased knowledge: Percentage of audience reached having increased their knowledge about the campaign topic</p>	<p>To be defined before launching the project</p>

<b>Other important outputs</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Support to the conclusion of the horizontal equality initiative on standards for Equality Bodies (COM(2022)688 and 689)	Revised GA on the unanimity file and submission to EP	Q1 2024
Preparation of the transposition of the new legislation on standards for Equality Bodies	Full functionality of the new expert consultation structures for the preparation of the necessary implementing act	Q3 2024
Support to interinstitutional negotiations on the Directive on violence against women and domestic violence <sup>(12)</sup>	Adoption by co-legislator	Q2 2024
2024 Report on gender equality in the EU	Adopted by the Commission	Q1 2024
Promoting actions in the area of anti-discrimination and gender equality as well as in the area of combating gender-based violence under the CERV programme.	Number of action grants under 2024 Gender Equality Call Number of action grants under 2024 Daphne call	Number of action grants Gender equality: 28 Number of action grants Daphne: 35
Actions combatting racism, xenophobia and other forms of intolerance  Number of action grants in the area of anti-discrimination and gender equality as well as in the area of fighting against violence  Number of operating grants to promote equality and preventing and combating inequalities and discrimination.  Number of operating grants in the area of anti-discrimination and gender equality as well as in the area of fighting against violence	CERV-2023-EQUAL: 60  CERV-2024-NRCP - National Roma Contacts Points: 10  CERV-2024-GE - Gender equality: 28  CERV-2024-DAPHNE: 35  CERV-2024-EQUINET: 1  CERV-2024-OG-SGA: 27	Q4 2024
Revised Equality Mainstreaming Work Plan	Adoption by Senior Management	Q1 2024
Implementation of the Equality Mainstreaming Work Plan	Percentage of implemented actions planned for 2024	100%
LGBTIQ Equality Strategy 2020-2025 – mid-term review	Adoption by the Commission	Q1 2024
Report on the implementation of the EU anti-racism action plan 2020-2025	Report published	Q1 2024

<sup>(12)</sup> Included in the Commission Work Programme 2024 (Annex III).



Output	Indicator	Target
Communication reporting on implementation by Member States of their national Roma strategic frameworks	Communication adopted	Q2 2024

**General objective: A European Green Deal**

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

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

**Main outputs in 2024:**

**Enforcement actions**

Output	Indicator	Target
CPC coordinated actions	Number of actions started	3 by end 2024
Capacity building of national authorities (events, trainings)	Number of participants from national authorities	50 by end 2024
New automated method to investigate green claims	Tool in Test	End 2024

**External communication actions**

Output	Indicator	Target
European Consumer Centre awareness raising activities related to green consumption in particular tips on green travel	Number of ECC coordinated public messages	3 by end 2024

**Other important outputs**

Output	Indicator	Target
Directive on Empowering Consumers for the Green Transition	Official publication in OJEU	Q2 2024
Proposal on common rules promoting the repair of goods <sup>(13)</sup>	Adoption by co-legislators	Q2 2024
Support to inter-institutional negotiations on the Corporate Sustainability Due Diligence Directive	Adoption by co-legislators	Q2 2024
Delegated acts and implementing actions linked to the Corporate Sustainability Due Diligence Directive <sup>(14)</sup>	Adoption of delegated and implementing acts	Q4 2024

<sup>(13)</sup> Included in the Commission Work Programme 2024 (Annex III).

<sup>(14)</sup> Included in the Commission Work Programme 2024 (Annex III).

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Regulatory standards and other implementing actions linked to the rules on fitness and propriety of bank directors in the Capital Requirements Directive VI	Progress and partial adoption	Q4 2024

**General objective: A Europe fit for the digital age**

**Specific objective 1: Consumers are empowered and better protected**

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

**Main outputs in 2024:**

**New policy initiatives**

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
General Product Safety Regulation	Entry into application and Implementation	Entry into application: 13 December 2024
Commission decision on the safety requirements to be met by European standards for certain children's products and related products	Adoption by the Commission	2024
Interinstitutional negotiation of the legal proposals concerning Alternative Dispute Resolution (ADR) Directive and repeal of the ODR Regulation	Council general approach EP report	Q3 2024 End 2024

**Initiatives linked to regulatory simplification and burden reduction**

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
General Product Safety Regulation Guidelines Notice providing specific guidelines for economic operators on how to fulfil the obligations laid down in the General Product Safety Regulation	Adoption by the Commission	Q3 2024
Safety Gate Rapid Alert System operating rules: implementing and delegated acts laying down the rules for the management and functioning of the Safety Gate Rapid Alert System	Adoption by the Commission	Q3 2024
Implementing act specifying the implementation of the interoperable interface on the Safety Gate Portal for online marketplaces	Adoption by the Commission	Q2 2024

<b>Evaluations and fitness checks</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Fitness Check of EU consumer law on digital fairness – Directives 2005/29/EC, 2011/83/EU, 93/13/EEC	Adoption of the Fitness Check report (SWD)	June 2024
<b>Enforcement actions</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
CASP 2024	9 activities (complete)	As the project cycle is 18 months, testing results will be available in Q3 2024. The final project results will be available in Q2 2025
CPC coordinated actions related to digital markets	Number of actions started	4 by end 2024 and one sweep
Capacity building of national authorities (events, trainings)	Number of participants from national authorities	100 by end 2024
EU/US informal dialogue on consumer law enforcement	2 meetings	Mid 2024
<b>External communication actions</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
<p>Promoting the General Product Safety Regulation to SMEs</p> <p>Objective: raise awareness and motivate businesses to comply with the new product safety legislation in order to better protect their customers from dangerous products.</p> <p>Target audience: businesses (retailers) in 10 EU MS: Austria, Bulgaria, Croatia, Finland, Greece, Ireland, Italy, Latvia, Poland, Spain.</p> <p>Timeline: Q3 – Q4 2024.</p>	Reach + traffic	TBD Q2 2024

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
<p>Consumer rights for displaced Ukrainians</p> <p>Objective: raise awareness about consumer rights amongst UA residents in 6 Member States.</p> <p>Target audience: UA women, between 18-55 in Bulgaria, Czechia, Germany, Poland, Italy, Spain.</p> <p>Timeline: Q4 2023 – Q1 2024.</p>	Reach	TBD November 2024
Extension of the Product Safety Pledge + into a broader Consumer Protection Pledge	Wider voluntary commitment framework of online marketplaces	Q2 2024
Guidelines for the practical implementation of the Safety Business Gateway	Publication of the Guidelines	Q4 2024
IPSW	Number of participants and countries represented	Event to take place Q3 2024
Safety Gate media event	Media activity in the press and social media	Media press articles in at least 20 Member States
CPC Biennial report	Publication	Q2 2024
ECC Campaign on consumer rights	Social media messages	Before European Parliament elections, Q2 2024
Communication for qualified entities under RAD	number of organisations trained	At least 10 by end 2024
Development of a pilot awareness raising campaign aimed to Better Internet for Kids centres on empowering children as online consumers	Existence of the pilot	Q4 2024
<b>Other important outputs</b>		
<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Application (implementation) Report on the Better enforcement and modernisation Directive (EU) 2019/2161 (in parallel with the Fitness check on digital fairness)	Adoption of the Report	Q2 2024
Implementing act on modalities for sending and handling consumer information on product safety	Adoption by the Commission	Q2 2024
Implementing act on reporting indicators concerning application of the General Product Safety Regulation	Adoption by the Commission	Q3 2024

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Implementing act on reporting indicators concerning application of the General Product Safety Regulation	Adoption by the Commission	Q2 2024
DSA implementation and enforcement: consumer policy interface	Support and input to DG CNECT on all consumer policy-related aspects of DSA implementation and enforcement	Ongoing
	MoU/informal arrangement with CNECT on DSA/consumer law enforcement coordination	Q2 2024
Cookies pledge	Announcement of the pledge at the 2024 Consumer Summit	April 2024
Behavioural study on unfair commercial practices in digital gaming targeting children	Interim report	End 2024
E-enforcement academy contract	New contract adopted and first actions started	End 2024
Transposition check of the Representative Actions Directive	Report on state of implementation	Q4 2024
User-friendly signposting tools for consumer redress (to replace the ODR platform)	Plan finalised and approved by IT governance, start of the works depends on the legislative process	Q3-Q4 2024
Collaboration of the CPC Authorities and Law Enforcement Agencies on the issue of online frauds	Exchange of information on fraudsters through the wiki platform and dedicated meetings	Q1-Q2 2024

**General objective: A Europe fit for the digital age**

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

*Related to spending programme(s): Not applicable*

**Main outputs in 2024:**

**Enforcement actions**

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
CPC Action regarding generative AI	Action closed	Mid 2024

**General objective: A Europe fit for the digital age**

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

*Related to spending programme(s): Prerogative Annual Programme 2022 and SMP as from 2021*

**Main outputs in 2024:**

**Other important outputs**

Output	Indicator	Target
Support to interinstitutional negotiations on Upgrading Digital Company Law <sup>(15)</sup>	Adoption by co-legislators	Q2 2024
Support to interinstitutional negotiations on the Multiple-Vote Share Directive	Adoption by co-legislators	Q1 2024
Model contract terms for B2B data sharing and standard contractual clauses for cloud computing – recommendations by the Expert Group set up in accordance with Data Act	Finalising the report with the Expert Group's recommendations	Q3 2024

**General objective: Promoting our European way of life**

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

*Related to spending programme(s): Justice Programme*

**Main outputs in 2024:**

**Enforcement actions**

Output	Indicator	Target
EJN guide on the application of the Taking of Evidence Regulation	Adoption by the EJN civil network	Q4 2024
Transposition check of 2019 Restructuring and Insolvency Directive	Transposition check completed	Q4 2024

**Other important outputs**

Output	Indicator	Target
Report on the application of the Rome II Regulation	Adoption by the Commission	Q2. 2024
Report on the implementation of the Directive on procedural safeguards for children suspects or accused persons	Adoption by the Commission	Q2 2024

<sup>(15)</sup> Presented in the Commission Work Programme 2024 (Annex III).

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
Quantitative information on the practical operation of the European Arrest Warrant 2022	Adoption by the Commission	Q2 2024
Report on monitoring of the Commission's Recommendation on the procedural rights of suspects and accused persons subject to pre-trial detention and on material detention conditions	Adoption by the Commission	Q4 2024
Support to interinstitutional negotiations on the proposal on transfer of proceedings in criminal matters <sup>(16)</sup>	Formal adoption by the co-legislators	Q2 2024
Support to interinstitutional negotiations on the proposal on the revision of the Victims' Rights Directive <sup>(17)</sup>	General approach in the Council	Q3 2024
Annual summary of the received contributions from Member States pursuant to Anti-SLAPP recommendation	Publication by the Commission	Q4 2024
Implementation of ECRIS-TCN and ECRIS - adoption of implementing acts referred to in Regulation 2019/816 and Directive 2019/884	Adoption by the Commission	Q1-Q2 2024
Support to interinstitutional negotiations on the proposal on harmonising certain aspects of substantive law on insolvency proceedings <sup>(18)</sup>	General approach in the Council	Q4 2024
Adoption of the Anti-SLAPP Directive <sup>(19)</sup>	Formal adoption by the co-legislators	Q2 2024
Adoption of the Regulation on the law applicable to the third-party effects of assignment of claims	Adoption by the co-legislators	Q1 2024

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<sup>(16)</sup> Included in the Commission Work Programme 2024 (Annex III).

<sup>(17)</sup> Included in the Commission Work Programme 2024 (Annex III).

<sup>(18)</sup> Included in the Commission Work Programme 2024 (Annex III).

<sup>(19)</sup> Included in the Commission Work Programme 2024 (Annex III).

Output	Indicator	Target
Funding actions in the area of judicial cooperation and judicial training	<p>Number of action grants in the area of judicial cooperation as well as judicial training</p> <p>JUST-2024-JCOO: 13</p> <p>JUST-2024-JCOO-JACC-OG-SGA: 8</p> <p>Number of operating grants in the area of judicial cooperation as well as judicial training</p>	<p>Call for proposals for action grants to support transnational projects on training of justice professionals covering civil law, criminal law or fundamental rights (JUST-2024-JTRA): 8</p> <p>Operating grant to beneficiary identified in the legal base - EJTN (JUST-2024-EJTN-OG-SGA): 1</p>

**General objective: Promoting our European way of life**

**Specific objective 2: Improved access to justice for citizens and facilitated crossborder cooperation for judicial authorities through better use of digital technologies**

*Related to spending programme(s): Digital Europe Programme, Justice Programme, other relevant MFF 2021-2027 funding instruments*

**Main outputs in 2024:**

**External communication actions**

Output	Indicator	Target
<p>Promotion of the European e-Justice Portal</p> <p>Objective: increase the traffic to the European e-Justice Portal (especially with a focus on BRIS and EJN). Target audience: SMEs and legal practitioners. Research ongoing on focus countries.</p>	Traffic (number of visits to the webpage)	TBD Q2 2024

**Other important outputs**

Output	Indicator	Target
Successful takeover of the eCODEX system by eu-LISA	Successful takeover completed, as declared by the Commission.	By 31 March 2024
Implementing act(s) concerning the Joint Investigation Teams collaboration platform	Adoption by the Commission	Q1-Q2 2024
Counter Terrorism Register implementing acts	Stable version of the implementing act(s)	Q4 2024



Output	Indicator	Target
Funding actions in the area of access to justice, including e-justice	Number of action grants in the area of access to justice including e-justice	JUST-2023-JACC-EJUSTICE: 9
	Number of operating grants in the area of access to justice including e-justice	JUST-2024-JCOO-JACC-OG-SGA: 7

## Part 2 – Modernising the administration

### A. Human resource management

**Objective:** DG JUST employs a competent and engaged workforce and contributes to gender equality at all levels of management to effectively deliver on the Commission’s priorities and core business.

#### Main outputs in 2024:

Output	Indicator	Target
Targeted actions under the DG JUST HR policy oriented towards staff well-being and learning and development efforts	Number of activities	4 welcome sessions by end of the year
		6 wellbeing activities by the end of the year
New HR-action plan with a focus on well-being	Endorsement by senior management Implementation of the set of actions identified for 2024	Q1 2024  2024

### B. Sound financial management

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

#### Main outputs in 2024:

Output	Indicator	Target
Effective controls: Legal and regular transactions	Estimated risk at payment	remains < 2 % of relevant expenditure <sup>(20)</sup>
	Estimated risk at closure	remains < 2 % of relevant expenditure

<sup>(20)</sup> For the Research, industry, space, energy and transport family, it is necessary to make a distinction between Horizon 2020 and Horizon Europe since they have different materiality criteria. A common approach among the relevant departments should be applied.

Output	Indicator	Target
Effective controls: Safeguarded assets ( <i>where relevant</i> ) Safeguarded information ( <i>where relevant</i> )	% of transactions of the cost-centre and applications entered the Production Phase are correctly encoded	100%
Efficient controls	Budget execution and  Timely payments	Remains 95% of payment appropriations Timely payments remains 99% of payments (in value) made on time
Economy of controls	Overall estimated cost of controls	remains < 5% of funds managed

### C. Fraud risk management

**Objective:** The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission Anti-Fraud Strategy (CAFS) <sup>(21)</sup> aimed at the prevention, detection and correction <sup>(22)</sup> of fraud.

#### Main outputs in 2024:

Output	Indicator	Target
Revised DG JUST Anti-Fraud Strategy	Adoption by Senior Management	Q1 2024
Implementation of the anti-fraud strategy	Percentage of implementation of actions planned for 2024 in the anti-fraud strategy	100%
Member states' compliance with transposition and implementation of the PIF directive (CAFS action 30c) is assessed.	Letters of Formal Notice/Reasoned Opinion sent and next steps decided by COM	Continuous
Continue cooperating with co-legislators to ensure a swift adoption and implementation of the anti-SLAPP Directive (CAFS action 32)	<ul style="list-style-type: none"> <li>- Adoption of the anti-SLAPP Directive.</li> <li>- Implementation of the anti- SLAPP Directive by Member States</li> </ul>	Continuous

<sup>(21)</sup> [Communication from the Commission 'Commission Anti-Fraud Strategy Action plan - revision 2023 COM\(2023\) 405 of 11 July 2023](#) –‘the Communication on the 2023 revision’ – and the accompanying document, [SWD\(2023\) 245](#) – ‘the revised Action Plan’.

<sup>(22)</sup> Correction of fraud is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

## D. Digital transformation and information management

**Objective:** DG JUST 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
<b>Digital Culture</b> Use of online collaborative tools	Number of trained staff on M365	100 staff
DG JUST staff is aware of cybersecurity threats	Percentage of DG JUST staff participating in at least one cybersecurity training and/or awareness	30%
<b>Digital-Ready EU policymaking</b> Ensure outputs related to digital consideration that are taken into account in the early stages of the design of policy initiatives.	Percentage of legislative initiatives that are being developed in a digital-ready policy making manner	75%
<b>Business-driven Digital Transformation</b> Establish outputs related to a common approach to document, automate (where possible) and rethink business processes using digital tools.	AI powered processes in DG JUST	1 proof of concept for AI process automation in DG JUST.
<b>Seamless Digital Environment</b> Ensure outputs related to the Information Systems that are streamlined, fit for purpose and running on supported technologies. Promote outputs related to a cloud first approach with Information Systems owned by the department.	Number of new DG JUST IT systems complying with the Solution design guidelines  Number of DG JUST staff migrated to Welcome	100%  100%

<b>Output</b>	<b>Indicator</b>	<b>Target</b>
<b>Green, Resilient and Secure Digital Infrastructure</b> Ensure outputs related to the continuous improvement of the department's performance as captured in the risk maturity quadrant (RMQ).	Number of DG JUST IT systems moved to the cloud brokered by DIGIT	65%
	Status of implementation of the actions identified by the Security Strategy 2023 – 2024 that concern DG JUST	100%
	Adherence of DG JUST to the objective for 100% of CIS having an ITSP less than 2 years old by the end of 2024	100%
	Adherence of DG JUST to the objective for 100% attestation of compliance for the 55 IT priority controls for all CIS until the end of 2024	100%
List of key actions on information management and data protection	Promote key use cases of M365 and Teams  Data protection awareness activities	4 use cases  150 staff participating in at least one of these activities
Data Protection	Percentage of staff attending awareness raising activities on data protection compliance	100 staff
List of actions to implement the corporate principles for data governance for DG JUST's key data assets	Percentage of implementation of the corporate principles for data governance for DG JUST's key data assets	Target by 2024: 80%

## E. Sound environmental management

**Objective:** DG JUST takes account of the environmental impact of its day-to-day actions, taking measures to reduce the impact of the administration work, supported by their respective EMAS Correspondents or EMAS Site Coordinators.

### Main outputs in 2024:

#### I II. Reducing resource use in buildings and workspace (energy)

##### More efficient use of resources (energy):

Output	Indicator	Target (2019 as baseline, as appropriate)
Participation in corporate energy saving actions through building closure.	Number of department's buildings participating in: - end of year energy saving action - summer energy saving action	100% of department's buildings participating in - end of year energy saving action - summer energy saving action [number of closed days] 5 (Jan)+21(July-August)+11(Dec)=37
Keep yearly overall CO2 emissions from DG JUST's missions <sup>(23)</sup> below Commission average by reducing the number of participants in the same mission, promoting more sustainable travelling options, promoting videoconferencing/ virtual events as an alternative.	Yearly overall CO2 (kg) emissions for all transport types	20% below Commission average for the year 2019 (963.148,79 kg).
Green public procurement	Usage of corporate green public procurement instruments	75% of total number of contracts

<sup>(23)</sup> Data provided by PMO/MiPs.