



EUROPEAN COMMISSION

DIRECTORATE-GENERAL JUSTICE

Management Plan 2013

DG JUSTICE

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I. Mission Statement

Justice, fundamental rights and citizenship policies are based on Europeans' core values and principles – democracy, freedom, tolerance and the rule of law.

The Directorate-General for Justice's overriding mission is to build a European Area of Justice for the benefit of everyone in the European Union. We want to deliver Justice for Citizens and Justice for Growth. This means that we aim to vindicate and strengthen the rights of people living in the European Union, and remove barriers to their full participation in the internal market, whether they are acting as citizens, as entrepreneurs, as consumers or as workers, wherever they are in the EU.

To this end, we seek to:

- Ensure the effective implementation of the Charter of Fundamental Rights of the European Union and promote the rights of the child.
- Coordinate and promote policy developments to combat discrimination on grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation, including by implementing the Strategy for equality between women and men (2010-2015) and the European Disability Strategy (2010-2020).
- Enhance citizenship, by promoting and protecting citizens' rights in their daily lives; and by ensuring they have access to justice and can fully benefit from European integration, in particular from the right of free movement within the European Union.
- Develop the European Area of Justice, based on mutual recognition of judicial decisions and mutual trust between justice authorities, achieved through common rules and by building on the legal traditions of the Member States.
- Develop a coherent and consistent approach to criminal law in the EU, based on mutual recognition of judicial decisions; approximating substantive and procedural criminal law with the aim of enhancing mutual trust between Member States' authorities; and combating fraud against the financial interests of the Union by means of criminal law.
- Contribute to the development and coordinate the implementation of a comprehensive, coherent, and balanced EU drugs policy.
- Strengthen the single market, by modernising and better harmonising consumer and contract laws, by reducing procedural obstacles and by improving conditions for the supply of goods and services that meet the needs of all citizens.
- Ensure legal certainty and a level playing field for citizens, consumers, and businesses (especially small and medium-sized businesses) in enforcing their rights within and across national borders.
- Engage with other EU institutions and national Parliaments to develop sound justice policies.
- Engage with our international partners and international organisations, as we can only fully achieve our objectives with strong external co-operation and support.

II. This year's challenges

In 2013, the last full year of this Commission and of the current European Parliament, we must focus our efforts on two sets of tasks as we continue to create a European Area of Justice, delivering Justice for Citizens and Justice for Growth.

First, we must work ever more intensively with the Parliament and the Council of Ministers to ensure that the proposals that we have already made become European Union law. Since DG Justice was created in July 2010, we have made an impressive set of proposals and we have secured the adoption of several of these by the Parliament and the Council. Between now and the 2014 European Parliament elections, we should aim to ensure that negotiations are successfully concluded on as many of our outstanding proposals as possible.

Second, we must table the legislative items in our work programme early enough to give the Parliament time to start examining them. The number of legislative proposals to be made in 2013 will remain significant. Using the possibility created by the Lisbon Treaty, a proposal to create a European Public Prosecutor's Office will be tabled. DG Justice will also propose a reform of Eurojust. The proposed revision of the regulation on service of documents will aim to make access to justice simpler and less expensive. Building on the monitoring of Member States' national Roma Integration Strategies, DG Justice will present a Commission Recommendation, identifying good practices and effective approaches to Roma Integration. The Accessibility Act will aim to remove internal market barriers to the free circulation of a targeted set of goods and services that are important to support the full participation of disabled persons in society. Work will be pursued to strengthen and complete the rights of victims of crime, and of suspected and accused persons.

2013 is the European Year of Citizens. The Citizenship report will serve two objectives. On the one hand, it will review the progress made since the 2010 Citizenship Report in enabling people to exercise their rights effectively as citizens of the European Union. On the other hand, it will identify the actions still needed so that people can make full use of these rights. The Citizenship Report is one of several reports and reviews to be produced in 2013. As well as the annual reports on the Charter of Fundamental Rights, on equality between women and men, and on national strategies for integrating the Roma, DG Justice will issue several other reports and policy papers. These will assess, for example, the Small Claims Regulation; progress after 10 years in achieving the targets for childcare agreed by the Barcelona European Council; and the implementation of several Decisions and Regulations covering various aspects of cross-border judicial co-operation. This should allow us to take stock of the progress made across a range of policies, and provide a basis for identifying future priorities.

Mutual trust and recognition of judgments as well as judicial co-operation are the core principles of the European Area of Justice. The Justice Scoreboard is the starting point for assessing the economic performance of national judicial systems. Our challenge in 2013 and beyond will be to establish the Scoreboard as a reliable and accepted instrument to measure the efficiency of Member States' judicial systems. We need to deepen our understanding of the precise nature of the interaction between the justice system and economic performance. This will enable us to continue to make well-founded recommendations for judicial and legal reforms.

In short, in 2013 we need to build on the progress already made in developing a European Area of Justice, a Europe of rights, law and justice, and a strong and integrated internal market for citizens, consumers, and businesses: Justice for Citizens, and Justice for Growth.

Françoise Le Bail
Director-General

III. General Objectives for DG Justice

1. Put the European Judicial area at the service of citizens and business and strengthen the internal market

The objective of further developing Europe as an area of law and justice aims above all at making it easier for people to exercise their rights and freedoms. Promoting the establishment of a genuine European area of justice means ensuring that competent judicial authorities co-operate effectively; that citizens have better access to justice in Europe, including by using the e-Justice portal; and that they are neither prevented nor discouraged from exercising their rights by differences between national legal systems. Judicial decisions must be able to circulate freely within the European Union based on the principle of mutual recognition. Reducing and eliminating obstacles to the functioning of civil proceedings is an essential part of this objective. Reducing differences between national contract and consumer laws would allow businesses and consumers to sell and buy more and at more favourable conditions within the Single Market.

Progress in this area contributes to delivering Justice for Growth, which means reducing obstacles in the Single Market that limit the ability of consumers and businesses, especially SMEs, to enjoy its full benefits. This is one element of DG Justice's contribution to achieving the goals of the Europe 2020 strategy.

2. Strengthen confidence in the European Judicial Area

Enhancing judicial cooperation in criminal matters is central to strengthening confidence in the European Judicial Area and to ensuring that criminal activity does not benefit from the abolition of border controls in the EU.

We will increase the efficiency of judicial cooperation in criminal matters by further pursuing the principle of mutual recognition, which is built on mutual trust in common values and standards in this area. Building on the possibilities provided by the Lisbon Treaty, we will implement a coherent and consistent approach to minimum rules of substantive criminal law (definition of offences or sanctions) in areas where the EU can bring added value. Progress in this area contributes to achieving the Europe 2020 strategy and Justice for Growth.

Citizens' confidence in the European Area of Justice will also be strengthened by making access to justice easier. This will be facilitated, among other actions, by ensuring the respect of common minimum standards for safeguards in criminal proceedings for suspected and accused persons as well as victims, and by further developing the e-Justice portal, which uses information and communications technology to improve and streamline information on justice in the EU.

3. Ensure the protection of Fundamental Rights and empower EU citizens

Since the entry into force of the Lisbon Treaty the Charter of Fundamental Rights has become legally binding on the EU's institutions and on Member States when they are implementing EU law. The Charter must be the compass for all EU policies and the

Union must be exemplary in matters of fundamental rights. The protection of personal data is also a key objective which requires a comprehensive EU legal framework.

EU citizenship rights are firmly anchored in primary EU law and substantially developed in secondary law. DG Justice's action in this area aims to ensure that those who are taking advantage of the European project by exercising their right to free movement and residence and extending aspects of their life beyond national borders, whether through travel, study, work, marriage, retirement, buying or inheriting property, or voting, should be able to fully enjoy their rights under the Treaties. In turn the exercise of free movement of persons also benefits European economies as a whole and contributes to achieving the goals of the Europe 2020 strategy. The EU Citizenship Report 2013 will take stock of progress achieved with the 25 actions put forward in the previous Citizenship Report in 2010 and make new proposals in areas where work is still necessary to ensure that EU citizens can fully enjoy their rights.

4. Promote gender equality and combat discrimination on grounds of sex, racial or ethnic origin, religion and belief, disability, age and sexual orientation

Equality is one of the founding values of the European Union. The establishment of a clear legal framework at EU level laying down minimum rights to protection from discrimination and the effective application of these rights in all Member States is a cornerstone of the EU's fundamental rights framework.

DG Justice aims to complement this legal framework by measures to overcome the deep-rooted disadvantages that some people face because of their personal characteristics. These disadvantages can hinder their ability to participate in and contribute to society. In addition, in line with article 8 of the Treaty on the Functioning of the European Union, we work to ensure that all other EU activities promote gender equality, notably through the Europe 2020 Strategy and its flagship initiatives. These are fundamental contributions to Justice for Citizens and Justice for Growth.

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
<p>1. Put the European Judicial area at the service of citizens and business and strengthen the internal market</p>	<p>Efficiency of national judicial systems as measured by the indicators of the (forthcoming) Justice scoreboard</p> <p>Change in consumer confidence in cross-border trade</p> <p>Change in business confidence in cross-border trade</p> <p>Progress in price convergence in the internal market</p> <p>Change in volume of cross-border trade</p> <p>Change in consumer confidence when using digital products</p> <p>Change in the number of consumer problems with digital products</p> <p>Change in the number of consumer problems related</p>	<p>EU citizens and businesses have effective access to justice; high levels of mutual trust between national judicial systems creating a seamless European Area of Justice</p> <p>Lowering costs for businesses and consumers while guaranteeing a high level of consumer protection in the internal market</p> <p>Creating a safer and more secure environment for consumers in the EU that will allow businesses and consumers to interact more confidently, especially cross-border and for digital content</p> <p>Creating a fairer and more transparent Internal Market for travel packages for the benefit of consumers and businesses.</p> <p>SMEs are protected from misleading marketing</p>	<p>Publication of the Justice scoreboard</p> <p>Acceptance of the Justice scoreboard as a tool to assess the efficiency of national judicial systems</p> <p>Adoption by the European Parliament and the Council of proposals on the European Account Preservation Order and on the Common European Sales Law</p> <p>Delivering the proposals announced in the Consumer Agenda, including the revised Package Travel Directive, the revised Misleading and Comparative Advertising Directive, and continued work on adapting consumer legislation to developments in the digital market</p>	<p>Absence of systematic data about national judicial systems and their impact on economic performance</p> <p>Consumers are faced with restricted choice and often a refusal to sell cross-border. They do not benefit fully from the internal market. Consumer laws are fragmented across the Member States, creating costs for businesses wishing to sell their products cross-border</p> <p>Due to outdated and unclear EU rules, consumers suffer detriment while companies operating in the package travel market are confronted with an uneven playing field and unjustified costs</p> <p>Buyers of digital content currently face significant problems due to incomplete or incomprehensible</p>

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
	<p>to customised travel arrangements</p> <p>Change in the number of misleading marketing practices</p> <p>Change in consumers' and traders' knowledge of consumer rights</p> <p>Change in time to resolve cross-border commercial disputes</p>	<p>practices</p> <p>Consumers and businesses are knowledgeable on consumer rights</p> <p>Easier procedures and fewer costs for businesses and citizens to enforce contracts both out-of-court and in-court and to have court judgements and documents recognised in other EU countries</p> <p>Promoting growth and contributing to increased stability of the insurance sector as well as increased consumer confidence by reducing costs for the design and adaptation of insurance policies used</p>	<p>Launching the awareness raising campaign on consumer rights</p> <p>Preparation of an initiative on the contractual aspects of cloud computing services</p> <p>Analysis of possible problems obstructing the cross-border marketing and use of insurance products</p>	<p>information</p> <p>SMEs fall victim to misleading marketing practices</p> <p>Businesses and consumers lack knowledge of consumer rights</p> <p>Users of cloud services are faced with complex and inflexible contracts or service level agreements, which undermines their trust and hampers the development of cloud computing in the Internal Market</p> <p>Despite a large body of EU legislation, the cross-border provision of insurance products in Europe is very low. Differences in insurance contract laws are reported to hinder cross-border trade in the insurance sector, as they could lead</p>

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
		<p>across borders and improving the pooling of risks and assets</p> <p>Complete free circulation of judicial judgements based on mutual recognition and abolition of exequatur in commercial matters</p>	<p>Adoption by the European Parliament and the Council of proposal to improve the effectiveness and efficiency of cross-border insolvency proceedings</p> <p>Implementation of the recast “Brussels I” legislation abolishing exequatur, as adopted by the European Parliament and the Council in late 2012</p>	<p>to additional complexity and costs</p> <p>EU insolvency law does not adequately support restructuring of firms in difficulties</p> <p>Businesses, particularly SMEs, are deterred from cross-border transactions by high transaction costs.</p> <p>Exequatur already abolished in matters such as small claims, European payment order, European enforcement order</p> <p>Implementation of EU law is facilitated by progressive development of IT tools. Already set-up: ATLAS, JURE Database, website of the European Judicial Network in civil and commercial matters</p>

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
	Change in time to resolve cross-border disputes	<p>Easier procedures and lower costs for citizens to have court judgements and documents recognised in other EU countries</p> <p>Complete free circulation of judicial judgements based on mutual recognition and abolition of exequatur in civil matters</p> <p>Simplified civil and administrative procedures for EU citizens in cross-border cases</p> <p>Free circulation of civil status documents and recognition of their effects</p>	<p>Implementation of the recast “Brussels I” legislation abolishing exequatur, as adopted by the European Parliament and the Council in late 2012</p> <p>Adoption by the Council of the on bringing legal clarity to property rights for international couples in relation to marriages and registered partnerships</p> <p>Adoption by the European Parliament and the Council of the proposal (to be made in 2013) on free movement of civil status documents</p> <p>Preparing legislative initiative on recognition of certain effects of civil status documents</p>	<p>Exequatur already abolished in matters such as decisions on visiting rights and child abduction</p> <p>Mutual recognition achieved in relation to succession.</p> <p>No recognition of judicial judgements or documents originating from other Member States and concerning matrimonial property rights or property rights in registered partnerships</p> <p>Unnecessary red tape in cross-border cases</p>

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
2. Strengthen confidence in the European judicial area	Coherent and consistent minimum rules of substantive criminal law (definition of offences and/or of sanctions) in areas where the EU can bring added value	Strategic EU approach to minimum rules of substantive criminal law, with a clear focus on relevant areas of crime, such as protecting the financial interests of the EU	Adoption by the European Parliament and the Council of the proposals on the fight against fraud to the EU's financial interests by criminal law; and on criminal law sanctions for counterfeiting the euro (to be made in early 2013) Legislative proposal to create a European Public Prosecutor's Office	Case-by-case approach to criminal law, effectiveness not always optimal. This reduces the deterrent effect and increases losses
	Strengthened procedural rights for suspected and accused persons and better protection of victims in criminal proceedings, resulting in lower number of appeals and cases brought before the European Court of Human Rights (ECtHR)	Effective protection of suspected and accused persons as well as victims in line with the Charter of Fundamental Rights and the ECtHR's jurisprudence	Legislative initiatives on the presumption of innocence; on special safeguards in criminal procedures for suspected or accused persons who are vulnerable; and on legal aid Adoption by the European Parliament and the Council of the proposals on procedural rights (access to lawyer and communicating with relatives, employers and consular authorities) Initiative on compensation for victims of crime	It is estimated that between 58 and 73 million people fall victim to crime every year (12 to 15% of the EU population). Taking into consideration the impact of the crime on their immediate family members, some 290 to 365 million people, or 58 to 73% of the EU population can be estimated to be affected by crime each year

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
	Efficiency of cooperation between judicial authorities measured by the number of cross-border procedures and the time taken to implement them	Full and effective judicial cooperation in criminal matters throughout the EU based on mutual recognition and mutual confidence	Adoption by the European Parliament and the Council of proposals on criminal sanctions for insider dealing and market manipulation	<p>General approach on these proposals reached by the Council in 2012</p> <p>Statistics for 2005 to 2009 record 52 923 EU warrants issued and 11 328 EU warrants executed with between 50 and 60% of persons consenting to their surrender. Surrender took on average between from 14 to 17 days in consent cases and 47 days in non-consent cases</p>
	Ease of access to justice for citizens and degree of judicial co-operation among practitioners in different Member States	Implementation of e-Justice Action Plan by 2013	Proposal for a legal basis for e-Justice	The European e-Justice Portal provides citizens with useful information on legal systems and professions in 22 languages. Its coverage and functionality is being progressively extended to facilitate access to justice
	Change in the drug situation in the EU (as measured by annual reports of the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA), including	Reduction of drug-related deaths and harm and of drug prevalence	Legislative proposals on new psychoactive substances and on drug trafficking	According to the EMCDDA 2012 Annual Report, in 2010 around 25 to 30 million adults took some type of illicit drug, including 1.4 million problem opioids users. The

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
	prevalence of drug use and data on drug-related deaths			number of drug-related deaths declined to about 7 000 in 2010 from 7 600 in 2009

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
<p>3. Ensure the protection of Fundamental Rights and empower European Citizens</p>	<p>Progress in applying and effectively implementing Union law in the area of citizenship of the Union, as measured by changes in indicators such as the number of complaints received and the number of infringement proceedings in this area</p>	<p>Full compliance with the <i>acquis</i> in this area by all Member States</p>	<p>Sending reasoned opinions (second phase of infringement proceedings) to those Member States that do not satisfactorily address issues raised in letters of formal notice, and referring to Court those Member States which did not take measures to conform to reasoned opinions</p> <p>Elections legislation: launching infringement proceedings against non-compliant Member States where necessary and sending reasoned opinions to those Member States which do not satisfactorily address issues raised in letters of formal notice</p> <p>Communication and Recommendation on preparing for the 2014 European elections, to promote citizens' participation and enhance transparency of democratic life in the EU, as well as to provide recommendations to national authorities for implementing the information exchange mechanism for preventing multiple voting and multiple candidacies under</p>	<p>In 2012 the Commission pursued infringement procedures against 12 Member States that do not comply with Directive 2004/38. 6 of them are at the stage of a reasoned opinion</p> <p>Currently, infringement procedures are pursued against 2 Member States and more will be launched, where necessary, against Member States which do not comply with EU rules on EU citizens' electoral rights in European Parliament and municipal elections in their Member State of residence (Article 22, Directives 93/109/EC and 94/80/EC)</p> <p>More than 8 out of 10 EU citizens say that receiving more information on the programmes and objectives of candidates and parties in the European Parliament; on the impact of the EU on their lives; and on the elections themselves would boost their motivation to vote in European elections</p> <p>Adoption by the Council in</p>

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
	General public and stakeholders' level of awareness of the rights stemming from EU Citizenship	Increasing awareness of EU citizens and stakeholders of their rights under Citizenship of the Union to 60% by 2013 ¹	<p>Adoption by the Council of the proposal on consular protection of unrepresented EU citizens abroad and of the Europe for citizens programmes</p> <p>2013 Citizenship Report reviewing progress made since the 2010 Citizenship Report in enabling people to effectively exercise their rights as citizens of the European Union and identifying further actions to take to this end</p>	<p>Most European citizens (79%) claim some familiarity with the term “citizen of the European Union”. However, only 43% know the meaning of the term and 48% indicate that they are “not well informed” about their rights as EU citizens. Less than one third (32%) consider themselves “well” or “very well” informed</p> <p>2011 Commission proposal on consular protection of unrepresented EU citizens abroad</p> <p>In 2012, a wide public consultation on Citizenship, a Eurobarometer and targeted communication initiatives have been carried out</p> <p>Dedicated website on consular protection to inform citizens of their rights in this area</p>

¹ Progress made in this respect will next be measured in the 2013 mid-term evaluation of the EU Citizenship Report and its accompanying Eurobarometer.

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
	Progress in applying and effectively implementing the Charter of Fundamental Rights	Full respect of the Charter by EU institutions and by Member States when they implement EU law	Annual report on the application of the Charter	The Commission adopted its second annual report in April 2012
	Level of EU citizens' confidence in protection of their personal data	<p>Strong protection of personal data</p> <p>Provide legal certainty for businesses regarding transfers of personal data</p>	<p>Adoption by the European Parliament and the Council of the proposals for a comprehensive framework for the protection of personal data in the EU</p> <p>Conclusion of an EU-US agreement on data protection</p>	<p>Differences in implementation and enforcement of current legislation leave individuals uncertain about the real degree of protection of their personal data and impose unnecessary costs on business</p> <p>Data protection standards for international transfers are tailored for each relevant international agreement, which ultimately has led to a piecemeal approach</p> <p>Ongoing negotiations for an EU-US agreement on data protection</p>

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
4. Promote gender equality and combat discrimination on grounds of sex, racial or ethnic origin, religion and belief, disability, age and sexual orientation	Evolution of gender gaps in employment rates and in pay in the European Union	Elimination of gender gaps in employment rates and in pay	<p>Adoption by the European Parliament and the Council of the proposed Directive aiming to increase to 40% the share of non-executive directors of listed companies who are women</p> <p>Annual Report on equality between women and men first half 2013</p> <p>Mid-term review of the Strategy for equality between women and men</p> <p>Report on implementation of the Barcelona targets for childcare infrastructure</p>	<p>Female employment rate 20-64 age group: 62.3% (total: 68.6%)</p> <p>Average EU gender pay gap = 16.4%</p>
	Evolution of tolerance towards violence against women	End to gender-based violence	Communication on Female Genital Mutilation	Available data in MS are being collected
	<p>Employment rates of people with disabilities</p> <p>Rate of participation in education of people with disabilities</p> <p>Availability of accessible</p>	<p>Eliminate gaps with able-bodied people</p> <p>Reduction of poverty rate and social exclusion by enhancing access to education and employment</p>	<p>Legislative proposal for a European Accessibility Act</p> <p>Report on the implementation of the UN Convention on the rights of persons with disabilities</p>	<p>Employment rate of people with disabilities: 50% (able-bodied: 69%)</p> <p>63% of “severely restricted” 16-19 year olds in education (83% for able-</p>

GENERAL OBJECTIVES	Impact Indicators	Target (long-term)	Milestones	Current situation
	goods and services	Respond to substantial and strongly growing part of the EU population (20%) in need of accessible goods and services		bodied) 80 million people living in the EU suffer from a mild to severe disability, rendering them vulnerable to social exclusion, poverty, and lower education
	<p>4 EU Roma goals:</p> <p>1. All children complete primary school and have access to quality education</p> <p>2. Reduce the employment gap between Roma and non-Roma</p> <p>3. Reduce the gap in health status between Roma and non-Roma</p> <p>4. Close the gap between the share of Roma with access to housing and public utilities and that of the rest of the population</p>	<p>Reduction of poverty rate, discrimination and social exclusion among Roma by enhancing access to education, employment, health care and housing</p> <p>Support progress in the integration of the Roma population in Member States up to 2020</p>	<p>Annual report on the implementation of the EU framework for national Roma integration strategies</p> <p>Recommendation on Roma Integration</p>	<p>Roma have poor access to education, employment, health care and housing; Roma life expectancy at birth is estimated to be 10 years less than the EU average</p>

IV. Specific Objectives for operational activities

General Objective 1:

Put the European Judicial Area at the service of citizens and business and strengthen the internal market

Activity 33 03: Justice in criminal and civil matters

Activity 17 02: Consumer policy

Harnessing **Justice for Growth** means tackling single market bottlenecks through improved competition and consumer access and rights, as set out in the **Europe 2020 Strategy** and in the **Consumer Agenda**. The Consumer Agenda comprises a series of proposals responding to the call in the Europe 2020 strategy for citizens to be empowered to play a full role in the internal market, including by strengthening their ability and confidence to buy goods and services cross-border, in particular on-line. The development of today's online marketplace and the growing importance of digital goods and new ways of purchasing travel arrangements also call for bringing EU consumer legislation up to date. **An awareness-raising campaign on consumer rights** targeted at consumers and businesses will boost mutual trust. **Modernising the EU rules on misleading and comparative advertising** will help to ensure a level playing field and fair competition. Empowered, knowledgeable businesses and consumers will drive innovation and growth in the Internal Market.

Progress in adopting the proposed regulation on a **Common European Sales Law** will pave the way for businesses and consumers to trade cross-border more easily, while guaranteeing a high level of consumer protection. An initiative to improve the contractual relationship between cloud-computing service providers and their users will also be prepared, to build trust and to facilitate the development of cloud computing in the internal market. Finally, an analysis of the possible obstacles to the cross-border provision and use of insurance policies caused by differences in national insurance contract law will be carried out, with the purpose of improving the stability and growth of the insurance sector, as well as enhancing consumer confidence and access to insurance products. These initiatives are part of a range of activities that have been launched to improve conditions for cross-border trade and to strengthen consumer rights.

These activities also include the **proposed Regulation on cross-border debt recovery**, which will contribute to reducing costs for businesses in line with the objectives of the Europe 2020 flagship initiative **Industrial policy for the globalisation era**. The proposal to **modernise the EU insolvency regulation** will also facilitate trade in the Single Market.

Work will continue on mutual recognition, where considerable progress has already been achieved. The Commission will work with the European Parliament and the Council towards adopting the legislative proposals on extending mutual recognition to **property effects of marriages and of registered partnerships**; on the forthcoming proposal to **abolish formalities between Member States for the legalisation of public documents**; and on the reviews of the Regulations on **Service of Documents** and on **Small Claims**. The principle of mutual recognition will also guide future proposals on **the effects of civil status documents**. Advice on cross-border civil justice questions will be provided through the management of the **European Judicial Network in civil and commercial matters**.

Implementing decisions that have already been taken is a priority. This will be done in several ways: by accompanying the implementation of Union legislation more closely; by using the financing instruments; by **increasing the training of judges and other professionals in EU law**; and by **enhancing evaluation mechanisms and practical measures**.

The importance of effective, efficient, and independent judicial systems to economic performance is widely recognised: well-functioning markets depend on the existence of well-defined, tradable, and enforceable property rights. The Commission will develop a **Justice Scoreboard**, to help identify reforms to national judicial systems that will reinforce the effectiveness of the judiciary and thereby contribute to improving economic performance.

Projects to foster cooperation in civil justice matters are financed through the specific programmes “Civil Justice” as part of the general programme “Fundamental Rights and Justice”. Projects related to contract law and consumer rights are financed through the specific programme on consumer policy and supported by the specific programme “Civil Justice”.

Activity 33 03: Justice in criminal and civil matters**Activity 17 02: Consumer policy****SPECIFIC OBJECTIVE 1: Simplify cross-border trade in the Internal Market and strengthen consumer confidence**

Result indicators	Latest known result	Target (result)
The difference between the share of retailers selling to consumers cross-border and the share of retailers willing to sell to consumers cross-border	Retailers selling cross-border: 21% Retailers willing to sell cross-border if rules were harmonised: 49% Difference 28%	The difference should decrease to 14%
Share of the consumers that have exercised their warranty rights <u>and</u> the seller/provider complied	88% compliance (12% non-compliance)	90% compliance
Level of consumer confidence in cross-border shopping	48% of consumers have more confidence in sellers from their own country than from another EU country	Substantially decrease this share
Number of consumers that do not experience problems with digital content	54% of consumers of 8 of the most used digital products experienced at least one problem in 12 months	Increase the share that do not experience problems
Level of consumer confidence when using digital services	Only between 48% and 67% of consumers of 8 of the most used digital products were “very confident” when using them	Increase this share
Level of consumer and retailer knowledge of consumer rights	Most consumers (61%) are not aware of their right to replacement or free repair of a faulty product. 60% of traders unable to indicate exactly the period in which a defective product could be returned	Decrease these shares
Share of retailers that consider differences in consumer protection legislation as an important obstacle to doing business cross-border	60%	Substantially decrease this share

Main policy outputs for 2013

- Communication on the Justice Scoreboard
- Revision of the Directive on Package Travel, Package Holidays and Package Tours
- Revision of the Directive on Misleading and Comparative Advertising
- Revision of Brussels I Regulation to ensure functioning of the Unified Patent Court
- Initiative on the contractual aspects of cloud computing services
- Communication, Report, and proposal for amendment of the Regulation on the Small Claims procedure
- Communication and Recommendation on general principles of the EU framework for collective redress
- Communication on the Directive on Unfair Commercial Practices
- Report on Rome I Regulation on applicable law for contractual obligations
- Report on Rome II Regulation on applicable law for non-contractual obligations
- Report of the Expert group on Insurance contract law

Main expenditure-related outputs

JCIV programme: Specific actions taken by the Commission following public procurement procedures, calls for tender in the field of **Consumer and marketing law** such as maintaining updated databases (Consumer Law Database; Unfair Commercial Practices Directive Database); organising workshops with Member States

Activity 33 03: Justice in criminal and civil matters**SPECIFIC OBJECTIVE 2: Ensure civil proceedings are conducted efficiently to facilitate co-operation in civil matters between authorities in order to make people's lives easier**

Result indicators	Latest known result	Target (result)
Awareness of the European cross-border procedures Change in the number of cross-border disputes for resolution of property rights for international couples	Awareness of cross-border legal aid procedure is 12%, the small claims procedure is 8% and the European Payment Order procedure is 6%	Constantly increasing numbers

Main policy outputs for 2013

- Proposal to abolish formalities for legalising certain public documents between Member States
- Proposal on mutual recognition of the effects of certain civil status documents
- Revision of the Regulation on Service of Documents in civil and commercial matters
- Communication on the Mediation Directive
- Report on the application of the Regulation on jurisdiction and the recognition and enforcement of judgements in Matrimonial Matters and in Matters of Parental Responsibility (Brussels IIa)
- Report on the application of the Regulation on the European Protection Order
- Report on the application of the Regulation on cross-border taking of evidence in civil and commercial matters

Main expenditure-related outputs**JCIV programme:**

Action grants to co-finance specific transnational projects of Union interest in the fields of promoting judicial cooperation, promoting the elimination of obstacles to cross-border civil proceedings, improving the daily life of individuals and businesses following call for proposals (meetings, studies, awareness-raising, conference, European judicial training, exchange of best practices, e-justice)

Support to the activities of non-governmental organisations or other entities pursuing an aim of general European interest in accordance with the general objectives of the programme through operating grants following call for proposals

Operating grants to co-finance expenditure associated with the work programme of the **European Network of Councils for the Judiciary** and the **Network of the Presidents of the Supreme Judicial Courts of the European Union**

Specific actions taken by the Commission (such as studies, seminars and conferences, public campaigns, website, information material) following public procurement procedures, calls for tender in the areas of judicial cooperation in civil matters and the area of E-justice and judicial training

Support the operation of the **European Judicial Network in Civil and Commercial Matters**

Membership of the Union in the **Hague Conference on Private International Law**

General Objective 2:

Strengthen confidence in the European Judicial Area

Activity 18 05: Security and safeguarding liberties

Activity 33 03: Justice in criminal and civil matters

Activity 33 04: Drugs prevention and information

The priority in 2013 will be the proposal to create the **European Public Prosecutor's Office (EPPO)**. This initiative will seek to address the obstacles to effectively fighting crimes that affect the financial interests of the Union ("EU fraud"). The creation of the EPPO will have consequences for Eurojust, so together with this proposal, the Commission will table legislation to take account of these, and to enable involvement of the European Parliament and national Parliaments in the evaluation of Eurojust.

The Commission will present a proposal to step up the fight against counterfeiting currency, in particular the euro.

Implementing the Roadmap for **strengthening procedural rights of suspected and accused persons in criminal proceedings** continues to be important. Following the proposals already made in 2010 and 2011, the Commission will present a package of initiatives on special safeguards in criminal procedures for suspected or accused persons who are vulnerable; on legal aid; and on the presumption of innocence.

Work will continue on monitoring implementation of EU legislation with provisions on criminal law. The Commission will launch infringement actions where appropriate, and will also keep the operation of the European Arrest Warrant under scrutiny.

Cross-cutting work in the area of justice includes e-Justice, where special emphasis will continue to be put on the **development of European e-Justice, aiming to ensure better access to justice for citizens and to facilitate judicial cooperation**. These actions, promoting deployment and use of modern accessible online services, also contribute to the **Europe 2020 Strategy's flagship initiative** of a **Digital Agenda for Europe**. The continuing development of the e-Justice portal requires that the initiative be embedded in a legal instrument with a proper legal basis, to clarify *inter alia* issues of ownership and liability.

These activities are supported by the "Criminal Justice" and "Daphne" financial programmes within the framework programme "Fundamental rights and justice".

Drugs are a complex social and health problem that affects millions of individuals in the EU. The most recent estimates² show that every year 25 to 30 million adults take some type of illicit drug and **6 300 to 8 400 individuals die** in the EU because of drug overdoses. This means that **almost every hour one European dies from an overdose**.

Unknown numbers of individuals are victims of drug-related crime every year. Drug use severely affects **young people**: it is one of the major causes of health problems among young people and is one of the most important causes of avoidable death among young Europeans.

² European Monitoring Centre for Drugs and Drug Addiction, Annual Report 2012.
<http://www.emcdda.europa.eu/>

The 2011 Eurobarometer “Youth attitudes on Drugs”³ shows that young people can easily obtain even the most harmful drugs within 24 hours.

The drugs problem is evolving rapidly. New psychoactive substances are a growing challenge. Drug traffickers change routes and methods for smuggling or for laundering the proceeds of trafficking in illicit drugs. The use of the internet to sell new drugs and the rapid exchange of information on new drugs through social networks present new challenges to current drug control policies and to traditional prevention methods. Tackling illicit drugs requires a long-term, integrated, and multidisciplinary approach, which joins together public health, social and education policies, law enforcement, and external action instruments in a coherent policy. It also requires coordinated action by national governments, EU institutions, local communities, UN fora, and civil society. This makes it essential to **ensure convergence between Member States’ drugs policies**, coherence between all policy areas relevant for tackling illicit drugs, and consistency between internal and external action on drugs.

EU action in the area of drugs aims to add value to national policies. Following up on the 2011 Communication “Towards a stronger European response to drugs”, the Commission will make two legislative proposals in 2013. The first proposal will aim to **improve the effectiveness of the EU’s approach to tackling new psychoactive substances**; the second proposal, in line with the identification in the Lisbon treaty of drug trafficking as a “Euro crime” (“particularly serious crimes with a cross-border dimension”), will propose **minimum rules defining criminal offences and sanctions in relation to drug trafficking**.

The European Monitoring Centre for Drugs and Drug Addiction (EMCDDA) is the hub of drug-related information in the European Union. Its role is to gather, analyse and disseminate “objective, reliable and comparable information” on drugs and drug addiction (Statistical Bulletin, Countries overview, national reports, specific studies, and conferences). EU action in the area of drugs is supported by the specific programme “Drug Prevention and Information” and the specific programme “Prevention and fight against crime”.

³ European Commission, Flash Eurobarometer Nr. 330, *Youth attitudes on Drugs*.

Activity 33 03: Justice in criminal and civil matters**SPECIFIC OBJECTIVE 1: Ensure better access to justice and strengthen the protection of people involved in criminal proceedings, in particular of victims**

Result indicators	Latest known result	Target (result)
Effective working of mutual recognition instruments and in particular of the European Arrest Warrant (EAW): <ul style="list-style-type: none"> – Number of Countries delivering the EAW – Number of warrants issued – Number of persons arrested and effectively surrendered based on the EAW – Fewer refusals of EAW 	13 891 EAWs issued and 4 293 EAWs executed in 2010. Numbers of EAWs issued are slightly diminishing compared with 2008 figure of 14 196 and 15 829 in 2009, and the numbers of EAWs executed is stable compared with 2009 (4 431) ⁴ . Since Framework Decision 2002/584 on the EAW came into operation, the time taken to execute a warrant is provisionally estimated to have fallen from more than nine months to 44 days in 2010	Retain the efficiencies of the EAW system while improving the procedural rights of requested persons

Main policy outputs for 2013

- Initiative to improve compensation for victims of crime
- Initiative on legal aid for suspected or accused persons in criminal proceedings
- Initiative on special safeguards in criminal procedures for suspected or accused persons who are vulnerable
- Initiative to reinforce respect of the presumption of innocence

Main expenditure-related outputs**Criminal Justice programme:**

Action grants to co-finance specific transnational projects of Union interest in the fields of: support to victims of crime, procedural rights and defence rights in criminal proceedings, and detention conditions.

Specific actions taken by the Commission in the field of procedural and substantive criminal law such as studies, seminars and conferences, public campaigns, website, information material

Daphne programme:

Action grants to co-finance specific transnational projects of Union interest in the fields of: support for victims of violence; violence linked to harmful practices; children as victims and/or witnesses of violence in close or intimate relationships; children as victims of bullying at school; perpetrator interventions and victim protection measures; sexualisation (meetings, studies, awareness-raising, conference, training, exchange of best practices), through a call for proposals.

Action grants to co-finance the introduction of Child Abduction Alert Mechanisms in the Member States through a call for proposals.

Support to the **activities of non-governmental organisations or other entities** pursuing an aim of general European interest in accordance with the general objectives of the programme through operating grants following call for proposals.

Specific actions taken by the Commission following public procurement procedures, calls for tender in areas such as studies, seminars and conferences, public campaigns, website, information material

⁴ Data received from 23 Member States in 2010 and 25 Member States in 2009

Activity 33 03: Justice in criminal and civil matters

SPECIFIC OBJECTIVE 2: Enhance judicial cooperation in criminal matters and thus contribute to creating a genuine European Area of Justice

Result indicators	Latest known result	Target (result)
Percentage of investigations conducted by EPPO that lead to prosecutions	Of the actions transferred by OLAF to Member States from 2006-11 and on which a judicial decision had been taken, more than half were dismissed before trial ⁵	Effective deterrence of fraud against the EU's financial interests
Number of "hits" on the e-justice portal	In 2011 the e-Justice portal had 460 000 visitors. It now contains new dynamic forms for: European Payment Order, Taking of evidence, Legal aid and information (for example, victims' and defendants' rights) Easier access to the portal's content	Increasing number of users, commensurate with new content and tools
Number of legal professionals receiving training in EU law	Communication "Building trust in EU-wide justice: a new dimension to European judicial training" adopted 2011 Approximately 87 000 legal practitioners were trained so far in EU law or national law of another Member State; the training of 10 000 of them was (co-) funded by the EU	Training: by 2020, 700 000 legal practitioners to have taken part in at least one European judicial training session or exchange
Number of exchanges of information through the European Criminal Records Information System (ECRIS)	Most EU Member States implemented the ECRIS system in April 2012	Extension of ECRIS to cover third country nationals

Main policy outputs for 2013

- Proposal to establish a European Public Prosecutor's Office
- Proposal to reform Eurojust
- Proposal to protect currency and in particular the euro against counterfeiting
- Proposal to give a legal basis to e-justice
- Evaluation reports on Framework Decisions on the application of the principle of mutual recognition to judgments or decisions in criminal matters imposing custodial sentences or measures involving deprivation of liberty; on probation; and on supervision measures

⁵ Source: The OLAF report 2011

Main expenditure-related outputs

Criminal Justice programme:

Action grants to co-finance specific national or transnational projects of Union interest in the fields of criminal justice, in particular: judicial training; networking and exchanging best practice among practitioners, including implementation of existing cooperation instruments; areas of EU substantive criminal law; procedural rights; victim support; restorative justice; mediation and detention; and e-Justice (meetings, studies, awareness-raising, conference, training, exchange of best practices), through a call for proposals

Operating grant to co-finance expenditure associated with the work programme of the **European**

Judicial Training Network

Support to the **activities of non-governmental organisations or other entities** pursuing an aim of general European interest in accordance with the general objectives of the programme through operating grants following call for proposals

Specific actions in the field of **general criminal justice**, procedural and substantive criminal law, **e-Justice** and **judicial training**, such as studies, seminars and conferences, public campaigns, website, information material through public procurement procedures

European Union subsidy to EUROJUST

Activity 18 05: Security and safeguarding liberties

Activity 33 04: Drugs prevention and information

SPECIFIC OBJECTIVE 3: Prevent and reduce drug use, drug dependence and drug-related harm

Result indicators	Latest known result	Target (result)
Prevalence of drug use, drug related harm and social damage and drug related deaths	<p>Report on the Assessment of the implementation of the Council Decision on the information exchange, risk-assessment and control of new psychoactive substances</p> <p>Communication “Towards a stronger European response to drugs”</p> <p>Data on drug use drug related deaths and other drug problems as reported in the EMCDDA 2012 Annual Report</p>	<p>Reduction of prevalence of illicit drugs</p> <p>Reduction of problem drug use and of the associated health related harm and social damage</p> <p>Reduction of drug-related deaths</p>
<p>Quantity of illicit drugs and precursors seized</p> <p>Improvement of operational and judicial cooperation against drug trafficking</p>	<p>Commission staff working paper on the definition of drug-related crime</p> <p>Drugs seizures in Europe (EU and Norway) by main drugs as reported in the EMCDDA 2012 annual report</p>	<p>Increased cooperation between different players targeting illicit drug trafficking (e.g. Maritime Analysis and Operations Centre - Narcotics (MAOC-N), Centre for coordinating the fight against drugs in the Mediterranean (CeCLAD-M), Europol, West Africa cooperation platforms, in the framework of the 2011-2013 EU policy cycle for organised and serious international crime</p> <p>Increased quantity of drugs and precursors seized</p>

Main policy outputs for 2013

- Legislative proposal improving the effectiveness of the EU’s response to new psychoactive substances
- Legislative proposal laying down minimum provisions relating to criminal acts and penalties in relation to drug trafficking

Main expenditure-related outputs

DPIP programme:

Action grants to co-finance specific transnational projects of Union interest involving at least two Member States in the fields of: exchange and dissemination of good practices in the area of **drug-demand reduction**; raising awareness of the **health and social problems** caused by drug use; support measures aimed at **preventing drug use**, including by addressing reduction of drug-related harm and treatment methods; **involvement of civil society** in the implementation of the European Union's Drug Strategy and Action Plans on Drugs; **monitoring, implementation and evaluation** of specific actions under the Drugs Action Plan 2009-2012 following call for proposals (studies, awareness-raising campaign, conference, exchange of best practices)

Specific actions taken by the Commission following public procurement procedures, calls for tender in the field of drug prevention and information, such as studies, seminars and conferences, public campaigns, website, information material. These include support for the **Civil Society Forum on Drugs** and for the final phase of the European Action on Drugs awareness-raising campaign

ISEC programme:

Action grants to co-finance specific national and transnational projects of Union interest involving at least two Member States in the field of **cross-border law enforcement cooperation in the field of drug trafficking**, following call for proposals

Specific actions taken by the Commission following public procurement procedures, calls for tender in the field of the **fight against drug-related crime**, such as studies, seminars and conferences, public campaigns, website, information material. These include a study on performance indicators in drug law enforcement

European Union subsidy to the EMCDDA

General objective 3:

Ensure the protection of Fundamental Rights and empower European Citizens

Activity 33 02: Fundamental Rights and Citizenship

In 2013, the European Year of Citizens, the Commission will focus its efforts on **strengthening citizens' rights**, and on strengthening **citizens' awareness** of their rights as EU citizens. The Commission will present its second **Citizenship Report**. This will report on progress made since the previous report in 2010, and will identify further actions to remove obstacles to EU citizens exercising their rights under the Treaty.

The Commission will continue its efforts to ensure the correct implementation of the Free Movement Directive (2004/38/EC) in all Member States. The aim is to facilitate free movement of EU citizens and their third-country family members by strictly enforcing EU rules, including on non-discrimination; by promoting good practices and increased knowledge of EU rules on the ground; and by stepping up the dissemination of information to EU citizens about their free movement rights.

Effective implementation of the **Charter of Fundamental Rights** of the European Union and the **EU Agenda on the Rights of the Child** continue to be priorities. The annual report on the application of the Charter of Fundamental Rights will examine progress in implementing the strategy adopted by the Commission in October 2010. The Commission will continue to ensure that the Charter is fully respected in all legal acts it adopts and in all proposals for EU legislation, in all amendments introduced by the European Parliament and by the Council, as well as by Member States when they implement EU laws.

Promoting fundamental rights also means reinforcing policies concerning certain specific rights, such as the fight against racism, anti-Semitism and xenophobia, and the protection of personal data. The Commission will present its first report on the implementation of Framework Decision 2008/913/JHA on using criminal law to combat racism and xenophobia, and will urge Member States to complete or adapt their national laws in order that they fully comply with this legislation.

In the field of **personal data protection**, the Commission will continue to work closely with the European Parliament and the Council to secure the adoption of the comprehensive legal framework for the protection of personal data that it proposed in January 2012. The Commission has also been mandated to negotiate a data protection agreement with the United States when cooperating to fight terrorism or crime. The negotiations have been pursued throughout 2011 and 2012, and we will aim to conclude them in 2013.

These objectives are supported by the financial programme "Fundamental rights and citizenship" within the framework programme "Fundamental rights and justice", which, among other objectives, promotes the fight against racism and xenophobia.

Activity 33 02: Fundamental rights and citizenship

SPECIFIC OBJECTIVE 1: Promote EU citizenship across the EU in order to turn it into a tangible reality, in particular regarding free movement and taking part in elections

Result indicators	Latest known result	Target (result)
<p>Measures aimed at ensuring correct and effective implementation of Directive 2004/38 on free movement of EU citizens and their families</p> <p>Number of own-initiative registered cases of violation of directive 2004/38</p> <p>Number of complaints and enquiries by citizens</p> <p>Number of cases solved (in absolute terms and in percentage of open investigations)</p>	<p>In 2012 the Commission pursued infringement procedures against 12 Member States that still do not comply with Directive 2004/38. 6 of the procedures are at the stage of a reasoned opinion</p>	<p>Effective exercise of right to free movement through correct implementation of Directive 2004/38</p> <p>National legislation and administrative practices are to be brought fully in line with Directive 2004/38</p> <p>Decrease of administrative problems related to free movement through better knowledge of EU rules on free movement issues at administrative and local/regional/national authorities' level</p>
<p>EU citizens' awareness of and ability to exercise the rights stemming from EU citizenship</p> <p>Removal of obstacles identified in the 2010 EU Citizenship Report</p>	<p>Adoption by the European Parliament and the Council of the Decision designating 2013 as European Year of Citizens</p> <p>Work towards realisation of the 25 actions set out in the 2010 EU Citizenship report is progressing</p> <p>Public consultation on Citizenship</p>	<p>Increased awareness of EU citizenship status and rights and enhanced ability of EU citizens to effectively exercise these rights, including through the European Year of Citizens and the 2013 EU citizenship report</p>
<p>EU citizens' awareness of their right to be assisted in third countries by the consular authorities of other Member States if their own Member State is not represented there, and effective ability to exercise this right</p>	<p>A dedicated website on consular protection informs citizens of their rights related to consular protection when unrepresented abroad</p> <p>In 2012 the European Parliament adopted its opinion on the 2011 Commission proposal for a directive of the Council on consular protection for citizens of the Union abroad, and negotiations in the Council are continuing</p>	<p>Increased awareness about and effectiveness of the right of unrepresented EU citizens to be assisted in third countries by the consular authorities of other Member States, including through the adoption by the Council of the Commission proposal for a Directive on consular protection and subsequently an awareness-raising campaign</p>
<p>Participation in the European Parliament and local elections</p>	<p>General turnout in the European Parliament elections of 2009 reached 43%, compared to 45% in 2004</p>	<p>Increased awareness and participation in European Parliament and local elections (to vote or stand)</p>

	<p>In the 2009 elections 81 non-national EU citizens stood as candidates in their respective Member States of residence (in 1999 there were 62 non-national candidates and 57 in 2004)</p> <p>Adoption by the Council of a Directive amending Directive 93/109/EC on European Parliament elections</p> <p>Commission report on application of Directive 94/80 on municipal elections</p>	<p>Ensure that voting rights of EU citizens in their Member State of residence are fully enforced, that EU citizens can join or found political parties in the Member State where they live and that Member States inform EU citizens of their electoral rights</p>
<p>Main policy outputs for 2013</p>		
<ul style="list-style-type: none"> – Citizenship Report, including report on progress towards effective EU citizenship – Promote 2013 as European Year of Citizens (together with DG Communication) – Communication and Recommendation on preparing for the 2014 European elections – Possibly: Awareness-raising campaign on the right of unrepresented EU citizens in third countries to be assisted by the consular authorities of other Member States following adoption of the Council Directive on consular protection for Union citizens abroad 		
<p>Main expenditure-related outputs</p>		
<p>FRC Programme:</p> <p>Action grants to co-finance specific transnational projects of Union interest in the field of citizenship and the rights attached to it, including: free movement; identifying obstacles to their effective exercise; facilitating sharing of knowledge and exchange of best practices on acquisition and loss of Union citizenship; addressing the gender imbalance in participation in the European Parliament elections</p> <p>Support to the activities of non-governmental organisations or other entities pursuing an aim in line with the general objectives of the programme in the field of citizenship through operating grants following call for proposals</p> <p>Specific actions taken by the Commission following public procurement procedures, calls for tender in the field of citizenship (in particular consular protection, electoral rights and free movement) such as studies, seminars and conferences, public campaigns, website, information material</p>		

Activity 33 02: Fundamental rights and citizenship

SPECIFIC OBJECTIVE 2: Strengthen the respect of the European Charter of Fundamental Rights (including the rights of the child)

Result indicators	Latest known result	Target (result)
Effectiveness of the measures foreseen in the Strategy for the effective implementation of the Charter	Communication on the Strategy for the effective implementation of the Charter of Fundamental Rights issued 2010	Progress in the awareness and in the correct implementation of the Charter of Fundamental Rights in the EU law-making process
Fully functioning Fundamental Rights Agency (FRA)	Current Multiannual Framework (MAF) for FRA ends in 2012	New MAF adopted and entering into force in early 2013
Progress in implementing the hotline for missing children (116 000)	Communication on an EU Agenda for the Rights of the Child issued 2011	Full compliance of EU law with Fundamental Rights
	The hotline is operational in 20 Member States (October 2012)	The hotline for missing children is operational in all EU Member States and provides the same high quality of service throughout the Union
	Launch of Kids' Corner and EU Children's Rights Website on 21 December 2011	

Main policy outputs for 2013

- Annual report on the application of the EU Charter of Fundamental Rights
- Report on the implementation of Framework Decision 2008/913/JHA on using criminal law to combat certain forms and expressions of racism and xenophobia

Main expenditure-related outputs

FRC Programme:

Action grants to co-finance specific transnational projects of Union interest in the fields of: **rights of the child**; scope and application of the **Charter**; combating **racism, xenophobia and homophobia**; **training and networking between legal professionals** and legal practitioners following call for proposals (studies, awareness-raising campaign, conference, exchange of best practices)

Support to the **activities of non-governmental organisations or other entities** pursuing an aim in line with the general objectives of the programme (through operating grants following call for proposals)

Operating grant to co-finance expenditure associated with the work programmes of the **Conference of the European Constitutional Courts** and the **Association of the Councils of State and Supreme Administrative Jurisdictions of the European Union**

Specific actions taken by the Commission following public procurement procedures, calls for tender in the field of **fundamental rights** and rights of the child, such as studies, seminars and conferences, public campaigns, website, information material

Daphne programme:

Action grants to co-finance specific transnational projects of Union interest in the fields of: support for victims of violence; violence linked to harmful practices; children as victims and/or witnesses of violence in close or intimate relationships; children as victims of bullying at school; perpetrator interventions and victim protection measures; sexualisation (meetings, studies, awareness-raising, conference, training, exchange of best practices) through a call for proposals

Action grants to co-finance the setting-up and running of 116 000 hotlines in the Member States following call for proposals

Action grants to co-finance the introduction of Child Abduction Alert Mechanisms in the Member States, through a call for proposals

Support to the **activities of non-governmental organisations or other entities** pursuing an aim of general European interest in accordance with the general objectives of the programme through operating grants following call for proposals

Specific actions taken by the Commission following public procurement procedures, calls for tender in areas such as studies, seminars and conferences, public campaigns, website, information material

European Union Subsidy to Fundamental Rights Agency (FRA)

Activity 33 02: Fundamental rights and citizenship**SPECIFIC OBJECTIVE 3: Promote data protection as a fundamental right and modernise the existing system for protecting personal data**

Result indicators	Latest known result	Target (result)
<p>Level of protection of personal data as measured by the number of cases of incorrect application of Directive 95/46/EC detected and solved</p> <p>Awareness of citizens in relation to protecting their personal data</p> <p>Progress on the EU – US agreement on Data Protection</p>	<p>2012: Directive 95/46/EC: 9 cases of incorrect application</p> <p>Legislative package on data protection adopted by the Commission on 25 January 2012</p> <p>Negotiating Directives adopted at the JHA Council on 3 December 2010; negotiations continuing</p>	<p>Effective protection of personal data</p> <p>No unnecessary barriers within the EU to personal data transfers</p> <p>Increased awareness, through the new DG JUSTICE website, and by actions of Member States' Data Protection and other Authorities</p> <p>Increase the level of protection when transferring personal data outside the EU/EEA</p>

Main policy outputs for 2013

- Report on the implementation of Commission Decision 520/2000/EC on the adequate protection of personal data provided by the Safe Harbour Principles and related Frequently Asked Questions issued by the US Department of Commerce

Main expenditure-related outputs**FRC Programme:**

Action grants following call for proposals to co-finance specific transnational projects of Union interest in the field of **data protection** (studies, awareness-raising campaign, conference, exchange of best practices) through a call for proposals

Specific actions taken by the Commission following public procurement procedures, calls for tender in the field of **data protection**, studies, seminars and conferences, public campaigns, website, information material

General Objective 4:

Promote gender equality and combat discrimination on grounds of sex, racial or ethnic origin, religion and belief, disability, age and sexual orientation

Activity 04 04: Employment, social solidarity and gender equality

Activity 33 06: Equality

In 2010 and 2011 the Commission set out policy frameworks for the coming years on gender equality (2010-2015), on disability (2010-2020), and on the social and economic integration of the Roma population, including gypsies and travellers (2011-2020).

In the area of gender equality, the Commission will work towards the adoption by the European Parliament and the Council of the proposed Directive aiming to **increase the share of women on non-executive boards** of larger companies listed on stock exchanges to 40% by 2020.

In 2013, we will carry out a **mid-term review of the gender equality strategy** to assess progress and to update it if necessary. Policies to enable people to combine professional and family life make an important contribution to gender equality and economic activity. At its meeting in Barcelona in 2002 the European Council set an objective of providing childcare for at least 33% of children under 3 years old, and for at least 90% of children between 3 years old and the mandatory minimum school age. The Commission will analyse the progress that Member States have made towards these targets.

We will **report** on the application of the Recast Directive (2006/54/EC), including the **equal pay** principle, responding to the 2008 and 2012 Resolutions of the European Parliament on equal pay. The Commission intends to accompany the report with guidance on job classification systems to make it easier for employees to enforce their rights and to help national authorities and national courts to apply the national law on equal pay more effectively.

A Communication on Female Genital Mutilation is also envisaged for 2013, including meaningful and concrete measures to deal with this particularly unacceptable form of violence against women.

Accessibility is one of the pillars of the EU Disability Strategy. Accessibility is defined as meaning that people with disabilities have access, on an equal basis with others, to the physical environment, transport, information and communication technologies, and other facilities, in line with the UN Convention on the Rights of Persons with Disabilities, to which the European Union has acceded. The proposed **European Accessibility Act** will seek to improve the integration of persons with disabilities by improving the availability of accessible goods and services on the internal market. The Commission will prepare two important reports in 2013 relating to disability: the first EU report to the United Nations on implementation of the UN Convention on the Rights of Persons with Disabilities; and a first interim report on the EU Disability Strategy 2010-2020.

In 2013, as well as its annual report on the implementation of Member States' Roma integration strategies, the Commission will issue a **recommendation on good practices and approaches to foster socio-economic integration of Roma**. The recommendation will aim

to help Member States to find effective approaches for promoting Roma inclusion by building on practices that have worked well in other Member States.

We will also issue a joint implementation report on the **two anti-discrimination Directives** (2000/43/EC and 2000/78/EC), reviewing progress by Member States in implementing the EU laws that **fight discrimination** on the grounds of racial or ethnic origin, religion or belief, disability, age or sexual orientation. Specific attention will be given to age discrimination and Roma protection. It is planned to be accompanied by a **guidance document for citizens** on how to present anti-discrimination claims.

In order to implement these policy priorities, DG Justice uses the financial means offered by the Gender Equality and Non-discrimination and Diversity strands of the PROGRESS Programme⁶. This Programme was established in 2007 to support the implementation of the objectives of the European Union in the fields of employment and social affairs.

Work in the area of gender equality policy is also supported by the activities of the European Institute for Gender Equality.

⁶ Decision No 1672/2006/EC L 315 15 November 2006 p 1

Activity 04 04: Employment, social solidarity and gender equality

Activity 33 06: Equality

SPECIFIC OBJECTIVE 1: Increase integration of gender equality and non-discrimination objectives in the Europe 2020 strategy and all EU policies, for the benefit of all members of society

Result indicators	Latest known result	Target (result)
Attitudes of decision makers, key stakeholders and general public regarding EU objectives in gender equality and non-discrimination	59% of the EU population consider that efforts to fight discrimination in their country are effective or moderately effective ⁷ 31% think that public policies to combat discrimination in their countries are ineffective	Increase
Extent to which national policies reflect EU objectives related to gender equality and non-discrimination	Progress Report on Equality between women and men in the EU in 2011 Reference to other discrimination grounds in the social inclusion OMC(2008): Roma 62%, Young people 91%, Elderly 100%, Gay & Lesbian 4%, Ethnic minorities & 2nd generation migrants 50%	Increase role of gender equality and non-discrimination policies in Member States' national reform programmes under the Europe 2020 Strategy

Main policy outputs for 2013

- Mid-term review of the EU strategy for equality between women and men
- Annual Progress Report on Equality between women and men in the EU
- Communication on Female Genital Mutilation (FGM)
- Campaign on violence against women (including FGM)
- Business Forum organised around the European Equal Pay Day
- Annual report on the implementation of the EU framework of national Roma integration strategies
- European Day of People with Disabilities

Main expenditure-related outputs

Action grants following call for proposals to co-finance specific national projects of Union interest in the field of **promoting gender equality**

Specific actions taken by the Commission following public procurement procedures, calls for tender in the fields of **gender equality**, and **gender mainstreaming in national policies** (studies, seminars and conferences, public campaigns, website, information material)

Action grants following call for proposals to co-finance on the ground projects and specific national projects of Union interest in the field of **national activities aiming at combating discrimination and promoting equality** (studies, awareness-raising campaign, conference, exchange of best practices)

⁷ Special Eurobarometer n° 393 “Discrimination in the EU in 2012”, question 7

<p>Action grants to co-finance specific projects of Union interest according to Article 168 Implementing Rules (Presidency events)</p>
<p>Operating grants to support EU-level networks active in promoting gender equality and anti-discrimination based on existing framework partnership agreements</p>
<p>Operating grants to co-finance specific organisations of Union interest according to Article 168 Implementing Rules (members of the Network of National Equality Bodies)</p>
<p>Daphne programme: Action grants to co-finance specific transnational projects of Union interest in the fields of: support for victims of violence; violence linked to harmful practices; children as victims and/or witnesses of violence in close or intimate relationships; children as victims of bullying at school; perpetrator interventions and victim protection measures, sexualisation (meetings, studies, awareness-raising, conference, training, exchange of best practices) through a call for proposals Support to the activities of non-governmental organisations or other entities pursuing an aim of general European interest in accordance with the general objectives of the programme through operating grants following call for proposals Specific actions taken by the Commission following public procurement procedures, calls for tender in areas such as studies, seminars and conferences, public campaigns, website, information material</p>
<p>European Union subsidy to the European Institute of Gender Equality</p>

Activity 04 04: Employment, social solidarity and gender equality

Activity 33 06: Equality

SPECIFIC OBJECTIVE 2: Strengthen EU law on matters related to non-discrimination and gender equality and ensure it is effectively applied in all Member States

Result indicators	Latest known result	Target (result)
Size of gender pay gap	16%	Equal pay for equal work or work of equal value
Differences in employment rates between disabled and able-bodied persons	19%	Eliminate
Transposition rate of EU equal treatment legislation Transposition quality rate (Number of cases of incorrect transposition open, either own initiative or complaint based).	8 directives in force. Two directives from 2010 with the transposition deadline expiring in 2012 (extension until 2013 or 2014 for some MS/aspects)	Achieve full transposition in 2013
Effectiveness of application of EU equal treatment legislation Number of complaints received Number of own initiative cases open Percentage of cases solved	Pending infringement cases: 25 Cases currently in European Court of Justice: 1 Infringement cases closed in 2012: 9 Pending complaints: 33 Pending EU Pilot cases: 5 Comprehensive conformity checks on gender equality directives 2004/113/EC and 2006/54/EC performed in 2012	Efficient handling of pending infringement cases and complaints in compliance with Commission benchmarks Following conformity checks on two gender equality directives performed in 2012, ensure follow up (open EU pilot cases and infringement proceedings where necessary)

Main policy outputs for 2013

- European Accessibility Act: legislative initiative to improve accessibility of goods and services in the internal market
- Recommendation on Roma integration
- Joint implementation report on the two anti-discrimination Directives (2000/43/EC and 2000/78/EC)
- Report on the application of the Recast Directive (2006/54/EC), including the equal pay principle

Main expenditure-related outputs

Specific actions taken by the Commission following public procurement procedures, calls for tender in the field of **non-discrimination** (studies, seminars and conferences, public campaigns, website, information materials)

V. Specific Objectives for horizontal activities (including the objective on legality and regularity of the underlying transactions)

Activity 33 05: Policy strategy and coordination

Determining the general strategy of DG Justice, directing and coordinating policy definition and ensuring that general objectives are met, by:

- providing strategic policy planning, programming and co-ordination:
 - delivering DG Justice’s contribution to the Commission Work Programme (CWP), delivering DG Justice’s Annual Management Plan (AMP), contributing to DG Justice’s Annual Activity Report (AAR) (- policy part)
 - ensuring high quality impact assessments and evaluations to inform DG Justice policy proposals
 - co-ordinating DG Justice replies to interservice consultations
 - support for preparing DG Justice files for adoption by the Commission (agenda planning, interservice consultations, translations, e-Grefte)
 - co-ordinating infringement cases and EU pilot, and requests for access to Commission documents.
- ensuring clear communication of DG Justice’s policies to the public:
 - implementing the communication strategy for DG JUSTICE policies and achievements
 - planning and close co-ordination of all media and web communications, as well wide outreach and actions monitoring public opinion.
- fostering effective inter-institutional relations:
 - preparing DG Justice’s positions in the European Parliament and the Council, ensuring a consistent strategic inter-institutional approach.
- building international relationships:
 - developing a policy framework for the EU’s external relations in the area of justice policies that is consistent with overall EU external policy
 - supporting enlargement countries’ adjustment to EU law
 - negotiating international agreements
 - supporting units in addressing international aspects of all DG Justice policies.

This activity is supported by funding of communication, information, evaluation, and impact assessment activities in the domain of Justice.

Activity 33 05: Policy strategy and coordination

SPECIFIC OBJECTIVE 1: Strengthen and support policy making through effective use of planning and programming instruments, high quality evaluations and impact assessments and streamlined coordination of infringements		
Result indicators	Latest known result	Target (result)
Level of execution (adoption by the college) of strategic initiatives included in the Commission Work Programme	All strategic initiatives in the CWP 2012 have been adopted by the Commission	100% for the CWP 2013
Timely delivery of the various contributions to the strategic planning and programming cycle (CWP, AMP and AAR)	100% delivered on time (CWP 2013, AMP 2012 and AAR 2011)	All contributions should be delivered within the deadlines
Close monitoring and timely processing (measured according to Commission benchmarks) of registered infringement cases based on complaints and own initiative investigations	<p>a) 63% of DG JUST complaints respect the benchmark (Commission average is 64%), with significant increase (+15%) of complaints registered in 2012</p> <p>b) 73% of infringements respect the 3 years benchmark (Commission average 30%)</p> <p>c) all non-communication cases are within the 1 year benchmark (decision either of referral or closure)</p> <p>d) 100% of old article 260 TFEU cases is outside benchmark (only 1 case); recent article 260 TFEU cases are within the benchmarks</p> <p>e) average time needed to complete analysis of MS replies in EU-Pilot is 57 days (third-best Commission performer)</p>	<p>a) close a complaint or issue a letter of formal notice within 1 year from the date of reception</p> <p>b) close a complaint or refer it to the ECJ within 3 years of reception</p> <p>c) close or refer non-communication cases within 1 year from letter of formal notice</p> <p>d) close or refer a case to ECJ on the basis of article 260 within 7 to 18 months from 1st ECJ judgement</p> <p>e) analyse replies from MS in the EU-Pilot system within 70 days</p>
Effectiveness of the infringement policy and of the planning measured through the number of infringement cases submitted for a decision to the monthly report on infringements as a share of the total number of outstanding DG Justice cases	An average of 8% of the pending cases has been submitted to decision in 2012 (against 12.8% in 2011). Spread across months is uneven, with peaks in January, March, June and September	<p>Taking into account a rather stable portfolio of infringement cases (around 100 files):</p> <p>submit cases to monthly cycle at least once a year (or more so as non-communication cases can be closed or referred within 1 year) to respect Commission benchmarks</p> <p>This corresponds to an average flow of between 12 and 16%</p>

Activity 33 05: Policy strategy and coordination

SPECIFIC OBJECTIVE 2: Develop, implement, monitor and adapt the most suitable external communication strategy for the DG to raise awareness of its activities, build support for its policies, promote active participation of stakeholders and citizens and shape a strong public profile while integrating with the Commission corporate image

Result indicators	Latest known result	Target (result)
Maintenance, real time content update and improvement of features of Justice on Europa Website Streamlining and improvement of all other Justice web platforms	Site is kept updated in real time, along with the Facebook and Twitter accounts launched in 2012 Monthly visits to the site: 340 000 (70% increase from previous year)	Increasing numbers of visits to the website Increase numbers of followers on social media accounts
Streamlining and improvement of all other Justice web platforms according to the corporate web rationalisation plans	– planned integration: 100% of sites – integration started: 50%	100% completed integration
Ratio of the number of press communications compared to the number of major policy initiatives and events	100%	100%
Number of journalists' enquiries handled timely against total number	100%	100%
Number of viewers (EU tube, DG Justice website and external sites)	Over 1 million views per video for viral videos	Higher than in previous year

Activity 33 05: Policy strategy and coordination

SPECIFIC OBJECTIVE 3: Strengthen the dialogue with the other institutions, ensuring a consistent strategic approach; develop the international aspects of DG Justice policies and support related negotiations

Result indicators	Latest known result	Target (result)
Interaction with other EU institutions: timely preparation of European Parliament Plenary/ Coreper/Council briefings	100%	100%
Timely responses to parliamentary questions and National Parliaments' opinions	95-100%	100%

Activity 33 AWBL-01: Administrative support for the Directorate-General for JUSTICE

Delivery of the administrative support enables DG Justice to fulfil its overall objective of contributing to the creation of the European area of freedom, security, and justice. This contribution is carried out through high quality advice, assistance, control, monitoring and internal audit of resource use of DG JUSTICE. The activity covers human resource management, training, and logistics; IT management; budget management and finance internal control and risk assessment, internal audit services and document management.

Activity 33 AWBL-01: Administrative support for the Directorate-General for Justice

SPECIFIC OBJECTIVE 1: Ensure sound financial management applying the Commission anti-fraud measures and good functioning of the supporting systems

Result indicators	Latest known result	Target (result)
% of budget execution (commitments) with respect to budget appropriations	>99% (end of November 2012)	100%
% of budget execution (payments) with respect to budget appropriations	78% (end of November 2012)	100%
Implementation of the relevant parts of the relevant decisions of the JUSTICE IT planning committee	relevant decisions implemented completely	High > 95%
Percentage of documents filed timely and in correct file	n.a. as migration to ARES done in September 2010	>98%
Set-up of the anti-fraud strategy	N/A	Strategy approved by Management in 2012

Activity 33 AWBL-01: Administrative support for the Directorate-General for Justice

SPECIFIC OBJECTIVE 2: Select, recruit, train and retain highly qualified staff as well as, where necessary, redeploy human resources so as to help the DG reaching its objectives, including the implementation of the IV Action programme for Equal Opportunities

Result indicators	Latest known result	Target (result)
Average vacancy rate of available permanent posts	DG JUST (SRD excluded): From 1.9.2011 to 1.8.2012 AD vacancy rate: 7.7% AST vacancy rate: 4.1% In 10.2012 the rate was: AD (including TP): 4.19% AST (incl. TP): 5.10%	Target: < 5% For the same period the vacancy rate of the DG Family: AD 7.1% and AST 4.4% For the same period the vacancy rate of the Commission: AD 5.9% and AST 5.0%
Equal Opportunities - Female representation	DG JUST 2012 (SRD excluded): Senior Management: 50.0% (Commission 27.3%) Middle Management: 57.9% (Commission 28.9%) Other AD: 52.6% (Commission 43.0%)	Middle Management in JUST on 1/11/2012: 57.9% Indicative target for the DG in 2012 and 2014: 53.8%
Timely completion and delivery of elements of the staff appraisal and promotion exercise	In 2012, the exercise was completed on time	Completion of the appraisal exercise in the timeline laid down by DG HR.
Average number of days spent on training per staff	DG JUST (SRD and SIAC excluded): 2012: JUST: 4.27 SIAC: 8.2 SRD: 5.56 2011: JUST: 5.31 SIAC: 9.13 SRD: 6.21	Commission average since 2007 +/- 7 days/year (in diminution)

Main policy outputs in 2013

- Sound and efficient management of human and administrative resources aligned with the identified priorities, including internal redeployment
- Implement the reorganisation of DG JUST (as from 1.1.2013)
- Implement the Priority Action Plan (PAP) to support a simplified and rationalised implementation of the HR procedures and policies

UNIT-LEVEL OBJECTIVE	
UNIT SRD/02	Human Resource Management of DG JUST, including the provision and implementation of a Business Continuity Plan
Outputs / actions	
<p>1) Implement HR policies to select, recruit and retain highly qualified staff :</p> <ul style="list-style-type: none"> - recruitment, selections procedures, job descriptions, mobility, appraisal and promotions - manage the external personnel envelope (contract agents, intérimaires, SNEs) - implement "time management" <p>2) Establish and implement a Priority Action Plan for the SRD.02 taking into account the reorganisation of the SRD.02 unit including the following topics:</p> <ul style="list-style-type: none"> - reorganisation of the DG - simplification of the HR procedures - rationalisation of the reporting - measures on diversity at work in accordance equal opportunities with Commission Action Programmes <p>3) Manage the selection process and distribution of "other staff" (blue book interns, structural trainees, ...)</p> <p>4) Provide a pragmatic learning and development programme to ensure that we have the appropriate skills on the right jobs and to support forward looking human resources management (recycling, new "metiers", gaps of expertise ...)</p> <p>5) Update and implement the Business Continuity Plan of the DG</p>	
Indicators	
<ul style="list-style-type: none"> - % of Staff with published job description and objectives (>90%) - Annual average vacancy rate (measured on a quarterly basis) of permanent posts (target: <5%) - Representation of women at senior, middle-management and AD levels according to the targets set in the 2010-2014 Commission Equal Opportunity Strategy, i.e. respectively 25%, 30% and 43% - Number of Staff members occupying a sensitive function for more than 5 years (target: 0) - number of teleworkers /% of flexitimers among DG JUST Staff - Rating after the annual Business Continuity Exercise 	

UNIT-LEVEL OBJECTIVE	
UNIT SRD/02	Support and facilitate the work of DG JUST by managing the budget for administrative expenditure (missions, experts meetings, ...)
Outputs / actions	
<ul style="list-style-type: none"> - Contribute to the DG's input to the Draft Budget 2014 (global envelope) - Process mission orders and reimbursement requests - Process reimbursement requests for meeting, including experts groups - Quarterly report on the state of play of the administrative expenditure to the Management 	
Indicators	
<ul style="list-style-type: none"> - Rate of 2013 budget implementation of the global envelope by 31/12/2013 (targets: commitments = 100% and payments = 85% of 2013 commitments) 	

Activity 33 AWBL-01: Administrative support for the Directorate-General for JUSTICE

SPECIFIC OBJECTIVE 2: Implement and maintain an effective internal control system so that reasonable assurance can be given that resources assigned to the activities are used in accordance with the principles of sound financial management and that the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions

Result indicators	Latest known result	Target (result)
Financial transactions covered by ex-post	18%	10%
Number of exceptions to the FR recorded	2	Close to 0
Number of reservations in the AAR	No reservation in AAR 20110	No reservations

Activity 33 AWBL-01: Administrative support for the Directorate-General for JUSTICE

SPECIFIC OBJECTIVE 3: Provide independent, objective assurance and consulting services designed to add value and improve the operations of DG Justice. The Internal Audit Capability helps the DG accomplish its objectives by bringing a systematic, disciplined approach in order to evaluate and make recommendations for improving the effectiveness of the risk management, control and governance processes

Result indicators	Latest known result	Target (result)
Annual work plan completed	All engagements in 2011 work plan completed	To complete all engagements in 2012 work plan
Annual opinion on internal control system and the risk management and governance processes issued for the previous financial year	Opinion for 2010 was issued	To issue opinion for 2011
Number of agreed recommendations vs. all recommendations issued	Number of recommendations accepted by management: 100%	To have 100% of recommendations accepted by management

Prioritised internal control standards for effective management

Standard	Brief description of the reasons for prioritisation (if the Standard was prioritised in n-1 state the reason for continuing to do so)
ICS 3. Staff allocation and mobility	This standard has been prioritised since the 2010 split of the former DG Justice, Freedom and Security and the creation of DG Justice. Based on the results of the iCAT questionnaire carried out in the last quarter of 2012 and of the 2013 risk assessment, in 2013 DG Justice will need to continue its efforts to guarantee adequate staff allocation to cope with an extremely ambitious political agenda, increasing political objectives imposed on DG Justice and a significant number of financial programmes to manage.
ICS 8. Processes and procedures	Based on the 2012 iCAT questionnaire, effectiveness, availability and adequate documentation of processes and procedures in DG Justice requires improvement. Moreover, according to the iCAT's respondents awareness needs to improve in particular of the procedures to follow in case of potential internal control weaknesses and rules regarding exceptions to procedures.
ICS 11. Document management	As was the case in 2012, in 2013 "Document management" in DG Justice is an area needing improvement. The iCAT respondents pointed to the need for more information/training and support measures on document management as well improvements in systematic registration and filing in ARES.

Planning of evaluations and other studies

N°	Title of evaluation or study (possibly working title)	Intended use of the evaluation or study		Type of evaluation or study		Timing	
		CWP initiative/expenditure instrument that the evaluation or study will support	Other purpose	Prospective (P) or retrospective (R)	External (E), internal (I), internal with external support (I&E)	Start (month/year)	End (month/year)
I. Ongoing evaluations (work having started in previous years)							
1	Report on the effectiveness of an assignment or subrogation of a claim		See AP 2011/JUST/046. According to art. 27 §2 of the regulation 593/2008 (Rome I), the Commission must report on the question of effectiveness of an assignment or subrogation of a claim against third parties and the priority of the assigned or subrogated claim over a right of another person, in view of possible amendments	P	E	2010	Q4 2013
2	Report on the evaluation of the European Day of Civil Justice and Crystal Scales	Council Decision 149/2007 on the Civil Justice Programme		P&R	E	oct-12	mars-13
3	Report on the implementation of Commission Decision 520/2000/EC on the adequate protection of personal data provided by the Safe Harbour		Article 4 of the Decision	R	I	nov-11	Q1 2013

4	Report on the application of Regulation 864/2007 (Rome II)		Art. 30 foresees that COM should present a report including a study on the effects of the way in which foreign law is treated in different jurisdictions and on art. 28 of the Regulation; if needed, the report shall be accompanied by possible amendments	P&R	I	2011	oct-13
5	Report on the application of the Regulation 805/2004 on the European Enforcement Order		AP 2012/JUST/002 This evaluation supports the determination of the role of the EEO Regulation after the Brussels I recast, which did not repeal the EEO as had been originally proposed by COM. It is also very useful to evaluate the application of the Regulation as it has been in force for several years.	P&R	I&E	2011	oct-13
6	Evaluation of Council Framework Decision 2004/757/JHA of 25 October 2004 on illicit drug trafficking	N° 97 CWP 2012	Possible revision of Council Framework Decision 2004/757/JHA of 25 October 2004 laying down minimum provisions on the constituent elements of criminal acts and penalties in the field of illicit drug trafficking	R	E	about 2011	janv-13
7	Report on the application of Regulation 1393/2007 on the service of documents	CWP 2011, initiative 39	Art. 24 foresees that COM should present a report, if needed accompanied by possible amendments, in 2011 and then every 5 years	P&R	I&E	2011	janv-13
8	Report on the application of Regulation 1206/2001 on the taking of evidence		Art. 23 foresees that COM should present a report, paying attention to practical application of art. 3(1) and 3, and art. 17 and 18		I&E	2011	oct-13

9	Study on the legislation adopted in the EU Member States on racist or xenophobic hate speech and hate crime based on a racist or xenophobic motivation, and on the application of such legislation		To prepare the Implementation report of FD 2008/913/JHA on combating certain forms and expressions of racism and xenophobia by means of criminal law. Required by Article 10(2) of the FWD	R	I&E	juil-12	déc-13
10	2013 Consumer Awareness Campaign (Ex-ante evaluation)		The European Consumer Agenda (COM(2012) 225 final) foresees a EU-wide consumer awareness campaign, as part of the European Year of Citizens, to increase knowledge about consumer rights	P&R	E	déc-13	mars-13
11	Report and evaluation on application of Regulation (EC) No 2201/2003 (Brussels IIa)		Art. 65 foresees that COM should present a report, if needed accompanied by possible amendments, in 2012 and then every 5 years	P&R	I&E	2012	Q4 2013
12	Report on the application of Regulation 593/2008 (Rome I)		Art. 27 foresees that COM should present a report including a study on the law applicable to insurance contracts and an assessment of the impacts if the provisions to be introduced, and an evaluation of art. 6; if needed, the report shall be accompanied by possible amendments	P&R	I	2012	oct-13

13	Report on the implementation of Directive 2006/54/EC on the implementation of the principle of equal opportunities and equal treatment of men and women in matters of employment and occupation		Art. 31 (1) and 32 of the Dir. require the Commission to draw up a report to the European Parliament and the Council on the application of the Directive and to review the operation of the Directive and if appropriate propose any amendments it deems necessary by 15 February 2013 at the latest	P&R	I&E	juil-11	2013
14	Combined Report on the application of Directives 2000/43/EC and 2000/78/EC		Art. 17 of Dir. 2000/43/EC and Art. 19 of Dir. 2000/78/EC foresee that COM should present a report on the application of Directives every 5 years. First reports from 2006 and 2008 respectively. Now a combined report on the two anti-discrimination directives is foreseen	R	I&E	sept-12	2013
15	EU Citizenship Report 2013: Progress towards eliminating obstacles to EU citizens' rights		The Stockholm Programme stresses the need to focus on the interests and needs of citizens and for European citizenship to become a tangible reality	P&R	I	févr-12	mai-13
16	Study on the evaluation of EU rules on free movement of EU citizens and their family members and their practical implementation		To give full effect to Article 21 TFEU by assessing how formalities and procedures related to the issuance of residence documents affect the right to free movement and how the principle of non-discrimination on grounds of nationality is applied in the area of access to higher education	R	E	déc-12	Q3 2013

17	Evaluation Report on the implementation of FD 2008/909/JHA on "transfer of prisoners", of FD 2008/947/JHA on "probation measures" and of FD 2009/829/JHA on "supervision measures"		Required by Article 29(2) of the FD 2008/909/JHA, in FD 2009/829/JHA (Art. 28) and in 2009/829/JHA (Art. 28).and upon initiative of the Commission	R	E	juil-12	mi-2013
18	Report on the application of Regulation 1896/2006 on European Payment Order		Art. 32 foresees that COM should present a detailed report and contain an assessment of the procedure and an extended impact assessment for each Member State; if needed, the report shall be accompanied by possible amendments	R	I&E	2012	oct-13
19	Report on the application of Regulation 861/2007 on Small Claims Procedure		Art. 27 foresees that COM should present a detailed report, including reviewing the limit of the value of a small claim, and containing an assessment of the procedure and an extended impact assessment for each Member State; if needed, the report shall be accompanied by possible amendments	P&R	I&E	2012	oct-13
20	Report on the implementation of FD 2008/913/JHA on racism and xenophobia		Required by Article 10(2) of the FD	R	I	juil-12	déc-13

II. Evaluations planned to start in 2013 or later							
21	Study on the evaluation of the impact of free movement of EU citizens at local level		To give full effect to Article 21 TFEU by evaluating local policies for successful inclusion of mobile EU citizens in their host Member State and identifying good practices	R	E	janv-13	Q3 2013
22	Study for the development of an e-training tool for local administrations on EU free movement rights		To give full effect to the right to free movement under Article 21 TFEU by ensuring that local administrations are fully aware of the free movement rights of EU citizens and know how to give effect to these rights,	P	E	H2 2013	2014
23	Study on how to facilitate the exercise of the right to free movement by solving problems encountered by mobile EU citizens in relation to identity and travel documents.		To give full effect to the right to free movement under Article 21 TFEU by solving problems encountered by citizens moving and residing in other Member States than their own in relation to identity cards and passports.	P	E	2013	2014
24	Study on challenges faced by institutional actors in the delivery of electoral rights of EU citizens and on options to improve and facilitate the delivery and exercise of these rights		To give full effect to EU citizens' electoral rights under Article 22 TFEU including by developing an IT tool to improve and facilitate administrative cooperation in this context	P&R	E	H2 2013	2014

25	2013 Consumer Awareness Campaign (Ex-post evaluation)		The European Consumer Agenda (COM(2012) 225 final) foresees a EU-wide consumer awareness campaign, as part of the European Year of Citizens, to increase knowledge about consumer rights	R	E	juil-14	déc-14
26	Report on the implementation of Council Decision 2009/426/JHA on the strengthening of Eurojust	N° 102 CWP 2012	Requirement in the Council Decision (Art.41a)	R	E	2013	2014
27	Report on Decision 568/2009/EC on the European Judicial Network		Art. 19 foresees that Commission shall prepare a report on the activities of the Network, accompanied, if appropriate, by proposals aimed at adapting this Decision and shall include information on the Network's activities aimed at making progress with the design, development and implementation of European e-justice, particularly from the point of view of facilitating access to justice	P&R	I&E	2013	2014
28	Implementation report on Directive 2004/113 on equal treatment between men and women in the access to and supply of goods and services		Following the interpretative Communication on the Test Achats ruling of the CJEU (C-236/09) and in line with Art 16 of the Directive, an implementation report on the whole Directive will be presented in 2014 and every 5 years afterwards	P&R	I&E	2013	2014

29	Ex-post evaluation report on Decision 2007/126/JHA establishing the Specific Programme "Criminal Justice"		Article 16 para. 3 (d) of the Decision requires the Commission to submit an ex-post evaluation report to the European Parliament and the Council	R	I&E	2013	déc-14
30	Ex-post evaluation report on Decision 1149/2007/EC establishing the Specific Programme "Civil Justice"		Article 16 para. 3 (d) of the Decision requires the Commission to submit an ex-post evaluation report to the European Parliament and the Council	R	I&E	2013	déc-14
31	Ex-post evaluation report on the implementation and results of Decision 779/2007/EC establishing the Specific Programme "Daphne III"		Article 15 para. 3 (c) of the Decision requires the Commission to submit an ex-post evaluation report to the European Parliament and the Council	R	I&E	2013	déc-14
32	Ex-post evaluation report on Decision 2007/252/JHA establishing the Specific Programme "Fundamental Rights and Citizenship"		Article 15 para. 3 (d) of the Decision requires the Commission to submit an ex-post evaluation report to the European Parliament and the Council	R	I&E	2013	déc-14

33	Ex-post evaluation report on Decision 1150/2007/EC establishing the Specific Programme "Drug Prevention and Information"		Article 15 para. 3 (d) of the Decision requires the Commission to submit an ex-post evaluation report to the European Parliament and the Council	R	I&E	2013	déc-14
34	Ex-post evaluation report on the Directive 2008/122/EC of the European Parliament and of the Council of 14 January 2009 on the protection of consumers in respect of certain aspects of timeshare, long-term holiday product, resale and exchange contracts		Article 17 of the Directive requires the Commission to submit a report to the European Parliament and the Council	R	I&E	2013	févr-14
III. Other ongoing or planned studies							
35	Comparative Study on cloud computing contracts		Initiative on cloud computing contracts	P	E	janv-13	mars-13
36	Comparative law Analysis of consumer laws in selected Member States and the proposed Common European Sales Law		The Commission wishes to complement its knowledge base in order to fully assist the ongoing legislative process on the Common European Sales Law proposal	P	I&E	févr-13	juin-13

37	Behavioural economics study testing standardised information notice for consumers on the Common European Sales Law		Identify the most effective presentation of standardised information notice for consumers based on practical behavioural experiments	P	E	juil-13	avr-13
38	Comparative law study on the substantive insolvency legislation of the Member States		To have a comprehensive overview of Member States' legislation on insolvency (both procedural and substantive aspects), in order to develop policy on approximation of insolvency laws to promote the rescue culture and second chance for entrepreneurs	P	E	2013	2014
39	Study on Judicial cooperation, Mutual Legal Assistance and Extradition between the EU and its Member States and Latin American countries of drugs traffickers and other drugs-related crimes offenders		The study will assess EU international judicial cooperation tools and agreements concerning offences related to drug trafficking with the main cocaine producers and transit countries of Latin America and the Caribbean. Ways to enhance the framework for Mutual Legal Assistance or extradition agreements with Latin American and Caribbean countries will also be explored	R&P	E	mars-12	juin-13

40	Study on performance indicators in drug law enforcement		The study will conduct a first inventory/ assessment of priority setting of law enforcement organisations in the field of drugs in MS, as well as the measurements and indicators used to measure success. This would provide important information for the development of the key indicator on drug supply reduction, which aims to collect data and information on the type, effectiveness and efficiency of law enforcement responses to the drugs problem	P	E	2013	2014
41	Development and implementation of EU minimum quality Standards in Drug Demand Reduction		The study will verify acceptability, impacts and obstacles, costs of introducing standards and implementation models in different national settings, looking into the necessary level of detail of a possible Council Recommendation. The study shall have a broad consultation component to enhance the debate and to develop a bottom-up approach at the national/ regional level			2013	2014
42	Study on a further analysis of the EU illicit drugs market and responses to it – responding to future challenges		The study will address some key aspects and mechanisms in EU's illicit drugs market that are still inadequately understood, providing a detailed analysis of the size and share of the EU illicit drugs market	R&P	E	mai-11	nov-12

43	Comparative legal study on the implementation of mutual recognition of orders to freeze and confiscate criminal assets in the European Union		The objective of the study is to contribute to improving the recognition and enforcement of orders to freeze and confiscate criminal assets in the European Union by providing detailed comparative law analysis of national laws and proposals	R&O	E	oct-12	juin-13
44	Study on criminal sanction legislation and practice in representative Member States		The objective of the study is to achieve a better understanding of the basic legislative structure and of the practice of the national criminal law sanction systems in 11 Member States to assist the EU legislator in ensuring added value in the future adoption of substantive criminal law	R&P	E	mai-13	déc-13
45	Study on minimum sanctions in the EU Member States		The study aims at assessing the legislation and court practice of the Member States on common ground and differences regarding minimum sanctions	R&P	E	déc-12	sept-13
46	Study to collect data on children's involvement in judicial proceedings in the EU and Croatia		Implementation of the EU Agenda for the rights of the child in the area of child-friendly justice; Inform policy development and implementation	R	E	sept-12	août-14
47	Study to evaluate legislation, policy and practice on child participation in the EU and Croatia		Promotion of rights of the child in implementation of the EU Agenda for the rights of the child	R	E	nov-12	nov-13

48	Study to collect data on missing children in the EU		Implementation of the EU Agenda for the rights of the child	R	E	juil-12	juil-13
49	Comparative study of bilateral agreements on data exchange in the law enforcement area concluded by MS with the US		To prepare the data protection agreement with the US	P	E	août-12	janv-13
50	Study for an update of the legal framework, institutional structures and practices regarding the protection of personal data in India		To prepare a possible Commission Decision on adequacy	P	E	sept-12	févr-13
51	Study on reasonable accommodation in the anti-discrimination field		To assess the effectiveness of the reasonable accommodation provision in the existing EU anti-discrimination directives and to provide input on this issue to the on-going co-decision procedure on the proposal for a directive on implementing the principles of equal treatment between persons irrespective of religion, or belief, disability, age or sexual orientation	P/R	E	2013	tbc

52	Study on Equality beyond employment on grounds of religion of belief, disability, age and sexual orientation		To provide an overview of the current legislation and national case law. Focus on the scope of the 2008 proposal: access to goods and services (incl. housing), social protection (incl. healthcare) and education. To provide input on this issue to the on-going co-decision procedure on the proposal for a directive on implementing the principles of equal treatment between person irrespective of religion, or belief, disability, age or sexual orientation	R	E	2013	tbc
53	Study in the field of gender equality		To support the Commission with the monitoring of compliance of the national laws and practices with the EU gender equality <i>acquis</i>	R	E	2013	
54	Report on the implementation of the EU framework of national Roma integration strategies	CWP N° 31	Assessment of the implementation of the National Roma Integration Strategies	R	I	début 2013	mai-13
55	Study on the economic case for policies and initiatives fighting discrimination		To analyse the economic benefits that equality brings to society	P	E	2013	2014

Actions stemming from the AAR, audit recommendations and the Synthesis Report

1. Actions stemming from reservations made in AAR					
n.a.					
2. Actions taken to implement audit recommendations affecting the DoA					
n.a.					
3. Ongoing actions stemming from the Synthesis Reports					
Action from Synthesis Report	ABB activity	Expected result	Timetable for implementation	Responsible unit	Mid-term progress review
The working methods of the Commission 2010-2014 provide that "The Member of the Commission and the Director-General meet at least twice a year in order to discuss the internal control weaknesses highlighted or the caveats expressed in the services' annual activity report and the action plans devised in order to remedy them."		According to ICS 9 DG Justice prepares bi-annual report to the Commissioner on finance and internal control	Twice a year	SRD.01	
Based on the information provided by the APC, the Commission took note of the progress made in implementing the audit recommendations and instructs the Services to continue this work. Directors-General and Heads of Service should ensure that the outstanding recommendations are given due attention.		Reporting on progress on audit recommendations is ensured through AOS report, bi-annual reports to the Commissioner and the AAR	Twice a year	SRD.01- coordination and all	

Communication Strategy

Justice, Fundamental Rights and Citizenship are areas of immediate concern to citizens and businesses alike. Policy developments have a significant effect on their everyday lives and thus require full transparency and dialogue during the policy making cycle, as well as awareness raising and showcasing of results once initiatives are adopted and implemented.

In 2013 DG Justice will continue to **engage citizens and stakeholders in the decision making process** through relevant consultations ahead of shaping measures, and extensive **communication actions accompanying proposals by the Commission** included in this Management Plan, such as the modernising of the law on Package Travel, the Citizenship Report, the creation of the European Public Prosecutor's Office, the Recommendation on Roma integration, as well as the initiatives on service of documents in civil and commercial matters, and on safeguards for vulnerable suspects or accused persons.

Communication to stakeholders and other audiences will also continue on **major proposals DG Justice made in the previous years**, such as the Common European Sales Law, Women on boards and Data Protection Reform, now being discussed with the Parliament and the Council of Ministers.

Other communication measures such as the planned campaigns on Consumer Rights, Violence against Women, Anti-Discrimination, and Consular Protection, will aim to raise **awareness of existing legislation** in the area of justice, among citizens, public authorities, civil society and other actors in the field, and thus support the successful implementation of EU law.

All communication actions accompanying DG Justice policies are grouped around two priorities, each falling under the **two corporate communication priorities**:

Justice for citizens (part of Citizens' Europe priority): making it easier for people to fully benefit from their rights and the opportunities the EU offers; ensure that citizens' fundamental rights are respected in all EU countries, and that they can rely on the same level of protection everywhere in the EU

Justice for growth (part of Economic Recovery priority): cutting red tape and giving businesses the legal certainty they need, making it easier for them to trade cross-border ; making sure consumers get a fair deal when they shop cross border and a right to redress when things go wrong.

Improving the efficiency of justice within the EU is one of the priorities of the Annual Growth Survey 2013. DG Justice will present and communicate on a "**Justice scoreboard**" to monitor and compare judicial efficiency in the Member States, focusing on indicators such as the length and effectiveness of procedures, which are strongly linked to improving the business and investment climate.

Details of communication activities planned for 2013 and falling under the corporate communication priorities are listed in the table below.

In addition to implementing these pro-active communication measures, DG Justice will remain prepared to respond promptly and clearly to developments throughout the year and to concerns raised by the public.

CITIZENS' EUROPE – Justice for citizens

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
Policy objective Enhance judicial cooperation in criminal matters and thus contribute to creating a genuine European Area of Justice								
Policy output Legislative proposal on the protection of the euro and other currencies								
1	<ul style="list-style-type: none"> • Inform that euro and other currencies are equally and strongly protected against counterfeiting across the EU 	tbd	<ul style="list-style-type: none"> • citizens • legal professions 	<ul style="list-style-type: none"> • Press press release • Web Update on JUST website, News item 	01/2013	n.a.	n.a.	0
Policy objective Ensure civil proceedings are conducted efficiently to facilitate co-operation in civil matters between authorities in order to make people's lives easier								
Policy output Legislative proposal for dispensing with the formalities for the legalisation of documents between Members States								
1	<ul style="list-style-type: none"> • explain as clearly as possible the current situation and its consequences for citizens • achieve awareness and build support for the proposals 	<ul style="list-style-type: none"> • making life easier for citizens • cutting the red tape 	<ul style="list-style-type: none"> • citizens, • stakeholders • legal professions 	<ul style="list-style-type: none"> • Press press release • Web Update on JUST website, News item 	01/2013	n.a.	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Prevent and reduce drug use, drug dependence and drug-related harm</p> <p>Policy output Legislative proposal improving the effectiveness of the EU's response to new psychoactive substances</p>								
1	<ul style="list-style-type: none"> • build up support for the proposal. • raise awareness about EU drugs policy-making. • position the Commission as a relevant player in EU drugs policy-making. 	tbd	<ul style="list-style-type: none"> • citizens • stakeholders 	<ul style="list-style-type: none"> • Press press release • Web Update on JUST website, News item 	02-03/ 2013	n.a.	n.a.	0
<p>Policy objective Simplify cross-border trade in the Internal Market and strengthen consumer confidence</p> <p>Policy output Revision of the Directive on Package Travel, Package Holidays and Package Tours</p>								
1	<ul style="list-style-type: none"> • raise awareness on the new legislative initiative • explain as clearly as possible the problems and flaws associated with the current rules • show the benefits with the Commission's proposal for a revised Directive 	<ul style="list-style-type: none"> • enable consumers to make informed choices when they purchase their holidays • make the consumer feel confident when purchase a travel package • contribute to growth by making the internal market work better, providing for 	<ul style="list-style-type: none"> • Member States (national enforcers and ministries) • Consumers • Businesses 	<ul style="list-style-type: none"> • Press press release, Memo, (Possibly, article placement in specialised and general press) • Web Update on JUST website, News item SM announcements <p><i>More details in dedicated communication plan</i></p>	03/2013	• Web and social media	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
		more choice for consumers and simplifying the rules for businesses						

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Increase integration of gender equality and non-discrimination objectives in the Europe 2020 strategy and all EU policies, for the benefit of all members of society</p> <p>Policy output Campaign on Violence Against Women</p>								
1	<ul style="list-style-type: none"> reaffirm that the EU is committed to fight all forms of violence against women (including FGM). raise awareness on men's role in ending violence against women Inform women of their right to a life without violence and that there are support services available. 	Messages will be selected at a later stage.	The exact target groups will be defined at a later stage.	<ul style="list-style-type: none"> Sub-site on Justice on Europa on violence against women Audio messages Seminar for journalists <p><i>More details in dedicated campaign plan</i></p>	03/2013	n.a.	Finalised in December 2012.	Around 600 000€
<p>Policy objective Increase integration of gender equality and non-discrimination objectives in the Europe 2020 strategy and all EU policies, for the benefit of all members of society</p> <p>Activity Event on female genital mutilation</p>								
1	<ul style="list-style-type: none"> present the current situation and the major trends on FGM raise awareness on FGM 	tbd	<ul style="list-style-type: none"> NGOs MEPs 	Seminar, Brussels	03/2013			60.000 Euro

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Promote EU citizenship across the EU in order to turn it into a tangible reality, in particular regarding free movement and taking part in elections</p> <p>Policy output Communication on Preparing for the 2014 European elections: promoting citizens' participation and enhancing transparency of democratic life in the European Union and Recommendation for enhancing transparency and legitimacy of the European elections</p>								
	<ul style="list-style-type: none"> • raise awareness on EU citizens' electoral rights • encourage participation in the EP elections • safeguard the legitimacy and respect of democratic principles • enhance the transparency of these elections and • encourage the emergence of a European public sphere 	tbd	<ul style="list-style-type: none"> • Citizens • Institutional stakeholders including Member States European and national political parties 	<ul style="list-style-type: none"> • Press press release, Memo, (Possibly, article placement in specialised and general press) • Web Update on JUST website, News item SM announcements 	Q1 2013	<ul style="list-style-type: none"> • Audiovisual Service • Web and social media • Public opinion and media monitoring • Communicating with journalists • Representation • EDCCs 	n.a.	0
<p>Policy objective Simplify cross-border trade in the Internal Market and strengthen consumer confidence</p> <p>Policy output Communication on the Justice Scoreboard</p>								
1	<ul style="list-style-type: none"> • raise awareness on the Communication • build up support to the approach chosen 	tbd	<ul style="list-style-type: none"> • citizens • legal practitioners • judicial and law enforcement authorities 	<ul style="list-style-type: none"> • Press press release • Web Update on JUST website, News item 	03-04 /2013	n.a.	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Strengthen the respect of the European Charter of Fundamental Rights (including the rights of the child)</p> <p>Policy output Annual report on the application of the EU Charter of Fundamental Rights</p>								
1	<ul style="list-style-type: none"> • raise awareness on Fundamental rights and of appropriate authority to seek redress in case of violation of fundamental rights 	tbd according to findings of the report	<ul style="list-style-type: none"> • citizens • media • judicial and law enforcement authorities 	<ul style="list-style-type: none"> • Press Press Release, MEMO, Press conference and technical briefing • Publication and distribution of the Report in all official languages 	04/2013	n.a.	n.a.	70.000 Euro
<p>Policy objective Increase integration of gender equality and non-discrimination objectives in the Europe 2020 strategy and all EU policies, for the benefit of all members of society</p> <p>Policy output Annual Progress Report on Equality between women and men in the EU</p>								
1	<ul style="list-style-type: none"> • monitor and analyse progress in the five priority areas defined in the Strategy for equality between women and men 2010-2015: economic independence, equal pay, gender balance in decision-making • put a stop to gender-based violence, gender equality in external actions 	<ul style="list-style-type: none"> • closing gender gaps is crucial to recover from the crisis and meet the objectives of Europe 2020. • progress remains slow and uneven in areas such as (reconciliation between work and private life) 	<ul style="list-style-type: none"> • stakeholders • citizens • media 	<ul style="list-style-type: none"> • Press Press Release, MEMO, Press conference and technical briefing • Publications Printing and distribution of the publication (printed and online) 	04/2013	n.a.	n.a.	Internal resources

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
Policy objective								
Promote EU citizenship across the EU in order to turn it into a tangible reality, in particular regarding free movement and taking part in elections								
Policy output								
Citizenship Report, including report on progress towards effective EU citizenship								
1	<ul style="list-style-type: none"> • raise awareness of EU citizens' rights • collect suggestions to improve enforcement 	The Commission is listening to citizens' concerns, looking into obstacles to their rights and opportunities and proposing concrete solutions to make their daily lives easier, notably when moving around in the EU	<ul style="list-style-type: none"> • citizens • relevant MS authorities • NGOs 	<ul style="list-style-type: none"> • Press IP, Memo, Press Conference, article placement, Euronews Right on episode • Web updates on JUST website and SM accounts • Audiovisual video message by VP Reding • Public opinion - wide public consultation in 2012 - Eurobarometer flash surveys on EU citizenship and political rights (January 2013) - Eurostat statistics in focus on EU citizenship and free movement (February 2013) • Publications publication of the report in citizen friendly format - paper and web; distribution through EC networks, to stakeholders and other multipliers; distribution in all citizens dialogues organised within EYC and in 9th of May events 	9 /05/ 2013	<ul style="list-style-type: none"> • Audiovisual Service • Web and social media • Public opinion and media monitoring • Communicating with journalists • Representation • EDCCs 	n.a.	500.000 Euro

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
				<ul style="list-style-type: none"> • Events - EP hearing with VP Reding (Brussels 19 February 2013) - citizens dialogues organised by COMM within the EYC; <p><i>More details in dedicated communication plan</i></p>				
<p>Policy objective Ensure civil proceedings are conducted efficiently to facilitate co-operation in civil matters between authorities in order to make people's lives easier</p> <p>Policy output Revision of the Regulation on Service of Documents in civil and commercial matters</p>								
1	<ul style="list-style-type: none"> • raise awareness of the new legislative initiative • explain as clearly as possible the problems and flaws associated with the current rules • show the benefits with the Commission's proposal for a revised Directive 		<ul style="list-style-type: none"> • citizens • media • judicial and law enforcement authorities 	<ul style="list-style-type: none"> • Press IP, Memo and briefings for presentations to the public • Web Updates on JUST website and SM accounts 	06/2013	n.a.	n.a.	0
<p>Policy objective Prevent and reduce drug use, drug dependence and drug-related harm</p> <p>Policy output Legislative proposal laying down minimum provisions relating to criminal acts and penalties in relation to drug trafficking</p>								
1	<ul style="list-style-type: none"> • build up support for the proposal. • raise awareness about EU drugs policy-making. • position the Commission as a 	Tbd	<ul style="list-style-type: none"> • citizens • stakeholders 	<ul style="list-style-type: none"> • Press press release • Web Update on JUST website, News item 	06/2013	n.a.	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
	relevant player in EU drugs policy-making.							

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Strengthen EU law on matters related to non-discrimination and gender equality and ensure it is effectively applied in all Member States</p> <p>Policy output Report on the application of the Recast Directive (2006/54/EC), including the equal pay principle</p>								
1	<ul style="list-style-type: none"> • give an overview of the state of implementation of the Recast Directive national level • raise awareness on equal pay principle and to give guidance on job classification systems to help employees enforce the equal pay right in practice. 	tbd according to findings of the report	<ul style="list-style-type: none"> • citizens • media • judicial and law enforcement authorities 	<ul style="list-style-type: none"> • Press Press Release, MEMO, Press conference and technical briefing 	06/2013	n.a.	n.a.	0
<p>Policy objective Simplify cross-border trade in the Internal Market and strengthen consumer confidence</p> <p>Policy output Revision of the Directive on Misleading and Comparative Advertising</p>								
1	<ul style="list-style-type: none"> • raise awareness of the problem of unfair commercial practices that businesses face in cross-border relations • stimulate discussion on the level of protection that should be afforded to businesses as compared to consumers • present Commission's options for possible 	<ul style="list-style-type: none"> • Protecting small businesses which are Europe's main engine of growth, Protecting honest businesses against scams <i>messages will be further defined according to options presented in the Communication.</i> 	<ul style="list-style-type: none"> • businesses • vulnerable micro-enterprises, small businesses and independent professionals • citizens (consumers) 	<ul style="list-style-type: none"> • Press press release • Web Update on JUST website, News item 	10/2013	n.a.	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
	solutions in this field, in particular the need for stronger enforcement							
<p>Policy objective Strengthen EU law on matters related to non-discrimination and gender equality and ensure it is effectively applied in all Member States</p> <p>Policy output Joint implementation report on the two anti-discrimination Directives (2000/43/EC and 2000/78/EC)</p>								
1	<ul style="list-style-type: none"> • give an overview of the state of implementation of the anti-discrimination rules at national level • raise awareness on anti-discrimination rights and of appropriate authority to seek redress in case of violation of those rights. 	tbd according to findings of the report	<ul style="list-style-type: none"> • citizens • media • judicial and law enforcement authorities 	<ul style="list-style-type: none"> • Press Press Release, MEMO, Press conference and technical briefing 	11/2013	n.a.	n.a.	
<p>Policy objective Ensure better access to justice and strengthen the protection of people involved in criminal proceedings, in particular of victims</p> <p>Policy output Initiative to improve compensation for victims of crime</p>								
1	<ul style="list-style-type: none"> • raise awareness of current issues relating to insufficient compensation to victims of crime in the EU; • promote EU-wide common minimum standards in this area to increase mutual trust; 	<ul style="list-style-type: none"> • the role and needs of victims in criminal proceedings are not sufficiently addressed and the level of victims' rights differs significantly across the EU. • need to 	<ul style="list-style-type: none"> • relevant organisations and stakeholders • citizens 	<ul style="list-style-type: none"> • Press press release • Web Update on JUST website, News item 	Q4 2013	n.a.	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
		reinforce existing national measures on compensation • making crime victims' needs a central part of the justice systems, alongside catching and punishing the offenders.						
<p>Policy objective Ensure better access to justice and strengthen the protection of people involved in criminal proceedings, in particular of victims</p> <p>Policy output Legislative package on procedural rights: Initiatives on presumption of innocence, legal aid and procedural rights for suspected or accused persons who are vulnerable in criminal proceedings</p>								
1	<ul style="list-style-type: none"> raise awareness on the issues related to the legislative proposals build up support to the approach chosen 	tbd	<ul style="list-style-type: none"> citizens legal practitioners judicial and law enforcement authorities 	<ul style="list-style-type: none"> Press press release Web Update on JUST website, News item 	Q4 2013	n.a.	n.a.	0
<p>Policy objective Ensure civil proceedings are conducted efficiently to facilitate co-operation in civil matters between authorities in order to make people's lives easier</p> <p>Policy output Proposal on mutual recognition of the effects of certain civil status documents</p>								
1	tbd	tbd		<ul style="list-style-type: none"> Press press release Web Update on JUST website, News item 	Q4 2013	n.a.	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Promote EU citizenship across the EU in order to turn it into a tangible reality, in particular regarding free movement and taking part in elections</p> <p>Policy output <i>Possible</i> adoption by the Council of the Directive on consular protection</p>								
1	<ul style="list-style-type: none"> raise awareness about this right attached to EU citizenship status and about the website as a tool helping citizens in exercising this right 	tbd	<ul style="list-style-type: none"> citizens travelling or residing outside the EU multipliers (professionals of travel industry, stakeholders working with expatriates etc) 	<ul style="list-style-type: none"> Press Press Release, MEMO Publications Production and dissemination of a leaflet Advertisement campaign Audiovisual Promotional video and viral distribution Web Update on JUST website, News item, SM announcements Re-vamping of website on consular protection Events Participation in events organised by DG ENTR on tourism 	Q4 2013	<ul style="list-style-type: none"> Web and social media 	n.a.	1.100.000 Euro
<p>Policy objective Increase integration of gender equality and non-discrimination objectives in the Europe 2020 strategy and all EU policies, for the benefit of all members of society</p> <p>Activity Communication on female genital mutilation</p>								
1	<ul style="list-style-type: none"> raise awareness on the Communication 	tbd	<ul style="list-style-type: none"> NGOs MEPs Citizens Member States 	<ul style="list-style-type: none"> Press Press Release Web Update on JUST website, News item Synergies with Violence against Women+FGM 	25/11/2013	n.a.		

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
				Campaign				
<p>Policy objective Increase integration of gender equality and non-discrimination objectives in the Europe 2020 strategy and all EU policies, for the benefit of all members of society</p> <p>Policy output European Day of People with Disabilities</p>								
1	<ul style="list-style-type: none"> encourage cities to enter the competition; raise awareness of the award and the importance of accessibility. 	<ul style="list-style-type: none"> accessibility is a pre-condition for persons with disabilities to enjoy their rights and participate actively in society Improved accessibility brings lasting economic and social benefits to cities 	<ul style="list-style-type: none"> potential applicants stakeholders and multipliers persons with disabilities, industry and service providers 	<ul style="list-style-type: none"> Press IP, Press Conference, Web Update on JUST website, web presentation; News item, Promote on partner/ relevant sites; Online application form and online evaluation platform (with restricted access for jury members in all member states) Mailings of info pack (IP, memo, etc) Relevant information networks (EDICs, EEN, ECC-Net), Stakeholders endorsement Publications Brochure with good practices (after the end of the competition) in a user-friendly and attractive format: online version and distribution to relevant audience Audiovisual Video clips (for the ceremony, and souvenir clip), photo reportage of the 	3/12/2013	<ul style="list-style-type: none"> Audiovisual Service Web and social media Public opinion and media monitoring Communicating with journalists 	n.a.	350.000 Euro

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
				ceremony • Event: <i>Award ceremony in Brussels</i> • Ex-post evaluation, monitoring media coverage • Speech by VP Reding at award ceremony • Audiovisual: Stockshots by COMM • SM updates				
Horizontal activities								
<i>Right on Magazine on Euronews</i>								
1	• raise awareness among EU citizens about their rights under EU law	• Underlying message: The EU is working to build a European Area of Justice, to find solutions to cross-border problems, to protect your rights. • Thematic messages will be developed for each episode	• Euronews viewership (citizens, companies, stakeholders, institutional partners)	• Audiovisual: production, broadcasting and distribution of 24 episodes of the magazine	2013 (All year, every other week)	n.a.	n.a.	1.200.000 Euro

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
Policy objective								
Simplify cross-border trade in the Internal Market and strengthen consumer confidence								
Activity:								
Promote the Common European Sales Law (CESL)								
1	<ul style="list-style-type: none"> gain support for the CESL proposal among stakeholders. achieve speedy resolution of negotiations. 	<ul style="list-style-type: none"> The CESL is a win-win situation. It will allow businesses the choice to save costs by using one contract law and one I.T. platform to trade to 26 other countries. It will allow consumers to have more choice of products at cheaper prices whilst giving them a high level of consumer protection. 	<ul style="list-style-type: none"> Business and consumer organisations Member States governments and Judiciary. Incoming Presidencies. 	<ul style="list-style-type: none"> Press Continuous media monitoring, with particular attention paid to national debates, updated country fiches for events and visits of high officials in various MS; article placement in specialised magazines, Op-eds placement Events: - Stakeholders events, presentations. - CCBE event (January - Brussels), - Westminster legal forum (tbc March - London) Audiovisual Video presentation and simulation for CESL use - both consumer and business angle - promotion on web, SM and use in presentations; distribution through EC networks (EDICs, ECCnet, EEN, etc.) 	2013 (All year)	<ul style="list-style-type: none"> Media monitoring Comm B - Reps 	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Simplify cross-border trade in the Internal Market and strengthen consumer confidence</p> <p>Activity: Campaign on Consumer Rights</p>								
1	<ul style="list-style-type: none"> • create confidence and defuse worries about potential problems or complexity of legislation and obtaining redress. <p>A successful campaign will ensure that more consumers and traders:</p> <ul style="list-style-type: none"> • remember the key consumer rights • are aware that these are EU wide guaranteed rights • know where to find comprehensive, comprehensible and easily accessible information on consumer rights and means of redress. 	tbd	<ul style="list-style-type: none"> • Consumers and traders in EU • To be further specified following ex-ante evaluation 	tbd following ex-ante evaluation	2013	Synergies with EYC	On-going	800.000 Euro (DG Just)
<p>Policy objective Increase integration of gender equality and non-discrimination objectives in the Europe 2020 strategy and all EU policies, for the benefit of all members of society</p> <p>Policy output Stop-Discrimination Campaign and Journalist Award – 10 Year edition</p>								
1	<ul style="list-style-type: none"> • raise awareness on discrimination based on ethnic/racial origin, religion/belief, 	Messages will be selected at a later stage.	Target groups will be defined after the ex-	To be defined on the basis of the findings of the ex-ante evaluation	2013	n.a.	2013	Around 3.5 million Euro

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
	disability, sexual orientation or age and diversity among the citizens.		ante evaluation.					

ECONOMIC RECOVERY – Justice for growth

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Simplify cross-border trade in the Internal Market and strengthen consumer confidence</p> <p>Policy output Communication on the Regulation on the Small Claims procedure</p>								
1	<ul style="list-style-type: none"> inform on planned actions of the Commission build broad support for future initiative 	<ul style="list-style-type: none"> European citizens and companies should not be deterred from benefiting from opportunities offered by single market because of lack of effective redress in cross border cases. European Small Claims Procedure should be adjusted to fully meet their expectations. 	<ul style="list-style-type: none"> Consumers SMEs and industry legal practitioners. 	<ul style="list-style-type: none"> Press press release, Euronews Right on episode Web Update on JUST website, News item Publications Printing and distribution of two guides one, for the legal practitioners and another one for the users/citizens 	03/2013	n.a.	n.a.	Internal resources
<p>Policy objective Strengthen EU law on matters related to non-discrimination and gender equality and ensure it is effectively applied in all Member States</p> <p>Policy output European Accessibility Act: legislative initiative to improve accessibility of goods and services in the internal market</p>								
1	<ul style="list-style-type: none"> increase awareness of EU Disability Strategy and forthcoming initiatives; build consensus on 	<ul style="list-style-type: none"> Persons with disabilities and older persons encounter barriers in their access to 	<ul style="list-style-type: none"> Citizens; People with disabilities, including the elderly, and 	<ul style="list-style-type: none"> Press IP, memo, Article placement in general and/or specialised press; Press Conference, technical briefing; Euronews 	Q2 2013	<ul style="list-style-type: none"> Audiovisual Service Web and social media Public opinion 	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
	EU harmonisation of accessibility standards; • support for the European Accessibility Act.	goods and services, their access to education and employment and their right to free movement. • The Accessibility Act will improve the EU markets for accessible goods and services, will promote public procurement and reduce costs of compliance through harmonised accessibility standards	their representative organisations; • Consumer organisations; • Business/ Industry, including SMEs; • Service Providers; • Public authorities in the Member States.	- news item on adoption date; magazine around the adoption date • Web Update on JUST website; News item, Promote on partner/ relevant sites; SM • Mailings of info pack (IP, memo, etc.) to relevant information networks (EDICs, EEN, ECC-Net), • Publications Reports and Strategies in a user-friendly and attractive format: on-line version and distribution to relevant audience • Audiovisual Short video messages by VP Reding, Stockshots by COMM (distribution via EbS) <i>More details in the dedicated communication plan</i>		and media monitoring • Communicating with journalists		
<p>Policy objective Strengthen EU law on matters related to non-discrimination and gender equality and ensure it is effectively applied in all Member States</p> <p>Policy output Recommendation on Roma integration</p>								
1			• Member States • Local stakeholders	• Press IP, Memo and briefings for presentations to the public, journalists seminar • Web Updates on JUST website and SM accounts	05/2013	n.a.	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Increase integration of gender equality and non-discrimination objectives in the Europe 2020 strategy and all EU policies, for the benefit of all members of society</p> <p>Policy output Annual report on the implementation of the EU framework of national Roma integration strategies</p>								
1	• inform on the progress in the implementation of the national Roma integration strategies.		• Member States • Local stakeholders	• Press press release • Web updates on JUST website and SM accounts	05/2013	n.a.	n.a.	0
<p>Policy objective Enhance judicial cooperation in criminal matters and thus contribute to creating a genuine European Area of Justice</p> <p>Policy output Proposal to establish a European Public Prosecutor's Office</p>								
1			• Member States • stakeholders	• Press IP, Memo and briefings for presentations to the public, journalists seminar • Web Updates on JUST website and SM accounts <i>More details in dedicated communication plan</i>	06/2013	n.a.	n.a.	n.a.
<p>Policy objective Enhance judicial cooperation in criminal matters and thus contribute to creating a genuine European Area of Justice</p> <p>Policy output Proposal to reform Eurojust</p>								
1				• Press press release • Web updates on JUST website and News item	06/2013	n.a.	n.a.	0

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
<p>Policy objective Ensure civil proceedings are conducted efficiently to facilitate co-operation in civil matters between authorities in order to make people's lives easier</p> <p>Policy output Pack of Civil Justice reports on</p> <ul style="list-style-type: none"> the application of the Regulation on jurisdiction and the recognition and enforcement of judgements in Matrimonial Matters and in Matters of Parental Responsibility (Brussels IIa) the application of the Regulation on the European Protection Order the application of the Regulation on cross-border taking of evidence in civil and commercial matters 								
1	<ul style="list-style-type: none"> raise awareness of the civil justice instruments inform about the application of the instruments enhance Commission visibility in the area of Civil Justice 	Tbd - according to the findings of the Reports	<ul style="list-style-type: none"> Consumers SMEs and industry legal practitioners 	<ul style="list-style-type: none"> Press press release Web Update on JUST website, News item 	10/2013	n.a.	n.a.	n.a.
<p>Policy objective Simplify cross-border trade in the Internal Market and strengthen consumer confidence</p> <p>Policy output Legislative proposal on amendment of the Regulation establishing European Small Claims Procedure</p>								
1	<ul style="list-style-type: none"> build up support for the proposal. raise awareness about existence of the procedure, thus increasing its uptake and effectiveness. raising claim threshold will make the ESCP relevant and attractive for the SMS 	<ul style="list-style-type: none"> Further facilitations of the ESCP are needed, necessary, achievable and beneficial. 	<ul style="list-style-type: none"> Citizens Member States SMEs and industry legal practitioners. 	<ul style="list-style-type: none"> Press press release, speech, press conference Web Update on JUST website, News item 	12/2013	n.a.	n.a.	Internal resources
Horizontal activities								

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
Right on Magazine on Euronews								
1	<i>See above under Citizens' Europe</i>							

No	Communication Objective(s)	Message	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget
Policy objective Simplify cross-border trade in the Internal Market and strengthen consumer confidence								
Activity: Promote the Common European Sales Law (CESL)								
1	<i>See above under Citizens' Europe</i>							
Policy objective Promote data protection as a fundamental right and modernise the existing system for protecting personal data								
Activity Promote the EC proposal for a Reform of the EU Data Protection Framework								
1	<ul style="list-style-type: none"> raise awareness on current issues related to data protection and the impact of the new legislative framework on various stakeholders. 	<ul style="list-style-type: none"> put people in control of their personal data – especially in the context of new technologies and increasing globalisation of data flows; contribute to growth – by making the internal market work better, improving enforcement of the rules and simplifying regulation for business; The reform will also help set global standards in data protection 	<ul style="list-style-type: none"> citizens - with a focus on young people, social media users businesses in general, with IT firms and SMEs in particular 	<ul style="list-style-type: none"> Press Continuous media monitoring, with particular attention paid to national debates before events and visits by high officials in various MS Events - 28 January - Data Protection Day Web Facebook, Twitter, YouTube/EUTube, Micro-site Audiovisual Further promotion and distribution of video clips and brochures 	2013 (All year) + 28 January 2013 (Data Protection Day)	<ul style="list-style-type: none"> Audiovisual Service Web and social media Media monitoring Comm B - Reps 	n.a.	0

