



Management Plan 2020

Office for Administration and Payment of
individual entitlements (PMO)

Contents

INTRODUCTION	3
PART 1. Delivering on the Commission's priorities: main outputs for the year	4
PART 2. Modernising the administration: main outputs for the year.....	8
A. Human resource management	8
B. Sound financial management	10
C. Fraud risk management (Patty).....	12
D. Digital transformation and information management (Patty)	13
E. Sound environmental management.....	14
F. Example(s) of initiatives to improve economy and efficiency of financial and non-financial activities	15
ANNEX: Distribution of PMO's financial resources	16

INTRODUCTION

The mission of the PMO is to provide a high quality and user friendly service to current and former staff of the European Commission and many of the other EU institutions and agencies by promptly and accurately establishing and paying entitlements and claims, providing clear and relevant information and ensuring efficient and effective controls.

The PMO ensures:

- The establishment of individual financial rights for staff, pensioners and right holders;
- The payment of salaries, pensions and related entitlements;
- The reimbursement of health, mission and expert claims;
- The delivery of EU laissez-passer and handling of third-country visas for staff.

Following changes introduced on data protection and security modalities, as well as the possibility to delegate the function for the authorising officer for payments in 2020, the template for the service level agreements (SLAs) will be updated. The new SLAs will be submitted to all external clients for signature.

The activities of the PMO are highly dependent on Information Technology (IT) Systems. Increased investment to achieve certain functionalities, accompanied by roadmaps with milestones, is agreed for most projects. In 2020, the priority will be the transition to full service mode for the majority of the projects/systems.

In 2020, the PMO will also continue to invest in improving the quality of oral, written and face-to-face communication with its clients, aiming for clear non-technical messages, with particular attention devoted to sensitive or complex cases. It will also work on keeping high standards of security and privacy, due to the sensitivity of the data processed.

Finally, in 2020 the PMO will have to face the consequences from the exit of the UK from the European Union in 2020, where several units of PMO will have to react rapidly to changes in the determination of rights and obligations. In addition, following the aftermath of the Covid-19 pandemic, PMO will have to take organisational measures to face the negative impact on the workload of some of the units (missions, experts).

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

PMO contributes to the Commission's general objective towards a modern, high performing European public administration by:

- ensuring at all times the correct and timely handling of all types of transactions
- offering better quality customer service
- deepening inter-institutional synergies

1. Correct and timely handling of all types of transactions

The PMO ensures the correct and timely handling of payments of salary, pension and related entitlements, as well as reimbursement of claims for medical expenses, missions and expenses incurred by experts, attending meetings.

Past experience has shown that efforts to further reduce reimbursement delays would be disproportionate. The PMO considers more cost-effective to maintain realistic reimbursement targets, while concentrating efforts on further improving the quality of file handling.

As detailed in Part 2, the internal control structures of the PMO continue to work well and are fine-tuned on a continuous basis. In 2020, the PMO will review and better document its control strategies in an effort to further improve the internal control capacity in PMO.

General objective: A modern, high performing and sustainable European Commission		
Specific objective: <i>Correct and timely handling of all types of transactions</i>		<i>Non-spending</i>
Main outputs in 2020:		
Output	Indicator	Target (by end 2020)
Sysper Rights	Visiblity of rights	June
Sysper Rights	A new online declaration for the place of origin	October
Sysper Rights	A new front office declaration for allowances received from other sources	November
Sysper Rights	A new module to manage the Entry into service/mobility	September
Unemployment application	Automation of payments	90% of payments done automatically
Payment Factory	Payment requests produced automatically	75% of payment requests produced automatically

Processing time for mission claims	Number of days	< 10 working days
Processing time for medical claims	Number of days	< 8 working days
Processing time for expert claims	Number of days	< 7 working days

2. Maintain high quality standards of customer service (even with increased workload)

Staff satisfaction with the quality of PMO's services has improved significantly since the adoption of the previous Strategic Plan. PMO aims to continue improving the user experience by focusing on the content of the services and communications provided. PMO has developed a tool to capture feedback in Staff Contact and the results are increasingly positive (approximately 80% satisfied). In 2020, the PMO will take further initiatives to generate more qualitative feedback, in view of further improving its services and quality of communications.

Improved efficiency of IT systems will also facilitate higher client satisfaction in 2020. A specific attention will be given to the continuous modernisation of existing applications, through the provision of mobile platforms (for the Missions management application MiPS and the Joint Sickness and Insurance Scheme), as well as the development of an electronic platform for direct billing with networks of hospitals/health centres.

As far as Sysper rights is concerned, the development of a "Pro Active Notification system" to inform staff of action to be carried out is considered a priority. With regard to post activity, the Front Office for pensioners was improved in the beginning of 2020 with 3 new declarations (Removal, Divorce, Professional Activity of the Spouse). Life declaration can now be validated/refused through a QR scanning process.

The PMO will furthermore offer monthly videoconferences on end of service, transfer of pension rights and pension schemes of the European institutions to agencies and other institutions.

As regards the Joint Sickness Insurance scheme (JSIS), focus will be on the implementation of the agreement with the insurance provider CZ¹ for JSIS beneficiaries in the Netherlands; the modernisation of accounting and reporting tools; and the negotiation of agreements with networks of hospitals/health centres for the new Health Screening Programme, and extending them, where possible, to other medical services as well.

¹ Onderlinge Waarborgmaatschappij Centrale Zorgverzekeraars Groep Zorgverzekeraars UA & Onderlinge Waarborgmaatschappij Centrale Zorgverzekeraars Groep Aanvullende Verzekering UA

General objective: A modern, high performing European public administration		
Specific objective: <i>Maintain high quality standards of customer service (even with increased workload)</i>		<i>Non-spending</i>
Main outputs in 2020:		
Output	Indicator	Target (by end 2020)
PMO Satisfaction survey	Feedback on PMO Q4/2020	>60%
Satisfaction with Staff Contact	Analysis of “smileys”	>75%
Roll-out of MiPS mobile platform	target date	Fourth quarter of 2020
Trainings on missions for Commission staff	Number of trainings	20
Average time to reply to enquiries through the Staff Contact portal	Average time	9 days

3. Deepening interinstitutional synergies

The PMO was established in November 2002 as the paymaster's office of the European Commission. Over the years, PMO has provided an increasing number of services to different European Institutions and agencies. For example, JSIS covers all active and retired staff from all Institutions and agencies, while pensions are paid to all pensioners. Other services (establishment of rights of staff, calculating salaries and pensions, management of accidents and occupational diseases, the determination of entitlements linked to termination of service, expert reimbursements, missions costs' reimbursements, visa services, EU Laisser Passer enrolment, issuance and delivery services, etc.) are provided depending on the needs of the institution/agency concerned.

The PMO provides services for the 29.700 staff of the Commission, 17.900 staff of 9 Institutions and bodies other than the Commission and approximately 11.400 staff of the 49 agencies and 2 other bodies as well as 26.000 pensioners.

In 2020, the PMO will continue the extension of the provision of services to other Institutions and bodies who wish to use its services, such as the FRONTEX agency. All services provided are based on Service Level Agreements (SLAs). The conclusion of SLAs on new services to be provided by the PMO or to be concluded with new clients are subject to the prior approval of the Management Board supervising PMO's activities. The revenue from the charge-back of services for PMO was around EUR 12 million in 2019 (excluding revenues charged internally to other Commission Services), while Institutions may pay for PMO services through the transfer of statutory staff posts to PMO.

Agencies were already covered by the new SLAs in 2019, while these will apply to Institutions from 2020 with a transition period until 2022. PMO cooperates with central Commission services to ensure that all SLAs fully comply with the relevant legal framework (including the Financial Regulation) and that costs incurred by the PMO are appropriately charged to other institutions and agencies.

In 2020 and future years, the PMO will continue to offer every year a two-day training in Brussels for agencies and interested colleagues of other DGs and Institutions to exchange experiences and respond to questions, in addition to the organisation of specific trainings for other Institutions and Agencies concerning rights at the end of contract.

General objective: A modern, high performing European public administration		
Specific objective: <i>Deepening interinstitutional synergies</i>		<i>Non-spending</i>
Main outputs in 2020:		
Output	Indicator	Target (by end 2020)
Trainings for new SLAs	Training to staff from other institutions and agencies	One 2-day training
IT transcoding	Preparation for new clients	Completion for all institutions / agencies
IT transcoding ²	Number of clients transcoded	Completion for all institutions / agencies
Deployment of MiPS in agencies	Number of agencies onboarded	5
Trainings on missions for Institutions and agencies using MiPS	Number of trainings	10

² IT transcoding : migration of data from Sysper (statutory rights) to NAP (calculation mechanism)

PART 2. Modernising the administration: main outputs for the year

Due to difficulties in obtaining relevant information and documents from national administrations during the COVID-19 pandemic, several procedures have been temporarily simplified to ensure continuity in payments, such as of unemployment benefits and survival pensions. Declarations of honour are accepted as supporting documents until the situation returns to normal.

All information will be confirmed/verified against the official documents at that point.

The internal control framework³ supports sound management and decision-making. It notably ensures that risks to the achievement of objectives are taken into account and reduced to acceptable levels through cost-effective controls.

PMO has established an internal control system tailored to its particular characteristics and circumstances. The effective functioning of the service's internal control system will be assessed on an ongoing basis throughout the year and be subject to a specific annual assessment covering all internal control principles. The PMO will work on improving identified internal control components, in particular in the "control environment", "control activities" and "monitoring" domains.

A. Human resource management

PMO is committed to supporting gender balance in middle management. With women in middle management posts representing 43% on 1/1/2020, PMO also achieved its target of one female appointment to head of unit by early 2020 (College decision SEC(2017)359).

PMO participates in the pilot exercise for the centralisation of the Local Information Security Officer (LISO) function, which has proven to be a positive experience. The PMO LISO has been placed at the disposal of DIGIT since 01/03/2018.

Following the reception of the 2018 staff satisfaction survey results in May 2019, the PMO HR/BC team and PMO Communication team have developed a series of actions (development plan) to implement in 2020 to respond to the main concerns of PMO staff. PMO also sent this development plan to DG HR in order to reflect on HR actions at corporate level.

The Commission Fit@work policy is implemented through a multi-annual health and well-being programme that will be renewed in 2020. Since PMO's move into a collaborative

³ [Communication C\(2017\)2373 – Revision of the Internal Control Framework](#)

workspace, OIB and PMO Offices offer a wide range of activities in the shared well-being room and PMO events are organised regularly. PMO is also enlarging the well-being activity offers as much as possible.

The main outputs for 2020 include:

- Implement a strategy on the prevention of psychosocial risk for PMO staff to reduce the emotional charge of specific files. The implementation will first focus on selected teams (very serious illness/survivor pension/handicap) and will then be enlarged to all PMO staff;
- Continue to invest in the PMO communication training programme developed last year to further improve the quality of oral, written and face-to-face communication with PMO's clients, aimed at providing clear non-technical messages, with particular attention devoted to sensitive or complex cases;
- Continue to develop a local fit@work strategy in line with the fit@work Commission programme ; and enlarge the well-being activity offers through providing new sports activities, new creative activities; and the organisation of lunch-time conferences on topics such as Ergonomics, EMAS initiatives (e.g.: Zero waste), Compassion, Cardiac coherence, Sun protection, etc.
- Support the simplification of processes within the HR delivery model while ensuring business continuity and quality of service in the three PMO sites (Brussels, Luxemburg and Ispra);

In addition, PMO will continue to support communication to staff on corporate HR priorities by publishing available information on its internet and through targeted communications, when appropriate.

The following table shows the total human resources available within the Office as of 01/01/2020 (including the OLAF Supervisory Committee Secretariat – 8 posts).

ABB Activity	Officials and temporary staff	Contractual agents	Other external personnel	Total
Administration	166 (1)	440 (2)	25	631

(1) 166 job quotas available in Sysper on 01/01/2020: 40 AD and 125 AST posts and 1 SC.

(2) Total of 440 contractual agents in 01/01/2020.

Objective: PMO employs a competent and engaged workforce and contributes to gender equality at all levels of management to effectively deliver on the Commission's priorities and core business

Main outputs in 2020:

Output	Indicator	Target (by end 2020)
Encourage female appointments at middle management level	Number of female appointments to middle-management positions	One appointment by mid 2020
		Target reached on 16/02/2020

B. Sound financial management

The PMO is using internal control processes to ensure the adequate management of the risks relating to the legality and regularity of the underlying transactions for which it is responsible, taking into account the nature of commitments as well as the nature of the payments concerned. The control objective is to ensure that the estimated risk at closure does not exceed 1% of operational expenditure

The PMO will improve internal control, and in particular in the “control environment”, “control activities” and “monitoring” components. As a step towards further strengthening the role of internal control in PMO, a particular focus will be given on including internal control issues (e.g. discussion on control reports) in the management meetings as of 2020. This will ensure increased awareness and participation of PMO management in the process. An internal reorganisation will provide more coordination resources to this domain. There will also be additional focus on automation of monitoring of financial transactions and of mass payments where possible to reduce payment delays and the risk of error.

In 2020, the PMO control strategy will be revised and harmonised. All operational units were invited to update their control strategy, tailored to their specific activities and identified risks and taking into account the cost-effectiveness of controls.

The planning and execution of control activities will be closely monitored by the IC team throughout the year.

In addition, the PMO plans to launch four tenders and to finalise the process for one tender launched during the second half of 2019.

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

Main outputs in 2020:

Output	Indicator	Target (by end 2020)
Effective controls: Legal and regular transactions	Risk at payment	remains < 1 % of relevant expenditure
	Estimated risk at closure	remains < 1 % of operational expenditure
	Execution of the ex-post control plan	100% of planned controls executed
Financial transactions: continue to ensure all financial transactions are initiated and validated within the deadlines.	All financial transactions are initiated and validated within the deadlines	100 %
Budgetary situation: monitor on a monthly basis the budgetary execution of the operational budget	% of budget execution (payments) with respect to budget appropriations.	> 99 %
Implementation of the new Internal Control Framework (ICF)	Completion status of the implementation of the revised internal control framework	Focus on identified indicators for IC effectiveness for each principle.
Internal control: Risk-differentiated & cost-effective internal control systems	Degree of revised internal control strategies adopted documented and implemented in the operational units.	PMO Control Strategy will be revised in 2020
	Review status of the control systems to differentiate the frequency and/or the intensity of controls	
Efficient controls	Overall estimated cost of controls	remains <1% of funds managed

C. Fraud risk management

On 29 April 2019 the Commission adopted its latest Anti-Fraud Strategy (CAFS), with priorities relating to a stronger analytical capability, including anti-fraud cooperation and workflows, while also tightening internal monitoring systems and developing indicators to make anti-fraud action more measurable.

In PMO, the Anti-Fraud Strategy (AFS) currently in use was adopted in 2017. Its overall objective remains to improve prevention, detection and the conditions for investigations of fraud and to achieve appropriate reparation and deterrence, especially by introducing an anti-fraud strategy at PMO level. Following the revision of the CAFS, the PMO AFS will also be updated, in order to implement the new elements of the strategy.

This exercise will be launched in the second semester of 2020, and will include several actions: awareness raising measures in the form of presentations / trainings; regular presentations and discussions with the PMO management committee on the content and any possible updates. PMO will also actively seek cooperation with the Commission services and with OLAF in particular, so as to contribute to a coordinated effort towards the anti-fraud objectives.

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission Anti-Fraud Strategy (CAFS)⁴ aimed at the prevention, detection and correction⁵ of fraud

Main outputs in 2020:

Output	Indicator	Target (by end 2020)
Increased level of anti-fraud awareness through development of in house training session in collaboration with OLAF	Number of sessions conducted on anti-fraud	One to two sessions of information conducted by OLAF will be organised in PMO and for PMO (as the one made in October 2017 during the Training Days)
Implement new anti-fraud strategy	% of implementation of actions planned for 2020 in the PMO anti-fraud strategy	100%

⁴ Communication from the Commission "Commission Anti-Fraud Strategy: enhanced action to protect the EU budget", COM(2019) 176 of 29 April 2019 – 'the CAFS Communication' – and the accompanying action plan, SWD(2019) 170 – 'the CAFS Action Plan'.

⁵ Correction of fraud is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

Increase cooperation with IDOC+ Specific Training for PMO conducted by IDOC. Complete a working methodology with IDOC/OLAF.	Number of meetings/trainings with IDOC	Ad hoc meetings. Further training sessions to be conducted. Existence of a methodology by 2022 which is applied
Follow-up of OLAF and IDOC cases	Percentage of OLAF and IDOC recommendations implemented for which follow-up has been established	100% followed-up
JSIS specific: - Follow up of potential fraud cases concerning the reimbursement of medical and accident insurance expenses. (cases identified via ex-ante and ex-post controls and through the daily processing of reimbursement requests)	Percentage of potential fraud attempts being successfully followed up (analysis, clarification requests, IDOC/ OLAF notification if deemed necessary)	100% followed-up

D. Digital transformation and information management

PMO is implementing the core principles for the most important IT systems (AGM – Assmal2 – Sysper Rights) in line with the 2018 European Commission Digital Strategy⁶, and has presented its Digital Solutions Modernisation plan to the ITCB. The IT and data governance will also be further developed within PMO in 2020 (including roles and responsibilities, internal vs corporate governance) in line with the corporate approach. Following this exercise, the PMO IT Taskforce organigramme will be aligned to reflect the Digital Strategy.

During 2020, the management of unemployment will be integrated in SYSPER and in NAP under the project “Sysper Post Activity”. At present, all payments of unemployment allowances are carried out manually in ABAC, for the almost 2000 beneficiaries.

Sysper Post Activity will also offer a FRONT OFFICE (FO) to the unemployed and enable them to claim their rights to the allowance and family related rights. FO will offer a secure exchange of the information between PMO and the unemployed. Supporting documents will be uploaded by the beneficiaries directly to the system. Front Office is expected to go in production by the end 2020. Other improvements of Sysper Post Activity will follow later on

⁶ https://ec.europa.eu/info/sites/info/files/file_import/digitally-transformed_user-focused_data-driven_commission_en.pdf.

in the beginning of 2021: Tutorship, Phase out of FIXPEN, adaptation of Pension requests to other Institutions/Agencies

Other important developments in 2020 concern the PMO Mobile application. This mobile-first web application will allow users to access medical, mission, expert and post activity functionalities from their phone and tablet. Already in 2020, the application allowed staff to view and request insurance information as well as declare medical absences directly from their mobile phones. This application will fit in the mobile strategy for the HR family.

With regard to the possibility to replace the NAP payroll, this will need to be reevaluated, as it would result in a major refactoring towards the existing SYSPER interfaces.

With regard to data protection and security, the Commission adopted a Data Protection Action Plan in 2018 (C(2018) 7432), aimed at ensuring compliance of all Commission departments with the new rules. In 2019, all Commission departments were asked to inform the new College about progress the Commission has made in achieving compliance with the new data protection and security rules. The PMO made tremendous efforts towards this goal through the organisation of general trainings for management and staff on regulation 2018/1725 and Commission Decision 2017/46 to all PMO units, the launch of a specific communication/awareness campaign on how to deal with data breaches and the enhancement of security measures (organisational measures within the office including control access management automation). As regards the relationships with PMO's clients, a specific presentation has been held on data protection and security requirements, in collaboration with the EDPS for the representatives of the agencies and other institutions.

During 2020, the PMO will finalise the analysis of all its notifications and data processing operations, as well as the integration of the "old notifications" into the "new register" (article 31 of the Regulation 2018/1725). As regards the relationships with the citizen, in conjunction with the work undertaken on notifications, the revision and update of privacy statements will be finalised and these have been/will be published in the front and back office platforms of the IT applications for which the PMO is the system owner. They will also be published on internal internet site of PMO.

On document management, the revision of the specific list of retention for PMO files will also come to completion in 2020. With regard to the corporate strategy for data, knowledge and information management, PMO intends to keep the number of registered documents that are not filed to a minimum. To achieve this, reports are produced and sent to the DMO correspondents in the Units.

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

Main outputs in 2020: to be completed

Output	Indicator	Target (by end 2020)
Implementation of the European Commission Digital Strategy (C(2018)7118)	Liase with ITCB on the PMO digital solutions plan. Revision of PMO Taskforce Organigramme	100%
Implementation of corporate data governance and data policies	Percentage of PMO key data assets for which corporate principles for data governance have been implemented	70%
Data Protection and Security Awareness	Percentage of staff attending awareness raising activities on data protection and security compliance	70%
Compliance with E-Domec Rules	Percentage of registered documents filed in Nomcom Files	>99%

E. Sound environmental management

The Corporate EMAS policy is implemented by the PMO . Next to the initiatives managed at central level, local actions in the PMO sites are set up for promoting an environmental-friendly working place and making better use of natural resources. Examples of achievements are:

- Abandonment of most single-use plastic in canteens and vending machines
- Acquisition of service bikes
- Water fountains in cafeterias
- Waste sorting and collection of batteries

Taking advantage of existing capabilities in the applications and platforms used, the PMO has implemented paperless workflows for the management, payment and reimbursement of files relating to representation, internal meetings and directly invoiced mission expenses incurred by Commissioners and Cabinet members. The majority of declarations and exchange of information with PMO's clients are processed through online tools. PMO is following up on the developments in the field of e-procurement and adapting its procedures to the new features where applicable.

Overall, continuing modernisation of IT systems and new ways of working resulted in a significant decrease in paper consumption and this evolution will continue in the current strategic period.

The current set-up of PMO's buildings as a collaborative 'open' space fosters sustainable ways of working and energy efficiency. The higher rate of teleworking coupled with growing use of paperless processes, collaborative tools and video-telephony reduces PMO's environmental footprint. The concept of flexible workplace has proven to be efficient and will be further explored in the future.

Taking advantage of existing capabilities in MiPS and ARES, the PMO implemented a paperless workflow for the management, payment and reimbursement of files relating to representation, internal meetings and directly invoiced mission expenses incurred by Commissioners and Cabinet members. This represents both an increase in efficiency and a significant decrease in paper consumption, given that these files represent an average 1,100 transactions per year.

With a view to reducing its environmental footprint, the Visa service has replaced, where possible, paper versions of documents by digital ones and limited visa application files to the minimum documentation required by the Embassy concerned.

In 2020, EMAS site coordination will be organised in PMO with a regular follow-up of the implementation of foreseen actions and achieved results.

Objective: PMO takes full account of its environmental impact in all its actions and actively promotes measures to reduce the related day-to-day impact of the administration and its work		
Main results and outputs in 2020: to be completed		
Output	Indicator	Target (by end 2020)
Organisation EMAS in PMO	Setup EMAS site coordination	EMAS correspondent appointed by end 2020

F. Example(s) of initiatives to improve economy and efficiency of financial and non-financial activities

Since its creation in 2003, PMO has doubled the volumes it handles and the workload is still increasing constantly. It is worth noting that under these circumstances human resources have only increased by 50% since the beginning years.

PMO has succeeded in gradually increasing economy and efficiency in the provision of services to its clients through continuing modernisation of IT systems and streamlining of processes.

The activities of the PMO are highly dependent on IT Systems. The extension of services to other institutions requires all systems underpinning the functioning of the PMO activities to absorb new activities. The IT systems are further developed in the light of this objective. Continuing efforts are conveyed to streamline procedures and business processes which underpin the organisation, extend the coverage of information systems especially for individual pecuniary rights, roll-out aspects of new systems (e.g. Payment Factory and Staff Contact), analyse the possibility to replace ageing systems in a timely manner (e.g. New payroll application) and develop the inter-institutional dimension of eServices (Payment Factory, Sysper-rights).

Roadmaps with milestones and increased investment in order to achieve certain functionalities are agreed for most projects. In 2020, the priority will be the transition to full service mode for the majority of the projects/systems:

- PMO is committed to increase effective communication with active and post-active staff and user-friendliness of the IT applications. Staff Contact, which entered into force in May 2019, represents a modern and secure information portal, in which staff can find replies to their questions, using their EU-login.
- Mobile applications for JSIS and Mips are being developed and will allow users to access certain services through their mobile phones.
- As regards the JSIS, a new electronic platform for direct billing with networks of hospitals/health centres will be made available and accounting and reporting tools will be modernized.
- Several new features foreseen for Sysper Rights/Sysper Post-activity, the Unemployment application and Payment Factory, will allow further automation and streamlining of processes.

ANNEX: Distribution of PMO's financial resources

The table below gives, based on the 2020 voted budget and PMO's own budget, the scope of the PMO's operational expenditure and shows how the PMO's available financial resources are distributed:

Activity	Payment for operational activities	Administrative expenditure (DG managed)	Total
Members of the Commission ⁽¹⁾	16,4		16,4
Officials and temporary staff ⁽²⁾	2.871,1		2.871,1
Pensions ⁽³⁾	2.133,2		2.133,2
Contract staff and SNEs ⁽²⁾	395,2		395,2
Missions/Meetings ⁽²⁾	115,3		115,3
Legal claims, interests and others	1,8		1,8
Expenditures for the mandate of the OLAF Supervisory Committee	0,2		0,2
Personnel PMO ⁽⁴⁾		38,6	38,6
Operating PMO		7,6	7,6
IT Developments PMO		10,2	10,2
Total (of financial resources managed by the PMO)	5.533,3	56,4	5.589,6
PM: Unemployment fund (off budget) ⁽³⁾	30,9		30,9
PM: Sickness Insurance Scheme (off budget) ⁽³⁾	349,5		349,5
<i>source: 2020 voted budget and PMO's own budget</i>			
⁽¹⁾ including special advisers, missions and representation costs			
⁽²⁾ European Commission, excluding PMO			
⁽³⁾ for all Institutions and agencies			
⁽⁴⁾ includes the Secretariat of the OLAF Supervisory Committee			

Key figures for Activity	Volume			
	Activity Indicator (Number of)	2019 Results as at 31/12/19	2019 Forecast (per 2019 MP)	2020 Forecast
Determination of individual rights	Staff managed members	42.500	41.000	48.200
Calculation, payment and accounting of salaries (per month)	Salaries	48.000	47.000	49.000
Calculation, payment and accounting of pensions (per month)	Pensions	25.787	25.759	28.047
Management of inward transfer pension files	Files closed	2.859	3.800	3.002
Management and payment of severance grants	Treated files	255	275	268
Management and payment of outward transfer pension files	Treated files	450	460	473
Management and payment of unemployment benefits	Treated files	2.338	2.600	2.455 ⁷

⁷ Forecast including Brexit and APA

Management and payment of medical claims of JSIS beneficiaries	Reimbursements	3.098.975	3.100.000	3.000.000
Payment of cost claims linked to accident declared by staff	Reimbursements	2.364	2.000	2.300
Management and payment of missions/authorised travel expenditure	Reimbursements	148.532	145.000	77.800
Management of requests for visa	Visas	3.742	3.900	1.750
Management of requests for laissez-passer	Laissez-passer	2.509	2.550	2.000
Management and payment of expert/candidates expenditure	Reimbursements	66.618	65.000	65.000
Management and payment of SNEs (per month)	Number of SNE files managed	610	630	630
Management of insurance claims for non-statutory staff	Insurance claims	47	37	7
Management of Staff Contact	Tickets	87.102	120.000	100.000