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European Commission

DG Internal Market and Services

Management Plan 2014

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OUR MISSION

We aim to develop a dynamic single market in order to secure a prosperous economic future for everyone in the EU.

We do this by restoring confidence and stability in the financial sector and stimulating growth and creativity in our social market economy.

NOTRE MISSION

Nous visons au développement d'un marché unique dynamique afin d'assurer l'avenir économique de tous dans l'Union.

Nous faisons cela en restaurant la confiance et la stabilité dans le secteur financier et en stimulant la croissance et la créativité dans une économie sociale de marché.

PERSONAL MESSAGE FROM THE DIRECTOR-GENERAL: THIS YEAR'S CHALLENGES

DG MARKT plays a leading role in many of the Commission's top priorities as set out in the 2014 Commission Work Programme. These priorities include full implementation of single market rules, reform of the financial sector and the establishment of Banking Union. The Commission identified 26 priority initiatives to be adopted by the co-legislators before the European Parliament elections, of which 10 fall under DG MARKT's responsibility. This translates into enormous challenges ahead.

DG MARKT is exploring ways to restore growth to sectors that offer significant potential, such as public procurement, services and intellectual property.

An important priority in public procurement for the coming years will be to put into practice a new country and sector-specific approach to enforcement. We will address issues as a matter of priority in those sectors and Member States where improvement is most needed. This will help make better use of public funds, reduce corruption and create fair conditions for businesses and consumers throughout Europe. DG MARKT will also assist Member States in the correct and coherent transposition of the public procurement reform package which will be formally adopted beginning of 2014.

Improving the functioning of services markets has been and remains a priority. Progress has been made but more needs to be done to unlock the full potential of the services sector. Following the call by the October European Council, DG MARKT will continue to work in partnership with the Member States to help them to be ambitious in implementing the Services Directive, with a view to achieving well-functioning services markets throughout Europe. The European Semester process, mutual evaluations like the one just launched in the area of professional qualifications and further progress on e-administration (such as improving the performance of the Points of Single Contact) are but a few important building blocks in this process.

In the area of intellectual property, a major priority for the coming year will be to finalise the review of the EU copyright system on the basis of in-depth preparatory work and legal and economic analysis. This system needs to be fit for the digital age; allowing online content to be made more widely available, especially across borders, while respecting cultural diversity. It must foster innovative market practices, guarantee effective recognition and remuneration of rights holders and combat illegal offers and piracy.

Promoting a balanced and secure regulatory environment remains a key policy objective for the DG. In this context, we will put forward Recommendations on gambling services that will give greater clarity to regulators, citizens and operators throughout the EU, and will provide for a high level of protection for consumers throughout the EU.

We have three main priorities for our work on financial services: establishing the Banking Union; completing financial reform; and improving the way in which the financial system contributes to growth.

Firstly, in order to ensure full establishment of the Banking Union, in 2014 we will work closely with the ECB on implementing the recently agreed Single Supervisory Mechanism, and we will contribute to the final agreement on the Single Resolution Mechanism and to its swift implementation.

Secondly, we will complete the delivery of our G20 commitments related to the regulatory framework of the financial sector. We will follow up the Communication on shadow banking with measures to address the urgent need for transparency and data in the shadow banking sector. This is in order to manage the risks stemming from this sector.

A priority for 2014 will be the work on structural reform of the banking sector. Structural separation measures will reduce taxpayer risks, moral hazard and implicit subsidies, and facilitate the regulation and supervision of EU banks.

To improve the growth prospects for the economy, we will follow up on the Green Paper on long-term financing of the EU economy with initiatives to foster the supply of capital to long-term investment, and to improve and diversify the system of financial intermediation for long-term investment in Europe. This will translate into a number of actions, both to nourish the work of the future Commission and to table concrete proposals for reform. For instance, we will finalise our work on the review of the Institutions for Occupational Retirement Pensions Directive, and will revise the Shareholders' Rights Directive introducing new measures to enhance long-term shareholder engagement. On crowdfunding, we will summarise the main findings of a consultation and outline options for EU action.

Our proposal for a Directive in the area of company law on single-member private limited liability companies will enhance the mobility and competitiveness of European SMEs and make it easier for them to operate cross-border by providing them with basic common rules across the EU.

An important part of our work in 2014 will be to review the achievements of financial reform. We will carry out a review of the European System of Financial Supervision. We will also carry out an economic review of the financial regulation agenda to provide a comprehensive account and evaluation of regulatory reforms since the onset of the crisis. These reports will provide a basis for follow-up by the next Commission in the financial services field.

At the same time, given the intense regulatory activity of recent years, the workload linked to implementation, enforcement and market monitoring in the European Semester will increase. DG MARKT's 2014 Work Programme includes a significant number of implementing and regulatory technical standards (level 2 measures) in the area of financial services, which are required by legislation.

Outside the EU, we are working together with our partners to promote our standards and convergence of rules. This international activity aims to foster a regulatory level playing field and consistent market access for EU business in third countries, allowing them to take advantage of trade and investment opportunities. Our area of focus is the compliance of third country and/or international provisions applying in the field of services (i.e. financial services, public procurement, IPR) with the Single Market rules. This is particularly relevant in on-going trade negotiations (notably with the US and Japan) , but also in the context of enlargement and the EU neighborhood policy.

We use a number of indicators in the Management Plan to measure the results of our work. However, as large part of DG MARKT's work is of regulatory nature, a range of other factors outside our control affects outcomes. After careful consideration, we selected five key performance indicators, namely the level of development of e-procurement, the performance of Points of Single Contact (PSCs) by a majority of Member States (as measured in the Single Market Scoreboard), the proportion of investment funds that originate across borders, the capital ratios of banks, as measured against the new qualitative requirements introduced by CRD IV/CRR, and the degree of awareness of anti-fraud measures following the anti-fraud strategy action plan.

DG MARKT operates under considerable political pressure and scrutiny. I count on the commitment of our highly qualified and experienced staff to deliver the heavy work programme outlined above. It will be my responsibility, as well as that of colleagues at all levels of management, to keep the motivation and satisfaction levels high in the DG.

Jonathan Faull

Director-General

DG Internal Market and Services

GENERAL OBJECTIVES OF THE DG

DG MARKT aims to provide a regulatory environment that enhances economic growth and employment, stimulates innovation, and promotes financial stability. Our actions help to deepen and promote the Single Market, so that it brings benefits for citizens and businesses. Contributing to social progress and sustainability are also among our main policy priorities.

The results of our work depend to a large extent on the final texts adopted by the European Parliament and the Council, and on the proper transposition, implementation and enforcement of the Single Market rules by the Member States. To ensure that citizens and businesses reap the benefits of the Single Market, we monitor closely, in cooperation with the Member States, how EU law is being applied in practice, and control its full and timely respect.

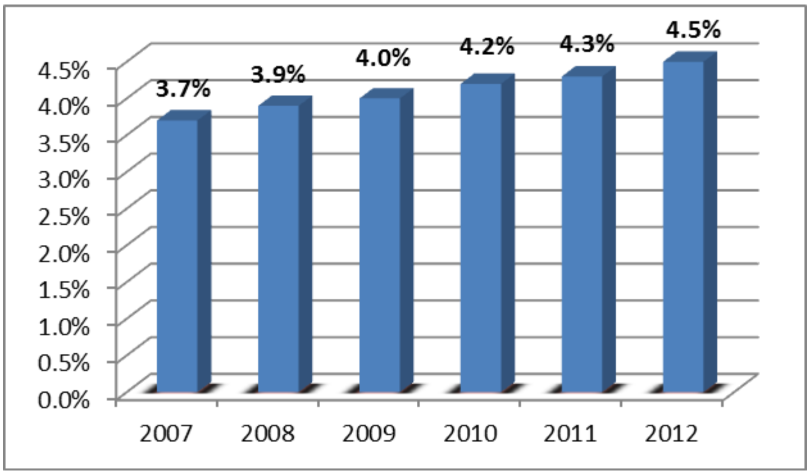
In order to meet the goals set out in the DG's mission statement, the senior management team established the following two general objectives:

1. An integrated and well-functioning Single Market brings benefits for citizens and businesses and is conducive to growth and jobs.

2. The EU financial system is properly supervised, stable, efficient, consumer-friendly and at the service of the EU economy.

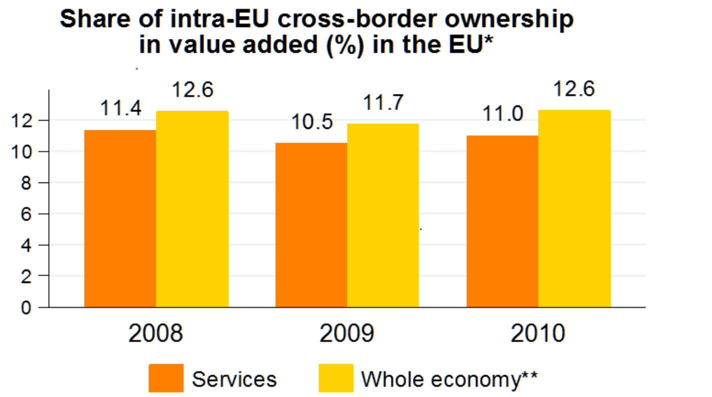
We measure the progress towards meeting our general objectives through indicators that are designed to demonstrate how the DG impacts the Single Market and society as a whole. These indicators give an overall picture of economic reality in the Single Market in areas under DG MARKT's responsibility. However, the DG cannot, of course, be held solely responsible for achieving results as measured against these indicators. A range of other factors outside the control of the DG also affects outcomes.[1]

[1] The targets listed below were established in view of the historical data available and the DG's direct influence on the respective indicators.

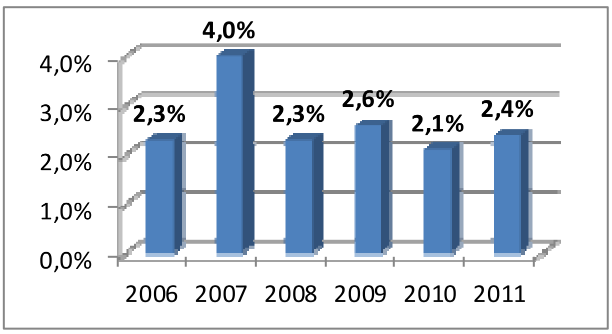
<table>
<tr><td>General objective: An integrated and well-functioning Single Market brings benefits for citizens and businesses and is conducive to growth and jobs.</td><td>☒ Non-spending</td></tr>
<tr><td colspan="2">N.B. The policies pursued by DG MARKT aim at creating a regulatory environment which facilitates Single Market integration. However, the effects of our policies can become visible only gradually due to the path dependency in most economic activities. The selected impact indicators are shaped by many other strong factors, such as current and expected GDP growth in the EU, GDP growth outside the EU[2], natural non-administrative barriers (e.g. lack of language skills to operate abroad), labour cost and corporate tax differences. Trade and foreign direct investment intensities are, therefore, usually correlated.
Specifically for services, relevant are also the technological development (technical tradability[3]) of services and the infrastructure development: the more services can be sold directly across borders, the less establishment is required (e.g. due to better IT and/or transport networks).</td></tr>
<tr><td colspan="2">Impact indicator: Intra-EU trade in services measured by the average of intra-EU imports and exports of services related to GDP.
Definition: Services play a major role in all modern economies. An efficient services sector is considered to be crucial for trade and economic growth and for dynamic and resilient economies. Services provide vital support to the economy and industry as a whole, for example through finance, logistics and communications. Increased trade in services and the widespread availability of services may boost economic growth by improving the performance of other industries, since services can provide key intermediate inputs, especially in an increasingly interlinked and globalized world.
Source: Eurostat (last data update on 26.06.13, extracted on 15.11.13)</td></tr>
<tr><td>Baseline</td><td>Target</td></tr>
<tr><td>Intra-EU trade in services
measured by the average of intra-EU imports and exports of services related to GDP (2007-2012)

</td><td>Long-term increase in intra-EU trade of services (consolidate the positive trend)</td></tr>
</table>

[2] Non-EU markets may become relatively more interesting.

[3] Tradability is the property of a good or service that can be sold in another location distant from where it was produced.

<table>
<tr><td colspan="2">Impact indicator: Intra-EU establishment levels in services and other sectors
Definition: The Intra-EU establishment is a complementary channel of integration next to the trade in services. It is strongly related to the intra-EU cross border direct investment.
Source: Eurostat; MARKT.B2</td></tr>
<tr><td>Baseline</td><td>Target</td></tr>
<tr><td>

* The EU27 data is available only for 2009 for services. Other figures are estimated as a weighted average based on the available data (some countries and sectors are missing in some years).
** Total business economy; repair of computers, personal and household goods; except financial and insurance activities.

Source: Eurostat Foreign Affiliates Statistics (fats_g1a_08 and fats_g1b_08) and own calculations.</td><td>Long-term increase in Intra-EU establishment levels in services and other sectors (increase the current trend)</td></tr>
<tr><td colspan="2">Impact indicator: Intra-EU direct investment, average value of inward and outward Direct Investment flows divided by GDP
Definition: In a world of increasing globalisation, where political, economic and technological barriers are rapidly disappearing, the ability of a country to participate in global activity is an important indicator of its performance and competitiveness. In order to remain competitive, modern-day business relationships extend well beyond the traditional foreign exchange of goods and services, as witnessed by the increasing reliance of enterprises on mergers, partnerships, joint ventures, licensing agreements, and other forms of business cooperation.
Intra-EU direct investment may be seen as an alternative economic strategy, adopted by those enterprises that invest to establish a new plant/office, or alternatively, purchase existing assets of a foreign enterprise. These enterprises seek to complement or substitute external trade, by producing (and often selling) goods and services in countries other than where the enterprise was first established.
Source: Eurostat (last data update on 26.06.13, extracted on 15.11.13)</td></tr>
<tr><td>Baseline</td><td>Target</td></tr>
<tr><td>Intra-EU direct investment,
average value of inward and outward Direct Investment flows divided by GDP (2006-2011)

</td><td>Long-term increase in intensity of Intra-EU direct investment (increase the current trend)</td></tr>
</table>

General objective: The EU financial system is properly supervised, stable, efficient, consumer-friendly and at the service of the EU economy.	☒ Non-spending

N.B. The chosen indicators are based on readily available and easily verifiable aggregate data that reflect wider financial stability and financing conditions in the EU. However, careful interpretation is required when assessing the data. The chosen financial stability indicators, e.g. Credit Default Swap (CDS) spreads, are market-based indicators that are highly volatile and are driven by market sentiment and a whole range of other factors that may not be directly driven by our regulations. Continuous monitoring (rather than a simple daily snapshot) is required to observe and understand trends in the CDS data. The chosen financing indicators (value of loans/debt/equity issued) are influenced not only by our regulation and other supply factors, but also depend on the demand for finance in the economy, which is generally unrelated to regulation. Increases in values of these indicators indicate more finance flowing to the economy, but further analysis is required to understand how much of this is driven by regulation.

The activities of the three European Supervisory Authorities (ESAs) for banking, insurance and securities set up in 2011, together with the European Systemic Risk Board (ESRB), contribute to the achievement of this general objective, however, any robust indicator directly and regularly measuring impact of their activities cannot be established. Nevertheless, their impact will be assessed through regular reviews every three years, the first of which is currently under way and will result in two reports (one on the ESAs and one on the ESRB) to be published by the Commission in 2014.

Impact indicator : CDS spreads on sovereign bonds

Definition: CDS spreads on sovereign bonds serve as an indicator for a credit event of default of the issuer country on its payment commitments. An increasing value for the spreads is an indicator of increase in the probability of default.

Source: 5-year CDS spreads from Bloomberg (World Currency Ranking System WCRS screen)

Baseline	Target
<u>31/12/2012:</u> FR – 93.46 basis points (bp) GE – 41.86 bp IT – 289 bp ES – 299.5 bp EL – 426.5 bp *Daily market data*	Continuous monitoring and avoid spikes

Impact indicator: CDS spreads on financial institutions (and banks in particular)

Definition: CDS spreads on corporates (financial institutions, banks) bonds serve an indicator for a credit event of default of the corporate issuer on its payment commitments. An increasing value for the spreads is an indicator of increase in the probability of default.

Source: 5-year CDS spreads for banks in Europe from Bloomberg (Global CDS Chart screen GCDS)

Baseline	Target
<u>31/12/2012:</u> 276.96 bp *Daily market data*	Continuous monitoring and avoid spikes

Impact indicator: Loans by banks to non-financial corporates

Definition: This indicator measures the volume of loans provided by the Monetary Financial Institutions (MFI) to non-financial corporates (NFC); i.e. businesses, within a given year. An increase in the volume of the MFI loans to NFC indicates an improvement in the financing

available to businesses. **Source:** ECB Statistical Data Warehouse http://sdw.ecb.europa.eu/browse.do?node=2116081	
Baseline	Target
31/12/2012: EUR 106,083 millions *Monthly data*	Gradual increase in the volume of loans
Impact indicator : Value of equity issued **Definition:** Value of equity issued serves as an indicator of the equity issued (in the EA) within a particular year by non-financial corporates to the public. This indicator refers to gross issues of quoted shares by non-financial corporations. **Source:** ECB Statistical Data Warehouse http://sdw.ecb.europa.eu/browse.do?node=17119	
Baseline	Target
31/12/2012: EUR 53,215 millions *Monthly data*	Gradual increase in the volume of equity issued
Impact indicator: Value of debt securities issued **Definition:** Value of short-term and long-term debt securities issued serves as an indicator of the debt securities issued within a particular year by non-financial corporates to the public. This indicator refers to debt securities issued on a gross basis by non-financial corporations. **Source:** ECB Statistical Data Warehouse http://sdw.ecb.europa.eu/browse.do?node=17103	
Baseline	Target
31/12/2012: EUR 176,309 millions *Monthly data*	Gradual increase in the volume of bonds issued

DG MARKT'S POLICY FIELDS

I. ABB ACTIVITY: A SINGLE MARKET POLICY AND FREE MOVEMENT OF SERVICES

The Single Market is one of Europe's signature achievements. It has allowed the EU to create a Single Market place across 28 nations through a process of agreeing on appropriate standards and regulations for products and services that enable them to be sold across the EU. The Single Market has brought growth and prosperity to Europe.

A well-functioning Single Market is central to Europe's efforts to boost growth and jobs in response to the current financial and economic crisis. Furthermore, it plays a key role in delivering the 'Europe 2020' objectives.

DG MARKT is responsible for several of the key Single Market policies: public procurement, which makes up a considerable part of public expenditure, and where any savings make a real difference to highly stretched public budgets; the protection and regulation of intellectual property which is key to providing the high-value and highly qualified jobs of the future; the services sector which is the largest part of the EU economy and where increases in competition and efficiency make a huge difference to the competitiveness of our economy and to providing businesses and consumers with better and cheaper services. In addition, DG MARKT plays a lead role in co-ordinating Single Market policy and developing and promoting ambitious policies and tools to make the Single Market work better 'on the ground'.

One of DG MARKT’s main roles is to propose draft legislation aiming at creating a regulatory environment conducive to growth and job creation. However, Single Market legislation does not deliver benefits automatically. European laws have to be adopted, written into national law and enforced in every Member State. Late or incorrect implementation can deprive businesses and citizens of their rights.

In DG MARKT, we monitor the timely transposition of directives which fall under our responsibility, and help Member States transpose directives into national law. To monitor the quality of the services provided and to encourage further improvement through peer pressure, the DG has created the on-line Single Market Scoreboard. This annual report includes indicators on transposition of Single Market law, infringements and several other Single Market governance services.

In the context of the Europe 2020 strategy, we also produce an Annual report on the Single Market integration which aims at reviewing the way the Single Market functions within the various Member States. It assesses where progress has been made since the start of the financial and economic crisis, and seeks to identify the remaining bottlenecks. On that basis, the report establishes a set of policy priorities and hence contributes to the preparation by Member States of their national reform plans and to the identification of country-specific recommendations in the context of the European Semester.

In order to draw full benefits of the Single Market, citizens, consumers and business must be informed of their rights. In case they meet problems in exercising their rights, there must be easy and rapid ways to get the problems solved.

DG MARKT manages the Your Europe portal which offers a single gateway to all information and help on Single Market rights for citizens and businesses and promotes informal problem solving through SOLVIT, a network of national administration solving cross-borders problems. These services are provided in close cooperation with the Member States and with other Directorates General in charge of the different policy areas that constitute the Single Market. In many areas, cooperation between Member States’ authorities across borders is essential to make Single Market work on the ground. The Internal Market Information system (IMI) is there to facilitate this cooperation. DG MARKT manages and promotes the use of IMI in new policy areas where appropriate.

Public procurement

The public sector is the largest consumer in the economy. In 2011 public authorities' expenditure amounted to around 19% of EU GDP. It is therefore important that public contracts are tendered fairly and openly to ensure best value for money for taxpayers. Public procurement is also used as a tool to foster the demand for innovative, environmentally friendly or socially responsible products or services. Public purchasers can have a major impact in stimulating technological development, fighting climate change and reducing social exclusion. As a result, public procurement plays an important role in the 'Europe 2020'Strategy.

A key priority for the coming years will be the implementation of a new approach to implementation and enforcement based on thorough analysis and selection of markets by countries and sectors. The purpose of the new approach is to identify and tackle the most important obstacles to open and efficient procurement rather than focus on particular infringement cases. Its goals are increased transparency, reduction of corruption, increased openness and reduction of protectionism, and reduced bureaucracy with simplified procedures including the full take up of electronic procurement.

Besides, the Commission will assist the Member States in the correct and coherent transposition of provisions of the new legal framework on public procurement. The aims of the reform are twofold: to increase the efficiency of public procurement and accessibility of public contracts, especially for the SMEs, and notably by simplification of rules and introduction of the e-procurement, and to enable public authorities to use their purchasing power to attain their societal objectives (environment, social inclusion and innovation).

Intellectual property rights (IPR)

An important body of EU acquis in the area of IPR exists, from copyright (9 directives[4]), to the Community Trade Mark and the Community Design, to the enforcement of IPR rights. Further, the Commission is seeking to ensure effective respect of rights by developing its acquis in the field of redress against Intellectual Property (IP) infringements more generally (notably with its proposal on civil redress against the misappropriation of confidential business information). We must make sure that this framework continues to foster innovation and through innovation growth and job creation.

Pending ratification, there is still no unitary European patent available to companies and there is also no single specialised patent jurisdiction in Europe. The resulting costs and complexity hamper access to the patent system for SMEs and create a competitive disadvantage for European inventors.

The development of the internet offers new opportunities for the distribution of copyright protected content. The legal framework should enable new business models that allow for more content to be distributed to more citizens in the Single Market, thereby allowing creators to monetise their creations and invest in new books, music and films. The internet is an opportunity for citizens and creators alike. The European framework (contractual where possible, regulatory where necessary) should enable all actors to avail themselves of the new opportunities, thereby also enhancing cultural diversity and broad access to Europe's cultural heritage.

Both the Community Trade Mark Regulation and the Trade Mark Directive harmonising the law on national trademarks are currently under review, with the aims of simplification and modernisation.

Last but not least, it is important to ensure that legitimate business models (and the jobs depending on them) which are based on patents, trademarks, designs, copyright and trade secrets are respected and protected from free riding and unfair competition. The Commission is therefore seeking to ensure that all relevant stakeholders are involved in ensuring the respect of IP which is both growth and job enhancing. The European Observatory on IP infringements provides objective data and analysis to assist the Commission in achieving this task. In addition to refining the effectiveness of the regulatory acquis in the field of IP civil enforcement, the Commission is

[4] In addition, the proposal on collective right management is expected to be adopted early 2014.

facilitating the application of the Memorandum of Understanding on the sale of counterfeit goods on the internet in order to ensure the respect of IP in this field. It will further encourage rights-holders and other intermediaries involved in IP value chain to develop such IP respecting initiatives.

Services

Services are crucial to the European Internal Market. They account for over 70% of economic activity in the EU and are the driving force behind job creation in Europe.

However, despite progress in some specific service areas, the potential of this important sector of the European economy has not yet been fully exploited. Our efforts will aim at removing remaining obstacles to the functioning of the Single Market for services, in particular through an ambitious implementation of the Services Directive in the areas of business services, construction, tourism and retail. We will also work to remove obstacles to cross-border provision of services, as well as establishment, and to promote the availability of high quality and innovative services, including retail, postal services and e-commerce, throughout the EU.

We will try to make the Single Market in services more of a reality for citizens and SMEs by challenging unjustified restrictions based on nationality or residence. In the retail sector, we will focus our efforts on supporting sustainable growth in this sector including dealing with unfair trading practices. In the area of e-commerce we will strive to create a regulatory environment which enables e-commerce to thrive. As part of this, we will be pushing for an integrated parcel market to support e-commerce needs. We will also work to give businesses access to updated, user-friendly information on regulation of services across the EU through our continued development of, and support for, national Points of Single Contact. Finally, we will work to implement the revised and more efficient framework for free movement of qualified professionals, in particular our work on the Professional Card, designed to make it simpler for EU professionals to practise across Europe.

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In addition, DG MARKT's policies increasingly have an **international dimension** requiring adequate and consistent consideration in international negotiations, including enlargement. DG MARKT aims to ensure that international developments are reflected in its policies and that the underlying principles of the Single Market are appropriately reflected in the context of negotiations on international agreements, whether multilateral or bilateral. The financial crisis has shown the necessity for better regulation of financial markets, coordinated on a global scale. Regulatory Dialogues with a number of key third countries take place in several Single Market sectors in order to promote convergence of regulatory systems internationally and pursue EU interests globally for the benefit of EU firms. With accelerating globalisation, regulatory co-operation with our main trading partners will continue to grow. Emphasis will remain on the US, Japan, China, Russia, India and Brazil.

ABB activity: A Single Market Policy and Free Movement of Services					
Financial resources (€) in commitment appropriations			**Human resources**		
Operational expenditure	Administrative expenditure (managed by the service)	Total	Establishment plan posts	Estimates of external personnel (in FTEs[5])	Total
14.620.000€		14.620.000€	251	43	294

[5] full time equivalents

SPECIFIC OBJECTIVES FOR ABB ACTIVITY "A SINGLE MARKET POLICY AND FREE MOVEMENT OF SERVICES"[6]

Relevant general objective: An integrated and well-functioning Single Market brings benefits for citizens and businesses and is conducive to growth and jobs.		
Specific objective: Citizens and businesses know about and can exercise their Single Market rights swiftly in all Member States		☒ Non-spending
Result indicator: Performance of Your Europe in terms of language coverage and number of visits **Definition:** Your Europe is an EU site that offers citizens and businesses: • information on basic rights under EU law, • how these rights are implemented in each individual country (through links to national portals or information provided by national authorities), • free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice. **Source:** Your Europe web portal		
Baseline	Milestone	Target
End 2012 7 out of 8 sections in the citizens part fully operational in 22 languages;	2014: EU content of all 8 sections complete in 23 languages;	By end 2015: Full multilingual coverage of sections dedicated to all EU rights for citizens and businesses, including all relevant national information on rules and procedures;
4,3 million visits/year	8 million visits/year	10 million visits/year *Projections based on historical data*
Result indicator : Performance of SOLVIT in terms of number of cases received **Definition:** SOLVIT is an on-line problem solving network in which EU Member States work together to solve without legal proceedings problems caused by the misapplication of Internal Market law by public authorities. There is a SOLVIT centre in every European Union Member State (as well as in Norway, Iceland and Liechtenstein). SOLVIT Centres can help with handling complaints from both citizens and businesses. They are part of the national administration and are committed to providing real solutions to problems within ten weeks. Using SOLVIT is free of charge. The European Commission coordinates the network, which is operated by the Member States, the European Commission provides the database facilities and, when needed, helps to speed up the resolution of problems. The Commission also passes formal complaints it receives on to SOLVIT if there is a good chance that the problem can be solved without legal action. **Source:** SOLVIT/ IMI application		
Baseline	Milestone	Target
End 2012 1238 cases received (within SOLVIT remit)	Milestone for 2014: 1550 (25% increase)	40% more SOLVIT cases while maintaining the speed and quality of case handling by end 2015

[6] Unless specified differently, the targets listed below were established in view of the historical data available and the DG's direct influence on the respective indicators.

Result indicator: Performance of IMI in terms of policy areas covered
Definition: The Internal Market Information System (IMI) is a secure online application that allows national, regional and local authorities to communicate quickly and easily with their counterparts abroad. IMI helps users find the right authority to contact in another country and communicate with them using pre-translated sets of standard questions and answers. IMI is a reusable tool that can support the most common forms of administrative cooperation foreseen in Single Market law. The use of IMI will speed up cross-border procedures for the ultimate benefit of citizens and businesses.
Source: IMI application

Baseline	Milestone	Target
End 2012 4 policy areas (professional qualifications, services, posting of workers, euro cash-in transit)	End 2014 10 policy areas	Expansion to 15 policy areas by end 2015

Result indicator: Duration of infringement procedures in key areas under DG MARKT's responsibility as defined in the Governance Communication, COM(2012)259)
Definition: Each Member State is responsible for the implementation of EU law (adoption of implementing measures before a specified deadline, conformity and correct application) within its own legal system. Under the Treaties (Article 258 of the Treaty on the Functioning of the European Union, TFEU), the Commission is responsible for ensuring that EU law is correctly applied. Consequently, where a Member State fails to comply with EU law, the Commission has powers of its own (action for non-compliance) to try to bring the infringement to an end and, where necessary, may refer the case to the European Court of Justice. The speedy handling of complaints contributes to the full implementation of EU law by Member States, and thus enables citizens and businesses to assert their rights.
Source: Annual report on the Single Market integration, COM(2013)758; MARKT/B3

Baseline	Milestone	Target
35.2 months on average (status: 25 October 2013)	25 months in 2014	18 months on average by end 2015

Result indicator: Performance in transposing DG MARKT's directives in the national legislation: transposition deficit
Definition: The transposition deficit refers to the percentage of directives under DG MARKT's responsibility not yet communicated to the Commission as having been transposed, over the total number of DG MARKT's directives that should have been transposed.
Late or incorrect implementation can deprive businesses and citizens of their rights.
Source: On-line Single Market Scoreboard (edition July 2013), MARKT/B3

Baseline	Target
0.2% in May 2013	Maximum of 1% transposition deficit for all MS *Target agreed by the European Council*

Main outputs in 2014

description	**indicator**	**target**
Annual report on the Single Market integration to strengthen economic underpinnings of Single Market policies, in particular	Adoption	End 2014

their contribution to economic growth and job creation		
Second edition of On-line Single Market Scoreboard, a comprehensive tool to monitor performance of Member States regarding governance of the Single Market	Publication	2nd quarter 2014
Communication on governance of IMI to establish rules for effective and efficient governance of IMI as a corporate tool for administrative cooperation	Adoption	By end of 2014
All activities foreseen in the Your Europe 2013 Action Plan (COM(2013) 636) implemented	Completion	By end of 2014

Relevant general objective: An integrated and well-functioning Single Market brings benefits for citizens and businesses and is conducive to growth and jobs.	
Specific objective: An open, transparent and efficient public procurement in the EU helps tackling corruption, ensures best value for money for taxpayers, creates new opportunities for businesses and reduces bureaucracy	☒ Non-spending

Result indicator: Estimated value of tenders published in TED as a percentage of the total value of public expenditures on works, goods and services.
Definition: Publication of tenders in TED is a first step for open and transparent cross EU public procurement. It increases opportunities for businesses EU-wide, helps tackling corruption and protectionism and enables public authorities to choose offers from a wider choice that will bring about the best value for taxpayers' money.
The target is calculated on the basis of a hypothesis that EU countries which are currently below the current EU average (baseline) will reach in 2017 the current EU average.
Source: TED (Tenders Electronic Daily), "Public Procurement Indicators 2011" (5 December 2012)

Baseline	Target
17,7% in 2011	21,4% by 2017

Result indicator: Level of development of e-procurement, i.e. value of public procurement for which companies submitted offers electronically, divided by the total value of procurement.
Definition: E-procurement can create new business opportunities, especially for SMEs, by increasing the transparency of and access to tender procedures and by reducing the costs of participating in a tender (reduced mail costs, less printing, etc.). E-procurement plays an important role in further opening of markets and has proved to generate significant savings for taxpayers in Europe and beyond. It is also a powerful tool to check red tape, streamline administrations and bring about a more transparent system of public expenditure.
Source: TED (Tenders Electronic Daily), study carried out by IDC Italia and Capgemini

Baseline	Milestone	Target
10.6% in 2011	13% in 2014	100 % in 2018 *A legal requirement that will be introduced by the new Directive of the European Parliament and of the Council on public procurement*

Result indicator: Direct and indirect cross-border public procurement above EU Threshold, i.e. percentage of contracts (in number of awards and in values) awarded to bidders registered in a member state different from the one of the contracting authority. Indirect public procurement includes contracts awarded to foreign operators through their affiliates. **Definition:** Contracts awarded to businesses located in a different country prove that authorities make choices which are geographically neutral and represent the best value for taxpayers' money. **Source:** TED (Tenders Electronic Daily), study "Cross-Border Procurement above EU Thresholds" May 2011

Baseline	Target
Average over a period of 3 years 2007-2009 Direct cross-border procurement: 1.6 % of the number of awards and 3.5% of total contract values (TCV) Indirect cross-border procurement through affiliates: 11.4 % of the number of awards and 13.4% of total contract values (TCV)	Regular increase

Main outputs in 2014

description	**indicator**	**target**
Annual Public Procurement Implementation Review	Publication	2014
Implementing acts, foreseen in the new Procurement Directives, namely the production of standard forms and the launch of the IMI pilot project.	Adoption	End 2014
Development of a sectoral and geographically selective enforcement policy including preparation of specific country programmes	Bilateral agreements on country programmes with 2 Member States	2014
Regulatory dialogues with main trading partners and management of the GPA processes.	Progress in negotiations	2014
Multistakeholder forum on e-invoicing	Completion	1st quarter 2014
Multistakeholder forum on end-to-end e-procurement	Completion	4th quarter 2014
Commission decisions on granting of exemptions from Utilities Directive (article 30, 2004/17)	Adoption	5-6 times per year
Commission's 2nd annual report on e-procurement (COM)	Publication	2nd quarter 2014
Staff working document on innovative purchases for a better public sector	Completion	4th quarter 2014
Staff working document on smart procurement practices for environment friendly public sector	Completion	4th quarter 2014
Staff working document on new ways in public procurement for conducting social policies	Completion	4th quarter 2014
Staff working document on efficiency in public and private	Completion	4th quarter 2014

procurement: best practices in public and private procurement		
Update of the Communication on Institutionalized Public-Private Partnerships	Completion	4th quarter 2014
Update of the Commission Staff Working Paper concerning the application of EU public procurement law to relations between contracting authorities ('public-public cooperation')	Completion	4th quarter 2014

Relevant general objective: An integrated and well-functioning Single Market brings benefits for citizens and businesses and is conducive to growth and jobs.	
Specific objective: A smoothly functioning Intellectual Property (IP) infrastructure in the EU stimulates growth and job creation as well as dissemination of innovative products and services in the Single Market.	☒ Non-spending
Result indicator: Contribution of IP intensive industries to EU GDP **Definition:** IPR-intensive industries are defined as either those that register more Intellectual Property Rights per employee than other industries, or those where the use of IPR is an intrinsic characteristic of the industry's activity. These industries are selected at EU-level, i.e. using EU-wide measures of IPR intensity. **Source:** OHIM/Eurostat/EPO	
Baseline	Target
39% of EU GDP during the period 2008-2010	Increase the contribution of IP intensive industries to EU GDP
Result indicator: Contribution of IP intensive industries to EU employment **Definition:** IPRs play a significant role in stimulating innovation and creativity and their promotion is a matter of growth and jobs. IPR-intensive industries also pay considerably higher wages than other industries, with a wage premium of more than 40%. This is consistent with the fact that the value added per worker is higher in IPR-intensive industries than elsewhere in the economy[7]. **Source:** OHIM/EPO/MARKT	
Baseline	Target
26% of EU employment during the period 2008-2010	Increase the contribution of IP intensive industries to EU employment

Main outputs in 2014		
description	**indicator**	**target**
Initiative on review of the EU Copyright legal framework	Adoption	2014
Establishment of the EU Orphan Works registry (with OHIM)	Online registry fully functioning	3rd quarter 2014
Proposal for EU Ratification of the Beijing Treaty on AV performances	Adoption	End 2014

[7] Study "Intellectual property rights intensive industries: contribution to economic performance and employment in the European Union" (September 2013), joint study from EPO and OHIM

Proposal for EU Ratification of the Marrakesh Treaty for Visually Impaired Persons	Adoption	End 2014
Negotiations on the WIPO Broadcasting Treaty	WIPO's call for a diplomatic conference	Negotiations throughout 2014 / WIPO to call for a diplomatic conference by end 2014
Green paper on the protection of geographical indications for non-agricultural products	Adoption	1st quarter 2014
Initiative to counteract infringements of intellectual property rights	Adoption	1st semester 2014
Commission Green Paper on better valorisation of IPRs in the Internal Market	Finalisation	3rd quarter 2014
First biennial Commission Report on the contribution of IP to the EU economy	Publication	3rd quarter 2014
Staff working paper on methodologies to track levels of IP infringements in the EU	Completion	End 2014
Memoranda of Understanding (MoU) to extend the existing MoU and prepare new MoUs with advertising services with a view to reduce on-line sale of IP infringing products	Completion	4^{th} quarter 2014

Relevant general objective: An integrated and well-functioning Single Market brings benefits for citizens and businesses and is conducive to growth and jobs.	
Specific objective: The EU's regulatory framework for Services fosters growth and jobs, including through mobility in the EU, and supports delivery of quality services for all consumers at affordable prices, regardless of the technology used in their delivery.	☒ Non-spending

Result indicator: Performance of Points of Single Contact (PSCs) by majority of Member States (as measured in the Single Market Scoreboard)

Definition: The Points of Single Contact (PSCs) are one of the most tangible benefits of the Services Directive for businesses. They are meant to become fully fledged e-government portals allowing future entrepreneurs and existing businesses to easily obtain online all relevant information relating to their activities (applicable regulations, procedures to be completed, deadlines, etc.) and to complete electronically the relevant administrative procedures. The services offered by the PSCs need to be accessible not only to local businesses but also to businesses from other countries, across borders. The PSCs thus increase transparency for service providers when they want to provide services in the single market, and facilitate their expansion. This is of specific relevance to SMEs which can be deterred by administrative complexity. Indicators measuring the performance of the PSCs are based on the PSC Charter criteria (quality and availability of information, transactionality of e-procedures, accessibility for cross-border users and usability). The PSC Charter was adopted in 2013 and the assessment of compliance with them will be carried out in 2014 (to feed into the Single Market Scoreboard edition 2015).

Source: Single Market Scoreboard

Baseline	Target
2013: - number of Member States in low performance category: 2 - number Member States in high performance category: 7 Number of Member States in middle performance category: 18	By 2015: - no Member State in the low performance category - increase the number of MS in high performance category (to at least 10)

Result indicator: Market Performance Indicator for retail markets

Definition: The Market Performance Indicator (MPI) is the primary measure of the Commission's Consumer Markets Scoreboard. It is based on an annual market monitoring survey which measures consumer experiences and perceived conditions in 21 goods and 30 services markets accounting for around 60% of EU household expenditure. Consumer conditions in each market are assessed on the basis of four components: satisfaction, trust, comparability and problems/complaints. The four components feed at equal weight into the MPI, resulting in a number between 0 and 100. The MPI covers all Member States. It was first calculated in 2010, so results can be compared over time. Individual MPIs are also available at Member State and product/service level.

The indicator is well suited to measuring the overall performance of the retail market.

Source: Commission, Consumer Markets Scoreboard

Baseline	Target
2012: 77.51	Annual increase of the MPI

Result indicator: Share of e-commerce in total retail **Definition:** E-commerce is growing significantly faster than the rest of the economy. Growing e-commerce as share of total retailing is hence used as a proxy for the creation of growth and jobs. As part of the Digital Agenda and the Single Market Act, the Commission adopted in 2012 a Communication presenting 16 targeted initiatives aimed at doubling the share of e-commerce in retail sales (3.4 % in 2012) by 2015. **Source**: EuroMonitor	
Baseline	Target
3.4% in 2012	Increase to 6.8% by 2015.
Result indicator: Quality standard for intra-EU cross-border mail **Definition:** The Postal Service Directive set a target for the speed of cross-border priority mail (i.e. 85% of all mail delivered within the time limit D+3 days[8]). At an aggregated level, the 28 Member States have already reached/ exceeded that target. However, there are various bilateral mail flows that underperform. The indicator below attempts to capture this diversity by measuring the number of Member States for which more than half of the outbound bilateral mail flows reach the 85% target. **Source:** International Post Corporation, IPC	
Baseline	Target
In 2012, 19 (out of 28) Member States reached the 85% target for more than half of their outbound mail flows.	Year on year, increase the number of Member States reaching this target (two additional MS every year)
Result indicator: IMI usage (i.e. requests for information) between Member State authorities in the context of recognition of professional qualifications **Definition**: In the process of recognition of professional qualifications, competent authorities are in contact with each other with a view to mutually provide clarifications, additional information and assurances. Such cooperation facilitates recognition processes and should be encouraged and enhanced. It is an indicator for the smooth functioning of the Single Market to the benefit of citizens. An increased number of exchanges of information demonstrates stronger administrative cooperation. **Source:** IMI data	
Baseline	Target
End September 2013: 3196 exchanges of information recorded for the 3 first quarters between Member States in the context of professional qualifications (3091 were recorded for the whole of 2012)	By 2015: Increase by least 10% in the number of exchanges of information. *Projections based on historical data*

Main outputs in 2014		
description	**indicator**	**target**
Staff working paper setting out a work plan with Member States on reporting on reforms undertaken in the area of services in the context of the European semester	Completion	March 2014
Staff Working Document on Overview of insurances offers and intermediation services available in Member States for	Completion	1st quarter 2014

[8] "D" represents the date of deposit.

cross-border service providers		
Evaluation of the functioning of the points of single contact and the 2013 Charter for PSC (also in the light of the recommendation of the HLG on business services)	Completion	End 2014
Initiative on Unfair Trading Practices (UTPs)	Completion	End 2014
High Level Group on Retail Competitiveness to improve the long-term competitiveness of the EU retail sector	2 meetings	End 2014
Report of the HLG on business services including recommendations that address the current challenges in the business services sector	Completion	March 2014
Evaluation report of the commercial agents directive	Completion	1st semester 2015
Recommendations in the area of online gambling on consumer protection and on responsible advertising	Completion	2nd quarter 2014
Recommendation on match fixing to enhance and align action by Member States aimed at fighting match fixing	Completion	4th quarter 2014
Facilitate further administrative co-operation between gambling regulators	Completion	4th quarter 2014
Report including evaluation of the Online Gambling Action Plan to evaluate the progress made on the implementation of the action plan	Completion	4th quarter 2014
Implementing acts and technical requirements for the introduction of the European Professional Card	Adoption	By end 2014
Preparation and publication of an update of Annex V of Directive 2005/36	Issue of delegated act	End 2014

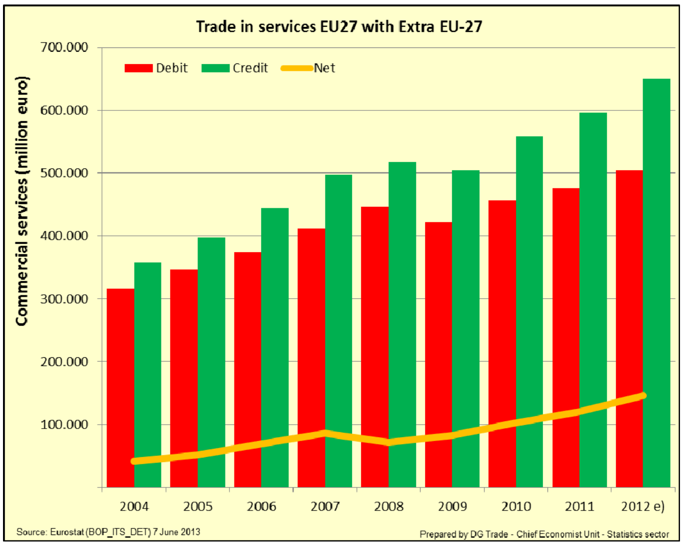
Relevant general objective: An integrated and well-functioning Single Market brings benefits for citizens and businesses and is conducive to growth and jobs.

Specific objective: EU businesses benefit from a regulatory level playing field and consistent market access at international level.	☒ Non-spending

Result indicator: Number of on-going trade negotiations between the EU and third countries.
Definition: The recent generation of free trade agreements is deep and comprehensive; they cover areas under DG MARKT's competence, such as public procurement, financial, postal and professional services, e-commerce, investment and intellectual property rights. Several Units in DG MARKT are involved: from the scoping exercise to the preparation of regulatory provisions and actual negotiating with third countries, and finally the implementation of the agreements.
Source: MARKT/B4

Baseline	Target
14 on-going negotiations at different stages with third countries/ regions. In all of them, regulatory aspects particularly for services are becoming more important. (November 2013)	Continue and conclude negotiations for FTAs with some of our main trading partners

Result indicator: Level of services exchanges (import & exports) with our key trading partners and their number of liberalised sectors.
Definition: Access of European service providers to third-country markets represents an essential growth opportunity. DG MARKT is closely involved in negotiating bilateral/regional and plurilateral agreement, which result in a significant increase in the number of liberalised sectors and depth of liberalisation compared to commitments undertaken by WTO members in the context of GATS (General Agreement on Trade in Services).
Source: Eurostat

Baseline	Target
	Maintain growth in trade in services

Result indicator: Level of legally guaranteed market access for EU companies to key priority procurement markets
Definition: Public procurement affects a substantial share of world trade flows, amounting to € 1000 billion per year. Public procurement contracts constitute considerable international

business opportunities in sectors where EU industry is highly competitive. DG MARKT is closely involved in negotiating both bilateral/regional and plurilateral international agreements with the objective to set modern and international standard procurement principles which seek to ensure that public money is spent in a transparent, efficient and non-discriminatory way; and to provide a level playing field for EU suppliers when tendering abroad. **Source:** MARKT/B4	
Baseline	Target
Access of EU firms to GPA partners' Public Procurement market (2011): US: 32% of market Japan: 28% of market Canada: 16% of market Korea: 65% of market	Increase the level of legally guaranteed market access for EU companies to key procurement markets

II. ABB ACTIVITY: FINANCIAL SERVICES AND CAPITAL MARKETS

Enhancing the Single Market in financial services and establishing a Banking Union are a crucial part of the European Commission's overriding objective of stimulating economic recovery in Europe.

Since the credit crisis unfolded in the summer of 2007, DG MARKT has prepared a number of legislative proposals to improve the way the financial markets are working.

Capital and companies

The economic crisis has further strengthened the need to ensure that the Internal Market remains an open and attractive place for both EU and third country investors. We also need to continue to improve the business environment across the EU for investors, shareholders and companies in order to generate growth and jobs. The fight against financial crime, in particular the EU framework for the prevention of money-laundering, is an essential contribution to ensure the integrity of the EU financial markets. It is essential to provide for high quality, reliable and transparent information on companies and adequate internal controls within companies themselves so as to ensure sustainable growth. Furthermore, activities planned in this area will help improve the business environment, especially for SMEs and thus contribute to the 'Europe 2020' objectives.

Financial markets

The financial crisis has prompted a wide-ranging rethink of the way in which financial sector infrastructures and players operate, how they are managed and capitalised, and how they are supervised by the EU and the national authorities. The three new Authorities for banking, insurance and securities set up in 2011 are striving to ensure effective functioning of the new European surveillance and supervision apparatus by detecting problems early and acting in time – in a coordinated and efficient way. Together with the European Systemic Risk Board, they are monitoring the entire financial sector to identify potential problems which might contribute to a crisis in the future.

Over the last few years the Commission has carried out an overhaul of the European regulatory framework for financial services and financial markets. We need to take stock and review the measures adopted to date.

Work in 2014 will focus on consolidating the new system of regulation for trading, post-trading and derivatives, which has to be completed as swiftly as possible. There is still a need for further work in the area of shadow banking, in line with the Commission's September 2013 Communication. We also need to promote nonbank lending to support the real economy in investments at a time when bank lending is shrinking in Europe. The majority of the key activities described below play a crucial role in the reform of the financial system and therefore contribute significantly to the achievement of 'Europe 2020' objectives.

Financial institutions

In the last years, huge efforts, both in regulatory and financial terms, have been deployed to strengthen Europe's banks given their role in the stability and functioning of our economy. The EU has overhauled the way banks are supervised through the establishment of the Banking Union and has taken legislative measures to considerably improve the quality and quantity of their capital base and other key prudential aspects. 2013 saw the completion of some major initiatives (namely for banks and insurance capital requirements, as well as for bank supervision, with the entrustment of the responsibility to the ECB of supervising the banks in the euro area). The work programme for 2014 will focus on ensuring swift implementation of the new prudential rules for banks and insurance notably through adoption of a large number of delegated and implementing acts. All this requires the combined efforts of Member States, the European Banking Authority (EBA), the European Insurance and Occupational Pensions Authority (EIOPA) and the European Central Bank alongside the Commission. During 2014 we will furthermore propose a revision of the IORP (Institutions of Occupational Retirement Pensions) Directive focusing on transparency and governance aspects.

DG MARKT will deliver a draft proposal for structural measures in the banking sector aimed to complement the just adopted prudential measures and aimed to facilitate the resolution of large bank entities.

During 2014, DG MARKT will also facilitate the successful conclusions of the negotiations on the bank account package (proposal issued in June 2013) and of the review of the payment services directive (proposal July 2013). Also in 2014, the full changeover to SEPA rules is foreseen and DG MARKT will carefully monitor it.

On the Single Resolution Mechanism, which is the second element for the establishment of the Banking Union, the work will consist in contributing to the negotiations of the final agreement, in contributing to the establishment of the Mechanism and in preparing the Commission for the role that it may be called to play in such a mechanism.

ABB activity: Financial services and capital markets					
Financial resources (€) in commitment appropriations			**Human resources**		
Operational expenditure	Administrative expenditure (managed by the service)	Total	Establishment plan posts	Estimates of external personnel (in FTEs)	Total
38.756.720€		38.756.720€	188	49	237

SPECIFIC OBJECTIVES FOR ABB ACTIVITY "FINANCIAL SERVICES AND CAPITAL MARKETS"[9]

Relevant general objective: The EU financial system is properly supervised, stable, efficient, consumer-friendly and at the service of the EU economy.	
Specific objective: EU companies can operate and move easily within the EU, are well governed and transparent, present high quality and comparable financial reports and are subject to high quality audits and ratings. [10]	☒ Non-spending
Result indicator: Number of limited liability companies in the EU **Definition:** Limited liability companies include joint-stock companies, limited partnerships with share capital and private limited company**.** Increase in the number of limited liability companies in the EU would be an indication for a conducive environment for EU businesses – including SMEs. **Source:** EUROSTAT and information provided by national authorities (business registers)	
Baseline	**Target**
13,3 million in 2013	Regular increase in the number of limited liability companies in the EU
Result indicator: Number of foreign controlled companies - establishments in other Member States **Definition:** An increase of foreign controlled companies/ establishments in other Member States illustrates the ability of companies to operate more easily across borders within the EU and to grow. Source: EUROSTAT http://epp.eurostat.ec.europa.eu/portal/page/portal/european_business/special_sbs_topics/foreign_controlled_enterprises	
Baseline	**Target**
319,000 in 2010	Regular increase
Result indicator: Number of countries using International Financial Reporting Standards (IFRS) **Definition:** In 2005 the EU took a significant step and made the use of IFRS obligatory for the consolidated financial statements of EU companies which are listed on the EU's stock markets (Regulation 1606/2002). The EU is the largest jurisdiction applying IFRS. In relation to listed companies, the Commission's work extends beyond the EU's borders and goes towards promoting the use of IFRS as the worldwide financial reporting language so enhancing the efficiency and transparency of capital markets throughout the globe. **Source:** http://www.iasplus.com/en/resources/ifrs-topics/europe	
Baseline	**Target**
In 2013: 128 countries (125 in 2012, 120 in 2011)	Maintain positive trend

[9] Unless specified differently, the targets listed below were established in view of the historical data available and the DG's direct influence on the respective indicators.

[10] This specific objective incorporates the objective and indicators set in DG MARKT's programme to support specific activities in the field of financial reporting and auditing for the period of 2014-2020.

Result indicator: Percentage of standards endorsed in the EU compared to the number of standards issued by the International Accounting Standards Board (IASB) by 2020 **Definition:** Significant, credible and independent technical upstream European input is essential at the development of those standards. The IAS Regulation foresees an accounting technical committee which shall provide support and expertise to the Commission in the assessment of international accounting standards. The committee is called the European Financial Reporting Advisory Group (EFRAG). The function of the Committee is a regulatory one and consists in providing an opinion on the Commission proposals to adopt an international accounting standard as envisaged under Article 3 of the IAS Regulation. If EFRAG is influential enough, the standards developed by the IASB are acceptable to be endorsed in the EU. **Source**: Commission / MARKT.F.3	
Baseline	**Target**
On 29 October 2012, 89% of IFRSs was endorsed in the EU (124 standards out of 139).	100% by 2020
Result indicator: Number of Member States that fully endorse the clarified International Standards on Auditing (ISAs) **Definition:** In the field of statutory audit, the Public Interest Oversight Board (PIOB) was created in 2005 by the Monitoring Group, an international organisation responsible for monitoring the governance reform of the International Federation of Accountants (IFAC). The role of the PIOB is to oversee the process leading to the adoption of International Standards on Auditing (ISAs) and other public interest activities of the IFAC. It is possible for ISAs to be adopted for their application in the Union provided, in particular, that they have been developed with due process, public oversight and transparency as required under Article 26 of Directive 2006/43/EC of the European Parliament and of the Council of 17 May 2006 on statutory audits of annual accounts and consolidated accounts . The new audit proposals of 30 November 2011[11], aiming at strengthening the audit quality across the EU, also envisage the introduction of ISAs in the EU. **Source**: Commission / MARKT.F.4	
Baseline	**Target**
2012: 20 Member States	All Member States by 2020

Main outputs in 2014		
description	**indicator**	**target**
Commission Recommendation on the application of the "comply or explain" principle in corporate governance statements	Adoption	1st quarter 2014
Revision of the shareholders' rights Directive	Adoption	1st quarter 2014
Commission Proposal for a Directive in the area of company law on Single-Member Private Limited Liability Companies	Adoption	1st quarter 2014
Endorsement of new International Financial Reporting Standards IFRS (IFRS) to maintain high quality consolidated accounts by EU firms listed on regulated markets	Adoption	Throughout 2014
Equivalence decisions on Country by Country reporting and Transparency/ Prospectus Directives to reduce regulatory burden for EU companies	Adoption	4th quarter 2014
Regulatory technical standards on Identified Staff and Instruments that are appropriate to be used for variable	Adoption	1st semester 2014

[11] COM(2011)778 and COM(2011)779

remuneration (Directive 2013/36/EU)		
Regulatory technical standards on disclosure of structured finance instruments (CRA III[12] implementation)	Adoption	2nd semester 2014
Regulatory technical standards on European Rating Platform (CRA III implementation)	Adoption	2nd semester 2014
Regulatory technical standards on fees charged by CRAs (CRA III implementation)	Adoption	2nd semester 2014
Implementing technical standards on External Credit Assessment Institutions' mapping of rating scales (CRR implementation)	Adoption	2nd semester 2014
Report to the European Parliament and to the Council on the appropriateness of the development of a European creditworthiness assessment for sovereign debt (CRA III implementation)	Adoption	2nd semester 2014
Commission decision on CRAs (implementing act) concerning the equivalence of Argentina, Brazil, Hong Kong, Singapore, Mexico	Adoption	1st semester 2014
Adequacy decisions for certain third countries (auditing)	Adoption	Throughout 2014
Equivalence of third countries national accounting standards	Adoption	4th quarter 2014
Implementing acts defining technical specifications for the Business Registers Interconnection System	Adoption	2nd semester 2014
Regulatory Technical Standards (RTS) on major shareholdings under the Transparency Directive	Adoption	2nd semester 2014

Relevant general objective: The EU financial system is properly supervised, stable, efficient, consumer-friendly and at the service of the EU economy.	
Specific objective: Free movement of capital is applied in a coherent way in the EU, enabling access for European companies and States to capital and ensuring the integrity of financial markets.	☒ Non-spending
Result indicator: OECD FDI regulatory restrictiveness index: average for the EU Member States in the index. **Definition:** This OECD FDI index measures statutory restrictions on foreign direct investment in 57 countries, including 24 EU Member States, and covers 22 sectors. The index gauges the restrictiveness of a country's FDI rules by looking at the four main types of restrictions on FDI: (i) Foreign equity limitations; (ii) Screening or approval mechanisms; (iii) Restrictions on the employment of foreigners as key personnel; and (iv) Operational restrictions, e.g. restrictions on branching and on capital repatriation or on land ownership. The index ranges from 0 (the country is fully open to FDI) to 1 (the country is fully closed to FDI). Therefore, a decrease or lack of change in the index is an indication of the achievement of this specific objective. **Source:** OECD, http://www.oecd.org/daf/inv/ColumnChart-FDI_RR_Index_2012.pdf	
Baseline	**Target**
In 2012 the average index for 24 EU Member States was 0.04.	Decrease or lack of change in the average OECD FDI regulatory restrictiveness index for the EU*
Result indicator: The Chinn-Ito Index (KAOPEN): average of EU Member States in the index. **Definition:** KAOPEN is an index measuring a country's degree of financial account openness, based on a codification of restrictions on cross-border financial transactions reported in the IMF's	

[12] Regulation (EU) No 462/2013 on Credit Rating Agencies (CRAs)

*Annual Report on Exchange Arrangements and Exchange Restrictions***.** The index is currently available for 27 EU Member State. The index takes on higher values the more open the country is to cross-border capital transactions. Therefore, an increase or a lack of change in the index is an indication of achievement of the specific objective. **Source**: Menzie Chinn and Iro Hito, "A New Measure of Financial Openness", Journal of Comparative Policy Analysis, Volume 10, Issue 3 September 2008, p. 309 - 322. Available at: http://web.pdx.edu/~ito/Chinn-Ito_website.htm.

Baseline	**Target**
In 2011 the average index for 27 Member States was 2.185.	Increase or lack of change in the KAOPEN for the EU*****

***** *A lack of change can be considered as an indication of the achievement of the objective because the EU has already on average the best scores in both indicators worldwide. There is, therefore, little scope for further improvements. At the same time, there is a real threat that the EU scores might worsen, given the current strong protectionist pressures and high risks posed by financial instability. Thus, a lack of deterioration in the value of both indices for the EU in such a context can be considered an indicator of success.*
Main outputs in 2014

description	**indicator**	**target**
Commission Recommendation on establishing Investment Dispute Mediation	Adoption	1st quarter 2014
Commission Staff Working Document on the free movement of capital in the EU	Completion	1st quarter 2014

Relevant general objective: The EU financial system is properly supervised, stable, efficient, consumer-friendly and at the service of the EU economy.	
Specific objective: Appropriate supervision, robust market infrastructures and a high level of transparency contribute to the stability and integrity in financial markets.	☒ Non-spending

Result indicator: Level of market driven credit intermediation in the EU, in particular for large corporates, midcaps and SMEs **Definition:** This indicator measures the value of short-term and long-term debt securities issued within a particular year by non-financial corporates to the public. This measures the flow of market-based debt finance to the real economy. Increased market driven credit intermediation is a sign that financial markets are functioning and facilitating the flow of finance to the real economy. Access to market-based finance helps reduce the reliance on bank finance and diversify financing sources in the EU economy. **Source:** ECB Statistical Data Warehouse http://sdw.ecb.europa.eu/browse.do?node=17103

Baseline	**Target**
2012: EUR 176.309 millions	Increase the market driven credit intermediation in the EU, in particular for large corporates, midcaps and SMEs level

Result indicator: Percentage of settlement fails (weighted average by settlement volume)

<table>
<tr><td colspan="2">Definition: One of the objectives of the proposal for a Regulation on Central Securities Depositories is to improve the efficiency and stability of settlement systems.
Source: ECSDA (European CSD Association)</td></tr>
<tr><td>Baseline</td><td>Target</td></tr>
<tr><td>In general, data is scarce, largely because there is no harmonised definition of a settlement fail. The CSDR, once adopted, will introduce a harmonised definition and a requirement for ESMA to report on settlement fails. The data provided as a baseline is therefore based on industry surveys.

2012: 1.09%.

2009: 2.59%</td><td>Reduce the number of settlement fails</td></tr>
<tr><td colspan="2">Result indicator: Number of centrally cleared OTC derivatives transactions
Definition: As part of the 2009 G20 Pittsburgh agreement, it was agreed that jurisdictions should introduce a clearing obligation for standardised OTC derivatives contracts. EMIR transposed the clearing obligation into EU law. The high number of cleared transactions is an indication of a safer and more transparent derivatives market.
Source: FSB's 5th progress reports on OTC Derivatives Market Reforms</td></tr>
<tr><td>Baseline</td><td>Target</td></tr>
<tr><td>28% in mid-2012</td><td>50% of total OTC derivatives notional principal outstanding to be centrally cleared by end 2014</td></tr>
<tr><td colspan="2">Result indicator: Proportion of cross border originated investment funds
Definition: European funds have the possibility to be marketed throughout the EU once they have been authorized in their home jurisdiction. The proportion of cross border originated Assets Under Management (AuM) measures how the European Single Market is integrated in the asset management universe. It is a sign that investors trust the European supervision and transparency framework that applies to the funds marketed to them.
Source: Lipper, annual data regarding the sales of UCITS and non-UCITS funds in Europe, including the proportion of domestic versus cross border origin of the assets under management.</td></tr>
<tr><td>Baseline</td><td>Target</td></tr>
<tr><td>The share of cross border assets has risen from 21% in 2001 to 45% in 2012.</td><td>Maintain the current growth trend</td></tr>
</table>

Main outputs in 2014

description	**indicator**	**target**
Review of the European System of Financial Supervision	Adoption	1st semester 2014
Communication on the follow up to the Green Paper: Long-term financing of the European economy	Adoption	1st semester 2014
Economic Review of the Financial Regulation Agenda	Adoption	April 2014
European Financial Stability and Integration Report	Adoption	April 2014
Communication on Crowdfunding in the EU	Adoption	1st semester 2014
ESMA and EBA technical standards and Commission delegated acts in relation to various provisions of CSDR (e.g. settlement discipline, authorisation and supervision of CSDs and others depending on the final outcome of the legislative procedure).	Adoption	Throughout 2014

Commission Delegated Regulation on Fines for Trade Repositories	Adoption	1st semester 2014
Regulatory Technical Standards on anti-evasion under EMIR	Adoption	1st semester 2014
Regulatory Technical Standards on the clearing obligation under EMIR	Adoption	2nd semester 2014
Regulatory Technical Standards on risk-mitigation techniques for uncleared trades under EMIR	Adoption	2nd semester 2014
EMIR Baseline Pension Fund Report	Adoption	1st semester 2014
Commission Implementing Regulations on 3rd country equivalence under EMIR	Adoption	Throughout 2014
Commission Delegated Regulation with regard to regulatory technical standards on supplements required under the Prospectus Directive	Adoption	1st semester 2014
Commission Delegated Regulation with regard to regulatory technical standards on information requirements for assessment of acquisitions and increases in holdings in investment firms (MiFID)	Adoption	2nd semester 2014
Commission Implementing Regulation on consultation among competent authorities on assessment of acquisitions (MiFID)	Adoption	2nd semester 2014

Relevant general objective: The EU financial system is properly supervised, stable, efficient, consumer-friendly and at the service of the EU economy.

Specific objective: Effective investor protection is ensured through strict conduct-of business and disclosure rules.	☒ Non-spending

Result indicator: Number of UCITS fund suspension of redemption

Definition: A suspended fund/class is defined with valid underlying assets, but fails to generate a price due to market authority intervention, natural force, limited trading in an illiquid market or unusual company activity. The result is that the investors cannot redeem their money invested in the fund as initially planned.

Suspensions may last from one day to some months. The below figure takes into account all UCITS funds (above €10 mio of assets under management) that have had at least one share class that has been suspended at least once during the year. The share classes that represent less than 5% of the fund's size have been excluded to avoid counting share classes that would have been closed.

Source: Morningstar database

Baseline	**Target**
471 funds in 2012	Decrease over the next years

Main outputs in 2014

description	**indicator**	**target**
Delegated Acts in the asset management area (Undertakings for Collective Investment in Transferable Securities, UCITS; Alternative Investment Fund Managers Directive, AIFMD; European Venture Capital Fund, EuVECA, European Social Entrepreneurship Funds, EuSEF)	Adoption	Throughout 2014

Relevant general objective: The EU financial system is properly supervised, stable, efficient, consumer-friendly and at the service of the EU economy.	
Specific objective: Banking, insurance and pension sectors are stable, resilient and at the service of the real economy due to prudential and supervisory measures as well as to a resolution regime.	☒ Non-spending
Result indicator: Capital Ratios of Banks – measured against the new qualitative requirements introduced by CRD IV/CRR **Definition:** The CRD IV package which transposes -via a Regulation and a Directive- the new global standards on bank capital (the Basel III agreement) into EU law, entered into force on 17 July 2013. The new rules which apply from 1 January 2014 tackle some of the vulnerabilities shown by the banking institutions during the crisis, namely the insufficient level of capital, both in quantity and in quality, resulting in the need for unprecedented support from national authorities. They set stronger prudential requirements for banks, requiring them to keep sufficient capital reserves and liquidity. This new framework will make EU banks more solid and will strengthen their capacity to adequately manage the risks linked to their activities, and absorb any losses they may incur in doing business. *Source: EBA Impact ASSESSMENT GROUP*	
Baseline	**Target**
Group 1 and Group 2 banks have reported an average Tier 1 ratio of 12.7% and 12.6%, respectively, and a total capital ratio of 15.0% and 15.6% end 2012. Group 1 and Group 2 banks have reported on average a proportion of 84% and 81% of Tier 1 capital. On country level the composition of capital continues to vary significantly.	Ensure that at any time, the capital ratio of banks meets the capital requirements of CRD IV/CRR (7%)
Result indicator: The proportion of the total assets held by European insurers that is directly invested in the long-term financing of the real economy. **Definition:** This is taken as the total proportion of assets indicated to be held in loans, mortgages and non-financial corporate bonds. Improving the capacity of the economy to finance long-term is central to supporting structural economic reform and returning to the long-run trend of economic growth. **Source:** EIOPA's Half-Yearly Financial Stability Report	
Baseline	**Target**
16% (EIOPA's Half-Yearly Financial Stability Report, Spring 2013) (Non-financial corporate bonds make up 12% and loans and mortgages make up 4%)	Increase year on year the proportion of total assets allocated to direct long-term investment in the real economy
Result indicator: State aid granted to financial institutions (% of GDP) **Definition:** The new rules for bank recovery and resolution ensure that authorities can deal adequately with future bank crises. Furthermore, if the financial situation of a bank deteriorates beyond repair, the bank's critical functions would be rescued while the costs of restructuring and resolving failing banks fall upon the bank's owners and creditors and not on taxpayers. ***Source:*** COMP State Aid Scoreboard, Eurostat	
Baseline	**Target**
Between October 2008 and October 2011, the Commission	State aid measures as

approved €4.506 trillion (equivalent to 37% of EU GDP; 11% on annualised basis) of state aid measures to financial institutions.	approved by the Commission decrease after the transposition of the Bank Recovery and Resolution Directive into the national law.

Main outputs in 2014		
description	**indicator**	**target**
Review of Institutions for Occupational Retirement Pensions Directive (IORP)	Adoption	1st semester 2014
Structural reform of the structure of EU banks	Adoption	1st semester 2014
Commission report on legal obstacles to the free movement of funds in single liquidity sub-groups in the banking sector	Adoption	1st semester 2014
Establishment of the Single Resolution Board	Operational Board	By the end of 2014
Level 2 measures - 72 Capital Requirements (Regulation 575/2013 and Directive 2013/36/EU) Regulatory and Implementing Technical standards. The detailed rules of the CRR/CRD will be contained in a large number of binding technical standards developed by the European Banking Authority and adopted by the European Commission which contribute to building the Single Rulebook in banking.	Adoption	Throughout 2014
Level 2 measures - Capital Requirements (Regulation 575/2013) Delegated act setting out the Liquidity Coverage Ratio	Adoption	By the end of 2014
Level 2 measures - Capital Requirements (Regulation 575/2013) Delegated act setting out the Leverage Ratio	Adoption	By the end of 2014
12 Capital Requirements (Regulation 575/2013 and Directive 2013/36/EU) Reports to Council and European Parliament and, where appropriate, legislative proposals, on: own funds requirements for covered bonds, long term financing, the use of and benefits from central bank funding support measures and large exposures, and the adequacy of macro prudential rules.	Adoption	By the end of 2014
Level 2 measures - Capital Requirements (Regulation 575/2013) Implementing acts assessing the equivalence of third countries' supervisory and regulatory requirements.	Adoption	By the end of 2014
FICOD - Adoption of level-2 measures to ensure effective implementation of the Directive on the supplementary supervision of financial conglomerates	Adoption	Throughout 2014
Insurance – Solvency II (Directive 2009/138/EC) Level 2/ implementing measures to complete the modernisation of the EU insurance framework stimulating long terms investments	Adoption	By the end of 2014

Relevant general objective: The EU financial system is properly supervised, stable, efficient, consumer-friendly and at the service of the EU economy.		
Specific objective: Consumers benefit from a secure access to high-quality retail financial and payment services throughout the EU and credit flow to the economy is unhampered.		☒ Non-spending
Result indicator: Level of SEPA Credit Transfers (SCT) and SEPA (SCT) and SEPA Direct Debits (SDD) within the EU. **Definition:** The creation of an integrated market for electronic payments in euro, with no distinction between national and cross-border payments is necessary for the proper functioning of the internal market. To that end, the single euro payments area (SEPA) project aims to develop common Union-wide payment services to replace current national payment services. As a result of the introduction of open, common payment standards, rules and practices, and through integrated payment processing, SEPA should provide Union citizens and businesses with secure, competitively priced, user-friendly, and reliable payment services in euro. **Source:** ECB		
Baseline		**Target**
August 2013 SEPA Credit Transfers:52.78% of all credit transfers in the Eurozone SEPA Direct Debit: 7% of all direct debits		Full migration (100%) by the date set in the last version of the SEPA end-date regulation.
Result indicator: Number of EU citizens without a bank account **Definition:** Now that electronic payments are increasingly replacing cash, everyone needs a bank account. Those without an account find it difficult or impossible to receive a wage or social support payments, transfer money or make purchases requiring a debit or credit card. **Source:** World Bank		
Baseline:		**Target**
In 2011 : 58 million EU citizens without a bank account		Gradual reduction in number of EU citizens without a bank account (on the basis of surveys/Eurobarometers) as of 2015.
Result indicator: Number of Payment Institution (PI's) **Definition:** Easy market entry of new actors on the payments access, namely payment institutions, increases competition and offers more payment choices to consumers. **Source:** Member States, Commission		
Baseline		**Target**
2012: Number of authorised Payment Institutions in EEA: 568 Number of passports issued in EEA: 175 Number of authorised small Payment Institutions: 2,321		Increase year on year the number of new entrants on the payments market (number of PI's)
Main outputs in 2014		
description	**indicator**	**target**
Consumer Finance product strategy	Adoption	By the end of 2014

HORIZONTAL ACTIVITIES

I. POLICY STRATEGY AND COORDINATION

DG MARKT has a large post-crisis work programme in financial services where many issues go beyond unit borders; the same applies even more to the follow-up to the Single Market Act. We hence strive to use all the synergies that exist between our directorates and promote a more open, collaborative and flexible working culture across the DG. DG MARKT's two coordination Units, attached directly to the two Deputy Director Generals, help ensure coherence between policy projects originating in different units.

The DG is exploring ways to restore growth in the markets which offer biggest potential. Over the last two years a lot of work has gone in DG MARKT into developing a better understanding of how our policies function in individual Member States and markets. The identification and design of Single Market policies has become increasingly evidence-driven. With the increased diversity of the Single Market as a result of its scope of 28 Member States, the country-specific elements of these assessments have become significantly more important, implying an increased need for **country knowledge**. By combining legal and economic evidence, gathering country knowledge helps to frame and shape policy intervention.

On **communication**, we aim to maintain a high profile for the Internal Market and to promote DG MARKT's policies and their benefits among key target audiences, primarily by means of media relations, websites, social media, speeches and printed publications. We monitor media coverage on the Internal Market, as well as wider opinion among the general public and stakeholders. DG MARKT is constantly in the media, which represents an opportunity as well as a risk. We therefore seek to be clear and accurate in our media relations.

<table>
<tr><th colspan="6">ABB activity: Policy strategy and coordination for internal market and services</th></tr>
<tr><th colspan="3">Financial resources
(€) in commitment appropriations</th><th colspan="3">Human resources</th></tr>
<tr><td>Operational expenditure</td><td>Administrative expenditure
(managed by the service)</td><td>Total</td><td>Establishment plan posts</td><td>Estimates of external personnel (in FTEs)</td><td>Total</td></tr>
<tr><td>-</td><td>-</td><td>-</td><td>45</td><td>10</td><td>55</td></tr>
</table>

POLICY STRATEGY AND COORDINATION SPECIFIC OBJECTIVES[13]

Specific objective: In order to benefit consumers and businesses, create and enforce an effective regulatory framework that is based on sound economic rationale and robust empirical evidence.		☒ Non-spending
Result indicator: Number of in-depth, in-house, empirical economic analyses conducted; in particular before IA process is launched **Definition:** The in-house, empirical economic analyses aim at strengthening economic underpinnings of Single Market policies, in particular their contribution to economic growth and job creation. **Source:** MARKT/B2, MARKT/G1		
Baseline		Target
5 in-depth, in-house, empirical economic analyses in 2013		Additional 7 in-depth, in-house, empirical economic analyses by end of 2014
Result indicator: Number of Member States covered by the Country Knowledge initiative **Definition:** The Country Knowledge initiative is intended as input to the EU2020 Country Specific Recommendations and as an evidence base for horizontal policies, as well as for infringement prioritisation. **Source:** MARKT/B2		
Baseline	Milestone	Target
7 Member States (November 2013)	14 Member States covered by end of 2014	Full coverage (28 Member States) by beginning of 2016

[13] The targets listed below were established in view of the historical data available.

Specific objective: Citizens, businesses and other stakeholders are better informed on significant developments in Single Market policies.	☒ Non-spending
Result indicator: Number of visits/month on DG MARKT's websites **Source:** MARKT/A4	
Baseline	Target
October 2012 - September 2013: 455,895 visits monthly average	Over 500,000 visits/month on DG MARKT's website on average by end 2014
Result indicator: Tracking coverage on DG COMM's European Media Monitoring System **Source:** MARKT/A4	
Baseline	Target
estimated daily average for 2013: 70 articles (based on a sample) *This result cannot be maintained in 2014 which will be a year of implementation and of fewer policy proposals.*	Sustain good volume of media coverage: daily average not less than 40 articles
Result indicator: Engagement rate on Twitter **Definition:** The engagement rate is an indicator that evaluates the effectiveness of the content we produce and how interesting people seem to find it. It is calculated by adding all the interactions our account receives (mentions, answers, retweets) and dividing them by the number of tweets we produce. By creating more engagement, we ensure that we reach more people and our messages are relevant to our followers. If they decide to interact with us, or to spread our message, it means that we are sharing information that is interesting to them, and they are more likely to remember it. **Source:** MARKT/A4	
Baseline	Target
6.91 in December 2013	10 in December 2014 and average of 8 for the entire year 2014 *This target is broadly in line with what is achieved by other DGs' Twitter accounts.*

Main outputs in 2014		
description	**indicator**	**target**
Media and other communication actions along the lines of Commission decisions and entries into force of EU legislation in DG MARKT's policy fields	Ongoing actions	Throughout 2014
New strategy for DG MARKT in social media for a more targeted communication about specific policy initiatives	Implementation	Ongoing

II. ADMINISTRATIVE SUPPORT

DG MARKT has traditionally enjoyed a reputation for quality, productivity and professionalism. The DG places high value on internal communication and on fostering staff engagement, with a number of initiatives designed to maintain motivation and the interest of staff across the DG's various policy areas. As shown in the latest results of DG HR's annual staff satisfaction survey, despite the heavy workload, DG MARKT staff members show a high level of job satisfaction and commitment, and feel that their opinions are taken into account. In the frame of the internal Commission strategy on Equal Opportunities, DG MARKT was awarded the balanced workplace label in recognition of its achievements to promote a fair, flexible and respectful workplace.

DG MARKT's annual expenditure is geared towards providing support to policies, by funding assistance services for citizens (SOLVIT, the Your Europe portal and Your Europe Advice), networks between administrations (the Internal Market Information Network – IMI) and evaluations and studies (in particular to prepare impact assessments). Grant funding is made available to EFRAG, IASB and PIOB. DG MARKT is also responsible for supervising four agencies and co-funding the three financial supervisory agencies.

Effective and efficient internal control is essential to any organisation. DG MARKT therefore conducts a Compliance Screening exercise to verify the state of implementation of the internal control standards in the DG.

The implementation of DG MARKT's Anti-fraud Strategy constitutes a priority for 2014. The main objective is to improve prevention and detection of fraud, and to raise awareness among staff on anti-fraud measures.

We strive to maintain high standards in the areas of Informatics Technology and the Document Administration. Our IT strategy aims at developing and maintaining information systems which support the policies of the DG and simplify various administrative processes[14]. We make sure that our IT evolves in line with the IT rationalisation exercise at the Commission. We work closely with other services to avoid duplication and promote common, reusable and flexible solutions, e.g. the BASIS information system is developed by DG MARKT as system supplier but will be a corporate system as of 2014 and will be used by 11 DGs; DG MARKT is the system supplier of YEST developed with the financial contribution of DG ENTR's agency which will also use it; DG MARKT contributes financially to the development of DG EMPL's AGORA system that will be used by six DGs in 2014.

ABB activity: Administrative support for the Directorate-General for internal market and services					
Financial resources (€) in commitment appropriations			**Human resources**		
Operational expenditure	Administrative expenditure (managed by the service)	Total	Establishment plan posts	Estimates of external personnel (in FTEs)	Total
	9.371.305€	9.371.305€	50	9	59

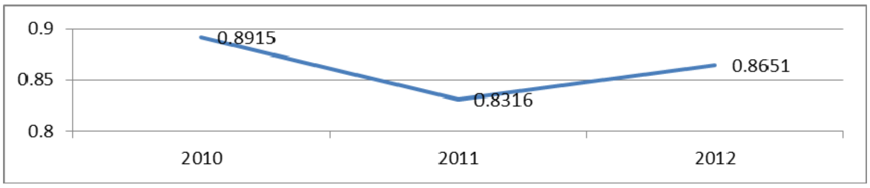
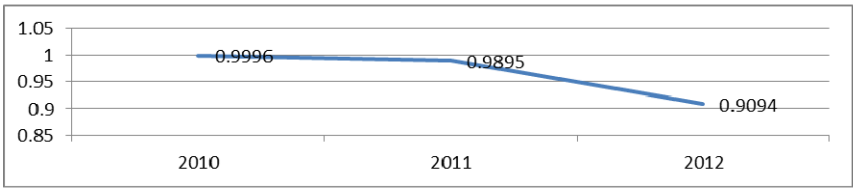
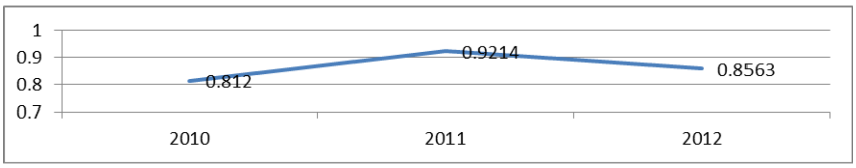
[14] E.g. REGPROF (Regulated Professions); MAPPS (Marché Public/Public Procurement); eCertis; YQOL (Your Questions on Legislation); BASIS (Briefings And Speeches Information System); YEST (Your Europe Support Tool), etc.

ADMINISTRATIVE SUPPORT OBJECTIVES[15]

Specific objective: Deliver effective HR Services to promote a high-performing, balanced and stimulating working environment for all staff in DG MARKT	☒ Non-spending
Indicator: Percentage of permanent staff leaving the DG before two years of employment in the DG **Source:** Commission, MARKT/A1	
Baseline	Target
In 2012: 0.6%	Maintain less than 1%
Indicator: Percentage of participants satisfied with DG MARKT's courses (excluding IT courses). **Source:** Commission, Syslog statistical reports	
Baseline	Target
86,3% in 2013	Maintain high overall satisfaction with courses organised in DG MARKT
Indicator: Overall job satisfaction of staff (percentage of staff satisfied with their job) **Source:** DG HR's annual staff satisfaction survey	
Baseline	Target
72% of DG MARKT's staff who replied to DG HR's 2013 staff satisfaction survey indicates that they are either very satisfied or satisfied with their job.	Maintain high overall job satisfaction of staff
Indicator: Average vacancy rate (percentage of vacant posts out of the total number of establishment plan posts) **Source:** Commission, HR Dashboard	
Baseline	Target
6.2% (January 2013 – December 2013)	Less than 6 % vacancy rate by end 2014

Main outputs in 2014		
description	**indicator**	**target**
A strategic HR plan	Adoption by senior management and implementation	Adoption by end 2014 and ongoing implementation
Follow-up to the AST action plan to organise administrative support in units in a more efficient way and reduce administrative overheads	Implementation	Ongoing

[15] The targets listed below were established in view of the historical data available.

<table>
<tr><td colspan="2">Specific objective: DG MARKT ensures sound financial management of resources and legality and regularity of its underlying transactions, as well as the implementation of its Anti-Fraud Strategy.</td><td>☒ Non-spending</td></tr>
<tr><td colspan="3">Indicator: Percentage of payments executed within contractual time limits
Source: DG MARKT, AAR</td></tr>
<tr><td colspan="2">Baseline</td><td>Target</td></tr>
<tr><td colspan="2">Baseline: 2011: 83.16%

</td><td>90% by 2015</td></tr>
<tr><td colspan="3">Indicator: Execution rate (%) of the budget (commitments appropriations- Administrative and operational lines)
Source: DG MARKT, AAR</td></tr>
<tr><td colspan="2">Baseline</td><td>Target</td></tr>
<tr><td colspan="2">Baseline: 2011: 98.95%

</td><td>95% by 2015</td></tr>
<tr><td colspan="3">Indicator: Execution rate (%) of the budget (payments appropriations- Administrative and operational lines)
Source: DG MARKT, AAR</td></tr>
<tr><td colspan="2">Baseline</td><td>Target</td></tr>
<tr><td colspan="2">Baseline 2011: 92.14%

</td><td>95% by 2015</td></tr>
<tr><td colspan="3">Indicator: Number of legal proceedings following complaints in procurement procedures
Source: MARKT/A2</td></tr>
<tr><td>Baseline</td><td colspan="2">Target</td></tr>
<tr><td>2011 - 2013: 0</td><td colspan="2">No legal proceedings following complaints in procurement procedures</td></tr>
<tr><td colspan="3">Indicator: Degree of awareness of anti-fraud measures following the implementation of the Anti-Fraud Strategy (AFS) 2013
Source: MARKT/A2, Survey to be run in 2015 following implementation of the AFS' Action</td></tr>
</table>

Plan		
Baseline	Target	
No data (Survey to be run in 2015 following the implementation of the AFS' Action Plan)	70% positive response rate on the knowledge of anti-fraud measures.	
Indicator: Percentage of actions listed in the AFS implemented on time **Source:** MARKT/A2		
Baseline	Target	
No data so far; the implementation of the AFS started end 2013	100% by the first semester 2015	
Main outputs in 2014		
description	**indicator**	**target**
DG MARKT Anti-Fraud Strategy to raise awareness among staff regarding anti-fraud measures	Implementation	Ongoing

Specific objective: Develop and maintain Information Systems to support MARKT's policies and administrative processes; help DIGIT making sure they offer, in the context of the ITIC centralized service, high quality Information and Communication Technology (ICT) infrastructures, tools and services so that the staff is appropriately supported in their operation	☒ Spending
Indicator: Information Systems developed with schedule and budget **Source:** Commission/MARKT A3	
Baseline	Target
November 2013: BASIS : development YEST : phase 1 in production eCertis : analysis new requirements	By end 2014: BASIS: deployed in at least 5 DGs, second version with cross-DG workflows. YEST: tools in prod to support the communication issued for YE eCertis: scope extension in prod
Indicator: Percentage of users satisfied with the information systems TSAR-BASIS, YEST, eCERTIS **Source:** Commission/MARKT A3	
Baseline	Target
n.a.	By end 2014: 75% for each information system

Specific objective: Maintain an effective document management system so that any document connected with the DG's official functions can be electronically registered, filed and retrieved in any moment.	☒ Non-spending
Indicator: Percentage of users satisfied with the document management services provided (CAD and mail distribution) **Source:** Commission/MARKT A3, Annual document management (CAD) survey	
Baseline	Target
2013 : 80%	Maintain high user satisfaction
Indicator: All archives kept up to date (all files of which the DUA (Durée Utile Administrative) is past must be transferred to the Historical Archives or destroyed **Source:** Commission/MARKT A3	
Baseline	Target
11/2013 : 50% of the archives up-to-date	12/2014 : 100% of the archives up-to-date

Specific objective: Ensure a high level of security (Information Systems, documents, other)	☒ Non-spending
Indicator: Number of Information Systems covered with an up-to-date Security Plan **Source:** Commission/MARKT A3	
Baseline	Target
November 2013: 4 out of 7 Information Systems covered by an up-to-date Security Plan (including BIA & security scope annexes): YEST, IMI, YEA, REGPROF	By 12/2014: 6 (out of 7) Information Systems are covered by an up-to-date Security Plan (including BIA & security scope annexes): YEST, IMI, YEA, REGPROF, BASIS, eCertis

Specific objective: Ensure that DG MARKT is prepared as well as possible for crises (staff, building, IT)	☒ Non-spending
Indicator: Number Business Continuity tests organised **Source:** Commission/MARKT A3	
Baseline	Target
2013 : 2 communication tests (SMS->email, token)	2014 : 2 local, 1 corporate test