



Strategic Plan 2016-2020

DG Justice and Consumers

*The current Commission's term of office runs until 31 October 2019. New political orientations provided by the incoming Commission for the subsequent period will be appropriately reflected in the strategic planning process.

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PART 1. Strategic vision for 2016-2020

A. Mission statement

The mission of the Directorate-General for Justice and Consumers is to uphold and strengthen the rights of people living in the European Union, whether they are acting as consumers, entrepreneurs or workers and the rights of EU citizens in the European Union and abroad.

Our policies and our daily work are based on core values and principles of freedom, democracy, the rule of law, equality, tolerance, and respect for human rights.

B. Operating context

Treaty provisions

The Treaty on European Union, the Treaty on the Functioning of the European Union, and the Charter of Fundamental Rights of the European Union, which has the same legal value as the Treaties, set out the scope of European Union action in the areas of Justice, Equality and Consumer policies. These policies are all under the responsibility of DG Justice and Consumers and fall under the heading of “shared competences”.

Article 2 of the Treaty on European Union declares that “The Union is founded on the values of respect for human dignity, freedom, democracy, equality, the rule of law and respect for human rights, including the rights of persons belonging to minorities. These values are common to the Member States in a society in which pluralism, non-discrimination, tolerance, justice, solidarity and equality between women and men prevail”. Article 3.2 states that “The Union shall offer its citizens an area of freedom, security and justice without internal frontiers, in which the free movement of persons is ensured in conjunction with appropriate measures with respect to external border controls, asylum, immigration and the prevention and combating of crime”; article 3.3 commits the European Union to promote equality between men and women, and the protection of the rights of the child.

Title 2 (“Provisions of General Application”) of the Treaty on the Functioning of the European Union (TFEU) sets out the goals of the European Union relating to gender equality; anti-discrimination on grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation; consumer protection; and protection of personal data. The objectives and scope of EU action in these areas are further defined in other parts of the TFEU (except for protection of personal data). Part Two (“Non-discrimination and citizenship of the Union”) of the TFEU establishes the concept of citizenship of the Union, and defines the rights and duties of EU citizens. Part Three (“Union Policies And Internal Actions”) of the TFEU includes several sections relating to the policy areas that also fall under DG Justice and Consumers’ responsibilities:

- Title IV (“Free Movement of Persons, Services and Capital”) provides for EU action in areas related to company law, and action to enable the free movement of people to look for work, and to remain in the territory of a Member State after having been employed there;
- Title V (“Area of Freedom, Security and Justice”) establishes the principle of mutual recognition of judgements and decisions in civil and criminal justice, including the approximation of national laws where necessary;
- Title VII (“Common Rules On Competition, Taxation And Approximation Of Laws”) provides a right to act to improve the working of the internal market. This is the basis for EU action in areas such as insolvency law and consumer protection

- Title X (“Social Policy”) is the basis for EU action relating to equal pay, and the health and safety of workers, including maternity and parental leave, for example;
- Title XV (“Consumer protection”) specifies notably that the EU shall aim for a high level of consumer protection in its policies.

Types of Commission intervention

To achieve its goals in the above areas, DG Justice and Consumers uses a wide range of tools. The DG manages a substantial set of EU laws in the domains of Justice, Citizenship, Equality, and Consumer policies. The entry into force of the Lisbon treaty brought an end to the “three pillar” structure of EU policies under which Justice policies had had a strong intergovernmental dimension, and was followed by a relatively rapid expansion of EU law in the Justice policy area. This has been succeeded by an approach – common to all policies under the DG’s responsibility – summarised in the Commission Communication on EU Justice policy up to 2020 as “consolidate, codify, complement”.

More emphasis is given under this approach to implementing and enforcing EU law. This is all the more relevant as, since 1 December 2014 the Commission and European Court of Justice have had powers to enforce laws in the areas of police cooperation and criminal justice that had been adopted by the Council before the entry into force of the Lisbon Treaty on 1 December 2009. Application of EU law is firstly the responsibility of Member States; its enforcement is a shared task between the Commission and Member States, so that national judges and other administrative bodies contribute greatly to the application of EU law. The objective of enforcing EU law is to ensure that citizens and businesses enjoy the rights and opportunities provided by EU law including in a cross border context.

Communications activities are integrated into the policy cycle, so that messages are developed hand in hand with policy, and delivered to target audiences across the EU in a timely, clear and comprehensive manner. To this end, communication activities are shaped to reflect political priorities and accompany the strategic policy initiatives.

The Justice Scoreboard, the Consumer Scoreboards as well as Annual Reports on equality between women and men and on Roma integration prepared by DG JUST are valuable tools for achieving policy objectives.

- **The EU Justice Scoreboard** publishes comparable data on the quality, independence, and efficiency of Member States’ civil and commercial justice systems, and is part of the analytical basis for recommendations made to Member States in the European Semester.
- **The Consumer Scoreboards** show how the single market is performing for EU consumers and warn of potential problems. They are a tool for evidence-based consumer policy, and help European and national policymakers and stakeholders to assess the impact of their policies on consumer welfare and to benchmark performance over time.
- **The Annual report on equality between women and men** monitors the progress on gender equality using targets and indicators in the areas of labour market participation, gender gaps, women in decision-making as well as combating gender-based violence. It provides evidence on the trends at the EU level and comparable data on national situations. The report contributes to the country specific recommendations and to the Joint Employment Report in the context of the European semester.
- Finally, the **Annual report on the progress of Roma integration** screens the implementation of the national Roma integration strategies and (from 2016 onwards) of the Council Recommendation on national Roma integration measures adopted in 2013.

There is also a significant international dimension to our policies, as we seek to protect the rights and interests of EU citizens and businesses also outside the EU, including by mainstreaming our priorities into EU external policies. In order to facilitate the exercise of the right of unrepresented citizens to consular protection abroad, we promote and negotiate consular protection clauses in agreements with third countries. We also use international fora to promote fundamental rights (including rights of the child) and to ensure that eliminating barriers to international trade in goods and services respects consumers' rights and product safety requirements and increases consumers' well-being. We help prepare countries that are candidates for EU membership to implement and enforce EU law.

The DG manages three funding programmes: the Justice programme, the Rights, Equality and Citizenship programme, and the Consumer programme. Over the 2014-2020 period, some one billion euro will be available from the EU budget to support our policies. The Justice programme and the Rights, Equality and Citizenship programme are managed directly by the DG; CHAFEA, the Consumers, Health, Agriculture and Food Executive Agency manages the main part of the Consumer programme on DG JUST's behalf.

Main stakeholder groups

DG Justice and Consumers maintains contacts with a range of stakeholder networks. Depending on the network, these help to implement and enforce EU policies; strengthen cooperation between Member States; enhance mutual trust; and provide feedback on the impacts of our interventions. They may be grouped as follows:

Justice

- The *European Network of Councils for the Judiciary*, the *Network of Presidents of the Supreme Judicial Courts of the EU*, *ACA-Europe*, the *network of Supreme administrative jurisdictions (Council of States)*, and the *European Judicial Training Network (EJTN)* contribute to consistent application of EU law;
- The *European Judicial Network in civil and commercial matters (EJN-Civil)* facilitates judicial cooperation between Member States, ensures citizens' access to justice and to information on EU civil justice matters;
- The *European Judicial Network (EJN-Criminal)* facilitates mutual judicial assistance in the fight against transnational crime. The *Network of National Experts on Joint Investigation Teams* assists practitioners. The *Genocide Network* contributes to the fight against impunity for serious international crimes;

Citizenship

- The Network of administrative judges on judicial training on EU rules on free movement identifies judges' training needs and organises training activities targeting administrative judges;
- The Network of academics helps improve policy development in the field of Union citizenship;
- A number of expert groups provide input for justice and citizenship policies: expert group FREEMO on the right to free movement of persons directive, expert group on Electoral Matters, expert group on Consular Protection (Article 23 TFEU and Directive 2015/637);

Fundamental rights and equality

- *National Data Protection Supervisory Authorities* from Member States are grouped in in the Article 29 Data Protection Working Party, an advisory body to the Commission,
- the European Data Protection Supervisor is the supervisory authority for the EU institutions, bodies, offices and agencies.

- *Equinet*, the European network of equality bodies, ensures cooperation and the exchange of good practices between member states' equality bodies set up to fight discrimination on the grounds of racial and ethnic origin and sex.
- *Advisory Committee on the equality between women and men* gives the Commission advice and opinions on the development of the gender equality policy.
- Several specialised expert networks play a role in implementing specific EU policies: The network of the *National Roma Contact Points*, the *European Network of Legal Experts in the field of Gender Equality and Anti-Discrimination*, and the *European Network of Experts in Gender Equality Policy*.
- The *Annual Colloquium on Fundamental Rights* strengthens dialogue between the EU and international institutions, policy makers, academia and civil society, and deepens the understanding of challenges for fundamental rights.
- The Commission has set up a yearly *European Forum on the Rights of the Child, as well as an informal Member State expert group on rights of the child*.
- The Commission has committed to organise a *European Platform on Roma integration* biannually under the EU Framework on National Roma Integration Strategies. The European Platform ensures the consultations of and between the representatives of the Roma community, the civil society and the Member States authorities.
- *The High-Level Group on gender mainstreaming* is a long-standing body for the coordination of the EU and Member States gender equality policies.
- The Commission set up a *High-Level Group on Non-discrimination, Equality and Diversity* to ensure policy coordination on equality policy and non-discrimination on the grounds of race, ethnic origin, age, disability and sexual orientation.
- The Commission will set up in 2016 a new *High Level Group on racism, xenophobia and other forms of intolerance* to strengthen cooperation between the Commission and Member States, international bodies, civil society and community representatives in order to achieve concrete progress on addressing hate speech and hate crime.
- *The dialogue with churches, religious associations or communities and philosophical and non-confessional organisations* under Article 17 TFEU allows for an open exchange of views between EU institutions and important parts of European society on EU policies.

Consumers

- *The Consumer Policy Network (CPN)* is a network for Policy dialogue and exchange of experience on Consumer Policy, composed of Member States' Director Generals and their deputies in the national Ministries in charge of Consumer Policy.
- *The European Consumer Consultative Group (ECCG)*, composed of national and European consumer organisations, is the Commission's main advisory group on consumer issues.
- *European Consumer Centres (ECCs)* informs consumers about their rights and to assist them in case of problems with traders based in other Member States, Norway or Iceland.
- *The EU Consumer Protection Cooperation (CPC) Regulation* links national consumer authorities in an enforcement network. Thanks to it, a national authority in one EU country can call on their counterpart in another EU country to intervene when specific EU consumer law is breached.
- *The Consumer Safety Network (CSN)* links the authorities in charge of consumer product safety rules and relevant stakeholders.

- *BEUC* represents consumer organisations in all Member States, as well as the European Economic Area countries and candidate countries. BEUC helps to make sure that consumer interests are represented at EU level.
- *The Citizens' Energy Forum* brings together national energy regulators, consumer bodies, Member States' ministries and industry to help deliver competitive, energy efficient and fair retail markets for consumers.
- *The European Consumer Summit* is the annual flagship event for consumer policy, gathering stakeholders such as national authorities, consumer and business representatives, and academics.

European Union Agencies supporting the goals of DG Justice and Consumers

- The *Fundamental Rights Agency (FRA)* undertakes comparative research in the context of the EU Charter of Fundamental Rights. In addition, the agency gives evidence-based advice and formulates opinions for the EU institutions and the EU Member States. The agency cooperates closely with civil society and raises awareness of fundamental rights among the general public.
- The main tasks of *Eurojust*, the European Union's Judicial Cooperation Unit, are to stimulate and improve the coordination of investigations and prosecutions in the Member States; to improve cooperation between Member States in the fight against cross-border crime affecting the European Union; and to support in any way possible the national authorities in their investigations and prosecutions. Eurojust also offers support beyond EU borders.
- The *European Institute for Gender Equality (EIGE)* promotes gender equality, including gender mainstreaming in all EU policies and the resulting national policies, and the fight against discrimination based on sex. It raises EU citizens' awareness of gender equality. EIGE plays a pivotal role in developing a sound data on gender equality by its Gender Equality Index and contributes also to measuring the incidence of gender-based violence.
- *Chafea, the Consumers, Health, Agriculture and Food Executive Agency* implements the main part of the Consumer programme on behalf of DG JUST.

C. Strategy

The Directorate-General works to achieve Commissioner Jourová's core goals of giving people "more choice, more protection and more trust".

DG Justice and Consumers contributes in particular to four priorities defined by President Juncker in his political guidelines for the European Commission:

- General Objective "**A Connected Digital Single Market**";
- General Objective "**A Deeper and Fairer Internal Market with a Strengthened Industrial Base**";
- General Objective "**An Area of Justice and Fundamental Rights Based on Mutual Trust**";
- General Objective "**A Union of Democratic Change**".

In addition, DG Justice and Consumers' activities support the delivery of the rest of President Juncker's political guidelines, in particular:

- Effective national justice systems, promoting equality between women and men as well as increasing women's participation in the labour market contribute to the priority **"A new boost for Jobs, Growth and Investment"**;
- Empowering energy consumers, enhancing comparability of consumer information and incentivising consumers to opt for smarter consumption modes contributes to the priority **"A Resilient Energy Union with a Forward-Looking Climate Change Policy "**
- Guaranteeing that Europeans enjoy a high level of protection of their personal data is a pre-condition for achieving **"A Reasonable and Balanced Free Trade Agreement with the U.S."** – in his political guidelines President Juncker has clearly stated that he will not sacrifice Europe's data protection standards on the altar of free trade;
- As regards the priority **"Towards a New Policy on Migration"**, we work to ensure that the fundamental rights of migrants, especially children, are respected;
- By seeking to uphold the EU's values internationally and by mainstreaming judicial reforms into the EU's external policies and funding programmes, we contribute to the priority **"A stronger global actor"**.

DG Justice and Consumers' detailed contribution to President Juncker's Political Guidelines

Based on President Juncker's political guidelines and his mission letter to Commissioner Jourová, DG JUST aims to:

- *Make sure that the Charter of Fundamental Rights of the European Union is implemented in practice, so that the rights and principles included in the Charter are protected and promoted, including the rights of the child*
- *Consolidate the rule of law in all EU MS and promote our values in our external relations*
- *Promote the effectiveness of national justice systems*
- *Enhance EU citizenship, by promoting and protecting citizens' rights in their daily lives; by ensuring that they have access to justice and that they can fully benefit from European integration, in particular from the right to free movement within the European Union and from the right to participate in the democratic life of the Union as well as from the right to non-discriminatory consular protection by any Member State when unrepresented in third countries.*
- *Develop the European Area of Justice, based on mutual recognition of judicial decisions and mutual trust between justice authorities, achieved through common rules and by building on the legal traditions of the Member States*
- *Develop a coherent and consistent approach to criminal law in the EU, based on mutual recognition of judicial decisions; approximating substantive and procedural criminal law with the aim of enhancing mutual trust between Member States' authorities; and using criminal law to combat fraud against the financial interests of the Union*
- *Create a regulatory framework to improve the business environment for investors, stakeholders and companies, while at the same time preventing money laundering and financial malpractice*
- *Strengthen the Single Market, including the Digital Single Market, by modernising and harmonising consumer, contract, company as well as non-discrimination and gender equality laws, by ensuring their proper implementation and enforcement including in a cross border context*
- *Ensure that consumers have access to safe products and services across the EU, and that their personal data are protected, no matter where in the world they are stored*

- *Coordinate and promote legislative and policy developments to promote equality and to combat discrimination on the grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation, including by implementing the Strategic engagement for gender equality 2016-2019, the EU Framework for national Roma Integration strategies 2011-2020 and the List of actions to advance the LGBTI equality*
- *Engage with other EU institutions and national Parliaments to develop sound EU justice, consumer, and equality policies*
- *Engage with our international partners and international organisations, as we can only fully achieve our objectives with strong external co-operation and support*
- *Engage actively with the main actors involved in the implementation of our policies and instruments, including EU civil society.*

The main elements of DG JUST contribution are identified below under the priority to which they contribute most directly. In many cases, actions that contribute to one priority also generate positive spill-overs. For example, greater gender equality and effective measures to fight discrimination will raise labour force participation rates of women and minorities, boosting jobs and growth.

Priority/General Objective “A Connected Digital Single Market”

Specific objectives:

Highest level of protection of privacy and personal data

- The entry into application of the General Data Protection Regulation, currently expected for mid-2018, is the core foundation of the Digital Single Market (DSM). The new EU data protection rules will enhance individuals’ trust in the DSM by modernising and strengthening EU data protection. It will make the fundamental right of data protection more effective. At the same time, it will put an end to the current patchwork implementation of EU data protection law, giving business and public administrations a simplified, directly applicable regulatory framework.
- The data protection rules for EU institutions, bodies, offices and agencies (Regulation 45/2001) will have to be aligned to bring it into line with the final outcome of the data protection reform, to avoid different standards of data protection apply inside and outside the EU institutions.
- DG JUST works with DG Communication Networks, Content and Technology (DG CNECT) on the review of the e-Privacy Directive 2002/58/EC, to be undertaken in full compliance and consistency with the principles and rules laid down in the General Data Protection Regulation.

Specific objective:

Increased share of businesses and consumers engaging in online cross-border trade of goods and digital content, enhanced consumer and business confidence in buying and selling online, as well as in accessing and making use of digital content

- In December 2015, the Commission adopted its first legislative proposals to deliver the Digital Single Market, proposing targeted harmonisation of rules governing contracts for the supply of digital content (music, video, games etc.) and contracts for the online and other distance sale of goods. Securing the rapid adoption of these proposals by the European Parliament and the Council so that they enter into effect during the mandate of this Commission will do away with legal fragmentation in the area of key mandatory consumer contract law rules that have been identified as obstacles to cross-border trade. Businesses will save significant costs, since

they will be able to sell cross-border based on one set of mandatory consumer contract law rules. At the same time, consumers' confidence in cross-border purchases will increase and they will enjoy a high level of consumer protection throughout the EU.

- Revision of the Consumer Protection Cooperation Regulation (the CPC Regulation EC/2004/2006) setting up a cooperation mechanism among national authorities to address malpractices affecting consumers across borders will help to tackle at the EU level widespread breaches to consumer law. Consistent enforcement across the EU will increase consumers' and traders' trust, provide legal certainty, and reduce compliance costs and the need for individual actions for redress. The revision focuses in particular on the application of the Directive to online services. Using the current CPC framework, together with national authorities DG JUST will continue to monitor the main consumer issues on online markets through coordinated screenings ("sweep") and facilitate EU level actions of the CPC network so as to obtain better compliance to EU consumer laws by important online players.
- DG JUST cooperates with DG Communication Networks, Content and Technology (DG CNECT) in the context of a "European Cloud" initiative. The goal of the European Cloud initiative is to develop a strong European industrial capability in cloud computing to support the EU's competitiveness and growth. The Commission will announce in 2016 future steps on Cloud work, including actions to tackle contract law-related problems, mainly of SMEs, in business-to-business cloud computing contracts.
- DG JUST also cooperates with DG CNECT and DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) in the context of the "European Free Flow of Data "initiative. This initiative seeks to boost innovation and support economic growth by ensuring a smooth flow of data in the data value chain. A Commission Communication, foreseen for 2016, which will determine the course of action for the legal challenges of digitalisation, including issues related to the contractual transfer of/access to data and to liability and machine-to-machine contracting in the context of the Internet of Things. DG JUST's involvement in the European Cloud and European Free Flow of Data Initiatives is directly linked to the 3rd strand of the Digital Single Market Strategy "Maximising the Growth Potential of the Digital Economy". It is also linked to the general objective of ensuring "A new boost for Jobs, Growth and Investment".
- We are working with the responsible DGs to ensure the interests of consumers are taken into account in specific initiatives relating to Telecoms (ensuring connectivity); Copyright and Audio-visual (improving access to content); Geo-blocking (guaranteeing non-discrimination and access to offers) as well as platforms including comparison tools (improving transparency and compliance with consumer legislation).
- The European e-Justice Portal is will continue to be developed further to provide more interactive services in order to implement the "digital by default" approach which will be part of the new e-government action plan.

Priority/General Objective "A Deeper and Fairer Internal Market with a Strengthened Industrial Base"

Specific objective:

Empowered energy consumers and enhanced competition through improved and comparable information on billing and offers, and improved tools for comparison and switching. A coherent framework to protect and incentivise consumers to opt for smarter consumption modes and self-generation.

- The Commission's "Framework Strategy for a Resilient Energy Union with a Forward-Looking Climate Change Policy" was adopted on 25 February 2015. The opening statement of the Communication launching the Energy Union refers to the goal of giving EU consumers secure, sustainable, competitive, and affordable energy. It envisages an Energy Union where "citizens take ownership of the energy transition, benefit from new technologies to reduce their bills, participate actively in the market, and where vulnerable consumers are protected".
- The Framework Strategy has created a new momentum to bring about the transition to a low-carbon, secure and competitive economy. To keep this momentum, this first State of the Energy Union, published in November 2015, looked at progress over the previous nine months and identified key issues that require specific political attention in 2016, a key year for implementation of the Energy Union. A Staff Working Document "Energy Consumer Trends 2010-2015" was prepared as a contribution to the State of the Energy Union package.
- Legislative proposals to implement the new market design for a fully integrated internal energy market are thus planned for 2016 with the revised legislation being adopted by the College in late-2016/early-2017. The key objectives of the legislation are to have better linked wholesale and retail markets; strengthened regional cooperation and increased cross-border trade; and developing short-term and long-term markets to send the right investment signals for modern technologies to both producers and consumers of electricity.
- In this respect, DG JUST will contribute - in collaboration with DG ENER - to the legal proposals under
 - Package 1 (Energy Security) focussing on energy poverty
 - Package 2 (Decarbonisation of transports), focus on urban transports and environmentally friendly vehicles
 - Package 3 (Energy Efficiency)
 - Package 4 (State of the Energy Union) focus on Market Design, RES and New Deal for Energy Consumers, via studies contributing to the Impact Assessments and legal proposals by integrating consumer economic interests

Specific objectives:

Consolidated and improved consumer rights in the internal market

- DG JUST is undertaking a major evaluation ("fitness check") of EU consumer law as part of the Commission's REFIT ("Regulatory Fitness") programme. This will examine the effectiveness, efficiency, coherence, relevance and EU value added of the current regulatory framework. It will check whether the various laws impose unnecessary burdens; look for overlaps, gaps, and inconsistencies between them; and examine whether the legislation contains any obsolete features. We will also investigate possible interactions with sector-specific EU consumer rules covering areas such as financial services, energy, or telecommunications. First results of this exercise will emerge in the second half of 2016, and the full conclusions should be available during the first half of 2017. Depending on the outcome, the Commission will decide on the need for follow-up action, which could include consolidating or codifying EU consumer law to simplify the rules and bring all EU consumer rights under a single law.

- The transposition and implementation of the new Package Travel Directive (2015/230/EU) will improve the protection of consumers purchasing combinations of travel services online.

Specific objective:

Consolidated and enhanced product safety through effective market surveillance in the Union

- To improve consumer product safety in the EU, we will continue working to implement the General Product Safety Directive (GPSD) 2001/95/EC. DG JUST aims to clarify its application in digital contexts for better legal certainty and modernise it as needed, in particular in the framework of the Single Market Strategy. Potential to streamline and simplify the current rules and to reduce the costs and administrative burden for economic operators and national authorities is pursued. Coordination between national authorities responsible for market surveillance will be strengthened and cooperation with customs increased, improving cross-border cooperation and preventing free-riding by rogue operators.
- In the area of rapid alerts on dangerous non-food products we are continuing to further develop the relevant IT tools and communication will be enhanced allowing stakeholders to better access useful information towards better product safety compliance.
- Product safety policy integration in trade and other international agreements will continue. We will invest in implementing the Memorandum of Understanding with China and include there discussions in particular on how best ensure product safety in online commerce. We will also continue our regular bilateral cooperation with the US and our trilateral work with the US and China to strengthen the cooperation and identify scope for further action, in particular by better understanding the rules and practices in other jurisdictions, improving product traceability and advising manufacturers on legal requirements.
- We also seek progress with regard to enhanced global governance of product safety, notably in the context of the OECD Committee of Consumer Policy's dedicated working party. We will continue organising, bi-annually, International Product Safety Weeks to foster debate and cooperation amongst a broad range of professionals from around the world on policy development and enforcement in the area of non-food consumer product safety.
- We will also continue efforts to generate state-of-the-art European safety standards for non-harmonised consumer products, so as to guide manufacturers and suppliers, allow them cost-savings and better market access whilst at the same time improving the compliance with the general safety requirement.

Specific objective:

Easier resolution of disputes and recovery of claims, including across borders, for consumers and individuals

- The implementation of the Directive on consumer Alternative Dispute Resolution (ADR) will ensure that quality ADR is available in virtually every business sector. The launch in early 2016 of the EU-wide platform for Online Dispute Resolution (ODR) is an important step in facilitating the online resolution of contractual disputes between EU consumers and traders over domestic and cross-border purchases made online, without the need to go to court (easily, quickly and at low cost). The revised Small Claims Regulation will also give SMES access to a swift, efficient, low-cost procedure to recover claims.

- By our continuous support to European Consumer Centres, we will ensure that consumers which want to take advantage of the Single market by travelling or purchasing cross border in the EU receive the necessary assistance on the ground to obtain their EU consumer rights from the traders and if amicable solutions cannot be found receive advice on existing redress mechanisms.
- From July 2016, Member States will report annually to the Commission on their experience in implementing the Commission’s 2013 Recommendation on Collective Redress. Based on these reports, a fact-finding study and public consultation, the Commission will report on the need for any further steps by July 2017.
- The recast of the “Brussels I” regulation has established a predictable legal framework for resolving cross-border commercial disputes. However, no equivalent framework exists at international level, despite the continued globalisation of trade and commerce and the corresponding increase in the number of cross-border transactions that could give rise to disputes. Reducing the barriers to cross-border litigation by a scheme for recognition and enforcement of judgments delivered in non-Member States will lower the costs of international trade. Following a number of years of preparatory work in the context of the Hague Conference on Private International Law, it is expected that formal negotiations on a new worldwide instrument, provisionally known as the "Judgments Project", on the basis of a mandate from the Council, could start in 2016.
- The revised Consumer Protection Cooperation (CPC) regulation, expected to be tabled by the Commission by mid-2016, will give national consumer protection authorities stronger and more effective tools to enforce EU consumer law. Consistent enforcement across the EU will increase consumers’ and traders’ trust, provide legal certainty, and reduce compliance costs and the need for individual actions for redress. From July 2016, Member States will report annually to the Commission on their experience in implementing the Commission’s 2013 Recommendation on Collective Redress. Based on these reports, a fact-finding study and public consultation, the Commission will report on the need for any further steps by July 2017.

Specific objective:

Less differences between national insolvency regimes with the aim of increasing recovery rates, reducing time and costs of insolvency proceedings, and giving honest but bankrupt individuals a second chance in a reasonable time frame

- Stakeholders point to differences between national insolvency regimes as an important obstacle to the integration of capital markets. The Capital Markets Union (CMU) action plan therefore lists action in the area of substantive insolvency law as one of the actions to be undertaken during this Commission. Following evidence gathering and consultation of stakeholders, a legislative proposal, addressing among other issues early restructuring proceedings and giving failed entrepreneurs a second chance, could be tabled in late 2016.

Specific objectives:

More legal certainty for commercial and financial transactions in the internal market (e.g. regarding the assignment of claims)

- The CMU action plan identifies differences in how Member States treat the assignment of debt claims and legal uncertainties relating to ownership of securities as factors complicating the use of these instruments as cross-border collateral, making it difficult for investors to price the risk of debt instruments. DG Justice and Consumers works closely with DG Financial

Stability, Financial Services and Capital Markets Union (DG FISMA) on these issues to determine the most appropriate course of action.

- In the field of financial services, one of the markets which rank among the worst performing ones for consumers according to the Consumer Market Scoreboard, we will work jointly with DG FISMA to ensure that consumer interest are taken into account, notably in the future initiatives to be adopted based on the results of the Green Paper on retail financial services.
- The implementation of the Directive on Payment Accounts in 2016 will provide all EU consumers with a right to open a basic bank account, define a simple and quick procedure for switching bank accounts, and enhance the transparency and comparability of fees. We will adopt end 2016/beginning 2017 Regulatory Technical Standards and Implementing Technical Standards relating to the transparency chapter of the Directive.

Better business environment for investors, stakeholders and companies in the EU, in particular SMEs, more development/integration of the European capital markets by developing efficient EU rules concerning the formation, operation and transformation of companies and on the relationship between a company's management, board, shareholders and other stakeholders

- The Commission's strategy to upgrade the Single Market has identified a range of possible actions in the area of company law. Adoption of the outstanding proposal for Single Member Companies by the European Parliament and the Council without delay will reduce the costs of company registration and simplify procedures. Building on this initiative, we are considering how to further simplify EU company law to reduce the burden on companies, including how to adapt the existing body of law to the digital age. The aim is to modernise and rationalise interaction between companies and public authorities, create a better framework for cross-border activities of companies, and further facilitate shareholder engagement.

In addition, in light of the great difficulties which small companies, in particular, face in view of the deficient and incomplete legal framework, we are also examining the need to update the existing rules on cross-border operations, in particular mergers and cross-border divisions (and possibly as regards transfer of a company from one Member State to another). Initiatives to facilitate the use of digital technologies throughout a company's lifecycle and cross-border mergers and divisions are scheduled in the Single Market Strategy for 2017.

- The Commission's Digital Single Market Strategy mentions making the interconnection of business registers a reality by 2017 as one of the key initiatives of the future e-Government Action Plan 2016-2020. This interconnection system will ensure that all EU business registers can communicate to each other electronically in a safe and secure way and will facilitate EU-wide access to information on companies for the public. The ultimate aim is to enhance confidence in the single market through transparency and up-to-date information and reduce unnecessary burdens on companies. We are working closely with the Member States so that the system can go live mid-2017 as required under the relevant legal framework.
- We are also considering whether EU action may be useful to encourage more responsible and sustainable investment or to enhance minority protection with a view to attracting foreign investors. As regards corporate governance in financial institutions, we are currently monitoring the transposition by Member States of the corporate governance and remuneration provisions of the Capital Requirements Directive (CRD IV), and preparing the reports required by that directive on remuneration rules and on diversity benchmarking as regards the management bodies.

Priority/General Objective “An Area of Justice and Fundamental Rights Based on Mutual Trust”

Specific objective:

More effective national justice systems

- In Spring of each year, the release of the EU Justice Scoreboard provides a range of data on the performance of Member States’ judicial systems, and is part of the evidence base needed to identify priorities for national reforms in the European Semester.
- Effective national justice systems are key elements for enforcing the Union's law and creating the necessary investment and business friendly environment which contributes to economic growth. The EU justice Scoreboard is a regular information tool and presents an overview of the efficiency, quality and independence of EU's Member States' justice systems. Its objective is to assist Member States in improving the effectiveness of their national justice systems. The EU Justice Scoreboard feeds the European Semester. Together with individual country assessments, it contributes to identifying potential shortcomings, improvements and good practices and to encouraging Member States to carry out the necessary, structural reforms in the area of justice. Based on the EU Justice Scoreboard and on in depth country assessment, the Commission may propose to the Council to adopt country-specific recommendations to improve the functioning of national justice systems. In 2015 fourteen Member States were subject to close monitoring of justice reforms reflected either in the country specific recommendations (CSR) or in the recitals of the CSRs or in the European Semester country reports.

Specific objective:

Better EU financial markets with a sound framework to combat money laundering and terrorist financing

- The 4th anti-money laundering directive requires the Commission to report in 2017 and again in 2019 on money laundering and terrorist financing risks that might affect the internal market, and to propose possible mitigation measures to Member States. Following terrorist attacks in 2015, the Commission announced, in its Action Plan of 2 February 2016, action to step up the fight against the financing of terrorism and to build on existing EU rules to adapt to new threats and to update the policy and practices in line with international standards. This Action Plan announces immediate actions that can be taken.

Specific objective:

Enhanced rights deriving from the citizenship of the Union

- The overall aim of our actions in relation to EU citizenship is to make citizens’ daily lives easier by facilitating the exercise of their EU rights. In the three-yearly Citizenship Reports, to be issued in 2016 and 2019, the intention is to showcase the concrete benefits of EU citizenship, and consider the possible need for action to further facilitate and enhance the exercise of EU citizenship rights.
- A first step, to give real meaning to the status of EU citizenship is ensuring that existing EU rules in this area are fully and correctly applied. In particular, providing further guidance on free movement could be envisaged. It will be considered whether a Communication on EU rules on free movement could help some Member States to overcome the problems they experience while interpreting free movement rules. Furthermore, as one of the follow-up actions to the 2016 EU Citizenship report, a factual report may be issued on Investors' Citizenship Schemes (as from 2017).

- National authorities give effect to EU citizens' rights on the ground. Therefore providing national authorities with training contributes to the effective exercise of citizens' rights. Training to judges on EU free movement law will be promoted (from 2016 onwards) and assistance in the transposition of Directive 2015/637 (Consular Protection) will be provided to the Member States.
- It is crucial to raise citizens' awareness of their rights. For that purpose we envisage a broad communication campaign in 2017-18. In the run up to the 2019 European Parliament elections we will focus our efforts on encouraging people to vote.
- DG JUST will examine how to improve the security of residence and ID documents to prevent fraud and, more generally, to address security issues. It is planned as well to explore the possibility to provide for consular protection for unrepresented EU citizens within the EU, including e.g. common Emergency Travel Documents within the EU in order to cut red tape for mobile EU citizens and reduce costs and burdens for national consular authorities.
- We will continue to promote "welcoming" policies to foster the social inclusion of mobile EU citizens at local level with focus on young people by organising specific events.

Specific objective:

Enhanced rights enshrined in the EU Charter of Fundamental rights, including the rights of the child

- The Charter of Fundamental Rights is legally binding on the EU's institutions and on Member States when they are implementing EU law. The Charter must be the compass for all EU policies and the Union must be exemplary in matters of fundamental rights. We will continue to mainstream respect for fundamental rights in all EU measures and actions. Our annual report on the application of the EU Charter of Fundamental Rights will continue to be the monitoring tool to measure mainstreaming of the Charter.
- The Annual Colloquium on Fundamental Rights will bring together all stakeholders to improve cooperation and raise political engagement for the promotion and protection of fundamental rights in Europe. DG JUST will step up outreach to human rights organisations and communities through regular roundtables with civil society. We will continue to pay special attention to the rights of the child.
- DG JUST will continue the dialogue with churches, religious associations or communities and philosophical and non-confessional organizations, under Article 17 TFEU.
- DG JUST will continue efforts to build procedural safeguards to ensure a high standard of fair trial rights for suspects and accused persons. The co-legislators have reached an agreement on the directives on presumption of innocence and on procedural safeguards for child suspects and accused and we will pursue rapid adoption of the outstanding proposed directive on legal aid. Effective implementation of these and the other directives in this area (rights of access to a lawyer, to interpretation and translation, to information) will also be a priority. In the context of the European Agenda on Security and possible anti-terrorism measures, a proposal could be tabled on pre-trial detention. Analysis on this is underway. We will also ensure that crime victims get improved access to justice by proper implementation of the instruments on victims' rights and the mutual recognition of protection orders.
- Prevention of child abduction is important also at the international level. After Opinion 1/13 of the Court of Justice of the European Union, it is confirmed that this is an exclusive EU competence and Member States are not anymore allowed to accept new accessions individually. Starting as from 2016, the Commission will continue its legislative work in order to adopt the

relevant Council Decisions allowing the Member States to accept certain third countries where unanimity could be reached.

Specific objective:

A respected Rule of Law in the EU with any systemic threats addressed

- The rule of law is one of the founding principles stemming from the common constitutional traditions of all Member States, and is one of the fundamental values upon which the European Union is based. Respect for the rule of law is a prerequisite for the protection of all fundamental values listed in the Treaties, including democracy and fundamental rights. In recent years the Commission has been confronted with crisis events in some Member States which revealed systemic threats to the rule of law. The Commission adopted a new Framework to address systemic threats to the rule of law in any of the EU's Member States in its 2014 Communication. The Commission will continue to monitor developments related to the Rule of Law in certain Member States to address systemic threats and, where necessary, it will apply the EU Rule of Law Framework

Specific objective:

A more developed European area of Justice with more judicial cooperation in civil and criminal matters

- Experience in abolishing intermediary recognition and enforcement proceedings (“exequatur”) has shown that ensuring mutual trust “on the ground” requires that existing EU civil justice law be deepened in a number of areas. Several projects aim to reach this objective. A first step will be taken in Spring 2016, when the Commission will table a proposal to revise the “Brussels IIa” regulation on matrimonial matters and matters of parental responsibility. This proposal will aim to simplify and improve how the Regulation works, based on 10 years of experience with its operation.
- More generally, analysis of the extent to which existing differences between national procedural rules undermine mutual trust between justice systems and hinder the objective of free circulation of judgments is underway. This could lead to proposals for legislation in this area towards the end of 2017. Such proposals could either be targeted on certain areas, such as taking of evidence or service of documents, or could set general minimum procedural standards.
- Legal certainty for international couples regarding their property when they divorce/separate or one of their members dies and mutual recognition of decisions in this respect among Member States will be ensured through enhanced cooperation in this area, as unanimity in the Council could not be reached concerning the matrimonial property regimes (MPR) and property consequences of registered partnerships (RP) proposals adopted by the Commission in 2011.
- Mutual trust and mutual recognition are also important issues in criminal justice policy. A first step could be taken to extend the scope of mutual recognition to confiscation and freezing orders. Although cross-border cooperation to confiscate proceeds of crime has improved, the amounts seized are low relative to criminal gains, thought to amount to hundreds of billions of euro every year.
- Beyond this, most EU criminal law mutual recognition instruments regulate only a very limited number of procedural safeguards and the level of protection mostly depends on national law. The issue of the extent to which setting common standards for all mutual recognition instruments, for example defining common grounds for refusal to recognise a judgment, and minimum standards on legal remedies, could be examined.

- Completing negotiations with the Council on the creation of a European Public Prosecutor's Office (EPPO) is a priority for the Commission in 2016. These negotiations have shown a need to approximate national laws on the admissibility of evidence. In the absence of such approximation, differences in national laws are likely to hamper the EPPO's operations, as evidence collected in one member state may not be accepted in cross-border cases without some form of national certification or *exequatur* procedure. In the longer run, these problems could undermine the EU's judicial cooperation system in general.
- The Commission's aim is to finalise the negotiations on the proposal to improve the functioning of the existing system for the exchange of criminal record information.
- There is no EU legislation on resolving conflicts of jurisdiction on the transfer of proceedings. This means that, in situations where more than one Member State has legitimate jurisdiction over the same case, there may be either "negative" or "positive" conflicts of jurisdiction. In the former case, the alleged crime may fail to be prosecuted in any jurisdiction. In the latter, there may be multiple prosecutions of the same crime: this violates the principle that legal action should not be taken twice for the same alleged offence ("ne bis in idem" principle). Depending on the outcome of analysis and consultations, legislation to address this gap could be tabled in 2018.
- In the domain of international actions on criminal law, the priority will be the review of the Mutual Legal Assistance (MLA) agreement with the United States. We will use this occasion to assess if this type of instrument needs to be developed in terms of content, and to consider negotiating similar agreements with other countries.

Specific objective:

A well-functioning European Judicial Network in civil and commercial matters with adequate resources

- The Network provides substantial support for efficient judicial cooperation between Member States in civil and commercial matters and the full participation of its members is an integral part of the day to day implementation of the Union *acquis* in civil justice matters. However, building on initiatives already ongoing, there are still areas in which the Network should further develop its capacities further so as to meet its responsibilities. Further action to improve the Network's functioning include providing contact points with necessary resources, establishment of networks at national level, stronger integration of judges and legal professionals in all of the network activities, exploring synergies with other European networks, measures to enhance visibility, enhancing the network's role in evaluations of existing instruments.

Specific objective:

Less discrimination on the grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation and more Roma integration

- The Commission will continue to work towards the adoption of the Equal Treatment Directive, to ensure that discrimination on the grounds of religion or belief, age, disability and sexual orientation is prohibited in the same way as it is on grounds of sex and race or ethnic origin. Discrimination has no place in the Union.
- The objectives of EU policies aimed at fighting against discrimination will include the improved knowledge of discrimination by raising awareness among the population of their rights and obligations and also of the benefits of diversity; the support to intermediary actors such as NGOs, social partners and equality bodies to improve their capacity to combat discrimination; and the promotion of development of equality policies at national level and encourage the exchange of

good practices and peer learning between EU countries under the HL Group on Non-Discrimination, Diversity and Equality.

- From 2016, and every year thereafter, Member States will report to the Commission the measures that they have taken to implement the 2013 Council recommendation on effective Roma integration measures. This information will contribute to the European Semester of the Europe 2020 Strategy through the country specific recommendations, and will be used by the Commission in its annual reports to the European Parliament and the Council on Member States' implementation of their national Roma integration strategies.

Specific objectives:

Less racism, xenophobia, homophobia, anti-Semitism, anti-Muslim hatred and other related forms of intolerance

- Stepping up enforcement of EU fundamental rights legislation is one of the main pillars of our strategy for the coming years. We will ensure that EU rules to combat racism and xenophobia; the new EU rules to protect victims, including victims of hate crimes and hate speech; and the Employment Equality Directives are effectively transposed and applied. Particular priority will be put on countering hate speech online both through cooperation with IT companies, civil society, the High Level group on racism and xenophobia as well as through regulatory actions where needed.

Specific objective:

More diversity in the workplace

- Managing diversity and promoting inclusion increasingly form part of the business world's strategic agenda in response to a more diversified society, customer base, market structure and overall business environment. The European Commission has been encouraging employers to put diversity management more firmly on their strategic business agendas and will continue to support their activities across the EU through numerous actions, including the Diversity Charters.

Specific objective:

More support for EU Member States in key LGBTI-related areas and improved social acceptance

- The Commission will focus on a number of specific targeted actions aiming at combatting LGBTI discrimination in the EU within 2016-19. The actions will cover in a comprehensive way all policy areas that are relevant for LGBTI people: non-discrimination, education, employment, health, free movement, asylum, hate speech/hate crime, enlargement and foreign policy. An EU-wide awareness raising campaign to improve social acceptance of LGBTI people will be carried out. The Commission's objectives are to support progress in all EU and accession countries in all these policy areas, improve the social acceptance of LGBTI people and enforce EU legislation.

Specific objective:

No gender-based violence and more victim support

- To demonstrate the Union's commitment to tackling gender-based violence, which is a violation of women's fundamental rights and a denial of their essential human dignity and integrity, the Commission will propose EU accession to the Council of Europe convention on preventing and combating violence against women and domestic violence (the "Istanbul convention"). This is a

powerful and holistic legal instrument to be implemented by the Union together with its Member States to improve the situations of millions of women and girls in the EU.

Specific objectives:

More safeguarding of the fundamental right to data protection in our external relations

We will continue seeking to ensure the protection of personal data as a fundamental right in our external relations:

- Concluding on behalf of the European Union the negotiations on the modernisation of Council of Europe Convention for the protection of individuals with regard to automatic processing of personal data ("Convention 108") and the conditions and modalities of accession of the European Union to the modernised Convention. The modernised Convention 108 will ensure a high level of protection of fundamental rights and freedoms with respect to the processing of personal data and guarantee the consistency of Convention 108 with the EU data protection acquis has to guaranteed, duly taking into account the on-going reform of the EU data protection legislation, since all twenty-eight EU Member States are Parties to the Convention 108.

Specific objective:

An adequate protection of EU citizens' personal data by US government and agencies.¹

- The Commission will determine whether the US government agencies and companies ensure an adequate level of protection of personal data
- Concluding the EU-U.S. data protection agreement in the area of police cooperation and criminal justice would guarantee a high level of protection of all personal data when transferred between law enforcement authorities across the Atlantic.

Specific objective:

Common data protection rules within the European Union in place

We will continue to finalise and complete the legislative work on common data protection rules within the European Union:

- The Data Protection Directive for the police and criminal justice sector will have to be implemented by mid-2018 and will ensure that the data of victims, witnesses, and suspects of crimes, are duly protected in the context of a criminal investigation or a law enforcement action. At the same time more harmonised laws will also facilitate cross-border cooperation of police or prosecutors to combat crime and terrorism more effectively across Europe.

¹ See Juncker's priorities 12/2015: "**Data protection** is a fundamental right of particular importance in the digital age. In addition to swiftly finalising the legislative work on common data protection rules within the European Union, we also need to uphold this right in our external relations. In view of recent mass surveillance revelations, close partners such as the United States must convince us that the current safe harbour arrangements really are safe if they want them to continue. The U.S. must also guarantee that all EU citizens have the right to enforce data protection rights in U.S. courts, whether or not they reside on U.S. soil. This will be essential for restoring trust in transatlantic relations."

Specific objective:

A reduced gender pay gap

- The aim of reducing the persisting gender pay gap (as well as earnings and pension gaps) and thereby inequality in access to financial resources throughout life is reconfirmed. This calls in particular for a substantial reduction of inequality in economic sectors and occupations, an increase in women’s overall paid working hours, awareness-raising and effective implementation of equal pay legislation. It also calls for policies and measures for those facing particular barriers to entry to the labour market.

Specific objective:

More equality between women and men in decision-making

- The goal of a better gender balance in economic leadership positions, in particular at least 40 % representation of the under-represented sex among non-executive directors of companies listed on stock exchanges, is reconfirmed (proposal for a Directive on Gender Balance in Company Boards).
- Promoting equality in decision-making also requires a better gender balance among executive directors of major listed companies and in the talent pipeline. These efforts should be complemented with data collection and measures promoting gender balance in political decision-making and public life, as done by the European Commission setting itself a target of 40 % women in senior and middle management by the end of 2019.

Specific objective:

Increased availability of childcare services

- Improving women's position in the labour market and in the economy has always been closely linked with the availability of affordable childcare facilities. The Barcelona targets on childcare must be attained and reflection undertaken with Member States on ways of making them more ambitious and extending them to cover care of other dependants.
- A continuous monitoring (via the European Semester) and support for Member States in attaining the Barcelona targets on childcare is needed.

Specific objective:

Improved work-life balance for working parents and caregivers

- If we are to achieve the EU’s target of 75 % of men and women in employment in 2020 and, in particular, close the gender gap in employment, coordinated efforts will be required to facilitate women’s labour-market participation. This will entail supporting Member States in their efforts to increase female labour-market participation, close monitoring of national reform measures under the European Semester in line with the employment guidelines and issuing country-specific recommendations where necessary.
- It will also involve making it easier to balance caring and professional responsibilities and it also requires a more equal sharing of time spent on care and household responsibilities. The Commission will develop a new, comprehensive initiative to address work-life balance challenges faced by working parents and carers.
- The Commission Staff Working Document “Strategic engagement for gender equality 2016-2019” sets out a comprehensive set of actions to be taken in the coming years, built around

five priority areas: increasing female labour-market participation and the equal economic independence of women and men; reducing the gender pay, earnings and pension gaps and thus fighting poverty among women; promoting equality between women and men in decision-making; combating gender-based violence and protecting and supporting victims; and promoting gender equality and women's rights across the world. A mix of legislative, non-legislative and funding instruments will be used to achieve the objectives under each priority. The annual report on equality between women and men will report on progress in all of these areas.

- The Commission will work to tackle the gender pay gap and gender pension gaps, including by reviewing the effectiveness of existing EU legislation in this field and working closely with Member States to address the full range of its causes. The Commission will continue to facilitate work for the adoption of the Directive to improve gender balance on company boards and will also consider measures to improve gender-balance in political decision-making.

Priority/General Objective “A Union of Democratic Change”

Specific objective:

Enhanced EU citizens' democratic participation, including through cross-border information and facilitated participation in the EP and local elections, and increased legitimacy and accountability of EU decision-making, including by building on the concept of "lead candidates"

- Looking ahead to the 2019 EP elections, it is important to work towards increasing legitimacy and accountability of EU decision-making, in particular by promoting the "lead candidates" ("*Spitzenkandidaten*") model for the 2019 EP elections. As a first step, we will continue supporting the proposals to this effect put forward by the European Parliament on reforming the EP electoral procedure. The perception of tangible benefits of EU citizenship to be developed in the 2016 EU Citizenship report can stimulate citizen's interest in European politics and translate into more active engagement in the 2019 EP elections.
- A number of actions specifically aimed at boosting participation in EP elections will be carried out.
- A legislative initiative to amend EU rules in order to address restrictions on political rights of mobile EU citizens, put in place at local level (2018) could be considered.
- At the same time, the Commission will continue striving to ensure the full and correct application of the existing EU rules guaranteeing the electoral rights attached to the status of EU citizenship.

Intervention logic

DG Justice and Consumers' actions in support of President Juncker's political guidelines aim above all at making it easier for citizens to exercise their rights and freedoms. These actions strengthen an area of justice and fundamental rights based on mutual trust and enhance a Union of democratic change. DG JUST's actions make it possible for EU citizens, consumers and businesses to flourish in a connected digital single market and a deeper and fairer internal market.

The four key priorities of the Juncker Commission to which DG JUST contributes in significant ways are broken down into specific objectives, which are underpinned by concrete actions as defined in the management plan. The progress in achieving these specific objectives is measured by result indicators listed in this strategic plan, and underpinned by output indicators in the management plan. The most important external factors that are likely to enable or limit our achievements of DG

JUST include the overall political context in Europe, the outcome of 2019 elections to the European Parliament and upcoming national elections in Member States. Our performance will also be dependent on the Council positions on our key legislative files, cooperation with our key stakeholders and stakeholder views on our justice, consumer and equality policies in general.

DG JUST works for citizens, consumers, businesses and civil society in Europe and beyond to create more empowerment, more choice, more protection and more trust. DG Justice and Consumers, together with DG Environment, receives the highest number of citizens' complaints. This confirms that justice policies are very close to citizens' preoccupations. The areas where the number of complaints is highest are free movement, equality and data protection, where incorrect application is more frequent (as many local or national authorities are required to apply EU law to millions of EU citizens). DG Justice and Consumers receives thousands of letters concerning fundamental rights with cases sometimes falling outside the Commission's competence, as they do not relate to EU law. This mass of complaints contributes to detecting possible patterns which we may address as a systemic problem (for example systemic consumer difficulties in enforcing their rights; or weaknesses in the organisation of data protection authorities).

The three funding programmes under DG Justice and Consumers' responsibility play an important role in supporting policy-making. Our actions concentrate on activities whose objectives cannot be sufficiently achieved by the Member States, where Union intervention can bring additional value. For example, the EU is in a better position than Member States to address cross-border situations or provide a European platform for mutual learning and boosting trust. Last but not least, the EU is well placed to promote governance and capacity building, and to raise awareness of EU policies, contributing to the pluralistic and democratic EU society.

DG JUST's high-level intervention logic is presented at a glance below:

A Connected Digital Single Market

adequate data protection
online trade boost

A deeper and fairer internal market with a strengthened industrial base

empowered energy consumers
less differences in national insolvency regimes
improved consumer rights
more legal certainty for transactions
consolidated product safety
better environment for investors and companies
easier resolution of disputes

An area of justice and fundamental rights based on mutual trust

more effective national justice systems
no gender-based violence
better financial markets
more safeguarding of fundamental rights in EU external relations
enhanced citizenship rights and rights of child
adequate protection of EU citizens' personal data by US relevant bodies
respected rule of law
common data protection rules
more judicial cooperation and a well-functioning European Judicial Network
reduced gender pay gap
less discrimination
more equality between women & men
more diversity
increased availability of childcare services
more support for LGBTI actions
improved work-life balance for parents

A Union of democratic change

enhanced EU citizens' democratic participation

We work for citizens, consumers, business & industry and civil society.

External players and political context

A. Key performance indicators (KPIs)

The 5 key performance indicators for DG Justice and Consumers are listed below. These measure key elements of the general objectives to which DG JUST is making a significant contribution. They illustrate the performance of DG JUST in policy areas and operational management.

General objective 2 A Connected Digital Single Market

Specific objective 2.2 Increased share of businesses and consumers engaging in online cross-border trade of goods and digital content, enhanced consumer and business confidence in buying and selling online, as well as in accessing and making use of digital content

Result indicator: Variation in consumers' confidence in cross-border online shopping.

General objective 4 A Deeper and Fairer Internal Market with a Strengthened Industrial Base

Specific objective 4.1 Consolidated and improved consumer rights in the internal market

Result indicator: consumer conditions index

General objective 7 An Area of Justice and Fundamental Rights Based on Mutual Trust

Specific objective 7.1 More effective national justice systems

Result indicator: percentage of MS who in year y+1 have implemented reforms to their judicial system made in the context of the European semester in year y

Specific objective 7.6 A more developed European area of Justice with more judicial cooperation in civil and criminal matters

Result indicator: number of exchanges of information in the European Criminal Records Information System (ECRIS)

Financial management – horizontal objective

Objective 1 (mandatory): Effective and reliable internal control system giving the necessary guarantees concerning the legality and the regularity of the underlying transactions

Indicator 1 (mandatory): Estimated residual error rate

PART 2. Organisational management

A. Human Resource Management

During the period 2016-2020, DG JUST will carry out the following HR actions in order to be able to deliver on its political mission:

- DG JUST will properly control and manage the current and future resources such as **staff allocation** and **budgets**, in order to align the human resources with the DG priorities and workload.

- DG JUST will ensure the match between staff competence and service needs to have "the right person in the right place at the right time" by focusing on the **mobility**, the **recruitment** needs and the **career** opportunities.
- DG JUST will adapt its **organisational structure** in order to improve the efficiency of work, flexibility of workforce and ways of working together.
- A new Learning and Development Strategy has recently been put into interservice consultation by DG HR. It aims to make the Commission a knowledgeable, skilled, flexible and networked organisation. In order to foster the development and performance of staff, DG JUST will define a **new talent management strategy** in line with DG HR.
- DG JUST will implement the above-mentioned actions via a **communication strategy**. In addition to fulfil their responsibilities effectively and efficiently, internal and inter-DG communication will enable management and staff to share the information and strengthen their collaboration.
- DG JUST will support **equal opportunities** and **wellbeing** as the transversal actions for all the above-mentioned priority actions.

With a view to ensuring that DG JUST contributes to the implementation of the corporate HR-objectives, DG JUST will use the following objective and related indicators:

Objective (mandatory): The DG deploys effectively its resources in support of the delivery of the Commission's priorities and core business, has a competent and engaged workforce, which is driven by an effective and gender-balanced management and which can deploy its full potential within supportive and healthy working conditions.	
Indicator 1 (mandatory): <u>Percentage of female representation in middle management</u> Source of data: HR Dashboard	
Baseline: January 2015	Target <i>Target adopted by the Commission on 15 July 2015 – SEC(2015)336</i>
DG JUST incl. SRD HOME/JUST: 47,8% EC: 31,9%	<u>DG JUST incl. SRD HOME/JUST: Reach 50% (for 2019)</u>
Indicator 2 (mandatory): <u>Percentage of staff who feel that the Commission cares about their well-being</u> Source of data: Commission staff survey	
Baseline: 2014	Target
DG JUST excl. SRD HOME/JUST: 32,9% SRD HOME/JUST: 31% EC: 35%	<u>DG JUST and SRD HOME/JUST: Equal or exceed the EC average in the next staff surveys: 35%</u>
Indicator 3 (mandatory): <u>Staff engagement index²</u> Source of data: Commission staff survey	
Baseline: 2014	Target
DG JUST excl. SRD HOME/JUST: 70,1%	<u>DG JUST and SRD HOME/JUST: Maintain the current results for the next staff surveys</u>

² Staff engagement is usually not measured directly but as a combination of factors leading to high engagement levels. The Staff Engagement Index is based on seven factors combined in one overall figure: I have the information, material and resources to do my work well, My colleagues are committed to doing quality work, I have a clear understanding of what is expected from me at work, I have recently received recognition or praise for good work, I feel that my opinion is valued, My manager seems to care about me as a person, My line manager helps me to identify my training and development needs.

SRD HOME/JUST: 73,6%	
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EC: 65%	
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Female representation in middle management

The percentage of women in middle management in DG JUST (47,8%) is well above the Commission average (31,8%). This is already the case for several years thanks to the DG's policy of promotion of equal opportunities through communication, training and reporting. DG JUST has been awarded with the 'Balanced Workplace' label for 2013-2016.

The evolution of the management population by gender is followed up, as well as female representation in recruitments for middle management. Coaching is systematically offered to all new (middle) managers. Every year, the International Women's day on 8 March is taken as an opportunity to increase awareness and support for equal opportunities between men and women.

DG JUST will maintain its current practice over the 2016-2020 period targeting to achieve 50% in 2019 or earlier.

Well-being

In the 2014 staff survey, the percentage of staff who feel that the Commission cares about their well-being is lower for DG JUST and HOME-JUST SRD than the percentage for the Commission (32,9% for DG JUST and 31% for SRD HOME-JUST vs. 35% for the Commission).

Following this survey, we analysed the comments of staff in more detail in order to establish an action plan corresponding to staff expectations in DG JUST. On the basis of this analysis, several measures are proposed: fit@work initiatives (active sport policy and medical screening policy), trainings on well-being (emotional supervision) for staff and management, communication initiatives for staff in DG JUST and to central services (Medical Service, DG HR, OIB,...) involved in well-being measures (staff regulations rights, hygiene level, improvement of infrastructures,...)...

Staff engagement index

As regards the staff engagement index, DG JUST and SRD HOME-JUST showed results well beyond the Commission average (70,1% for DG JUST and 73,6% for SRD HOME-JUST vs. 65% for the Commission).

When considering each of the seven factors which the staff engagement index is based on, DG JUST and HOME-JUST SRD performed strongly on the understanding of work (90,1% for DG JUST, 85,7% for HOME-JUST SRD), the commitment of colleagues to produce quality work (82,4% for DG JUST, 96,6% for HOME-JUST SRD) and the concern of management for their staff (74,8% for DG JUST, 64% for HOME-JUST SRD).

The role of management in the identification of the training and development needs of their staff scored less well (40% for DG JUST, 46,2% for HOME-JUST SRD). DG JUST therefore aims to define the Learning and Development needs at DG level and to suggest appropriate training courses in line with these needs, with the new HR Learning and Development Strategy and with the implementation of a new Talent Management Strategy. As the high workload and the lack of support of managers to attend trainings have also been pointed out in the staff comments, DG JUST will also enhance awareness amongst management in order to monitor their staff training needs and to encourage them to attend trainings.

B. Financial Management: Internal control and Risk management

Internal control is noted in the context of the Commission's fundamental budgetary principles and associated with sound financial management. **Internal Control** is a *process designed to provide reasonable assurance of achieving objectives*. The internal control process will be implemented as corporately defined by BUDG, SG and OLAF in particular for what the anti-fraud strategy is concerned. The anti-fraud strategy will be reviewed in 2016 and monitored throughout the period until 2020.

For what the legality and regularity of payments is concerned, it is ensured through the controls throughout the management of transactions: negotiations, contracting, payments etc. Legality and regularity are mainly monitored via ex-post audits, both for shared and direct management, which gives reasonable assurance in line with the approved audit strategies. Throughout the period, the efforts will continue to ensure that payments are made on time and the number of exceptions is minimal.

Overarching objective: The Authorising Officer by Delegation should have reasonable assurance that resources have been used in accordance with the principles of sound financial management, and that the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions including prevention, detection, correction and follow-up of fraud and irregularities.

Objective 1 (mandatory): Effective and reliable internal control system giving the necessary guarantees concerning the legality and the regularity of the underlying transactions

Indicator 1 (mandatory): Estimated residual error rate³

Source of data: ex-post audits, AAR

Baseline	Target
2014 (Direct Management Grants): 3.01%	Below 2% (yearly)
2014 (all other payments): below 2%	

Indicator 2 (mandatory): Estimated overall amount at risk for the year for the entire budget under the DGs responsibility.

Source of data: AAR

Baseline	Target (<i>none or to be determined by the DG</i>)
2014: 2.395.005 €	None

Indicator 3 (mandatory): Estimated future corrections

Source of data: AAR

Baseline	Target (<i>none</i>)
2014: 2.954.962 €	None

Objective 2 (mandatory): Effective and reliable internal control system in line with sound financial management.

Indicator 1 (mandatory): conclusion reached on cost effectiveness of controls

Source of data: AAR

Baseline (year) AAR 2014	Target: conclusion reached
Yes	Yes

Indicator 2: cost of controls over payments made.

³ For the definition, see the first annex to the AAR instructions 2014 "Key definitions for determining amounts at risk" at <https://myintracomm.ec.europa.eu/budgweb/EN/rep/aar/Documents/aar-standing-instructions.pdf>.

Baseline (year) AAR 2014	Target: cost of controls does not increase
2014 (Direct Management Grants): 5,18%	Yes
2014 (all other payments): below 2%	

Objective 3 (mandatory): Minimisation of the risk of fraud through application of effective anti-fraud measures, integrated in all activities of the DG, based on the DG's anti-fraud strategy (AFS) aimed at the prevention, detection and reparation of fraud.

Indicator 1 (mandatory – information available in DG's AFS): Updated anti-fraud strategy of DG JUST, elaborated on the basis of the methodology provided by OLAF⁴

Source of data:

Baseline	Interim Milestone	Target
2012	2016	Update every 4 years

Indicator 2 (optional): Fraud awareness is increased for target population(s) as identified in the DG's AFS

Source of data: [DG's AFS]

Baseline	Interim Milestone	Target
2014		2020
10% total population	n/a	20% total population

Indicator 3 (optional): Recommendations issued by OLAF and implemented/closed by SRD/HOME-JUST within the deadlines.

Source of data: AAR

Baseline 2014	Interim Milestone (N/A)	Target 2020
100%	n/a	100%

C. Better Regulation (only for DGs managing regulatory acquis)

The better regulation function in DG JUST centralises planning effort, including agenda planning and political validation, and offers horizontal advice and active support on key steps of the policy-making within the Commission: public consultation, impact assessment, transposition and implementation, monitoring, evaluation (including fitness checks), and participates in relevant working groups on these topics led by SG. Thanks to this support, the Commission can take well informed decisions on the proposals, taking into account lessons from evaluations of past initiatives, communicate its expected benefits and ensure they are properly implemented. Moreover, better regulation function ensures coherence of legal questions, provides advice on infringements, and maintains DG JUST's acquis list.

Objective (mandatory): Prepare new policy initiatives and manage the EU's acquis in line with better regulation practices to ensure that EU policy objectives are achieved effectively and efficiently.

Indicator 1 (mandatory – monitored by the DGs concerned): Percentage of Impact assessments submitted by DG Justice and Consumers to the Regulatory Scrutiny Board that received a favourable opinion on first submission.

Source of data: own statistics

Baseline 2015	Interim Milestone 2016	Target 2020
50% (based on submissions to RSB in 2015)	60%	70%

Indicator 2 (mandatory – monitored by the DGs concerned): Percentage of the DG's regulatory acquis covered by ex-post evaluations and Fitness Checks not older than five years.

Source of data: own statistics

Baseline 2015	Interim Milestone 2016	Target 2020

⁴The methodology can be found on the FPDNet website: <https://myintracomm.ec.europa.eu/serv/en/fraud-prevention/ToolBox/Documents/Methodology%20and%20guidance%20for%20DGs%20anti-fraud%20strategies.pdf>. In particular paragraph 3 of the methodology is relevant.

10%	Positive trend compared to baseline	Positive trend compared to milestone
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D. Information management aspects

DG JUST complies with the document management policies of the Commission. The local Document Management Officer team is periodically verifying the degree of implementation of the indicators contained within this chapter and with the help of the Document Management Correspondents is working towards implementing them. Regarding knowledge management, DG JUST introduced BASIS for Briefing management in the last quarter of 2015. Since then all briefings are provided via this system. This is the first step in preparing an implementing a knowledge management strategy that will allow fast dissemination of important information and time and consistency gain through re-use of already created knowledge.

Objective (mandatory): Information and knowledge in your DG is shared and reusable by other DGs. Important documents are registered, filed and retrievable		
Indicator 1 (mandatory – data to be provided by DG DIGIT): Percentage of registered documents that are not filed⁵ (ratio)		
Source of data: <i>Hermes-Ares-Nomcom (HAN)⁶ statistics</i>		
Baseline 2015	Target 2020	
4.25%	<2%	
Indicator 2 (mandatory - data to be provided by DG DIGIT): Percentage of HAN files readable/accessible by all units in the DG		
Source of data: <i>HAN statistics</i>		
Baseline	Target 2020	
90.17%	90% (circa 10% of files contain restricted information and are therefore not shareable)	
Indicator 3 (mandatory data to be provided by DG DIGIT): Percentage of HAN files shared with other DGs		
Source of data: <i>HAN statistics</i>		
Baseline	Target 2020	
0.25%	50%	
Indicator 4 (optional): existence and degree of implementation of a documented strategy to harness knowledge of DG staff		
Source of data: own data		
Baseline	Interim Milestone (2016)	Target (2017)
N/A	A strategy exists	Have the strategy implemented
Indicator 5 (optional): Percentage of briefings managed in accordance with a uniform business process and using a common tool		
Source of data: BASIS		
Baseline	Interim Milestone	Target
100%	100%	100%

⁵ Each registered document must be filed in at least one official file of the *Chef de file*, as required by the [e-Domec policy rules](#) (and by ICS 11 requirements). The indicator is to be measured via reporting tools available in Ares.

⁶ Suite of tools designed to implement the [e-Domec policy rules](#).

E. External communication activities

Justice, Equality and Consumer Rights are areas of immediate concern to citizens and hence lend themselves readily to communications activity. Many of DG Justice and Consumers' activities figure prominently in the Political Guidelines of the new Commission. Our communication initiatives aim to:

- increase awareness of particular activities undertaken by the DG that contribute to delivering President Juncker's political guidelines
- bring EU Justice, Consumer and Equality policies closer to the citizen and showcase their real-world beneficial impacts
- ensure that consumers are aware of their rights, including redress, and exercise them in the market
- raise the political profile of the Justice, Consumers and Equality policy areas.

The communication activities which will go along with the initiatives will focus on:

- *Ensuring citizens have more choice.* This means having the right to choose where and how they want to live, shop and work in the European Union, with full respect for freedom of movement and regardless of their ethnic origin, religion, or sexual orientation; having the choice of where they enter a partnership, get married, start a family, buy a house or spend their retirement with effective mutual recognition of personal names, public documents, judicial decisions and property rights. It means giving consumers informed choices and rights whether online or offline.
- *Protecting fundamental rights in the EU.* Ensuring that Fundamental Rights are respected in all EU countries and that citizens can rely on the same level of protection everywhere in the EU, for example if they fall victim to a crime or if they are arrested.
- *Building trust across judicial systems in the EU.* This includes giving businesses the legal certainty they need, making it easier for them to trade cross-border in the internal market and making sure consumers get a fair deal and a right to redress when things go wrong. In this framework, justice policy has a cross-cutting contribution to make in the *fight against terrorism and extremism*, contributing to many angles of Commission's European Agenda on Security. This includes principally ensuring fundamental rights, enhancing judicial cooperation and improving information exchange, working at the forefront of international efforts to combat money laundering and terrorist financing, putting victims' rights at the heart of criminal proceedings, tackling radicalisation through the criminal justice system.

Each political priority on which DG Justice and Consumers will communicate in the period 2016-2020 is approached from an integrated communications point of view. Starting from a careful identification of messages and target audiences, dissemination and distribution channels and tools, the communications team of DG Justice and Consumers implements a comprehensive thematic campaign. These include press releases, statements and press MEMOs, factsheets, briefings, speeches, visual material (such as infographics), publications, events, social media campaigns, videos, media buying, which can be integrated in longer term communication efforts.

Justice, Equality and Consumer Rights communication projects observe the principles of ex-ante evaluation through a thorough planning exercise (aligning of communication objectives with political and policy objectives and defining messages, target audiences, tools and support for each action). Initial public opinion analysis and other types of research as appropriate, as well as monitoring output and collecting feedback are regarded as a common practice for all communication activities. Ex-post evaluations (quantitative and qualitative) are carried out for selected communication actions

and all integrated campaigns foresee an evaluation module. Evaluation reports will feed in the next planning cycle.

Objective (mandatory): Citizens perceive that the EU is working to improve their lives and engage with the EU. They feel that their concerns are taken into consideration in European decision making and they know about their rights in the EU.

Indicator 1: Percentage of EU citizens having a positive image of the EU

Definition: Eurobarometer measures the state of public opinion in the EU Member States. This global indicator is influenced by many factors, including the work of other EU institutions and national governments, as well as political and economic factors, not just the communication actions of the Commission. It is relevant as a proxy for the overall perception of the EU citizens. Positive visibility for the EU is the desirable corporate outcome of Commission communication, even if individual DGs’ actions may only make a small contribution.

Source of data: Standard Eurobarometer (DG COMM budget) [*monitored by DG COMM [here](#)*].

Baseline: November 2014	Target: 2020
Total "Positive": 39% Neutral: 37 % Total "Negative": 22%	Positive image of the EU ≥ 50%

Annex to the Strategic Plan: Performance tables

General objective 2 A Connected Digital Single Market					
Impact indicator: Aggregate score in Digital Economy and Society Index (DESI) EU-28					
Explanation: DESI is a composite index that summarises relevant indicators on Europe's digital performance and tracks the evolution of EU Member States in digital competitiveness. The closer the value is to 1, the better. The DESI index is calculated as the weighted average of the five main DESI dimensions: 1 Connectivity (25%), 2 Human Capital (25%), 3 Use of Internet (15%), 4 Integration of Digital Technology (20%) and 5 Digital Public Services (15%).					
Source of the data: DESI					
Baseline (2015)		Target (2020)			
0.478		Increase			
Specific objective 2.1 Highest level of protection of privacy and personal data				Related to spending programme Rights, Equality and Citizenship	
Result indicator: awareness of individuals and Member States of the new data protection rules incl. existence of supervisory authorities					
Source of data: EU Commission					
Baseline (2016)		Interim Milestone (not applicable)		Target (2022)	
Current awareness level: 37% have heard about a public authority in their country responsible for protecting their rights regarding their personal data (EB 431 (2015))				>50%	
Planned evaluations: 2022 Commission evaluation report on the General Data Protection Regulation					
Result indicator: Number of Schengen evaluations per year					
Source of data: : EU Commission					
Baseline (2015)		Interim Milestone			Target (2019) Schengen evaluation, annual planning agreed with MS
		2016	2017	2018	
5		6	6	5	Total of 27 (+5)
Planned evaluations: Commission evaluation of the Schengen evaluations (Art. 22 of Council Regulation (EU) No 1053/2013).					
Specific objective 2.2 Increased share of businesses and consumers engaging in online cross-border trade of goods and digital content, enhanced consumer and business confidence in buying and selling online, as well as in accessing and making use of digital content				Related to spending programmes Rights, Equality and Citizenship Consumer	
Result indicator: Variation in business confidence in cross-border online selling					
Source of data: Retailers' survey informing Consumer Conditions Scoreboard, frequency: biennial					
Baseline (2015)		Interim Milestone		Target (2020)	
		n/a			
For about 40% of retailers currently selling online, <i>differences in national consumer protection rules and differences in national contract law</i> are important obstacles to developing their sales to other EU countries		n/a		By 2020, the share of EU retailers discouraged from selling online cross-border because of consumer contract law differences should decrease significantly. This decrease could reach up to 10 percentage points	

Planned evaluations: The Commission will launch a monitoring and evaluation exercise to assess how effectively the two Directives will achieve their objectives no sooner than 5 years after the entry into application of the Directive on certain aspects concerning contracts for the online and other distance sales of goods and the Directive on certain aspects concerning the supply of digital content,		
Result indicator: Variation in consumers' confidence in cross-border online shopping. Source of data: Consumer survey informing the Consumer Conditions Scoreboard, frequency: biennial		
Baseline (year)	Interim Milestone	Target (2020)
38% of EU consumers feel confident about purchasing online from another EU country	n/a	Increase of about 5%.
Planned evaluations: The Commission will launch a monitoring and evaluation exercise to assess how effectively the two Directives will achieve their objectives no sooner than 5 years after the entry into application of the Directive on certain aspects concerning contracts for the online and other distance sales of goods and the Directive on certain aspects concerning the supply of digital content.		
Result indicator: Increase in the share of businesses and consumers engaging in cross-border trade online Source of the data: for <u>businesses</u> : Retailer survey informing Consumer Conditions Scoreboard (biennial), for <u>consumers</u> : Annual survey on ICT usage in households and by individuals, Eurostat		
Baseline (2015)	Interim Milestone	Target (2020)
Businesses: Among all EU retailers, 12% sell online to consumers in other EU countries. Among businesses who sell online, about 44% sell cross-border. Consumers: Among all EU consumers, 15% buy online from another EU country. Among consumers buying online, about 50% buy cross-border.	n/a	Businesses: Increase by 5 percentage points (around 12% in relative terms) of retailers selling online cross-border. Consumers: Increase the number of online buyers who make cross-border purchases by 5.3 percentage points (around 10.5% in relative terms).
Planned evaluations: The Commission will launch a monitoring and evaluation exercise to assess how effectively the two Directives will achieve their objectives No sooner than 5 years after the entry into application of the Directive on certain aspects concerning contracts for the online and other distance sales of goods and the Directive on certain aspects concerning the supply of digital content.		
General objective 4 A Deeper and Fairer Internal Market with a Strengthened Industrial Base		
Impact indicator: Intra-EU trade in goods (% of GDP) Source of the data: Eurostat		
Baseline (2014)	Target (2020)	
20.8%	Increase	
Impact indicator: Intra-EU trade in services (% of GDP) Source of the data: Eurostat		
Baseline (2014)	Target (2020)	
6.3%	Increase	
Specific objective 4.1 Empowered energy consumers and enhanced competition through improved and comparable information on billing and offers, and improved tools for comparison and switching. A coherent framework to protect and incentivise consumers to opt for smarter consumption modes and self-generation.		Related to spending programme Consumer Programme
Result indicator Performance of consumer energy markets as measured by the Consumer Markets Scoreboard Source of the data: Consumer Markets Scoreboard		
Baseline	Interim Milestone	Target

(2013)	2015	2017	2020
73	76.7 ⁷	77	78
Planned evaluations: Mid-term Evaluations of the Consumer Policy and of the Consumer Programme 2014-2020 – to be completed in September 2017; final evaluation of Consumer Programme 2014-2020, expected for 2021)			
Result indicator: Comparability of offers by different electricity providers (on a scale from 0 to 10)			
Source of data: Market Monitoring Survey, reported in Consumer Markets Scoreboard			
Baseline (2013)	Interim Milestone		Target 2020
	2015	2017	
6.4	6.7	6.9	7
Planned evaluations: Mid-term Evaluations of the Consumer Policy and of the Consumer Programme 2014-2020 – to be completed in September 2017; final evaluation of Consumer Programme 2014-2020, expected for 2021			
Result indicator: Comparability of offers by different gas providers (on a scale from 0 to 10)			
Source of data: Market Monitoring Survey, reported in Consumer Markets Scoreboard			
Baseline (2013)	Interim Milestone		Target 2020
	2015	2017	
6.6	7.1	7.2	7.3
Planned evaluations: Mid-term Evaluations of the Consumer Policy and of the Consumer Programme 2014-2020 – to be completed in September 2017; final evaluation of Consumer Programme 2014-2020, expected for 2021			
Specific objective 4.2 Consolidated and improved consumer rights in the internal market			Related to spending programmes Rights, Equality and Citizenship Consumer
Result indicator: consumer conditions index (data available every two years):			
<ul style="list-style-type: none"> - Knowledge and Trust - Compliance and Enforcement - Complaints and Dispute Resolution 			
Source of data: Consumer and retailer surveys for the Consumer Conditions Scoreboard (biennial frequency)			
Baseline (2014)	Interim milestone (2018)		Target (2020)
Knowledge and Trust 55.13 (out of 100)	58		60
Compliance and Enforcement 71.97 (out of 100)	74		75
Complaints and Dispute Resolution 58.96 (out of 100)	61		63
Planned evaluations: Consumer Policy: Ex-post and Mid-term Evaluations of the Consumer Policy and of the Consumer Programmes – to be completed in September 2017			
Specific objective 4.3 Consolidated and enhanced product safety through effective market surveillance in the Union			Related to spending programme Consumer
Result indicator: ratio number of reactions/number of RAPEX notifications (serious risks)			
Source of data: GRAS-RAPEX system			
Baseline (2010)	Interim Milestone		Target
	2017		2020 (increase of 15 % as agreed in the Consumer Financial Programme 2014-2020)
1.07	1.15		1.23
Planned evaluations: Consumer Policy: Ex-post and Mid-term Evaluations of the Consumer Policy and of the Consumer Programmes – to be completed in September 2017			

⁷ Data for 2015 will be reported in the 2016 Consumer Markets Scoreboard and refer to EU28. This indicator is monitored with a biennial frequency.

Specific objective 4.4 Easier resolution of disputes and recovery of claims, including across borders, for consumers and individuals		Related to spending programmes Rights, Equality and Citizenship Consumer
Result indicator: use of (a) European Small Claims procedure, (b) European Account Preservation Order		
Source of data: impact assessments		
Baseline	Interim Milestone	Target
	2018	(2020)
(a) 2013: current number of claims filed is 3500 per year ESCP will enter into force in mid-2017	Additional 860 claims filed per year (increase of around 25% compared to the current number)	10,000 claims filed
(b) 2010: 11,6% of companies engaged in cross-border trade have applied for a preservation order Regulation applies as from January 2017	n/a	19,2% of companies engaged in cross-border trade would have applied for a preservation order
Planned evaluations: EAPO: by 18 January 2022, the Commission will submit a report on the application of the Regulation; ESCP: The Commission shall present the report on the operation of the amended Regulation by 15 July 2022.		
Specific objective 4.5 Less differences between national insolvency regimes with the aim of increasing recovery rates, reducing time and costs of insolvency proceedings; and giving honest but bankrupt individuals a second chance in a reasonable time frame		Related to spending programme(s) Justice
Result indicator: recovery rates in insolvency proceedings		
Source of data: World Bank (Doing Business Index)		
Baseline (2014)	Interim Milestone	Target
	Not applicable. (n/a	(2020)
- maximum Finland: 90.1 cents on the dollar - minimum: Greece 34.9 cents on the dollar		Increase the average of recovery rate per Member State
Result indicator: average number of days of insolvency proceedings		
Source of data: World Bank (Doing Business Index)		
Baseline (2014)	Interim Milestone	Target
	Not applicable.	(2020)
Shortest -Ireland: 0.4 years, Longest – Greece: 3.5 years	n/a	Shorten the time to resolve debts in Member States

Result indicator: average costs of insolvency proceedings			
Source of data: World Bank (Doing Business Index)			
Baseline (2014)	Interim Milestone Not applicable.		Target (2020)
The lowest costs - Belgium: 3,5 % of estate value The highest costs: Italy 22% of estate value	n/a		Reduce the costs of insolvency proceedings in Member States
Planned evaluations: No evaluation planned for the moment.			
Specific objective 4.6 More legal certainty for commercial and financial transactions in the internal market (e.g. assignment of claims)			Related to spending programmes Justice
Result indicator: <i>Decrease in the difference in costs of cross-border transactions in securities to the level of domestic transactions in securities</i>			
Source of data: Deduction based on assumptions resulting from conservative estimates of cost differences between national transactions in securities and domestic transactions in securities contained on p. 25 of the COMMISSION STAFF WORKING DOCUMENT Impact Assessment accompanying the Proposal for a Directive of the European Parliament and of the Council on legal certainty of securities holding and transactions (IMPACT ASSESSMENT) [unpublished]			
Baseline 2009	Interim Milestone – Not applicable		Target (2020)
Costs of unclear conflict-of-law rules make a cross-border transaction in securities by 3,3 % higher than a domestic transaction in securities			Decrease the difference in costs of cross-border transactions in securities to the level of domestic transactions in securities by 2,8 %, that is from 3,3 % to 0,5 % by adopting EU rules on conflict-of-law on transactions in cross-border traded securities
Planned evaluations: No evaluations planned for the moment			
Specific objective 4.7 Better business environment for investors, stakeholders and companies in the EU, in particular SMEs, more development/integration of the European capital markets by developing efficient EU rules concerning the formation, operation and transformation of companies and on the relationship between a company's management, board, shareholders and other stakeholders			Related to spending programmes Justice
Result indicator: regular increase in the number of limited liability companies in the EU. An 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 of data: Eurostat database ⁸			
Baseline (2012)	Interim Milestone (year)		Target (2020)
8.9 million	n/a	n/a	An increase in the number of limited liability companies in the EU ⁹

⁸ Population of active limited liability companies in business demography by legal form statistics (from the structural business statistics database); aggregated data for EU-28.

⁹ To be verified against the available data on an annual basis.

<p>Result indicator: regular increase in the number of EU companies which are controlled by companies from other MS (i.e. cross-border ownership/control, e.g. of subsidiaries, branches). An increase in the number of companies controlled by companies from other Member States illustrates the ability of companies to operate more easily across borders within the EU and to grow</p> <p>Source of data: Eurostat database¹⁰</p>			
Baseline (2012)	Interim Milestone		Target (2020)
	(year)	(year)	
156,500	n/a	n/a	An increase in the number of EU companies controlled by companies from other MS ¹¹
Planned evaluations: No evaluations planned for the moment.			
General objective 7 An Area of Justice and Fundamental Rights Based on Mutual Trust			
<p>Impact indicator: Share of the population considering themselves as "well" or "very well" informed of the rights they enjoy as citizens of the Union</p> <p>Source of the data: Eurobarometer on Citizenship</p>			
Baseline (2015)		Target (2020)	
42%		Increase	
<p>Impact indicator: Citizens experiencing discrimination or harassment</p> <p>Source of the data: Eurobarometer on discrimination</p>			
Baseline (2015)		Target (2021)	
21%		The Eurobarometer takes place every 3 years. Decrease	
<p>Impact indicator: Gender Pay Gap (GPG) in unadjusted form, EU-28</p> <p>Explanation: The unadjusted Gender Pay Gap (GPG) represents the difference between average gross hourly earnings of male paid employees and of female paid employees as a percentage of average gross hourly earnings of male paid employees.</p> <p>Source of the data: Eurostat</p>			
Baseline (2013 - provisional figure)		Target (2020)	
16.3%		Decrease	
Specific objective 7.1 More effective national justice systems		Related to spending programme Justice	
<p>Result indicator: percentage of MS who in year y+1 have implemented reforms to their judicial system made in the context of the European semester in year y</p> <p>Source of data: Country reports for the European Semester and the forthcoming EU Justice Scoreboards</p> <p>14 MS were subject to monitoring their reforms to their judicial system under the European Semester in 2015: progress in implementing measures to improve efficiency and quality of justice systems have been reported for all MS</p>			
Baseline (2015)	Interim Milestones (2016, 2017, 2018, 2019)		Target (2020)
0 %	100% of monitored MS show some progress in reforms		100% of monitored MS have implemented reforms with positive impact
Planned evaluations: Adoption of country reports in the context of the European Semester			

¹⁰ Foreign controlled EU enterprises by country of the controlling entity from the structural business statistics database; aggregated data for EU-28.

¹¹ To be verified against the available data on an annual basis.

Result indicator: Cumulated number of legal practitioners trained on EU law or law of another EU MS			
Source of the data: own statistics			
Baseline (year)	Interim Milestone		Target (2020)
	2016	2017	
87,134	420,000	490,000	700,000
Planned evaluations: No evaluations planned for the moment.			
Specific objective 7.2 Better EU financial markets with a sound framework to combat money laundering and terrorist financing			Related to spending programmes Justice
Result indicator: Regular increase in number of FIU.net requests per year. Within the preventative framework against money laundering and terrorism financing set by the 4 th AML Directive, aiming at ensuring full traceability of financial information, in case of suspicion of money laundering or terrorist financing, Financial Intelligence Units (FIUs) shall have access to the necessary information, including through requests made to other EU FIUs. An increase in the number of requests for information made between EU FIUs translates the level of cooperation and information sharing between FIUs within the EU.			
Source of data: FIU			
Baseline (2015)	Interim Milestone		Target (2020)
17,140	n/a		An increase in the number of FIU.net requests per year
Planned evaluations: (title of the evaluation; year of completion; spending programme/policy covered).			
Specific objective 7.3 Enhanced rights deriving from the citizenship of the Union			Related to spending programmes Rights, Equality and Citizenship
Result indicator: Degree of delivery on the actions proposed in 2016 EU Citizenship Report The fulfilment of this specific objective can be influenced by political developments in Member States.			
Source of data			
Baseline (2016)	Interim Milestone		Target (2019)
	2018		
0% - 2016	50%		100% The target will be fixed in the 2016 Citizenship Report by defining a number of actions to be implemented in the following 3 years.
Planned evaluations: The implementation of the actions is evaluated on ongoing basis and in the following EU citizenship report – Completion: 2019 - REC			
Specific objective 7.4 Enhanced rights enshrined in the EU Charter of Fundamental rights, including the rights of the child			Related to spending programmes Rights, Equality and Citizenship
Result indicator: number of States worldwide with whom all EU MS (except DK) have cooperation under the 1980 Convention on International Child Abduction			
Source of data			
Baseline (2015)	Interim Milestone		Target (2018)
	2017		No specific target has been agreed but Member States are committed to cooperate with the Commission in order to expand the application of the Convention and respect Opinion 1/13 of the CJEU
15	3 additional third countries (Kazakhstan, South Korea, Peru)		13 (10 additional third countries compared to the 2017 milestone)
Planned evaluations: (title of the evaluation; year of completion; spending programme/policy covered).			

Result indicator: awareness of the EU Charter of Fundamental Rights and its scope of application			
Source of data: Eurobarometer			
Baseline (2015)	Interim Milestone		Target 2018
14%	n/a		20%
Planned evaluations: Eurobarometer			
Specific objective 7.5 A respected rule of law in the EU with any systemic threats adressed		Related to spending programmes Justice	
Result indicator: Number of systemic threats to the Rule of Law addressed through the Rule of Law framework or Rule of Law related infringements to ensure protection of the Rule of Law in Member states			
Source of data			
Baseline (2015)	Interim Milestone / Target		
100 %	100 %		
Planned evaluations: n/a			
Specific objective 7.6 A more developed European area of Justice with more judicial cooperation in civil and criminal matters		Related to spending programmes Justice	
Result indicator: number of exchanges of information in the European Criminal Records Information System (ECRIS)			
Source of data: Member States			
Baseline (2012)	Interim Milestone		Target
	(2017)	(2018)	(2019)
300.000	2 100 00	2 300 000	3 300 000
Target (2020 – target in line with the MFF period 2014-2020)			
3 500 000			
Result indicator: cumulative number of legal professionals receiving training on EU law or law of another Member State since 2011			
Source of data: Report on European judicial training			
Baseline (2011)	Interim Milestone		Target
	(2016)	(2017)	(2020 – target set in Communication (2011)551)
87.134	420.000	490.000	700.000
Result indicator: annual growth in the use of the European e-Justice Portal			
Source of data: statistics gathered by the European e-Justice Portal			
Baseline 2012	Interim Milestone		Target
	2016	2018	2020. Target included in MP 2015.
630.000	Annual growth at 50% - 3.200.000	Annual growth rate at 20% since 2016 - 4.600.000	Annual growth rate at 20% since 2016 - 6.600.000...

Result indicator: number of exchanges of cooperation between contact points of European Judicial Network (criminal)			
Source of data: European Judicial Network (EJN) Annual Report			
Baseline 2011-12	Interim Milestone		Target 2017-18 (target was set based on the past years' evolution with an assumption that the need for judicial cooperation will increase after the end of the former "third pillar" regime)
	2013-14	2015-16	
15 000	20 000	25 000	30 000
Result indicator: the average time of the surrender procedure (time between the arrest and the decision on the surrender of the person sought) under the European Arrest Warrant in cases where the person consents to the surrender			
Source of data: EAW annual statistics			
Baseline 2014	Interim Milestone		Target 2020 (with better implementation of the FD EAW, the compliance of the time limit set in the FD – 10 days – is expected to improve gradually.)
	2018		
19,4 days	14 days		10
Result indicator: number of ECHR rulings (Art 5,6) violations			
Source of data: ECHR statistics on violations by Article and by State (2014) http://www.echr.coe.int/Documents/Stats_violation_2014_ENG.pdf			
Baseline (2014)	Interim Milestone		Target 2020 Reduce number of violations by 40% No specific target agreed but COM's annual report and Council Conclusions on fundamental rights confirm EU commitment to comply with ECHR
	2018		
Art 5 (right to liberty): 78 violations by EU MS (of 212, i.e. 37 %)	Reduce number of violations by 20%		
Art 6 (right to fair trial and length of proceedings): 202 violations by EU MS (of 266, i.e. 75 %)			
Planned evaluations: No evaluations are planned for the time being.			

Specific objective 7.7 A well-functioning European Judicial Network in civil and commercial matters with adequate resources Related to spending programmes Justice

Result indicator: (d) indicators relating to European Judicial Network in civil and commercial matters:

- number of EJN guides
- number of incoming/outgoing requests between Contact Points
- number of areas of factsheets on national law and procedures (e-Justice Portal)
- number of visits to the EJN-civil section at the European e-Justice Portal

Source of data

Baseline (2016)	Interim Milestone 2017	Target (2018)
9 EJN guides	11 EJN guides	12 EJN guides
Number of incoming/outgoing requests (baseline unknown)	Number of incoming/outgoing requests: increase target	Number of incoming/outgoing requests: increase target
500 000 page views of EJN-civil section at the eJustice Portal	750 000 page views of the EJN section at the European e-Justice Portal	800 000 page views of the EJN section at the European e-Justice portal
EJN factsheets at the e-Justice Portal available in 18 areas.	EJN factsheets in 20 areas	EJN factsheets available in 22 areas.

Planned evaluations: 2016: Commission Report on the activities of the European Judicial Network in civil and commercial matters

Specific objective 7.8 Less discrimination on the grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation and more Roma integration Related to spending programmes Rights, Equality and Citizenship

Result indicator: Citizens' awareness of their right to equal treatment without discrimination on grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation (note: data only available every three years). Four previous Eurobarometer surveys on discrimination took place (in 2006, 2009, 2012 and 2015). The next surveys in 2018 and 2021 will include several questions asked in previous years in order to provide insight into the evolution of citizens' awareness of their rights.

Source of data: Eurobarometer surveys on non-discrimination

Baseline (2015)	Interim Milestone 2018	Target (2021)
45%	55%	70%

Planned evaluations: Eurobarometer survey 2019, REC Programme, non-discrimination policy

Result indicator: the number of Member States that set up structural co-ordination mechanisms with all stakeholders, including Roma, on the implementation of the National Roma Integration Strategies

Source of data

Baseline 2015	Interim Milestone (2017)	Target (year + explanation how the target was agreed)
0	15	27 (2018). Relevant EU MS are only 27 (Malta has no Roma population)

Planned evaluations: Adoption of annual progress report on the Roma integration, annually, REC Programme, Roma coordination policy

Specific objective 7.9 Less racism, xenophobia, homophobia, anti-Semitism, anti-Muslim hatred and other related forms of intolerance		Related to spending programmes Rights, Equality and Citizenship	
Result indicator: the number of Member States that fully and correctly transposed Framework Decision 2008/913/JHA on combating certain forms and expressions of racism and xenophobia			
Source of data: Notifications by Member States			
Baseline (2015)	Interim Milestone 2016		Target (2018 + end of infringement procedures)
4 Member States transposed the Framework Decision	4 further Member States transposed the Framework Decision		All MS transposed the Framework Decision
Planned evaluations: n/a			
Result indicator: Number of Member States progressing on data collection and data recording of offences related to Framework Decision 2008/913/JHA (i.e. hate speech and hate crime offences)			
Source of data: Information provided by Member States on a voluntary basis			
Baseline (2015)	Interim Milestone 2017		Target (2018) end of the mandate of the FRA Working Party
Of the 14 MS with limited data and recording of offences 5 MS have reported to have improved the system (based on the information provided by the Fundamental Rights Agency)	10 Member States will have improved their system on data collection and recording of offences		All MS would have improved their system on data collection and recording of offences
Planned evaluations: n/a			
Specific objective 7.10 More diversity in the workplace		Related to spending programmes Rights, Equality and Citizenship	
Result indicator number of Member States that have adopted a Diversity Charter and number of companies that adhere to them			
Source of data			
Baseline (2015)	Interim Milestone 2017		Target (2019)
14	19	23	28
Planned evaluations: Adoption of a report on the diversity charters, 2019, REC Programme, non-discrimination policy			
Specific objective 7.11 More support for EU Member States in key LGBTI-related areas and improved social acceptance		Related to spending programmes Rights, Equality and Citizenship	
Result indicator: number of Member State officials trained or participating in peer learning activities in LGBTI areas			
Source of data			
Baseline (2015)	Interim Milestone (2017)		Target (2019)
0	30		100 (Indicative number of officials attending training and peer learning seminars on LGBTI)

Result indicator: change in perceptions and attitudes towards LGBTI people (by measuring data against the 2015 Eurobarometer survey on discrimination) Four previous Eurobarometer surveys on discrimination took place so far (in 2006, 2009 2012 and 2015). The next surveys in 2018 and 2021 will include several questions asked in previous years in order to provide insight into the evolution of perceptions, attitudes and awareness of discrimination in the European Union, including on perception and attitudes towards LGBTI people).		
Source of data Eurobarometer surveys		
Baseline (2015)	Interim Milestone (2018)	Target (2021 + explanation how the target was agreed)
45%	55%	65%
Planned evaluations: Eurobarometer survey 2019, REC Programme, non-discrimination policy		
Specific objective 7.12 No gender-based violence and more victim support		Related to spending programmes Rights, Equality and Citizenship
Result indicator: % of people that consider that domestic violence against women is unacceptable		
Source of data: Eurobarometers		
Baseline (2010)	Interim Milestone 2017	Target 2020
84%	90%	96%
Planned evaluations: Special Eurobarometer on gender-based violence (to be carried in 2016) , Study on migrants' perceptions and attitude towards Female Genital Mutilation (follow-up of the Communication on FGM COM(2013) 833 final): study is to be launched in 2016; year of completion: 2018, possible Eurobarometer in 2019; REC Programme, gender equality policy		
Result indicator: number of EU Member States that have signed and ratified the Istanbul Convention		
Source of data: Council of Europe		
Baseline (2011: date of opening for signature and ratification)	Interim Milestone 2017	Target (2020)
0	18	28
Planned evaluations: Assessment based on the information from the Council of Europe treaty office, to be published in the Annual reports on the equality between women and men, annually, gender equality policy		
Specific objective 7.13 More safeguarding of the fundamental right to data protection in our external relations.		Related to spending programmes Rights, Equality and Citizenship
Result indicator: EU agreements with third countries or international organisations which guarantee personal data protection		
Source of data EU Commission		
Baseline (2016)	Interim Milestone 2018	Target 2020
0	1	More than 1
Planned evaluations: Commission evaluation reports specific to these adequacy decisions (2018)		
Specific objective 7.14 An adequate protection of EU citizens' personal data by US government and agencies		Related to spending programmes Rights, Equality and Citizenship
Result indicator: number of Commission adequacy decisions, and EU agreements with third countries which guarantee personal data protection		
Source of data: EU Commission		
Baseline (2015)	Interim Milestone 2018	Target 2020
1	12	More than 12
Planned evaluations: Commission evaluation reports specific to these adequacy decisions (2018); EU US Joint review on the umbrella agreement (cf. Art. 23 agreement), three years after entry into force		

Specific objective 7.15 Common data protection rules within the European Union in place		Related to spending programmes Rights, Equality and Citizenship
<p>Result indicator: awareness of individuals and Member States of the new data protection rules incl. existence of supervisory authorities</p> <p>Source of data: Eurobarometer, EU Commission</p>		
Baseline (2015)	Interim Milestone year	Target year
Current awareness level: 37% have heard about a public authority in their country responsible for protecting their rights regarding their personal data (EB 431 (2015))	End of implementation period for the Police Directive into national law	> 50%
Planned evaluations: 2022 Commission evaluation report on the Police Directive		
Specific objective 7.16 A reduced gender pay gap		Related to spending programme Rights, Equality and Citizenship
<p>Result indicator: gender pay gap</p> <p><i>The gender pay gap (GPG) reflects ongoing discrimination and inequalities in the labour market which, in practice, mainly affect women. In addition to direct discrimination, women face sectorial and occupational segregation, undervaluation of their work and unequal sharing of caring responsibilities. The unadjusted gender pay gap stood at 16.2 % in 2011 in the EU as a whole. It has narrowed since 2008 from 17.3 %.</i></p> <p>Source of data: Eurostat</p>		
Baseline (2011)	Interim Milestone 2017	Target (2020)
16.2%	15%	14%
Planned evaluations: Adoption of annual reports on the equality between women and men; annually; REC Programme/gender equality policy		
Specific objective 7.17 More equality between women and men in decision-making		Related to spending programme Rights, Equality and Citizenship
<p>Result indicator: % of women among non-executive directors on boards of listed companies</p> <p><i>The target was set in line with the Commission proposal for a Directive on improving the gender balance on boards of listed companies (COM(2012) 614 final). The explicit aim of this initiative is to achieve a share of at least 40% of the under-represented sex among non-executive directors of listed companies.</i></p> <p>Source of data: DG Justice and Consumers</p>		
Baseline (2012)	Interim Milestone 2017	Target (2020)
17%	30%	40%
Planned evaluations: Adoption of annual reports on the equality between women and men; annually; REC Programme/gender equality policy		

Specific objective 7.18 Increased availability of childcare services		Related to spending programme Rights, Equality and Citizenship
Result indicator: % of children up to 3 years/from 3 years of age to the mandatory school age, who are cared for under formal arrangements		
<i>The European Council in Barcelona (2002) set what is known as the "Barcelona target": "(...) Member States should strive (...) to provide childcare by 2010 to at least 90 % of children between 3 years old and the mandatory school age and at least 33 % of children under 3 years of age". Initially these targets should have been achieved by 2020, but it was decided at political level to prolong them until 2017. New targets (including possible new indicators capturing qualitative aspects of the objective) are still to be decided at political level.</i>		
Source of data: Eurostat		
Baseline (2011)	Interim Milestone 2017	Target (2020)
30% (up to 3 years old) 84% (from 3 years old)	33% coverage 90% coverage (achievement of the Barcelona target)	To be decided at political level
Planned evaluations: Adoption of annual reports on the equality between women and men; annually; REC Programme/gender equality policy		
Specific objective 7.19 Improved work-life balance for working parents and caregivers		Related to spending programme Rights, Equality and Citizenship
Result indicator: female employment rate (20-64 age group)		
Source of the data: Eurostat		
Baseline (2013)	Interim Milestone 2017	Target (2020) EU2020 headline target
62.5%	68%	75%
Result indicator: difference between men and women's employment rate in full-time equivalent (20-64 years)		
Source of the data: Eurostat		
Baseline (2013)	Interim Milestone 2017	Target (2020) EU2020 headline target
18.2	15	10
Planned evaluations: Adoption of country reports in the context of the European Semester as well as adoption of annual reports on the equality between women and men; annually; REC Programme/gender equality policy		
General objective 10 A Union of Democratic Change		
Impact indicator: Turnout in the 2019 EP elections		
Source of data: EP		
Baseline (2014)	Interim Milestone	Target (2019)
42.61%	n/a	Increase
Specific objective 10.1 Enhanced EU citizens' democratic participation, including through cross-border information and facilitated participation in the EP elections, and increased legitimacy and accountability of EU decision-making, including by building on the concept of "lead candidates"		Related to spending programmes Rights, Equality and Citizenship
Result indicator: Citizens' awareness of their right to vote and to stand as candidate in European elections in the Member State of residence, without having the nationality of that Member State		
Source of the data: Eurobarometer		
Baseline (2010)	Interim Milestone 2017	Target 2020
67 %	76 %	80 %
Planned evaluations: n/a		