

CONSOLIDATED ANNUAL ACTIVITY REPORT 2024

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MB's analysis and assessment

The MB of the Agency for Support for BEREC,

Having regard to Regulation (EU) No 2018/1971 of the European Parliament (EP) and of the Council of 11 December 2018 establishing the Body of European Regulators for Electronic Communications (BEREC) and the Agency for Support for BEREC (BEREC Office, Agency), amending Regulation (EU) 2015/2120 and repealing Regulation (EC) No 1211/2009¹ (the BEREC Regulation) and, in particular Article 16(c) and Article 27 thereof;

Having regard to Directive (EU) 2018/1972 of the EP and of the Council of 11 December 2018 establishing the European Electronic Communications Code² (EECC);

Having regard to Article 48 of MB Decision No MB/2019/13 on the financial regulation applicable to the BEREC Office;

Having regard to the BEREC Office SPD for 2024-2026, as amended, containing the BEREC Office Work Programme (WP) 2024³, which was developed to support the achievement of the objectives of the BEREC WP 2024⁴;

Having regard to the 2024 Consolidated Annual Activity Report (CAAR) of the BEREC Office submitted by the Director, as authorising officer, to the MB on the performance of the duties of the Agency's Director;

Whereas,

- (1) In 2024 the BEREC Office supported an extremely ambitious BEREC WP which included the work on a considerable number of regulatory best practices, implementation reports and other documents aiming at fostering a transparent, harmonised and effective application of the legal framework in the area of electronic communications networks and services in the European Union (EU), and ensuring a consistent and predictable application of the rules across the European digital single market;
- (2) Against this background, BEREC Office needed to ensure its support to BEREC in a

¹ OJ L 321, 17.12.2018, p.01- 35,

² OJ L 321, 17.12.2018, p. 36–214, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018L1972&qid=1621506784842>

³ See document MB (24) 101, Amendment 1 to BEREC Office WP <https://www.berec.europa.eu/en/all-documents/berec-office/berec-office-work-programmes/amendment-1-to-single-programming-document-of-the-agency-for-support-for-berec-berec-office-for-the-period-2024-2026>

⁴ See document BoR (23) 210, BEREC WP 2024, 12/12/2023, <https://www.berec.europa.eu/en/document-categories/berec/berec-strategies-and-work-programmes/berec-work-programme-2024>

financially unfavourable environment associated with the continuously high inflation rates in the host Member State (MS) resulting mainly from Russia's full-scale invasion of Ukraine, which put pressure on the BEREC Office's budget expenditure, especially taking into account that the increase in the EU contribution of 3.7 % was significantly lower compared to the increase in the day-to-day costs for running the BEREC Office;

- (3) This resulted in a rigorous budgetary scrutiny of each and every expenditure item and the need to re-prioritise, scale-down or suspend some of the BEREC Office activities for the day-to-day running of the BEREC Office but also in support to BEREC;
- (4) Irrespective of the challenges, the BEREC Office management and most of the staff demonstrated good resilience to address the challenges mentioned above; and the BEREC Office achieved excellent results in budget and finance, namely – reaching a historic 100%⁵ budget execution results as well as the highest payment execution rate of 89.09%⁶, and the lowest level of carry-over amounts since its establishment⁷;
- (5) The BEREC Office Director/Authorising Officer mobilised in an efficient and effective manner all available financial and HR and despite the challenging circumstances, the BEREC Office continued to deliver its services to its main client – BEREC, by undertaking the following actions:
 - a) contributing to the deployment of the pan-European telecommunication services and ensuring compliance with BEREC's obligations stemming from the EECC in the area of general authorisation and numbering by developing and putting into operation of EU General Authorisation and Numbering Databases, as required by the provisions of Article 12 (4) and Article 93 of the EECC;
 - b) maintaining the recently implemented Union-wide database of numbering ranges for value-added services in each MS and Union-wide database of means of access to emergency services according to Article 16 of the Regulation (EU) 2022/612 of the EP and of the Council of 6 April 2022 on roaming on public mobile communications networks within the Union (Roaming Regulation);
 - c) providing the historic data sets needed for the calculation of the weighted average cost of capital (WACC) parameters by BEREC – to be taken into account by the national regulatory authorities (NRAs);
 - d) providing high-quality administrative and professional support to the BEREC BoR, the BEREC CN, the BEREC WGs), including the Ad Hoc WGs and the BEREC Office

⁵ Commitment execution rate 99.96% in 2023, and 99.99% in 2022.

⁶ Payment execution rate 88.20% in 2023, and 82.78% in 2022.

⁷ The amount carried over from 2024 is 869,276 EUR, and from 2023, the amount is 905,337 EUR.

Advisory Group (BAG), in particular by supporting the organisation of:

- i. four ordinary BoR meetings;
 - ii. four ordinary CN meetings;
 - iii. four BAG meetings;
 - iv. 18 meetings of the BEREC Chair and Vice-Chairs (BEREC Mini Board);
 - v. 24 physical and 331 virtual WGs meetings, five public external workshops and eight third party meetings organised by the BEREC Office for the WGs;
 - vi. 34 other events attended by the BEREC Chair and/or Vice Chairs and 7 international events.
- e) supporting the preparation of 48 BEREC deliverables and launching 10 public consultations and calls for input to gather the views of all relevant stakeholders on draft BEREC deliverables, and preparing summary reports on the outcomes of these consultations;
- f) organising training for the BEREC NRAs' experts on the EU regulatory framework for electronic communications by using BEREC own resources (e.g. the WG Co-chairs gave presentations during the training sessions);
- g) supporting the finalisation of the BEREC Study on the trends and policy regulatory challenges of cloudification, virtualisation and softwarisation in telecommunication;
- h) increasing the visibility of BEREC's work by implementing the communication activities foreseen for the BEREC Office in the annual BEREC Communications plan, including the organisation of the BEREC Stakeholder Forum, as well as four BEREC public debriefings, and multiple other events, projects and activities;
- i) providing safe and secure ICT tools (hardware and software) ensuring the smooth virtual functioning of the decision-making of the BoR, the MB and the entire activity of the BEREC preparatory bodies as well as providing BEREC with appropriate communication tools, by putting into operation new tools as well as ensuring the functioning of the existing ICT tools, such as:
- i. the electronic voting tool;
 - ii. the audio-video conference (AVC) facilities in Brussels and Riga;
 - iii. the platform for video-recording and streaming services;
 - iv. the enhanced systems for business continuity, disaster recovery and information technology (IT) security;
- j) continuing and improving the IT support to BEREC, including through the use of specialised ICT and IT security services provided by IT service providers, the EC services (the Directorate-General for Informatics), the EU Computer Emergency

Response Team (CERT-EU), other EU agencies (EUIPO);

- (6) The BEREC Office maintained its stable day-to-day operation and introduced further improvements in its operations, irrespective of the challenges associated with Russia's on-going full-scale invasion of Ukraine and its impact on the security and local markets in the host MS, which resulted in an increase in the day-to-day operations of the Agency:
 - i. utilising to the maximum extent possible the flexibility in managing its limited human and financial resources in accordance with the priorities set up by the MB and considering the challenging conditions in which the BEREC Office worked as outlined in the current report;
 - ii. implementing further security projects in order to strengthen the technical and physical security of the BEREC Office premises, assets and staff, including the establishment of a bomb shelter and its equipment for meeting the requirement of the local authorities for the 72h concept;
 - iii. continuing the modernisation of the IT environment of the BEREC Office, including by deploying qualified electronic signature and additional IT tools in the area of HR and BEREC's activities;
 - iv. advancing the work on the BEREC Office premises project by analysing the estimated costs, benefits, challenges and risks associated with the options available;
 - v. offering legal services to staff, comprehensive induction programmes and other services oriented to facilitating their establishment and retention;
 - vi. continuing the implementation of the internal control framework (ICF) in force as of January 2019 and maintaining efficient and effective internal control systems at the BEREC Office;
- (7) The MB regrets that the BEREC Office needed to suspend certain projects such as, external training course on the regulatory framework to BEREC NRA experts, which was instead partially provided by using BEREC own capacity, the traineeship programme, and scaling down several activities, such as the BEREC Office's support to BEREC in relation to subscription to financial software and necessary historical data sets for the calculation of certain parameters underlying the WACC because of financial constraints and calls to the EC and the Budgetary authority to consider up-dating the EU contribution.
- (8) The MB expresses its concern regarding the lack of progress with the accreditation of the European School in Latvia, which according to Article 21 (2) of the Headquarters agreement (HQA) was expected for the school year 2022/2023 and calls upon the Government of the host MS to ensure its commitments;
- (9) The MB is assured that the limited BEREC Office resources were managed in the best possible manner but is concerned by the fact that the increase in the EU contribution does

not follow the level of the inflation in the host MS, which has put certain constraints on the BEREC Office's activity;

- (10) The MB is assured of the reliability of the accounts and of the legality and regularity of the transactions undertaken.

Following an analysis of the CAAR 2024 submitted by the Director, the following conclusions have been reached:

1. The BEREC Office successfully managed its tasks and responsibilities deriving from the BEREC WP 2024, the EU regulatory framework and other legal obligations under the conditions of the still ongoing full-scale invasion of Ukraine by Russia, and the continuously rising prices in the host MS, which conditions have further strained the BEREC Office's budget and introduced additional risks for its physical and cyber security.
2. The BEREC Office reacted swiftly to any new request for services coming from BEREC and provided BEREC with high-quality professional and administrative support, including the preparation of high-quality BEREC deliverables.
3. Irrespectively of the challenges, the internal control systems at the BEREC Office continue to work as intended; the European Court of Auditors (ECA) and the independent auditor issued clean opinions on the legality and regularity of the 2024 BEREC Office's accounts.
4. The information contained in the CAAR presents a true and fair view of the 2024 BEREC Office activities and demonstrates further improvements in the BEREC Office's performance in 2024 in achieving its objectives, as defined in the BEREC Regulation and the BEREC Office SPD 2024-2026.
5. The resources assigned to the activities described in the report were used for their intended purpose and in accordance with the principle of sound financial management.
6. The control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions.
7. In a year marked by ongoing challenges – including a change in leadership following an interim period – the BEREC Office successfully met all performance targets and expectations, which is recognised as a significant achievement.

The Director is invited to:

1. Maintain the high level of operational support to BEREC, in line with its Annual WP and the Rules of Procedure;
2. Address the challenges associated with Russia's full-scale invasion of Ukraine, including via maintaining high level of IT and physical security of the BEREC Office's premises, assets and staff;
3. Work towards improving the working conditions for the staff and the living conditions for the staff and their families in the host MS, including, where necessary, in cooperation with the host MS, the EC and the EP in order to achieve full implementation of the spirit of the

Article 47 of the BEREC Regulation;

4. Work towards long term stability in staffing, implement appropriate measures aimed at attracting and retaining highly qualified staff;
5. Implement in cooperation with the Staff Committee the action plan for social welfare measures within the limits of the voted budget;
6. Maintain efficient and effective internal control systems at the BEREC Office in compliance with the risks at the BEREC Office;
7. Maintain a good level of budget planning and management with a view to ensuring compliance with the KPIs adopted by the MB;
8. Report regularly on the achievement of KPIs by the BEREC Office and progress towards addressing any remaining open issues raised by the discharge authority and/or by the ECA in previous years' reports.

30 June 2025

For the MB

(e-signed)

Robert Mourik

Chairperson

Abbreviations

Abbreviation	Meaning
ABAC	Accrual Based Accounting
ABM	Activity-based budget management
AD	Administrator
AGM	Advanced gateway for meetings tool
AST	Assistant
AST/SC	Secretaries and clerks
AVC	Audio-video conference
BAG	BEREC Office Advisory Group
BEREC	Body of European Regulators for Electronic Communications
BEREC Office	Agency for Support for BEREC
BEREC Regulation	Regulation (EU) No 2018/1971 of the EP and of the Council of 11 December 2018, replacing Regulation (EC) No 1211/2009
BoR	Board of Regulators
CA	Contract agent
CdT	Translation Centre of the EU
CERT-EU	EU Computer Emergency Response Team
CN	Contact Network
DG	Directorate General of the European Commission
DG BUDG	DG for Budget
DG CNECT	DG for Communications Networks, Content and Technology
DG DIGIT	DG for Informatics
DG HR	DG for Human Resources and Security
DPO	Data Protection Officer
EaPeReg	Eastern Partnership Electronic Communications Regulators Network
EC	European Commission
ECA	European Court of Auditors

Abbreviation	Meaning
EDPS	European Data Protection Supervisor
EEA	European Economic Area
EECC	Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code
EFTA	European Free Trade Association
EMAS	Eco-Management and Audit Scheme
EMERG	Euro-Mediterranean Regulators Group
ENG	Expert Networking Group
ENISA	European Union Agency for Network and Information Security
EP	European Parliament
EU	European Union
EUAN	EU Agencies Network
EUAN GN	EU Agencies Network's Greening Network
EUIPO	EU Intellectual Property Office
eu-LISA	European Agency for the operational management of large-scale IT Systems
EUPaaS	EU Platform as a Service provided by EUIPO
eVT	Electronic voting tool
FG	Function group
FFR	Framework Financial Regulation
FTE	Full-time equivalent
FWC	Framework contract
GADB	General authorisation data base
GHG	Greenhouse gas
HQA	Headquarters Agreement
HR	Human resources
IAS	Internal Audit Service

Abbreviation	Meaning
ICF	Internal Control Framework
ICT	Information and communications technology
IIC	International Institute for Communications
ISP	Information Sharing Portal
IT	Information technology
KPI	Key Performance Indicator
MB	Management Board
MFA	Multi Factor Authorisation
MS	Member State
NRA	National regulatory authority
OJ	Official Journal of the EU
QES	Qualified electronic signature
PMO	Office for the Administration and Payment of Individual Entitlements
PPMT	Public Procurement Management Tool
RBFM	Report on budgetary and financial management
REGULATEL	Latin American Forum of Telecommunications Regulators
SLA	Service level agreement
SNE	Seconded national expert
SPD	Single programming document
TA	Temporary agent
VAS	Value added services
WACC	Weighted average cost of capital
WG	Working Group
WP	Work Programme

Executive summary

This consolidated annual activity report (CAAR) provides an overview of the activities carried out by the Agency for Support for BEREC (BEREC Office, Agency) in 2024 with the aim to inform the BEREC Office MB and the public of the progress in the implementation of its WP for 2024 and its multiannual strategy for the period 2024-2026, as defined in the SPD for 2024-2026.

The CAAR contains detailed information on the operations carried out by the Agency in 2024. It evaluates these activities against the objectives and performance criteria outlined in the above-mentioned SPD, considering associated risks, resource utilisation, and the efficiency and effectiveness of internal control systems. The report also includes an overall assessment of the costs and benefits of controls and information on how authorised operational expenditures contribute to the achievement of strategic objectives of the EU and generate EU added value.

Achievements in recurring activities

To provide support in achieving the tasks and objectives outlined in the BEREC WP 2024, the BEREC Office has facilitated the work of the 12 BEREC WGs) and provided support for the organisation of their workshops and meetings – altogether 24 in physical and 331 in virtual mode. Five external workshops requested by the WGs in accordance with the BEREC WP and eight 3rd party meetings were fully organised and logistically supported by the BEREC Office.

To ensure transparency and accountability of BEREC's activities, the BEREC Office has assisted in launching 10 public consultations and calls for input by providing its support in collecting stakeholders' contributions and summarising those. Additionally, the BEREC Office has contributed to drafting the following regular draft reports: BEREC's annual activity report, the international roaming benchmark report, the report on transparency and comparability of international roaming tariffs, the intra-EEA (European Economic Area) communications report and the report on the implementation of the Open Internet Regulation.

The BEREC Office contributed to enhancing the professional knowledge of the experts of the NRAs by providing training sessions to junior experts on the topics related to BEREC areas of activities by using internal resources of BEREC and the BEREC Office by disseminating knowledge and expertise accumulated by the WG and ENG Co-Chairs.

In 2024, the BEREC Office further supported the finalisation of the Study on the trends and cloudification, virtualisation, and softwarisation in telecommunication that was launched in 2023 by organising a workshop for BEREC members and finalising all the contractual commitments in regards to the signed contract.

The BEREC Office facilitated information exchange among NRAs and contributed to drafting reports on specific aspects of the communications market. The BEREC Office provided data sets and databases to calculate parameters for the BEREC Report on Regulatory Accounting in Practice 2024. Additionally, the BEREC Office engaged a contractor to train BEREC experts on using a specialised terminal for calculation of the WACC enabling real-time financial market data analysis. The BEREC Office continued administrating the Information Sharing Portal (ISP) and regularly promoted the new content uploaded by the NRAs.

In the reporting period, the BEREC Office supported the organisation and execution of four BoR meetings and four MB meetings, four CN meetings, four BEREC Office Advisory Group (BAG) meetings, and 18 meetings of the BEREC Chair and Vice-Chairs. In addition, the BEREC Office supported the organisation of one four-lateral BEREC, EaPeReg, Regulatel and EMERG Summit, and six other BEREC international events.

The BEREC Office continued to provide professional and administrative support to the Chair/Chairperson for the organisation of altogether 25 BoR and MB electronic voting procedures, respectively 13 and 12.

In 2024 the BEREC Office provided BEREC with timely and effective IT support, licenses, hardware and business continuity services fully aligned with BEREC's operational needs and specific requirements. All ICT services and systems support were delivered as initially foreseen, achieving a service availability rate exceeding 99%.

Throughout 2024, the BEREC Office consistently worked on enhancing the reputation of BEREC as an independent and forward-looking European expert body. Collaborating closely with the incoming BEREC Chair's Team (ComReg, Ireland), the BEREC Office successfully organized its signature annual public event – the BEREC Stakeholder Forum. This event attracted a record number of registrations and physical attendees, reflecting its growing significance. Moreover, the BEREC Office supported organisation of four regular online public debriefings to provide comprehensive insights into the outcomes of ordinary meetings. Furthermore, the BEREC Office provided vital support to the BEREC Communications Expert ENG in the implementation of the BEREC Communications Plan 2024 and played a pivotal role in assisting the BEREC Chair's team with their daily communications activities, involving engagement with stakeholders and media. Besides, the BEREC Office finalised the development of the new BEREC website (design and content) that was successfully launched.

2024 specific activities and achievements in support to BEREC

In accordance with Article 32/33 procedures, the BEREC Office contributed to the establishment of an ad-hoc WG following the European Commission (EC) serious doubts letter that opened Phase II investigation pursuant to Article 32 of Directive (EU) 2018/1972 concerning Case MT/2024/2484 Wholesale physical and virtual infrastructure access market. The BEREC Office coordinated the work of the WG established for this purpose and facilitated publication of the BEREC Opinion. In addition, two other phase II cases were opened in the course of the year, yet notifications were withdrawn by the national regulatory authorities before BEREC opinions was issued. Toward the end of 2024, another Phase II Case was opened following the EC serious doubts letter concerning case SE/2024/2555-2556 on Wholesale call termination on individual public telephone networks provided at a fixed location in Sweden and on Wholesale voice call termination on individual mobile networks in Sweden. The BEREC Office contributed with the establishment and coordination of the WG work, which continued in 2025. In total there were 15 meetings to discuss the above-mentioned cases.

In 2024, after the completed migration of the primary datacentre in 2023, BEREC Office focused on utilizing two datacentre services to provide secure and reliable ICT infrastructure. These services support the hosting of ICT systems and the corporate homepage. The BEREC Office continued to improve resilience, back-up operations, and ICT security of both the infrastructure and IT systems.

The BEREC Office in cooperation with an external consultant developed the ICT Strategy 2025 – 2028. It aims to ensure that BEREC Office's ICT environment is technologically advanced, secure and fulfilling the needs of the BEREC Office and BEREC. The document proposes a roadmap for the ICT technological journey from 2025 to 2028 focusing on cybersecurity, the provision of mandated ICT systems, communication and collaboration tools and the use of modern technologies (such as cloud, and AI).

In the reporting period, BEREC Office continued to maintain and further improve the internally developed voting tool, recently introduced for the BoR and MB electronic voting procedures, as well as providing support to users during electronic voting procedures.

BEREC Office made further progress with the modernisation of its core audio-video conference (AVC) facilities in Brussels and Riga in order to ensure continuous availability, higher productivity and efficiency of the collaboration between BEREC members and the BEREC Office in Riga in a user-friendly way. The BEREC Office ensured provision of necessary services surrounding the use of the AVC equipment in Brussels, such as 3rd party licenses, connectivity,

consulting, operational services and technical support. BEREC Office was supported by the ICT ENG.

In 2024, the BEREC Office supported the Communications ENG in executing the annual BEREC Communications Plan. One of the significant initiatives undertaken was the development and implementation of a comprehensive social media campaign aimed at raising awareness among end users on the importance of adopting more sustainable and eco-friendly practices of usage of their digital devices. This entailed educational information on users' environmental rights, such as the right to repair, legal guarantee, and energy labelling. It also advocated for behavioural changes, such as prolonging the lifespan of devices, promoting repair, recycling, and reusing, and promoted a conscientious use of airplane mode or Wi-Fi, whenever possible. The majority of Communications ENG members (experts from NRAs) utilized the campaign material provided by the BEREC Office. These were translated into their respective national languages, and were subsequently shared across their own social media channels.

Another pivotal effort of the BEREC Office involved finalising the design of the main communications tool of BEREC, e.g. its new website. The website, with its new design and content, was launched in July 2024, followed by a month-long educational social media campaign that informed stakeholders of the new functionalities and content.

At the end of 2024, the BEREC Office began a production of audio-visual material to outline the scope of work and significance of each of the 12 BEREC WGs. It is planned to use them in 2025 for various communications campaigns aimed at promoting BEREC's output and achievements (e.g. opinions, guidelines, etc.).

Developments in the relations with the Latvian Authorities

In 2024, the BEREC Office continued its fruitful cooperation with the Latvian authorities, particularly with the Ministry of Transport, on the basis of the HQA, in force since 15 June 2021, and the Service Level Agreement (SLA), in force since 16 June 2022.

The Liaison Office, established by the Latvian Government in accordance with the SLA provisions, provided effective support for the smooth functioning of the BEREC Office, and the establishment of its staff and their family members in the host MS.

During the reporting period, BEREC Office used the joint procurement arrangement with the Latvian Government for purchases via its Electronic Procurement System (EIS) on seven occasions. BEREC Office also successfully exercised the procedure for claiming the Latvian Government's contribution to the international schooling costs of the BEREC Office's staff children in the Republic of Latvia, as a temporary measure until an accredited European school is established. Although significant progress has been made in providing the necessary

conditions for the smooth and efficient functioning of the BEREC Office by the host MS, a concern remains regarding the delayed establishment of an accredited European school.

Horizontal activities

As part of its contribution to achieving BEREC's objectives the BEREC Office ensured the smooth day-to-day operation of the BEREC Office by carrying out the recurring administrative and financial activities in line with the legislation in force, namely, managing the budget in accordance with the activity-based budget management (ABM) approach, preparing all financial transaction for timely execution, coordinating the internal, external and independent audits, ensuring centralised staff mission management, coordinating the ICF implementation at the BEREC Office and preparing documents of horizontal nature.

The main challenges in the reporting period continued to be the high inflation rates in the host MS. Tackling this resulted in a rigorous budget management, re-prioritization and scaling-down on some activities. Russia's ongoing full-scale invasion of Ukraine also had direct and constant implications on the way the BEREC Office carried out its activities in 2024. BEREC Office took all necessary measures to ensure its smooth functioning taking into account the new security challenges.

In the reporting period, BEREC Office continued its commitment for further digitalization of the BEREC Office in 2024 with the objective to gradually make the BEREC Office a smart and paperless Agency. For this, in 2024 BEREC Office concluded amendment number 6 to the SLA with DG HR in view of development and usage of the new HR Transformation tool integration of the Qualified electronic signature (QES) in the existing document management system. It also launched a new project for modernization of the Contract Register and started to use the new contract notice tool "eForms". The BEREC Office also continued to improve ICT security of provided applications and databases and the entire ICT security perimeter, such as network policies, identity management and others.

In the area of communication, BEREC Office organised various activities to support raising awareness of BEREC and the BEREC Office's work among citizens of its hosting country, Latvia. These initiatives included: Charity campaign Laptops for Ukraine; participation in the youth-oriented European Skills Festival and an annual event dedicated to World Telecommunications day and the Charity Bazaar of the International Women's Club of Riga.

In the area of budget and finance management in 2024, BEREC Office demonstrated excellent results, namely the highest ever – 100% - budget execution rate as well a payment execution rate at 89.09% paired with a low carry-over cancellation rate of 2.77% as well as very good indicator for timely payments at 98.11%.

The BEREC Office managed 22 procurement procedures in 2024. All procurement procedures with the exception of the reopening of competition were managed via the EC PPMT, which ensured efficiency and compliance with the legislation and internal rules in force.

During 2024, the BEREC Office's HR management was oriented towards maintaining a full staffing situation to enable the BEREC Office to deliver its mandate by offering better working and living conditions to the staff members. The main challenge in the area of HR remains both the availability and length of stay of experts seconded to the BEREC Office by the NRAs and the overall low attractiveness of the BEREC Office for candidates from outside the host MS, especially in low grades.

Introduction

1. The Agency in Brief

The Agency for Support for BEREC (BEREC Office, Agency) was established by Regulation (EU) No 2018/1971 of the European Parliament (EP) and of the Council of 11 December 2018 (BEREC Regulation), replacing Regulation (EC) No 1211/2009. The BEREC Office is established as a body of the EU with a legal personality.

The BEREC Office comprises:

- the MB;
- the Director.

The Director is in charge of the administrative management of the BEREC Office. The number of staff available to the BEREC Office in 2024 was 47 persons, split into the following categories: 17 temporary agents (TAs) (including the Director), 22 contract agents and 8 SNEs.

Pursuant to Article 5 of the BEREC Regulation, the BEREC Office has the following tasks:

- to provide professional and administrative support services to BEREC, in particular in fulfilling its regulatory tasks;
- to collect information from NRAs and to exchange and transmit information in relation to the regulatory tasks assigned to BEREC;
- to produce, on the basis of the information received from NRAs in relation to the regulatory tasks assigned to BEREC, regular draft reports on specific aspects of developments in the European electronic communications market, such as roaming and benchmarking reports, to be submitted to BEREC;
- to disseminate regulatory best practices among NRAs;
- to assist BEREC in establishing and maintaining registries and databases, in establishing and managing an information and communications system and in conducting public consultations;
- to assist in the preparation of the work and provide other administrative and content-related support to ensure the smooth functioning of the BEREC BoR;
- to assist in setting up BEREC WGs, upon request of the BoR, contribute to the regulatory work and provide administrative support to ensure the smooth functioning of those groups;
- to carry out other tasks assigned to it by this Regulation or by other EU legal acts.

The BEREC Office has its headquarters at Zigfrida Annas Meierovica Bulvaris 14, Riga, Latvia.

BEREC is the Body of European Regulators for Electronic Communications established by Regulation (EU) 2018/1971, which replaced the previous regulation, Regulation (EC) No

1211/2009. BEREC commenced its activities in January 2010. BEREC is composed of the heads or nominated high-level representatives of the NRAs of the EU Member States.

BEREC's overall task is to assist the European Commission (EC), the other European Institutions and the NRAs as a permanent advisory body on the electronic communications markets. To this end, BEREC issues guidelines on several topics, and produces opinions, recommendations, common positions, best practices and methodologies. In addition, BEREC reports on technical matters, and keeps registers, lists and databases.

The role of BEREC has been enhanced by the new BEREC Regulation and by Directive (EU) 2018/1972 establishing the EECC, which sets out a significant number of new tasks. BEREC fulfils its tasks also in compliance with the Roaming Regulation (Regulation (EU) No 2022/612), the Telecoms Single Market Regulation (Regulation (EU) 2015/2120) and the Digital Markets Act (Regulation (EU) 2022/1925 (DMA)).

More information on BEREC and the BEREC Office can be found on the BEREC website (berec.europa.eu).

2. Year 2024 in numbers

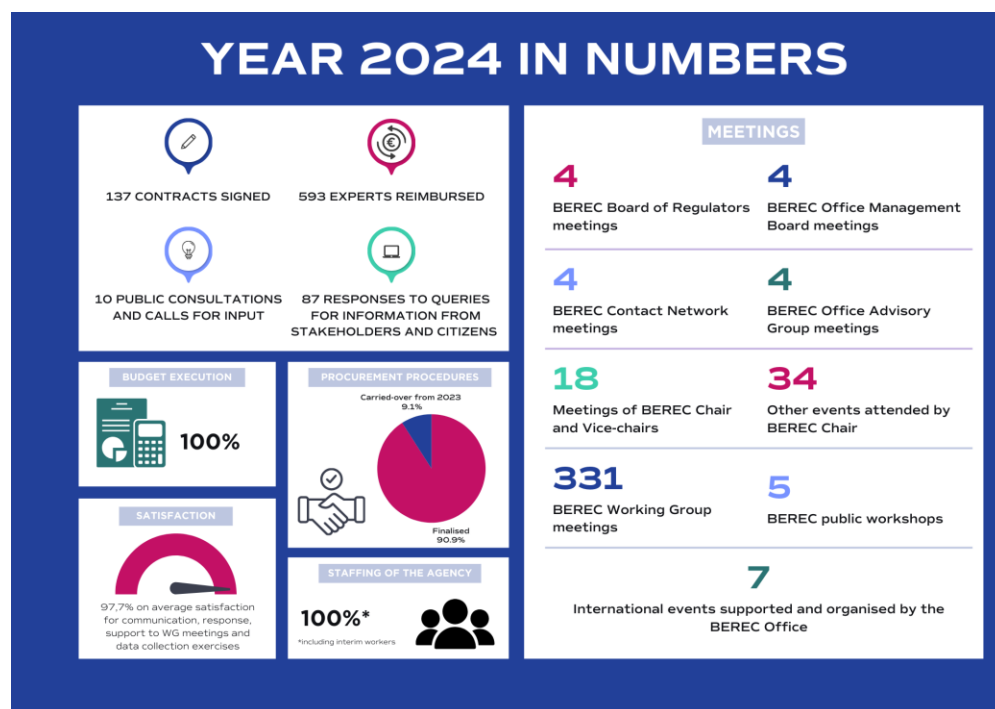


Image 1, Year 2024 in numbers

Part I: Achievements of the year

1. Support to BEREC WGs, the Sustainability ENG and phase II cases

The total resources planned and used for the support to BEREC WGs, including assistance in setting up WGs, organisation and coordination of WG meetings (both internal and external) and meetings of ad hoc WGs under the Article 32/33 procedure, are as follows:

Resource type	Planned resources, as envisaged in the WP 2024	Resources used
Financial resources (EUR)	€ 2,103,539.82	€ 2,243,321.33
Full-time equivalent (FTE) posts	18.67	19.04

In 2024, the BEREC Office collected the resource commitments from the NRAs for setting up the WGs and managed the email lists and email exploders related to their activity. There were 12 WGs established by a decision⁸ of the BEREC BoR.

The BEREC Office supported the organisation of 24 physical and 331 virtual meetings of the WGs in 2024, including five external workshops. In addition, there were eight 3rd party meetings held, to which the WG Co-Chairs were invited to participate by external stakeholders. The BEREC Office reimbursed the travel expenses of 238 meeting participants for the above events.

According to the BEREC WP in 2024 the BEREC Office provided organisational and logistical support to the following five **external workshops** of WGs:

1. BEREC Workshop “Digital networks developments: players and strategies” that took place on 14 March 2024⁹;
2. BEREC Workshop on End-Users rights that took place on 9 April 2024¹⁰;

⁸ <https://berec.europa.eu/en/document-categories/berec/berec-decisions/decision-no-bor202205-of-the-board-of-regulators-on-the-berec-working-groups-and-their-co-chairs>

⁹ <https://www.berec.europa.eu/en/events/berec-events-2024/berec-workshop-digital-networks-developments-players-and-strategies>

¹⁰ <https://www.berec.europa.eu/en/events/berec-events-2024/berec-workshop-on-end-users-rights>

3. BEREC Workshop on ex ante regulatory experience concerning commitments, wholesale-only undertakings and commercial agreements review held on 11 April 2024¹¹;
4. BEREC Workshop about the usage of satellite technologies in mobile communications held on 22 May 2024¹²;
5. BEREC Stakeholder Workshop on Network Resilience, held on 19 November 2024¹³.

The BEREC Office coordinated BEREC's activities under **Article 32/33 EEC procedures** according to Directive (EU) 2018/1972 of the EP and the Council establishing the EEC. The EC opened four Article 32 phase II cases in 2024. One of the cases, namely **HU/2024/2541-2542**, concerning a draft market analysis of the wholesale broadband access markets, was withdrawn by the regulatory authority of Hungary shortly after the receipt of the serious doubts letter.

Under this activity, the BEREC Office has contributed to the establishment of three ad hoc WGs following the EC serious doubts letters that opened phase II investigations pursuant to Article 32 of Directive (EU) 2018/1972:

- (i) **Cases EE/2024/2482-2483**: concerning the Estonian market for wholesale local access provided at a fixed location and the Estonian market for wholesale central access provided at a fixed location. The ad hoc WG had three virtual meetings. The Estonian NRA withdrew the notification on the day when the draft BEREC opinion was submitted for comments to BoR.
- (ii) **Case MT/2024/2484**: concerning the Maltese wholesale physical and virtual infrastructure access market. The ad hoc WG had ten virtual meetings, and BEREC adopted one Opinion¹⁴.
- (iii) **Cases SE/2024/2555-2556**: concerning the Swedish market for wholesale call termination on individual public telephone networks provided at a fixed location & Wholesale

¹¹ <https://www.berec.europa.eu/en/events/berec-events-2024/berec-workshop-on-ex-ante-regulatory-experience-concerning-commitments-wholesale-only-undertakings-and-commercial-agreements-review>

¹² <https://www.berec.europa.eu/en/events/berec-events-2024/berec-external-workshop-about-the-usage-of-satellite-technologies-in-mobile-communications>

¹³ <https://www.berec.europa.eu/en/events/berec-stakeholder-workshop-on-network-resilience>

¹⁴ <https://www.berec.europa.eu/en/document-categories/berec/opinions/berec-opinion-on-phase-ii-investigation-pursuant-to-article-32-of-directive-eu-20181972-case-mt20242484-wholesale-physical-and-virtual-infrastructure-access-market>

voice call termination on individual mobile networks. On 18 December 2024, the Commission sent a serious doubts letter opening a phase II investigation pursuant to Article 32 (4) of Directive (EU) 2018/1972. The kick-off meeting was scheduled for the beginning of 2025.

All in all, the BEREC Office has organised 15 meetings held remotely in relation to the above cases.

Furthermore, the BEREC Office regularly updated the **Article 32 and 33 databases** on registered notifications and Phase II cases, and carried out the yearly update of the list of focal points. In 2024, the BEREC Office made 57 records of all Market Analysis notifications to the EC in the database.

On behalf of BEREC, the BEREC Office launched **10 public consultations and calls for input**, envisaged in the annual BEREC WP for 2024. The public consultations were launched to consult the stakeholders on the reports and guidelines under preparation by BEREC. In addition to launching the consultation and collecting the stakeholders' contributions, the BEREC Office has also produced summaries of the received contributions (Annex 1, List of BEREC public consultations managed by the BEREC Office in 2024).

Under this activity in 2024, the BEREC Office received and responded to **87 different queries for information** from stakeholders and citizens.

The BEREC Office prepared and disseminated a variety of **BEREC information and/or analyses on collected market data** relating to the objectives of the WGs (see more details in Annex I, Annex I, Table 2: Data collection exercises organised by the BEREC Office for the BEREC WGs in 2024).

The BEREC Office produced regular draft reports on specific aspects of developments in the European electronic communications sector, such as **the intra-EEA communications report, International roaming benchmark report and the report on transparency and comparability of international roaming tariffs** (see more details in Annex I, Annex I, Table 6: BEREC WP deliverables or items prepared with the support of the BEREC Office in 2024).

Additionally, the BEREC Office assisted the BoR in preparing the **BEREC's annual activity report and the reports on market developments in the electronic communications sector** (Annex I, Table 6: BEREC WP deliverables or items prepared with the support of the BEREC Office in 2024).

To measure the KPIs, "Quality of support to BEREC and its WGs", the BEREC Office consulted the BEREC Chair and the BEREC WGs Co-Chairs on a quarterly basis through satisfaction

surveys. The main objective of the BEREC Office was to timely provide efficient support to WGs in fulfilling their responsibilities. This objective was achieved by the provision of professional, financial, and administrative support to the WGs meetings, the organisation of public consultations, procurements, workshops, and the smooth operation of the BERECNet+. In 2024, all KPIs met the 85% target.

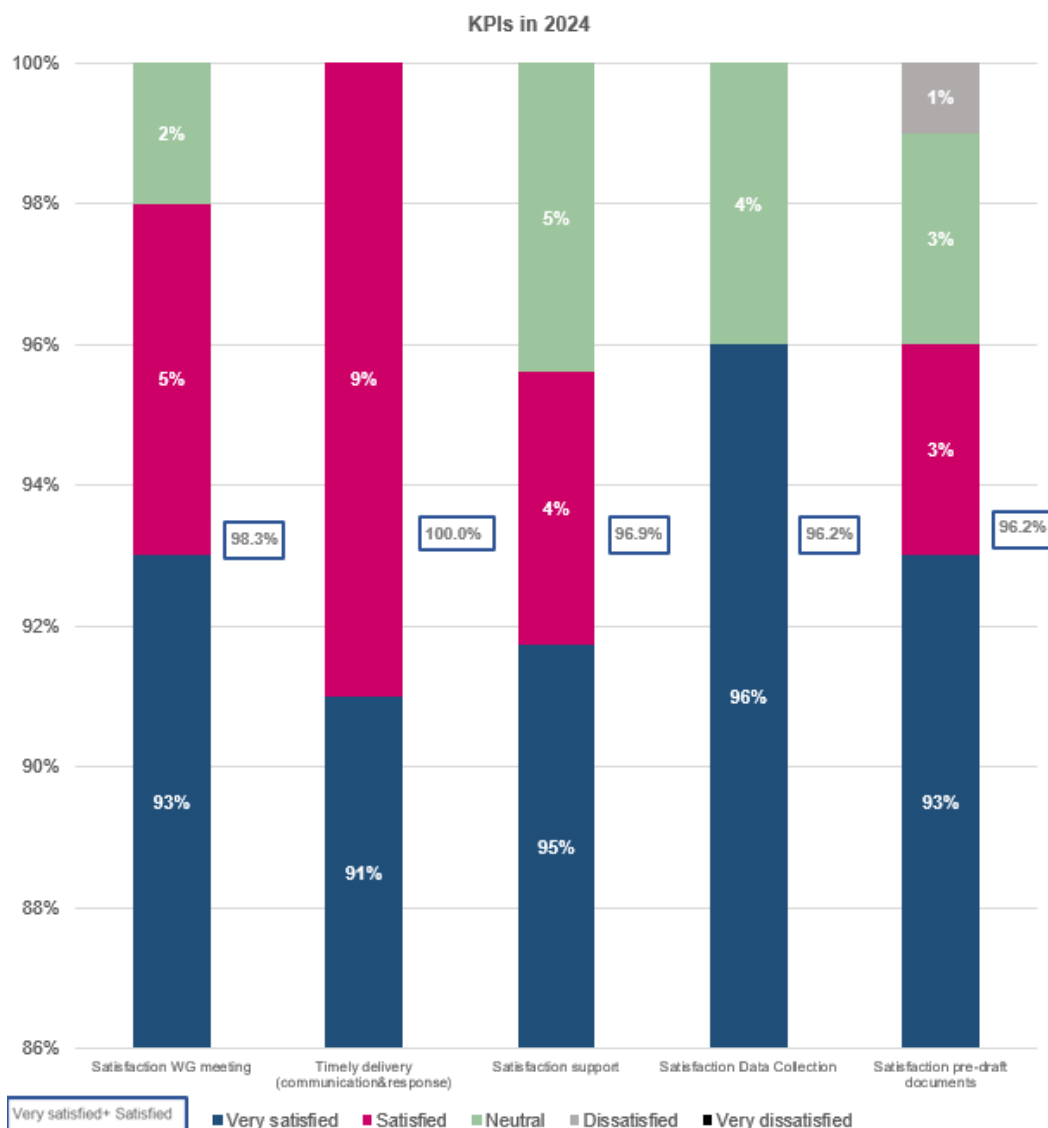


Image 2: KPIs in 2024

The **Table 1** below represents the summary of the support to BEREC WGs.


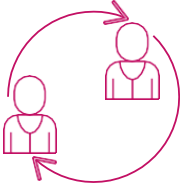
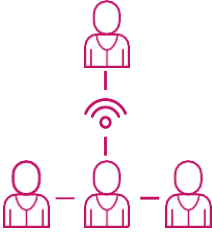


				
24 physical and 331 virtual meetings 5 Workshops	3 Ad-hoc WGs under Art.32/33	10 public consultations and calls for input	87 Responses to citizens/stakeholders	47 Deliverables

Table 1: Summary of the support to BEREC WGs in delivering the WP 2024

2. High level meetings and support to the Boards

The total resources planned and used for the support to high-level meetings and the Boards meetings are, as follows:

Resource type	Planned resources, as envisaged in the WP 2024	Resources used
Financial resources (EUR)	€ 711,709.15	€ 674,288.56
FTE posts	3.1	3.2

In the reporting period, the BEREC Office supported the organisation of 34 high-level meetings and events, as follows:

- four BEREC BoR;
- four BEREC Office MB meetings;
- four BEREC CN meetings;
- four BAG meetings;
- 18 meetings of the BEREC Mini Board.

In addition, the BEREC Office supported the organisation of 34 other events attended by the BEREC Chair and seven BEREC international events (for more data please see Annex I, Tables 3 and 4). The BEREC Office also provided the support for the BoR and the MB and their respective preparatory bodies, i.e. the BEREC Mini Board, the CN and the BAG.

With respect to work with third-countries, the BEREC Office supported the review of requests of three NRAs (Georgia, Armenia and Moldova) to join the work of BEREC and the BEREC Office as participants without voting rights. As a result of this exercise the Working Arrangements between the NRA of the Republic of Moldova (ANRCETI) and the BEREC as well as the Working Arrangements between ANRCETI and the BEREC Office have been established, and entered into force in March 2025¹⁵.

In the reporting period, the BEREC Office provided logistical support to all the above-mentioned meetings, including registration of meeting participants and the timely preparation and dissemination of meeting documents. It also reimbursed the travel expenses of 269 experts participating in high-level BEREC events, amounting to EUR 219,229.23.

¹⁵ Decision No BoR/2025/02 of the BoR to establish Working Arrangements between the NRA of the Republic of Moldova (ANRCETI) and the Body of European Regulators for Electronic Communications (BEREC); Decision No MB/2025/02 of the MB to establish Working Arrangements between the NRA of the Republic of Moldova (ANRCETI) and the BEREC Office.

The BEREC Office also provided professional and administrative support services to the Chair/Chairperson for the organisation of BoR and MB electronic voting procedures when the organisation of a meeting for adoption of the decision needed was not possible or practicable and the adoption of the decision could not be postponed until the next ordinary meeting. In total, 13 electronic voting procedures were organised for the BoR and 12 electronic voting procedures were held for the MB. A detailed list of the documents adopted by the MB, including via electronic voting procedures, can be found in Annex VI.

To measure NRAs' satisfaction with the services and support provided by the BEREC Office the BEREC Office convened two surveys among the BoR, MB, CN and BAG members. In both cases the BEREC Office got high satisfaction levels receiving respectively 97.7% and 95% of responses to 11 questions in the two highest marks.

3. ICT support to BEREC

The resources planned and used for ICT support to BEREC are, as follows:

Resource type	Planned resources, as envisaged in the WP 2024	Resources used
Financial resources (EUR)	€ 610,326.55	€ 649,840.58
Full-time equivalent (FTE) posts	3.41	4.04

3.1. IT support, licenses, hardware and Business Continuity for BEREC

Throughout 2024, the IT support, licenses, hardware, back-up and business continuity for BEREC has been provided continuously, based on BEREC needs. BEREC Office supported BEREC's operations by maintaining high availability of infrastructure and IT services, with availability ratio more than 99%.

Moreover, all ICT services and systems support have been delivered as initially foreseen, including

- different audio-video conferencing solutions/platforms for virtual collaborations,
- streaming and recording services,
- ICT security administration,
- Information system technological updates,
- IT support and licenses for the management of email distribution groups,
- managed security services for email communication system,
- backups and end-user support for all operational systems.

In 2024, the BEREC Office continued to provide and maintain the corporate website, benefitting from a very good inter-institutional collaboration with the EU Intellectual Property Office (EUIPO). This collaboration is a practical example of ICT knowledge sharing between agencies

and fostering of inter-institutional synergies. In the second half of 2023, however, EUIPO formally requested the BEREC Office to migrate out its corporate website from the EUPaaS environment currently provided for BEREC Office needs. The BEREC Office established communication with the highest level of senior management of EUIPO in order to discuss the modalities and timing for such a transition. The planning of the activity was executed in the second part of 2024. The migration out activity is planned for 2025, with contractual and financial arrangements, and technical preparation of the ICT infrastructure.

Throughout 2024, the BEREC Office continued to manage ICT systems - BERECNet+, General Authorisation Database (GADB), Union-wide database of numbering ranges for value-added services (VAS) and Union-wide database of means of access to emergency services (Emergency database). This included the allocation of the operational costs for infrastructure, security, maintenance and further improvements, licenses and services related to the ICT systems.

Image 3 below illustrates the total number of records uploaded by NRAs into the GADB. Presently, 24¹⁶ MSs regularly upload notifications into this database.

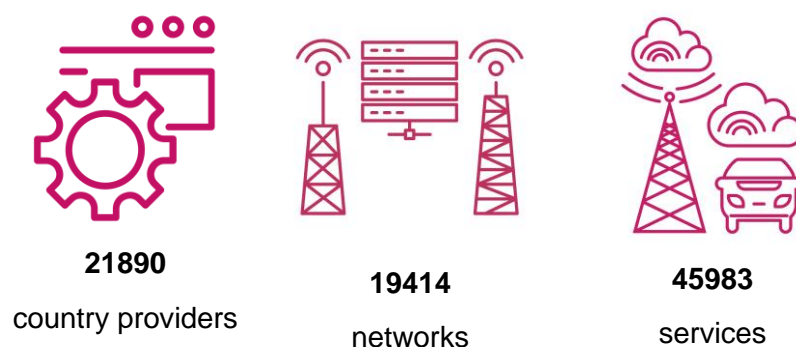


Image 3: Summary of GADB records in 2024

In accordance with Article 24 of the Regulation (EU) 2022/612 of the EP and of the Council of 6 April 2022 on roaming on public mobile communications networks within the Union (Roaming Regulation)¹⁷, the obligations of roaming providers to provide information about numbering ranges for value-added services and information about alternative means of access to emergency services applies from 1 June 2023. This means that operators were requested to provide this type of information to roaming consumers by 1 June 2023 at the latest. Pursuant to Article 16 of the Roaming Regulation, national regulatory authorities or other competent

¹⁶ AT, BE, BG, CY, CZ, DE, EE, EL, ES, FI, HR, HU, IE, IT, LV, LT, LU, MT, NL, PT, RO, SK, SI, and SE.

¹⁷ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32022R0612&qid=1710934802976>

authorities must provide necessary information and relevant updates to BEREC by electronic means without undue delay.

Pursuant to the respective BEREC procedures¹⁸ from 1 June 2023 and every 3 months afterwards, an automatic email is sent to the relevant NRAs and/or other competent authorities in order to check if the data in the databases are up-to-date.

Image 4 and Image 5 illustrate a huge visitor's interest in these databases.

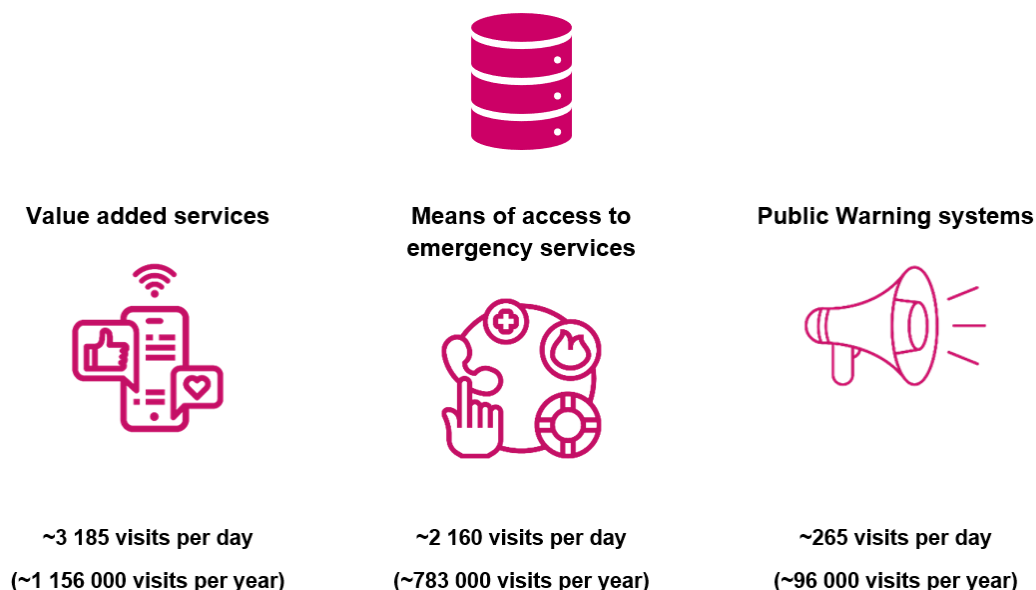


Image 4: Visit statistics in 2024 for VAS and Emergency access databases

¹⁸ BoR (23) 24 Revision of Procedures for the BEREC databases of numbering ranges for value-added services and means of access to emergency services for roaming users, see: <https://berec.europa.eu/en/document-categories/berec/others/revision-of-procedures-for-the-berec-databases-of-numbering-ranges-for-value-added-services-and-means-of-access-to-emergency-services-for-roaming-users>

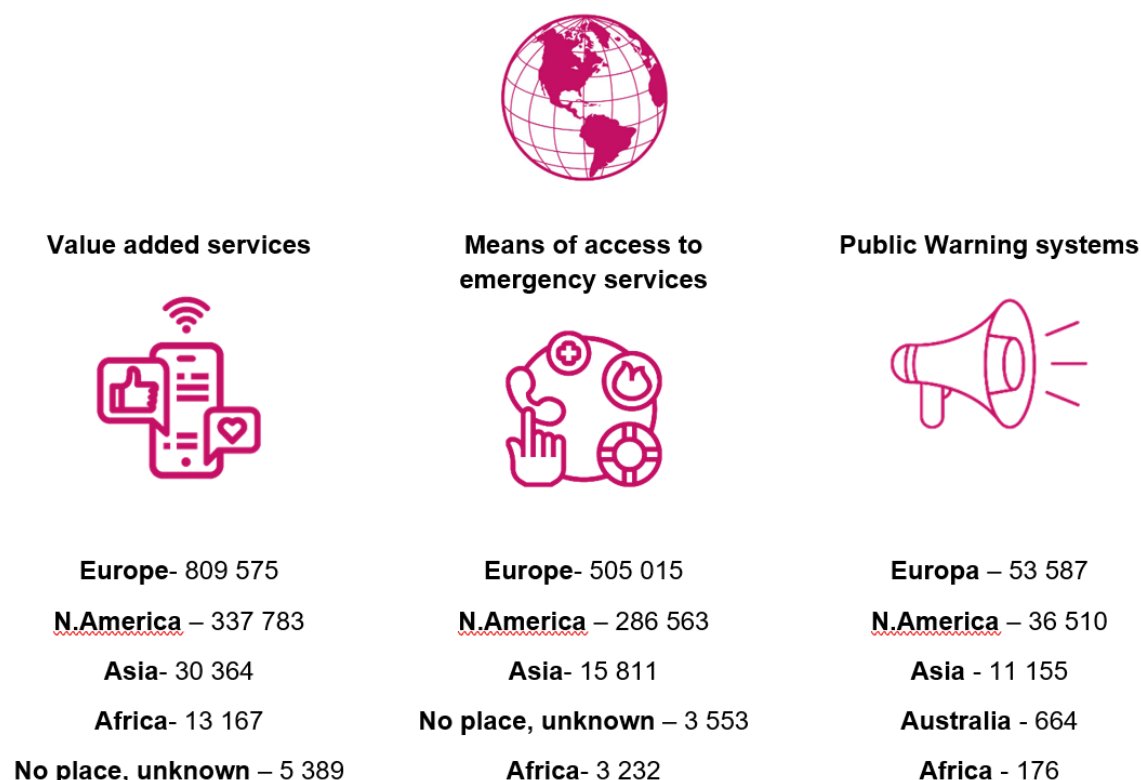


Image 5: Geographical map of visitors for VAS and Emergency access databases in 2024

3.2. Information technology (IT) projects for BEREC

In 2024 the BEREC Office implemented the following important IT projects and activities in support to BEREC:

- Development of the ICT Strategy 2025-2028;
- Maintenance of electronic voting tool (eVT) and end user support;
- Improvements of ICT security and resilience;
- Further improvements to AVC Brussels and Riga.

The 2024 development of the ICT Strategy with an external consultant was long awaited and had to be postponed previously postponed activity. The BEREC Office is committed to provide a high-quality ICT support to BEREC and high availability of ICT infrastructure, ICT systems and services, audio video conferencing solutions, ICT equipment and tools. There are multiple areas, which may require attention and resource allocation in order to strengthen the ICT of the BEREC Office. The ICT strategy positions the BEREC Office to adapt to future challenges and opportunities by proposing a roadmap in such IT domains as Cybersecurity, Cloud adoption and AI usage.

Based on the ICT strategy, potential projects will be identified and implemented according to budget availability. The BEREC Office will prioritize the implementation of the requirements of the Cybersecurity Regulation, as this is of utmost importance. Additionally, the BEREC Office will continue to enhance modern communication and collaboration tools. This includes the ongoing modernization of audio-video conference (AVC) facilities in Brussels and Riga.

Furthermore, the BEREC Office will explore AI as a strategic enabler in areas such as AI-assisted collaboration and data analytics, and will implement the obligations under the AI Act. BEREC Office will adopt a "cloud first approach," meaning that cloud environments will be assessed before other options to identify whether those would be the best and most cost-efficient solutions. Existing ICT systems will remain on-premises unless a cost-benefit analysis justifies a change in the model.

In December 2023, the BEREC Office introduced a newly developed eVT for the BEREC BoR and the BEREC Office MB electronic voting procedures by using internal resources of the BEREC Office. Internal resources for further improvements and end-user support of the eVT were ensured during 2024, with planning underway for the upcoming years.

Throughout 2024, the BEREC Office continued to strengthen the ICT security perimeter with involvement of external counterparts, implemented ICT security measures, multi-factor authentication, Zero Trust Network Access policies, firewall improvements and revise back-up policies. The BEREC Office remains fully dedicated to counter cybersecurity threats and to ensure required level of cybersecurity. In 2024, the BEREC Office managed to have no significant security incidents. This is an excellent outcome, especially considering the constantly evolving threat landscape relevant to the BEREC Office's domain and its location. It demonstrates that the commitment and efforts invested so far have led to significant achievements in this critical area. The BEREC Office made further progress with the modernisation of its core audio-video conference (AVC) equipment in Brussels and Riga in order to ensure continuous availability, higher productivity and efficiency, and to improve the collaboration between BEREC members and the Agency in Riga in a user-friendly way. After the expiry of the framework contract (FWC) for AVC services in Brussels, the BEREC Office purchased the existing AVC equipment and ensured the provision of necessary services related to its use in Brussels, such as 3rd party licenses, connectivity, consulting, operational services and support.

Support to the activities of the ICT ENG

Throughout the year of 2024, the ICT ENG continued the implementation of its mandate and provided the necessary ICT expertise to the BEREC Office in support of BEREC.

In the first part of 2024, the ICT ENG provided the expertise and the support by contributing to the BEREC eVT in order to improve the functionality of the tool based on the suggestions by end-users. In addition, the opinion on the BEREC Office ICT Strategy 2025 – 2028 was part of the ICT ENG activities.

The work on the new function of self-service management of BEREcNet+ user password was started by contributing to the exploration of the potential solution and its functionality. When necessary, ICT ENG expertise was available in order to perform and support the testing of introduced changes or improvements for the BEREcNet+ multi-factor authentication.

Another important activity of the ICT ENG of 2024 was the contribution to the development and implementation of the resource commitment procedure in BEREcNet+ (Resource Commitment Solution). The new functionality replaced the existing resource commitment process, previously done through excel and email submissions. In the first part of the year, ICT ENG members shared their expertise and support during the development phase of the tool by providing valuable comments and suggestions on the concept and the basic functionality. This contributed to the successful finalization of the development phase and valuable feedback by all of the NRA's during the testing of the solution.

In the course of 2024, the ICT ENG held 11 virtual meetings by collaborating on different activity streams and sharing the experience and the best practices among the NRAs.

4. Information gathering and distribution

The total resources planned and used for support Information gathering and distribution activities were as follows:

Resource type	Planned resources, as envisaged in the WP 2024	Resources used
Financial resources (EUR)	€ 52,700.80	€ 68,090.45
FTE posts	0.46	0.07

4.1. Studies and other projects for BEREc

The projects that were undertaken in the first half of 2024 in support to BEREc are described below in more details.

4.1.1. Studies

In 2024, the BEREc Office supported the finalisation of a study on the trends of cloudification, virtualisation, and softwarisation in telecommunication which was launched in 2023. The general objective of the external study was to describe the current technical and market trends, including competitive dynamics along the value chain, in the provisioning of electronic communications networks and services stemming from the virtualisation and cloudification of network elements and gather the relevant information to identify possible regulatory and policy challenges arising

therefrom. A workshop on the outcome of the study was organised in March last year, where those were presented to BEREC members.

4.1.2. NRAs independence assessment tool

Independence of NRAs is a crucial condition for the effective regulation and supervision of the electronic communication markets and companies. The Study on the NRA independence¹⁹ conducted in 2022, showed that, while most NRAs enjoy de jure independence and have developed effective practices to maintain it, there are also practices that undermine independence.

A need to monitor the development of NRA independence and to regularly assess it was identified, with an aim of detecting the problematic issues of NRAs' independence that may arise in the light of the EECC. This is because both the relevant legal frameworks and the practice may change over time, sometimes significantly. Certain changes might impact the NRA independence, in critical cases, weakening it. It is therefore necessary for NRAs to stay alert, guarding their independence and regularly assessing relevant provisions and practices.

Building on the outcomes of the study, BEREC committed to develop an internal tool that individual NRAs could use to self-assess their level of independence. In April 2024, the BEREC Office commissioned developing and elaborating the NRAs' independence assessment tool, which was ready the same year. The tool consists of several indicators covering five aspects of NRA independence: systemic independence, operational independence, independence in relation to resources, independence related to personnel (including the leadership), and accountability and transparency. The tool is put at the disposal of the BEREC NRAs for their internal use.

4.1.3. Data sets for calculating WACC

The BEREC Office is required by BEREC to collect, exchange and transmit information between NRAs regarding regulatory tasks. The BEREC Office is also mandated to contribute to draft reports on specific aspects of the communications market, such as roaming and benchmarking of termination rates. Considering the amount and complexity of the data collection, the BEREC Office has purchased and provided BEREC data sets and a database for the calculation of specific parameters underlying the WACC and other financial parameters required for the data collected for the BEREC Report on WACC parameters 2024. The report was adopted at Plenary 2/2024 and published before 1 July 2024.

¹⁹ BoR (22) 198: Ecorys Study on the NRA independence Final Report, 12.12.2022, see- <https://berec.europa.eu/en/document-categories/berec/reports/study-on-the-nra-independence-final-report>

4.1.4. ISP

The ISP is designed to complement the information available on the websites of the NRAs. The ISP provides a one-stop access point to public documents in electronic communications and ensures public access to a comprehensive, regularly updated list of documents. The ISP includes several sections and covers all categories of documents issued by NRAs for public use. The BEREC Office acts as an administrator of this portal and regularly promotes the links uploaded by the NRAs.

Detailed statistics on this portal are available in Annex I Table 5.

4.1.5. Language services for BEREC

The Translation Centre of the Bodies of the EU (CdT) provided the translation services required to assist BEREC with its public documents. The BEREC Office also used the CdT's services in 2024 to proofread the BEREC Annual Report.

Upon request from BEREC, the language services are available further on to ensure the high quality of BEREC documents.

4.1.6. Advanced gateway for meetings (AGM)

The BEREC Office concluded a SLA with the European Commission (EC) Office for Administration and Payment of Individual Entitlements (PMO) for the use of the AGM tool in order to automate the meeting registration and expert reimbursement process.

In 2024, all physical and hybrid BEREC meetings²⁰ organised by the BEREC Office, amounting to 72 in total, were managed through the AGM tool, including the reimbursement of the expenses to the experts participating in those meetings.

To enable the experts from the national regulatory authorities (NRAs) to use the full potential of the tool, BEREC Office continuously disseminated information regarding the usage of the tool and provided the necessary assistance required by experts, including for the launch of 2-factor authentication (2FA) due to security reasons.

In 2024, the BEREC Office processed a total of 593 reimbursements for experts participating in BEREC meetings through the tool, which has proven to streamline reimbursement processing and speed up payment execution to the NRAs.

4.1.7. Training for NRAs experts

²⁰ These are meetings organised through the AGM tool, such as CNs, BoRs meetings, BEREC Chair's events, International travels, WG meetings, ENG's meetings and other events organised by the BEREC Office for BEREC throughout 2024.

The BEREC Office continued providing training sessions covering latest developments of the legal framework and trends within the digital sector for junior experts of the BEREC NRAs.

This training was organised by using internal resources of BEREC and WG Co-Chairs and ENG Co-Chairs contributed with their expertise on the topics and areas of BEREC activities.

The topics covered by the BEREC experts related to the end users' rights, roaming legal framework, regulatory accounting and cost models, SMP remedies and sustainability issues.

Image 6 below represents the summary of activities performed under Information gathering and distribution.







		
Training for NRA experts	ISP	NRAs independence self-assessment Tool
		
WACC data sets	593 reimbursements via AGM	1 CDT translations/proof-readings

Image 6: Activities performed under Information gathering and distribution

5. BEREC communications activities

The total resources planned and used for support to BEREC communications activities were as follows:

Resource type	Planned resources, as envisaged in the WP 2024	Resources used
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Financial resources (EUR)	€ 559,817.62	€ 566,680.07
Full-time equivalent (FTE) posts	2.47	3.20

In 2024, the BEREC Office organized key public events, including the annual BEREC Stakeholder Forum and four public debriefings, to engage stakeholders and inform the public on BEREC's activities, plans, and opportunities for involvement. During this period, the BEREC Office also launched a redesigned website, efficiently managed day-to-day communications and ensured engagement with both media and stakeholders.

Organisation of the BEREC public events

On 26 March 2024, BEREC held its signature annual event, the **Stakeholder Forum** that is the biggest public event of the organisation. It gathered 298 in-person participants and over 1000 online viewers from 198 organisations and 27 national regulatory authorities. It was organized in cooperation with the incoming BEREC Chair's team from ComReg, Ireland. BEREC Office took full responsibility of the organization of the event, from drafting technical specifications to execution of the event. It included event management from logistics and technical operations, to promotion and coordination of speakers and participants. A substantial amount of work went into selecting and securing the venue, developing the visual identity, producing and publishing a dedicated event page, creating audio-visual material for promotional purposes, including stage and digital signage design and contents, and planning and executing of the social media campaign. Specifically, and besides other campaign elements, this time the BEREC Office developed engaging social media video reels aimed at capturing the attention of stakeholders and motivating their active involvement in the event. And, for the first time, BEREC Office dedicated resources in the development of the post-event campaign that primarily focused on YouTube shorts - concise videos that are designed for quick, mobile-friendly viewing that aim at increasing visibility of BEREC's expertise on this platform. The campaign captured key messages from the Stakeholder Forum and promoted subscription to our content.

In 2024, the BEREC Office organized three interactive online and one hybrid public debriefings. A diverse group of stakeholders participated at these sessions, with almost 770 people in total. They used these opportunities to engage with speakers, through submitted questions in advance, via the chat box, and at the meeting venue during the event.

Launch of the BEREC website design

In 2024, the BEREC Office finalized work on the design and content project of the new BEREC website, which was launched in July. Before the launch, several milestones were achieved, including a thorough User Acceptance Test, the resolution of relevant technical errors, and the completion of security penetration tests done in cooperation with CERT-EU. Additionally, the

BEREC Office and the Co-Chairs of the BEREC WGs collaborated to update the website's content and create new subjects-related sub-pages to inform visitors on BEREC's work.

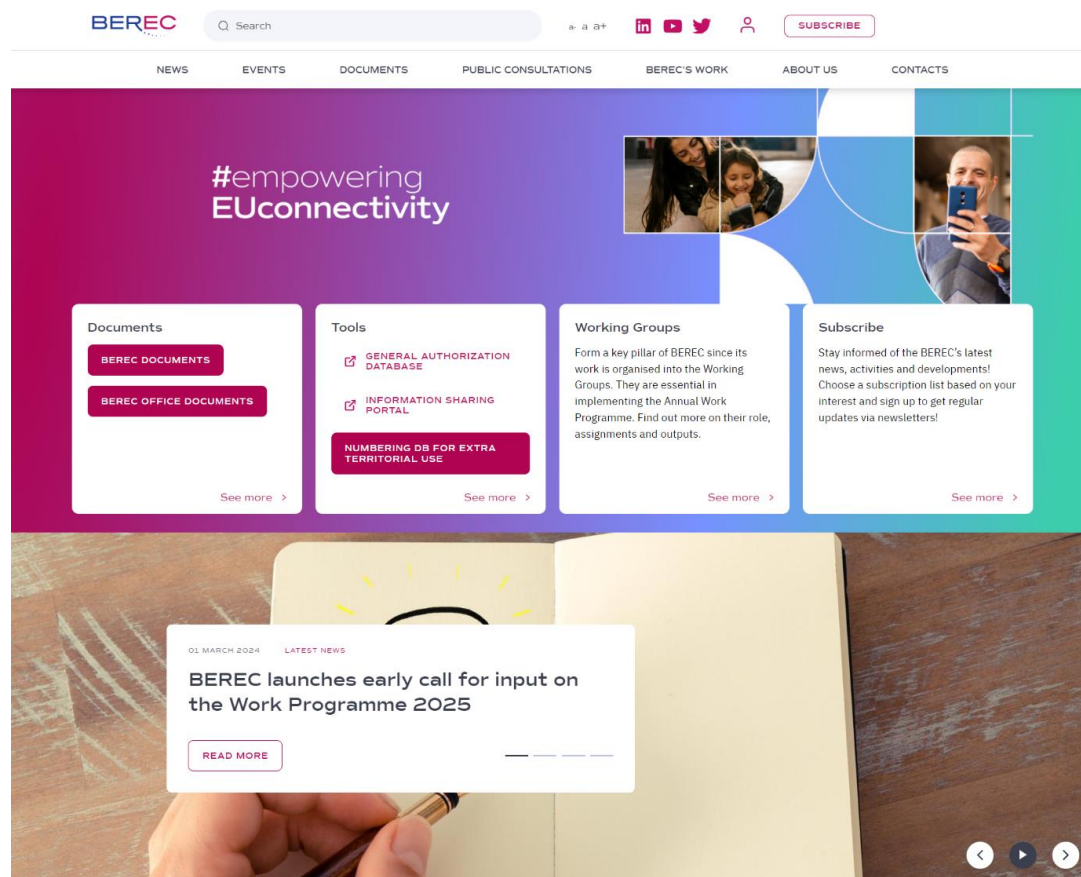


Image 7: Preview of the upper part of the BEREC website's landing page

BEREC Office developed and successfully executed the internal and external promotion of the new BEREC website design. Within the internal promotion, BEREC Office successfully presented the new website to the BoR and MB members. For this, a booth, including a touch-screen terminal to explore the new BEREC website first hand, was set up during the 59th ordinary meetings. Besides, it held several information sessions for the BEREC Office staff. In September, the BEREC Office launched an external information campaign to introduce the stakeholders and general audience to the new design and available content. The updated website now features enhanced content that provides deeper insights into BEREC's expertise, completed work, and upcoming deliverables. The newly launched website received positive feedback from internal and external stakeholders.

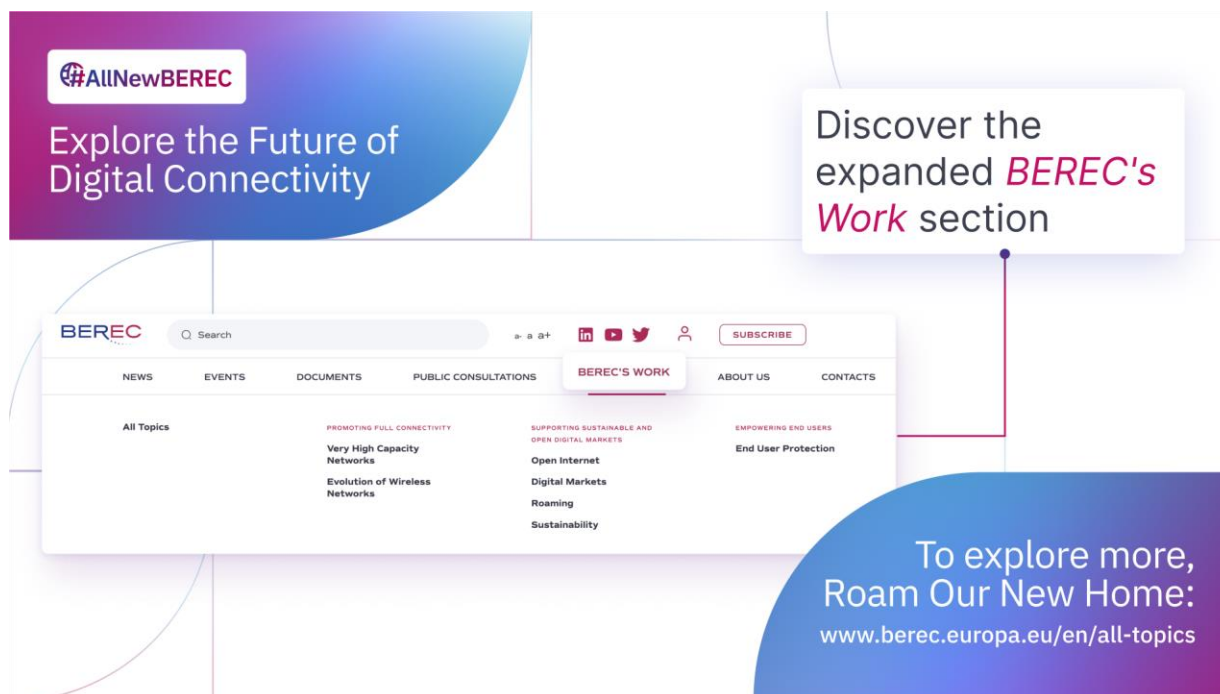


Image 8: Example of social media visuals of the website launch campaign

To meet the multilingual requirements of EU institutions, in 2024 the BEREC Office explored technical solutions to ensure that its main communications channel, the website, is available in all EU languages that is foreseen to be implemented in the future.

Day-to-day communications activities

Throughout the year the BEREC Office coordinated, drafted, and published various communications items, including news items and press releases, related to BEREC's activities and the BEREC Chair's external engagements. BEREC Office also supported WGs by promoting public consultations on draft BEREC documents and their public workshops. The BEREC website was continuously updated with information on events and adopted documents during this period. To notify the stakeholders about the updates, new content and regular communications activities, BEREC Office regularly issued a newsletter to its subscribers.

The charts below offer a general overview of the number of followers on the official BEREC social media channels and the number of livestream connections during public events.

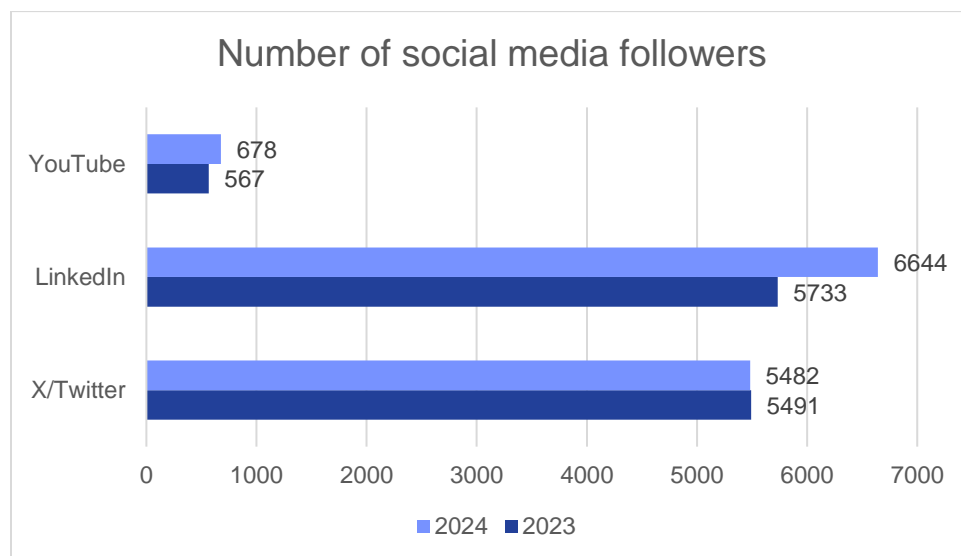


Chart 1: Number of social media followers²¹

²¹ The impact on the stagnating dynamics of the followers, as well as on the impressions and engagements of the BEREK account on social media platform X in 2024 was possibly caused by the significant changes of the governance and of the change to the algorithm of the platform.

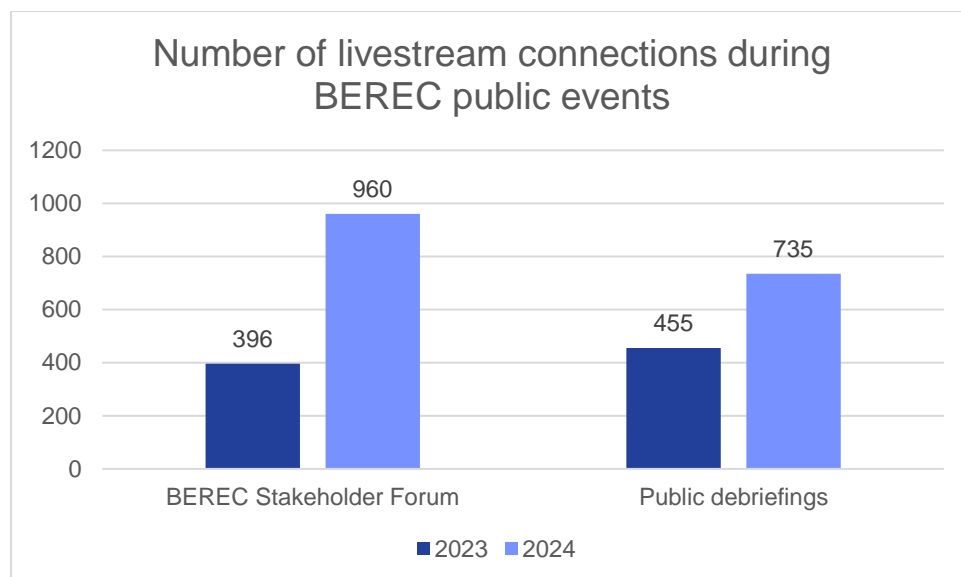


Chart 2: Number of livestream connections during BEREK public events²²

Additionally, the BEREK Office created a digital design version of the [BEREC Annual Reports 2023](#), as well as the design version of the [BEREC WP 2025](#).

5.1. BEREK Communications ENG

In 2024, the BEREK Office supported the Communications ENG by gathering the resource commitments, including the call for resources and the new Co-Chairs election. Additionally, the BEREK Office supported the ENG Co-Chairs in preparing the documents and presentation materials for the BAG, CN, and MB ordinary meetings held during the reporting period. The BEREK Office played an active role in the successful execution of the BEREK Communications Plan 2024. One of the significant initiatives undertaken was the development and implementation of a comprehensive social media campaign aimed at raising awareness among end users on the importance of adopting more sustainable and eco-friendly practices of usage of their digital devices. This entailed educational information on users' environmental rights, such as the right to repair, legal guarantee, and energy labelling, while it also advocated for behavioral changes, such as prolonging the lifespan of devices, promoting repair, recycling, and reusing, and promoted conscientious use of airplane mode or Wi-Fi, whenever possible.

²² The number of livestream connections to the BEREK Stakeholder Forum includes connections from the general livestream platform and from LinkedIn and X/Twitter for 2024.



Image 9: Example of social media visuals of the sustainability campaign

Dedicated promotional campaigns were prepared and launched in support of BEREC WGs, in particular, for two BEREC workshops, for which the BEREC Office produced the social media content. One of the workshops was on the end users' rights, and the other one on ex-ante regulatory experience concerning commitments, wholesale-only undertakings and commercial agreements review. The communications campaign on the BEREC Opinion on Article 123 EEC was split in two parts: it was prepared at the end of 2024 whilst the promotion moved to 2025. It was decided to integrate it in the 13th BEREC Stakeholder Forum communications campaign, as the document covers one of the main topics of the conference – end users. The BEREC Office assisted in preparing various contents, like social media posts, visuals, and the opening video for the panel discussion at the event.

The ENG also met with the European Commission's representatives from the DG Connect Communications team to discuss potential collaboration opportunities in the future. In order to share the best practices and encourage the information exchange, the BEREC Office supported the organization of an internal workshop, where one of the NRAs shared their experience and work patterns with other ENG members.

In 2024 BEREC Office assisted with the organisation of two BEREC Communications ENG hybrid meetings, and four online meetings. These meetings were instrumental in steering discussions on implementing the annual BEREC Communications Plan, tracking the progress in developing the BEREC website design, exploring the potential use of social media platforms

in the future (including presence on X/Twitter), sharing valuable experiences in utilizing Artificial Intelligence tools in their day-to-day work, and planning the activities for the upcoming year.

Part II: Management

1. Management Board

In 2024, the BEREC Office MB held four ordinary meetings, during which it discussed different topics related to the functioning of the BEREC Office. In addition, the MB Chairperson organised 12 electronic voting procedures for the adoption of BEREC Office documents in accordance with a preliminary plan. The full list of electronic voting procedures and information regarding the documents and decisions is available in Annex VI, Table 1.

As required by Article 3 of the Rules of Procedure²³, all decisions taken by the MB during its ordinary meetings or through the electronic voting procedures were reviewed by the BEREC Office Advisory Group (BAG). The BAG opinions were approved either electronically or during meetings organised by video-conference (four in total – see Annex I, Table 4). The BAG did not organise any physical meetings.

As a result of these events, in 2024 the BEREC Office MB adopted 14 decisions, including the BEREC Office's SPDs for 2025-2027 and for 2026-2028, the Amendment No 1 to the BEREC Office Budget and Establishment plan 2024, the BEREC Office Budget and Establishment plan 2025, one opinion concerning the financial accounts of the BEREC Office for 2023 and the assessment and analysis of the Consolidated Annual Activity Report for 2023.

The full list of all public documents adopted in 2024 by the MB is available in Annex VI, Table 2.

2. Major developments

In 2024, the BEREC Office supported an extremely ambitious BEREC WP, which included the work on a considerable number of guidelines, opinions, regulatory best practices, implementation and other reports, studies and other documents aiming at fostering a transparent, harmonised and effective application of the legal framework in the area of electronic communications networks and services, and ensuring a consistent and predictable application of the rules to develop the European electronic communications single market further. The key deliverables that were set out in the BEREC WP were focusing on BEREC's three strategic priorities: promoting full connectivity, supporting sustainable and open digital markets and empowering end users. BEREC Office actively contributed to the successful implementation of this remarkably ambitious WP with its high level of commitment and professionalism.

Against this background, BEREC Office needed to ensure its support to BEREC in financially unfavourable environment associated with the continuously high inflation rates in the host MS and the increase in the prices resulting from the Russia's full-scale invasion of Ukraine, which put pressure on the BEREC Office's expenditure part of budget, especially taking into account the fact that the increase in the EU contribution (3.7 %) was significantly lower compared to the

²³ MB (19) 95Rev.1 [‘Rules of Procedure of the MB of the BEREC Office’](#).

increase in the day-to-day costs for running the BEREC Office.

This resulted in a rigorous budgetary scrutiny of each and every expenditure item and the need to re-prioritise, scale-down or suspend some of the BEREC Office activities, such as the traineeship programme, the use of interim workers for running specific projects for which the BEREC Office has no internal capacity, as well as some logistics and premises related costs: office space, consumables, physical security and other premises-related services and maintenance.

The BEREC Office also needed to make some savings in relation to its expenditure in support to BEREC. Therefore, the BEREC Office promoted participation in on-line meetings and trainings instead of physical ones, ensuring video-conferencing facilities for BEREC meetings and events. The BEREC Office relied on internal competences of BEREC and BEREC Office instead of external service providers in some of the projects, for example switching from the external training courses on the regulatory framework to junior NRA experts to the trainings provided by BEREC senior experts. In 2024, the BEREC WG Co-Chairs offered their help in providing necessary informative training sessions on regulatory aspects of telecommunications to the junior experts and sharing updates on key topics of BEREC work. The subscription to financial software and necessary historical data sets for the calculation of certain parameters underlying the WACC was reduced from two terminals to subscription to one terminal. A new e-Voting tool was developed 'in-house' by the BEREC Office staff to replace the annual subscription to such a tool in the past, which could have a long-term positive impact on the expenditure part of the budget. The use of managed ICT services was also re-considered and replaced by more cost-efficient in-house managed solution. However, it should be pointed out that while this solution is cost-effective, it increases the workload for BEREC experts and the staff of the BEREC Office.

The management took all necessary measures to alleviate the negative impact of the past crises and to ensure the smooth functioning of the BEREC Office as much as possible. However, there are still considerable as well as new security challenges caused by Russia's full-scale invasion of Ukraine. The price levels in the Republic of Latvia due to the subsequent high inflation are a further major challenge for the BEREC Office.

Specifically, the major developments in 2024 include the following:

2.1 Russia's full-scale invasion of Ukraine and its implication

The Russia's full-scale invasion of Ukraine continues into its third year and has become a daily reality. Taking into account the proximity of the BEREC Office to the warzone and the eastern border of the EU, the ongoing war keeps a constant pressure and implications on the activities of the BEREC Office. The Local Security Officer (LSO) maintained its commitment to monitor security developments in Ukraine and the region, assessing and mitigating risks to the safety of the BEREC Office's staff and assets and provide this information to the management.

In 2024, the business continuity plan has gone through a first revision in order to reflect the evolvement of the ICT infrastructure and introducing the necessary changes to the structure and the responsibilities of the Crisis Management Plan and the Function Recovery Teams. Furthermore, the cooperation with the European Agency for the operational management of large-scale IT Systems (eu-LISA) has contributed to an exchange of knowledge, experience and information in the field of business continuity and physical security, which will facilitate the 2nd phase of the revision in 2025.

BEREC Office started several activities with the Latvian Authorities to further strengthen the cooperation with the host MS with the objective to improve safety and security of the BEREC Office, its staff and the assets and its preparedness for reaction in a crisis situation.

In addition, a continuous work and close collaboration in the domain of security was done together with other EU Agencies in the region, in particular among the Baltic States by preparing and addressing a joint inquiry on crisis protocols to the European Commission.

2.2. Relations between the BEREC Office and the Government of the Republic of Latvia authorities

In 2024 the BEREC Office and the authorities of the host MS continued their fruitful cooperation on the basis of HQA between the BEREC Office and the Government of the Republic of Latvia in force as of 15 June 2021 and the SLA, which entered into force on 16 June 2022.

While keeping in mind the objective of the SLA to further detail the provisions of the HQA and establish in practice the working arrangements between both parties for the implementation of the HQA, the following achievements and points of cooperation have been reached and implemented also in 2024:

- the Liaison Office established by the Latvian Government successfully operates and provides support to the BEREC Office;

In 2024, the Liaison Office brought certain benefits for the staff in relation to facilitating the integration in Latvia of the new comers and their families (incl. the provision of an induction programme), car registration, opening of bank accounts and facilitating the relations with the schools and the local authorities. The Liaison Office's services were also highly appreciated by long-serving staff members, who benefited from assistance with routine formalities related to Latvian authorities, healthcare service providers, schooling, and procedural and practical assistance with VAT reimbursement claims. BEREC Office and its staff actively utilized the effective and useful services provided by the Liaison Office.

- the joint procurement procedures with the Latvian Government;

Through the Latvian electronic procurement system (EIS), the BEREC Office has access to the centralized procurement procedures organized by the Latvian public authorities and in 2024 the

BEREC Office used this system for seven purchases. More details on EIS are provided in Section 7.3 of this document.

- the procedure for the contribution towards the schooling costs paid by BEREC Office in the Republic of Latvia as a temporary measure before the establishment of an accredited European School.

This procedure has been continued also in 2024 in particular taking into account the fact that the commitment of the Latvian side to establish an accredited European School by the school year 2022/2023 has not materialised.

The BEREC Office, in cooperation with the Latvian Authorities, implemented the activities due for 2024 in the Multiannual plan for access to measure of social nature in the period 2023-2027 adopted by Decision No MB/2023/05 of the MB of the BEREC Office. More information on the activities in this area is presented in Section 6.1. below.

As the conclusion, while there has been a very good progress in providing the necessary conditions for ensuring the smooth and efficient functioning of the BEREC Office by the host MS, a point of concern remains the delay in the establishment of accredited European school. The BEREC Office remains committed to support the competent authorities of the host MS in their endeavours to advance the project and will recall at each occasion the importance of this measure both for the BEREC Office and for the local community. BEREC Office also organised a dedicated meeting of the Director and Senior Advisor to the Director of ACER with the Ministry of Education on 30 September 2024.

In addition, an annual meeting concerning administrative and financial matters in connection with the SLA was organised between the BEREC Office and the Ministry of Transport of Latvia on 25 June 2024 in order to continue effective collaboration and to upkeep the good working relationship between both parties.

2.3. Further digitalisation of the BEREC Office and strengthening of its cybersecurity

The efforts for further digitalisation of the BEREC Office continued in 2024 with the objective gradually to make the BEREC Office a smart and paperless Agency.

To ensure adequate response to the global security threats and, in particular, those associated with Russia's full-scale invasion of Ukraine, in cooperation with CERT-EU and other partners special attention was paid to the IT security.

All procurement procedures with the exception of reopening of competition were managed in the EC services Public Procurement Management Tool (PPMT), which increased the efficiency of the management of the procurement procedures, the quality of documentation and the completeness of the files.

In February 2024 BEREC Office put in operation an additional module of the corporate Activity-based Budget Management (ABM) tool dedicated on contract management. Consequently,

during 2024, the budget and contract management was performed in the corporate ABM tool, which ensured automatic up-load of data about the payments and commitments and reduced the amount of manual work previously done by the staff in charge of budget and contract management. s. This has led to higher accuracy and reliability of the data and the use of less HR from all Units of the Agency for dealing with administrative processes.

The new Cybersecurity Regulation laying down measures for a high common level of cybersecurity at the institutions, bodies, offices and agencies of the Union came into force in January 2024 and requires, among others, that each entity

- (i) shall establish its own internal cybersecurity framework,
- (ii) shall approve the entity's own cybersecurity baseline to address the risks identified in the framework,
- (iii) shall appoint a Local Cybersecurity Officer (LCO), (iv) shall carry out a cybersecurity maturity assessment at least every three years
- (iv) shall approve and regularly update its cybersecurity plan.

The implementation of new Cybersecurity Regulation has started in the course of 2024, by the temporary nomination of a LCO, organization of a series of meetings with other EU Agencies in order to find possible synergies, and planning of execution of tasks. BEREC Office also explored the option of outsourcing some of the tasks, but a cost benefit analysis and clear recommendation from CERT-EU showed that such an approach is not a good way forward. Throughout the entire year, BEREC Office has continued to address the need of the allocation of 2 FTEs, with the partner DG CNECT, for the necessary tasks stemming from the Regulation without success. Only during December 2024, the MB has approved one FTE in order to start execution of most urgent tasks of the LCO in 2025, while the second FTE will be part of addressing resources in the programming period of 2026-2028. However, no additional funding has been granted to this date.

In 2024, the development of the ICT Strategy 2025 – 2028 was successfully completed with an external consultant. It will allow adapting to future challenges and opportunities by proposing roadmaps in such IT domains as cybersecurity, cloud adoption and AI usage. Implementation of the ICT Strategy will ensure that the BEREC Office's ICT environment is technologically advanced, secure and fulfilling the needs of both the BEREC Office and BEREC.

2.4. BEREC Office external communication

As a decentralized EU Agency, the BEREC Office is actively engaged in various local activities in Latvia, aiming to bring us closer to citizens and promote the core values of the EU. In this context, during the reporting period, the BEREC Office organised various communications and was an active partner at the events organised by other organisations or institutions.

In May, BEREC Office collaborated with the European Commission Representation in Latvia and the EP Liaison Office in organising a high-level reception on the occasion of the Europe Day and marking the 20th anniversary of Latvia's accession to the EU. Besides, the BEREC

Office supported social media campaigns of the EU Agencies Network (EUAN) dedicated to International Women's day, EU elections and Europe Day. The BEREC Office also hosted a students' group from Vidzeme University of Applied Sciences. During the students' visit, the BEREC Office explained how the Agency works, about its mandate and mission, as well as diving into several topics related to electronic communications in Europe and the regulatory framework.

To further strengthen the BEREC Office collaboration with the Latvian authorities and diplomatic corps in Latvia, the Agency hosted a welcome reception for local authorities and the diplomatic corps to introduce the new BEREC Office Director who took office on 1st July 2024. Additionally, the BEREC Office participated in the traditional Christmas Bazaar organized by the International Women's Club in Riga. The BEREC Office Director played a key role in the event, acting as one of its ambassadors, participating in a promotional interview, and delivering a speech at the event. Furthermore, the Agency continued supporting the running of the online auction platform.

Amongst the initiatives of the year was also the charity IT devices donation²⁴ towards SOS Children's Villages Latvia (Latvijas SOS Bernu ciematu asociācija). The focus of the whole exercise was to support children without parental care and families in crises, and to make a meaningful impact and give back something in return to the host MS, Latvia.

²⁴ The laptops, smart phones and the chargers that were being donated were all devices already withdrawn from service due to obsolescence, therefore could not have been used further by the BEREC Office for corporate needs. However, part of the devices was still in the condition to be offered for donation.

3. Budgetary and financial management 2024

In 2024, the BEREK Office demonstrated excellent results in budget and finance management, namely the highest ever budget and payment execution rates, low carry-over cancellation rate of 2.77%, as well as the historically lowest amounts carried over to 2025. These results can be attributed to the rigorous budget management practices in place, namely: financial software tool Anaplan for budget planning and management; consistent regiment of budget overview meetings (quarterly, mid-term and ad-hoc managerial level), as well as the commitment and expertise of staff involved in contract and financial management.

3.1. Budget 2024 in figures

Key financial figures 2024

Commitment appropriations accepted		Revenue cashed	
7,932,805 EUR	100%	8,103,296 EUR	100%
Payment appropriations accepted (%)		Consumption of carry-over commitments(C8/2023)	
4,755,455 EUR	96.4%	147,405 EUR	97.4%
1,413,894 EUR	83.2%	276,043 EUR	98.7%
898,071 EUR	69.2%	456,815 EUR	96.1%
	88.2%		97.2%

Image 10: Key financial figures 2024

BEREC Office total budget (EUR) and changes to prior year

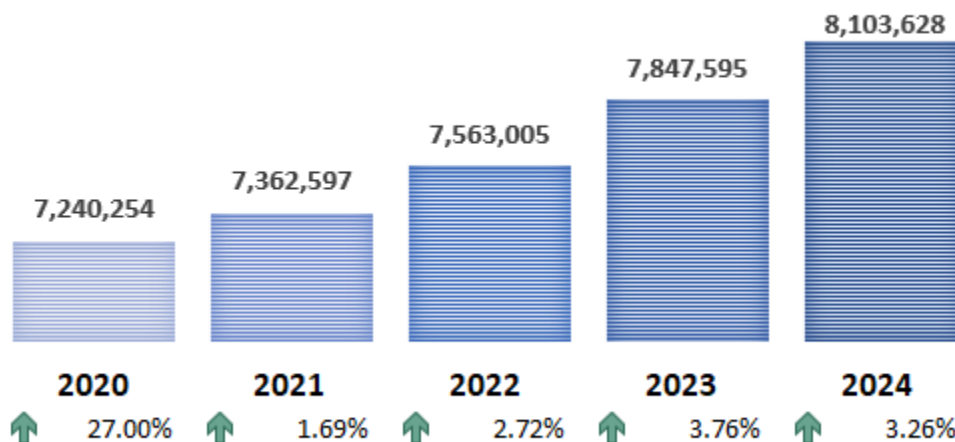


Chart 3: BEREC Office total budget and changes to prior year

BEREC Office budget 2024 by Titles 1

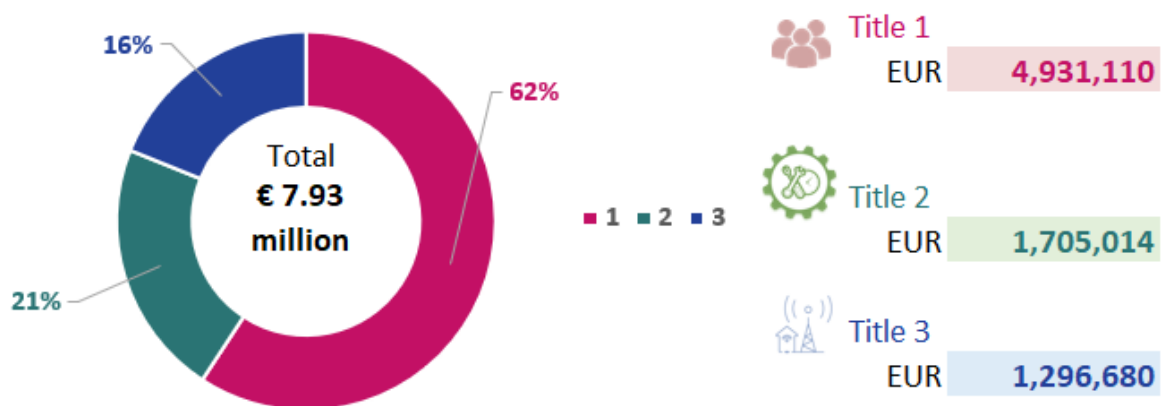


Chart 4: BEREC Office total budget and changes to prior year

3.2. Revenue

The Budget for 2024 (revenue and expenditure) of the BEREC Office, as adopted by the MB, amounted to EUR 7,932,805 (in 2023 – EUR 7,697,265).

The main revenue in the 2024 BEREC Office budget was the contribution from the EU, which was fully cashed.

In addition, in line with the SLA with the Latvian Government²⁵, in 2024 the Agency collected EUR 163,333.00 as a voluntary contribution from the host MS (Latvia) to the BEREC Office Budget to partially cover the schooling fees of the BEREC Office staff's children.

Also, EUR 7,124.71 were received from the NRA of Ukraine (National Commission for the State Regulation of Electronic Communications, Radio Frequency Spectrum and the Provision of Postal Services – NCEC) as third countries' contribution for the participation in BEREC and the BEREC Office meetings²⁶.

The BEREC Office also collected EUR 33.35 as Administrative operations²⁷ and miscellaneous income. The contribution from the Latvian side and the revenue from administrative and miscellaneous operations were assigned to the respective concerned budget lines.

The BEREC Office revenue cashed in financial year 2024 is reflected in the table below:

Revenue type	Voted revenue by MB	Revenue cashed
1. EU Subsidy	7,932,804.71	7,932,804.71
2. Third countries contribution (incl. EFTA and candidate countries)	p.m.	7,124.71
3. Other contributions (Member states, NRAs, etc.)	p.m.	163,333,00
4. Administrative operations	p.m.	33.35
<i>Of which interest generated by funds paid by the Commission by way of the EU contribution</i>	0	0
TOTAL	7,932,804.71	8,103,295.77




3.3. Expenditure

²⁵ Ares(2022)4676181: <https://berec.europa.eu/en/document-categories/berec-office/others/service-level-agreement-between-the-agency-for-support-for-the-body-of-european-regulators-for-electronic-communications-and-the-government-of-the-republic-of-latvia>

²⁶ Ares(2024)6192385: Document "Note on the financial contribution of the third countries NRAs to the BEREC Office budget in 2025".




²⁷ For 2024: returned debts from departing staff.

The execution of commitment and payment appropriations by budget titles in 2024 is as follows:

Expenditure	Credit Available, EUR	Commitments Accepted, EUR	% Committed	Payments Accepted, EUR	% Paid
TITLE 1	 4,931,110.40	4,931,110.40	100%	4,755,455.01	96.44%
TITLE 2	 1,705,013.87	1,705,013.87	100%	1,413,893.78	82.93%
TITLE 3	 1,296,680.44	1,296,680.44	100%	898,070.75	69.26%
TOTAL	7,932,804.71	7,932,804.71	100%	7,067,419.54	89.09%

In 2024, the budget implementation in commitments was 100% and in payments - 89.09%.

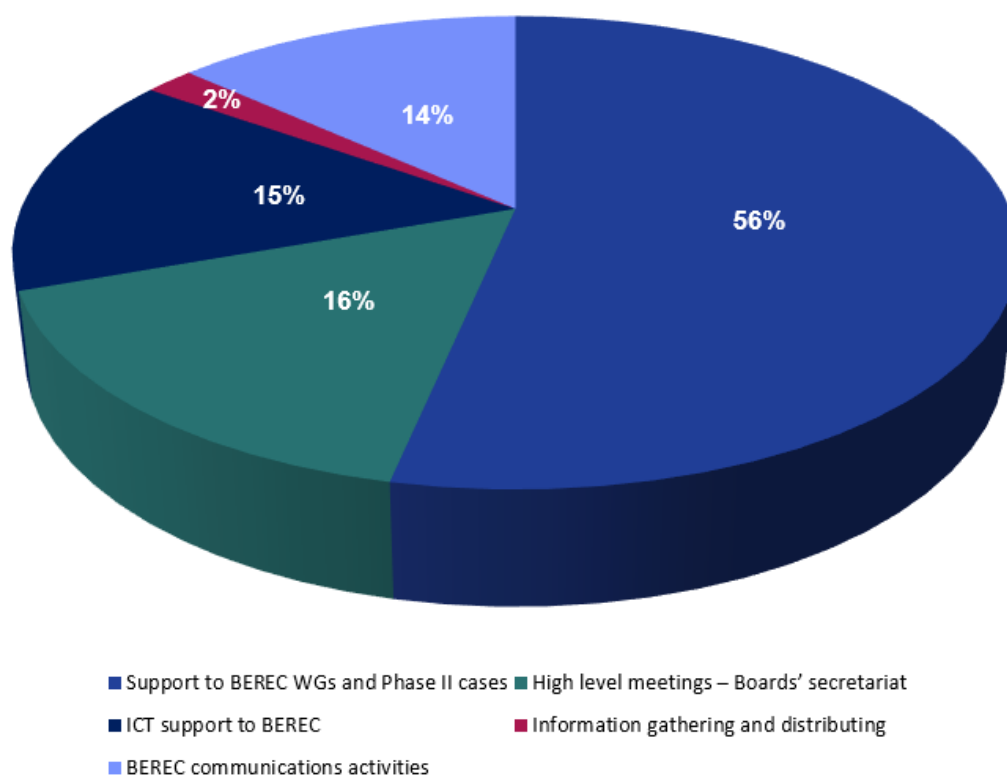
The BEREK Office has also reported good figures in relation to the cancellation of the amounts to be carried forward (C8/2024 credits), with a cancellation rate of **2.77 %**, as follows:

Title / fund source	Payment / Commitment appropriations	Payments made	Cancellation of payment appropriations (EUR)	Cancellation %
TITLE 1 /C8	 151,278.71	147404.66	-3874.05	2.56%
TITLE 2 /C8	 278,939.34	276042.94	-2896.4	1.04%
TITLE 3 /C8	 475,118.97	456814.54	-18304.43	3.85%
TOTAL	905,337.02	880,262.14	-25,074.88	2.77%

3.4. Operational expenditure

To ensure the delivery of its core mandate in 2024, the BEREK Office committed EUR 4,202,221.00 which were used to fund the following operational activities:

Operational expenditure by Operational Activity (%)

**Chart 5: BEREC Office total budget and changes to prior year**

For a detailed breakdown of human and financial resources by operational activity, see Annex V. In addition, more information on the budget execution is provided in the BEREC Office Report on budgetary and financial management (RBFM) 2024, available on the BEREC Website:

<https://bereg.europa.eu/en/all-documents/bereg-office/budget-of-the-office/reports-on-the-budgetary-and-financial-management/bereg-office-report-on-budgetary-and-financial-management-for-financial-year-2024>

The report provides detailed information on:

- the general context and legal framework
- the results of the implementation of the budget in 2024

3.5. Budgetary transfers

During 2024, the BEREC Office Director executed four budgetary transfers in order to ensure the best use of the financial resources available to the BEREC Office. The list of transfers and final budget figures are available in Table 2 of Annex II. Detailed information on each transfer executed is available on the BEREC Office's Website²⁸.

4. Public procurement

To provide BEREC with all means necessary for the implementation of the BEREC WP and to ensure the proper functioning of the BEREC Office, in 2024 BEREC Office managed 22 procurement procedures (launched 20 procedures in 2024 and carried-over 2 from 2023), broken down into the following types:

- Very low-value negotiated procurement procedures for contracts not exceeding EUR 15 000.00 - 6;
- Low-value negotiated procurement procedures for contracts between EUR 15 000.01 and EUR 60 000.00 – 1;
- Open tender procedures for contracts equal to or above EUR 143 000.00 - 3;
- Negotiated procedure without prior publication of a contract notice – 1;
- Reopening of competition – 11.

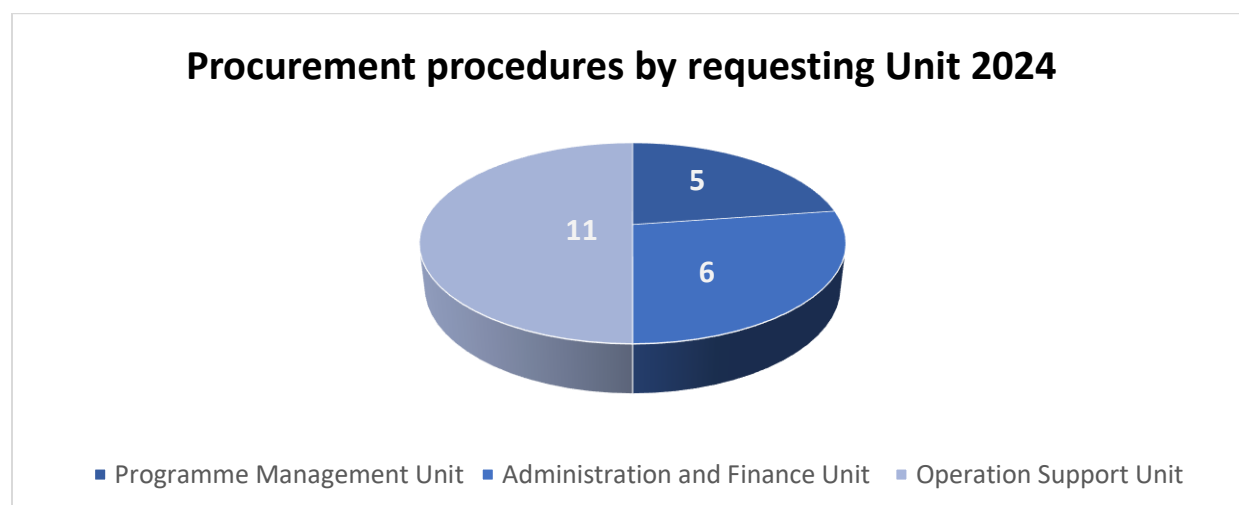


Chart 6: Procurement procedures by requesting Unit 2024

²⁸<https://berec.europa.eu/en/all-documents/berec-office/budget-of-the-office/berec-office-budget>

Out of these 22 procurement procedures, 16 resulted in the signature of a contract. Two procedures were not finalised by the end of 2024 and consequently were carried-over to 2025 and 4 resulted in the cancellation of the procedure by the decision of the Responsible Authorising Officer due to the fact that there were no tenders or no admissible tenders received in reply to these 4 procurement procedures.

The public procurement procedures of the BEREC Office were initiated by its units in compliance with their responsibilities and the BEREC Office Procurement Plan, and were managed in a central manner by the procurement officers from the BEREC Office's administration.

Procurement procedures were sequentially numbered to ensure control over them, including completeness of the list for review purposes. To ensure the control objectives set out in Article 30(2) of the Commission Delegated Regulation (EU) 2019/715 of 18 December 2018 on the framework financial regulation (FFR) for the bodies set up under the TFEU and Euratom Treaty and referred to in Article 70 of Regulation (EU, Euratom) 2018/1046 of the EP and of the Council, each procurement undergoes at least the 4-eye principle, most of them the 6-eye principle.

To improve efficiency and to ensure higher compliance with the procurement rules, the European Commission's Public Procurement Management Tool (PPMT) was used for all the procedures launched in 2024 with the exception of the reopening of competition for which the tool has not been designed.

To reduce the administrative burden on staff, in 2024 the BEREC Office continued to use inter-institutional framework contracts (FWCs) and FWCs established by the BEREC Office.

In 2024, the BEREC Office was invited to join 21 inter-institutional procurement procedures and expressed its interest to join 17 of them, which resulted in the conclusion of 17 FWCs during the reporting period. However, in 2024 BEREC Office became a participating contracting authority in total to 61 new inter-institutional FWCs, including the above-mentioned 17 FWCs resulting from the inter-institutional procurement procedures launched and finalized in 2024.

In 2024 the BEREC Office also signed 6 direct service/supply contracts and established 9 FWCs itself and entered into 131 specific contracts under the FWCs in force, out of which 6 were signed in December, 2023, but entered into force in 2024. In addition, in 2024 the BEREC Office signed 3 agreements not resulting from procurement procedures that are related to the premises and the payment of municipal grants towards kindergarten as well as joined 1 Enterprise License Agreement signed by the EC.

Thus, in total in 2024 the BEREC Office signed (or became part of) 211 contracts for supporting BEREC's activity and for ensuring the day-to-day operation of the BEREC Office.

5. Delegation and sub-delegation

In accordance with the Financial Regulation of the EU and the BEREC Office MB Decision No MB/2019/13, and in particular Articles 41 and 46 thereof, the Authorising Officer of the BEREC Office, delegates, on a yearly basis, the powers of budget implementation to the Authorising Officers by sub-delegation. The Delegation of Powers is exercised in accordance with the Charter for Authorising Officers by Delegation, containing a series of tasks and responsibilities for the Authorising officers by delegation, which are carried out on the basis of both paper documents signed manually and computerised management systems signed electronically. These delegations apply to a series of predefined transactions having the articles and items listed in an annexed page and providing specific limits for each transaction.

For the financial year 2024, the BEREC Office Authorising Officer(s) has/have partly delegated their budget implementation powers to the three Heads of Units and to a Head of Unit ad interim (substituting one of the Heads of Unit). The corresponding budget lines reflecting the nature of each unit's activities were respectively assigned for authorisation to the Authorising Officers by sub-delegation. The correct implementation of these delegations is checked also on a yearly basis, during the periodic validation of user access rights granted in ABAC. The process consists in cross-checking that access rights granted in ABAC are in line with the delegations and responsibilities entrusted, and it is performed by a neutral verifier as per requirements. The results of these verifications were disclosed to the Authorising Officers (by delegation) and to the entity in charge of these controls within the European Commission Directorate-General for Budget.

6. HR management

6.1. Staff retention and working conditions

During 2024, the BEREC Office HR management was oriented towards maintaining a full staffing situation to enable the BEREC Office to deliver its mandate, as defined in the Regulation (EU) 2018/1971 of the EP and of the Council of 11 December 2018.

The average length of service of staff at the BEREC Office in 2024 (incl. TAs, CAs, SNEs) was 3.59 years, which represents a slight increase compared to previous years (2023: 3.37; 2022: 3.12).

The average duration of contracts by category of staff is as follows:

Category of staff \ Year	2022	2023	2024
TAs 2(f)	4.17 years	4.48 years	4.68 years
Contract agents (CAs)	2.56 years	2.86 years	3.14 years
CAs + TAs 2(f) (excluding SNEs and TA 2(a))	3.33 years	3.60 years	3.84 years

Table 2: Average duration of contracts by category of staff

During 2024, only one statutory staff member resigned²⁹ which is an improvement in comparison with previous reporting period. An important reason for the resignation of BEREC Office statutory staff in 2024 continues to be associated to the limited opportunities for career growth at the BEREC Office, in particular in relation to the unfavourable ratio between TA and CA and in conjunction with the fact that the BEREC Office has the lowest establishment plan among the EU decentralized agencies.

Taking into account this unfavourable ratio between TA and CA, the efforts to retain and further develop highly specialised staff continued through different measures. The BEREC Office cares for its staff by seeking to provide a functional, comfortable and environmentally friendly working space, considering the limitations of its current premises.

The implementation of all other projects launched in the previous years (assistance with home care or care for a sick child, legal assistance for the staff provided by a legal firm, general and

²⁹ The resignation was related to the acceptance of a job offer at the Agency for a different category of staff following external selection.

language training courses and others) aimed at contributing to the retention of highly qualified staff continued throughout 2024.

A matter of concern remains the provision of experts seconded to the BEREC Office by the national regulatory authorities. By design the SNEs are intended to work at the BEREC Office for a limited period of time and their turn-over is natural. However, during the course of 2024, all six job offers were declined by SNEs from the reserve list established mid-2022, highlighting the uncertainty of this type of employment for the BEREC Office. The proximity to the warzone provides an increasing challenge to attract staff.

Annual Turnover Rate %³⁰ in 2024

Category of staff	Number of staff ³¹		Average	Nr of leavers (staff who resigned and effectively left the Agency ³² or whose contracts ended)	Staff turnover (%)
	01.01.	31.12.			
TAs	17	17	17	1	5.88%
CAs	22	23	22.5	0	4.55%
SNEs	9	9	9	2	23.53%
All	48	48	48	3	8.42% ³³

Table 3: Annual turnover rate 2024

Under the flexible working time arrangements, which following the adoption by analogy of the Commission Decision of 24.03.2022 on working time and hybrid working, has become the default working time arrangement in force at the BEREC Office, the BEREC Office's staff were granted a total of 123.5³⁴ days of flexitime recuperation in 2024. Furthermore, in the same reporting period 3,918 days of telework from the place of employment have been recorded meaning that on average a staff member made use of 97 days of telework from the place of employment. Finally, yet importantly, the Decision introduces the possibility to request telework from outside the place of employment. In 2024, 330 days of telework outside the place of employment have been granted as per the following breakdown: i) 180 days – telework outside place of employment; ii) 150 days – exceptional telework outside place of employment.

During the reporting period, initially in June 2024, there was an intermediate update of the remuneration amounting to 1,73% with a retroactive effect from 1 January 2024, which was

³⁰ Number of employees who left/ (Beginning + ending number of employees)/ 2) x 100%

³¹ Incl. job offers sent and accepted and submitted and accepted resignations

³² Staff who resigned to take up new duties within the Agency following external selection are not counted as leavers

³³ For comparison, the staff turnover in 2023 was 9.09% and in 2022 – 16.3%

³⁴ For more details on the flexitime recuperation days taken in each grade, see Annex IV, Table 7

accompanied by a significant decrease of the correction coefficient from 88% to 84.8%. Then on 28 November 2024, the annual updated of the 2024 remuneration was approved and entailed an additional increase of 4,1 % with a retroactive effect from 1 July 2024 in conjunction with an additional decrease of the correction coefficient from 84.8% to 84.1%. Furthermore, the statutory staff pension contribution also increased from 11.1% to 12.1% with retroactive effect from 1 July 2024. The successive reduction of the correction coefficient within one calendar year does have an impact on the BEREC Office's attractiveness especially for lower grade functions and SNEs, which in the case of the latter could be linked to the rejection of six secondment offers during the reporting period.

Offering better working and living conditions to the staff members throughout the reporting period in question remained one of the priorities for the BEREC Office and was translated into following concrete actions: payment of tuition fees for enrolment in international schools in Latvia, financial support for kindergarten, general (EU Learn) and language courses, provision of legal advice for staff members' private matters regarding their life in Latvia, comprehensive induction programme for newcomers, support to the family members in their establishment in Latvia and others. Many of these measures were implemented jointly with the Latvian authorities in accordance with provisions of the HQA and subsequent SLA concluded between the Agency and the Government of the Republic of Latvia.

More details about the specific measures in place in 2024 and their financial implication, where applicable, are presented in Annex IV, Table 8. The biggest part of the expenditure for social welfare in 2024 was spent on the temporary financial support for schooling until the establishment of an accredited European school. For this purpose, the BEREC Office concluded agreements with six schools for provision of schooling to the children of the BEREC Office staff in English, French and German. In the calendar year 2024, 23 children of BEREC Office statutory staff and SNEs were enrolled in four international schools. The total schooling costs for 2024 amounted to EUR 563,007.00. Out of this amount, the Latvian Government contributed to the BEREC Office budget with EUR 163,333.00 and EUR 3,504.00 were received as municipality grant/co-financing. The final expense for schooling under the agreements with the international schools in Latvia for the BEREC Office budget, therefore, amounted to EUR 396,170.00.

The BEREC Office had to suspend its Traineeship Programme, which had offered traineeships to seven individual staff members until the end of September 2023 due to financial constraints as indicated in Part II, point 2 above.

6.2. Changes in the establishment plan and number of posts

In 2024, the number of establishment plan posts allocated to the BEREC Office has not changed in comparison to the previous year. It remains the lowest among all decentralized agencies which increasingly challenges the overall well-functioning of the Agency, also given additional requirements by several new legal instruments such as the Cybersecurity Regulation or the AI

Act, to only name two examples. The number of external staff was maintained at the 2020 levels³⁵.

6.3. Recruitment and selection

In 2024, BEREC Office finalized the selection process of the Agency's Director. For the latter BEREC Office provided administrative support to the MB for conducting the second round of interviews as well as finalizing the selection process following the ITRE hearing of the selected candidate. The BEREC Office further commenced the recruitment and selection process for one temporary contracted agent (FIG IV) and 1 SNE post.

While the recruitment of CAs in FG IV as well as the Agency's Director was smooth and there was no rejection of job offers, the BEREC Office has experienced some serious difficulties in attracting candidates for the SNE post, as mentioned in part 6.1 above.

To attract more candidates from the under- and not-represented MS the BEREC Office systematically advertises its vacancies throughout the EU by disseminating the information via the EPSO portal, the website of the EU Agencies' Network, the members of the MB, the Communication ENG, the diplomatic mission of the EU Member States and BEREC countries in Latvia and the Permanent Representations of the EU Member States to the EU. However, the broad advertisement of the vacancies did not lead to an increase of the under- and not-represented countries, as the salaries for the assistant posts and specifically for the CAs (FG II and III) are not attractive enough for expats.

To ensure business continuity for posts that either remained vacant or for which the incumbents were on long-term absence, the BEREC Office used interim workers. One additional interim worker provided services for filling missing needed capacities for the development of the new website.

At the end of the reporting period, the BEREC Office carried over to 2025 one selection procedure that was launched in 2024, namely for the selection of SNEs.

At the end of 2024 the BEREC Office has carefully reviewed the exiting reserve list and decided to maintain the reserve lists for job profiles considered still relevant and not outdated for the BEREC Office's needs to ensure fast track recruitment in case of unforeseen vacancies.

6.4. Talent Management

The 2024 annual appraisal exercise was launched in January 2024, whereas the 2024 reclassification exercise was launched in June 2024. Both exercises were successfully finalised.

³⁵ On 31/12/2024, the staff available at the BEREC Office included 17 TAs, 22 CAs, 8 SNEs and 5 interim workers to cover long term absences, a vacant post and one specific project

Throughout the year 2024, the BEREC Office's staff members benefited from training sessions covering 118 topics including 78 topics offered in-house on subjects, such as: document management, budget planning and monitoring in accordance with the principle of activity-based budget management, use of the EC account tools, such as: ABAC Workflow, ABAC Assets, ABAC data warehouse, use of the EC Public Procurement Management Tool (PPMT), specifics of the cooperation with the PMO, use of Sysper2 and the NDP module, etc. In addition, the BEREC Office organised twenty-two online training classes for the purpose of learning foreign languages (English, French, German, Latvian, and Spanish) attended by 31 staff members.

6.5. Gender and geographical balance of the staff

At the end of 2024 (on 31 December 2024) the BEREC Office managed to ensure gender balance within the staff, namely: 51.06% female and 48.94% male.

Bearing in mind the small size of the BEREC Office, a relatively good geographical balance was achieved, with representatives of 11 MS³⁶ and one Western Balkan country (on 31 December 2024).³⁷ While the host MS is over-represented, 16 EU MSs are not represented at all at the BEREC Office. The main reason for the low interest of nationals of the non-represented MSs to apply and/or to accept job offers at the BEREC Office is the low correction coefficient and the low entry grades of the so called "horizontal" jobs in comparison with the other EU bodies.

A detailed overview of the gender and geographical distribution of the BEREC Office staff members is available in Table 3 and Table 4 of Annex IV.

6.6. Implementing rules

In 2024 there was one implementing rule applied by analogy to the BEREC Office, nine months after the date of its entry into force at the Commission Decision C(2024) 1038 of 21 February 2024 amending Decision C(2011)1278 final on the general implementing provisions for Articles 11 and 12 of Annex VIII to the Staff Regulations on the transfer of pension rights.

6.7. Benchmarking

In line with the obligations deriving from Article 29 of the FFR, the BEREC Office annually conducts a benchmarking exercise, which shows the internal distribution of the BEREC Office's HR according to the role of each job. The compared results for 2022, 2023 and 2024 are reported in Table 5 of Annex IV.

The identification of the above-mentioned organisational roles is obtained through a job screening conducted on the basis of the specific methodology common to all agencies and the list of the roles corresponding to each job is reflected in Table 2 of Annex IV.

The final results of these exercises reflect the distribution of tasks and responsibilities following the entry into force of the new BEREC Regulation at the end of 2018 and the change in the

³⁶ A tendency towards an increase in Latvian nationals working at the BEREC Office has been identified.

³⁷ Data for 2024: representatives of 11 EU member states and 1 Western Balkan country

BEREC Office's staffing associated with the creation of the new accounting officer function as of 1 July 2023.

7. Strategy for efficiency gains

7.1. Highlights

The actions for achieving efficiency gains in 2024 were aimed at the following main areas:

1. efficiency gains via further centralisation of some functions;
2. efficiency gains in the field of procurement;
3. efficiency gains achieved through the increased use of EC IT applications or the introduction of new ones;
4. use of external resources to compensate lacking HR capacity or for tasks of a technical and auxiliary nature.

These actions have led to the following results:

7.2. Efficiency gains and synergies in the area of premises management and security

In 2024, the BEREC Office made significant strides in exploring efficiency gains and synergies in the area of premises management and security. The review of the premises project, initiated by the new Director, aimed to identify opportunities for improved resource allocation and enhanced security measures. By assessing potential options, including adapting the existing premises, joining the new House of Europe, and renting premises on the private market, the BEREC Office sought to leverage synergies and optimize its premises management. The objective of this assessment was to identify the most cost-efficient solution.

This assessment laid the groundwork for an informed decision-making in 2025, with a focus on enhancing the overall security and efficiency of the BEREC Office's premises. The BEREC Office is committed to managing its resources efficiently and effectively. This commitment is reflected in its efforts to ensure that the Commission's security recommendations will be integrated and to align the existing premises more with the European Commission's Manual of Standard Building Specifications.

7.3. Efficiency gains in the field of procurement

Joint purchasing arrangements give rise to efficiency gains, in particular, due to economies of scale, which lead to cost savings such as lower purchase prices or improved client services for the same price. Inter-institutional procurement procedures or joint procurement with the authorities of the host MS also save HR for the BEREC Office, which due to its small size has

a very limited number of staff available to manage the BEREC Office's procurement³⁸.

Consequently, in 2024 the BEREC Office continued the use of inter-institutional procurement procedures and joined 17 inter-institutional procurement procedures (out of 21 invitations received).

Additionally, based on the provisions of the new BEREC Office Financial Regulation, since 2019 the BEREC Office has access to the Latvian electronic procurement system – EIS, and is being gradually added as a contracting authority in new procurement procedures by the Latvian side. In 2024, the BEREC Office was authorised to use 11 catalogues of the joint procurement with the Latvian contracting authorities, and actively used 4 of them, namely for the purchase of IT hardware and software, office supplies, furniture and office goods.

7.4. Efficiency gains achieved via the higher use or introduction of additional EC IT applications

One of the means for ensuring efficiency gains is the digitalisation of the services used and offered, as well the use of automation. The BEREC Office does not have sufficient resources to develop and implement its own administrative IT tools, as most of its IT specialised staff is dedicated to support to BEREC. Consequently, the BEREC Office tries to make maximum use of the IT tools developed by the Commission's services and develop its own tools only in the absence of such EC tools.

In 2024, the BEREC Office made progress with the introduction and use of the following tools:

a) Advanced Gateways for Meetings (AGM)

In order to automate the meeting registration and experts' reimbursement process, the BEREC Office uses the AGM tool. In 2024 the BEREC Office has processed all the relevant reimbursements of travel and accommodation expenses of experts participating in BEREC meetings and events organised in a hybrid mode through this tool. The AGM tool allowed for a streamlined process of encoding meetings and experts and executing payments to the NRAs. BEREC Office continued communicating all the relevant information regarding the usage of the tool to the experts.

Please refer to point 4.1.6 under Part I for more information.

b) Development of Sysper2 for managing the BEREC Office's HR

During the course of 2024 BEREC Office concluded Amendment 6 (Appendix on HR Transformation HRT) to the SLA between the European Commission and the BEREC Office. HRT configures the entire HR service delivery model by simplifying HR processes and

³⁸ In 2023, the BEREC Office dedicated 0.6 Temporary Agent AD 7, 0.8 Contract Agent FG IV, 0.5 Contract Agent FG II

developing a new HR IT platform with capabilities to embrace emerging technologies.

7.5. Use of external resources to compensate missing capacities or for tasks of technical and auxiliary nature

Since its establishment, the BEREC Office has been operating with lacking HR capacity for certain posts such as payroll officer, medical officer, translators, security guards, etc. and is fully dependent on external resources. In other areas, which require high specialisation and/or specific knowledge BEREC Office has developed limited capacities and is partially dependent on external resources, such as information technologies (IT), incl. IT security, procurement, staff selection, HR management, etc. Additionally, BEREC Office has neither clerks nor secretaries and consequently many staff members are engaged in secretarial and clerical tasks, irrespective of their grade.

To compensate some of the lacking capacity, where possible, the BEREC Office uses such services when they are offered by the European Commission (EC) or other agencies of the EU as a first priority.

In 2024 BEREC Office used the following services offered by the EC or other agencies and bodies of the EU:

a) In the area of human resources (HR):

Services offered by the EC Office for the Administration and PMO

- Sickness, accidents, occupational disease
- Unemployment
- Pensions, invalidity allowance, transfers and severance grant
- Salary calculation and payment
- Use of IT tool for salary calculation and reporting (NAP)
- Determination of individual entitlements for active staff – allowances and reimbursements on taking up appointment, transfer
- Use of Sysper2 rights module for PMO (stand-alone)
- Determination of mission expenses

Services offered by the DG HR

- Learning and development
- Health and Wellbeing - Medical services

b) In the area of finance and accounting:

- Treasury service provided by DG BUDG
- Reimbursement of expenses of experts (PMO)

c) In the area of IT and security:

- IT services (EUIPO)
- Security services (CERT-EU)
- sTesta services (DG for Informatics - DG DIGIT)
- Production of security badges and entry permits for the EC premises (DG HR)
- Financial and accounting systems: ABAC Workflow, ABAC Accounting (SAP), ABAC Datawarehouse and ABAC Assets (DG BUDG, DG DIGIT)
- e-PRIOR for procurement (DG DIGIT)
- ICT procurement (DG DIGIT)
- EU Learn (DG HR)
- My IntraComm (DG DIGIT)
- MiPS/MiPS+ (PMO)
- NAP / BOXI (PMO)
- Sysper2, incl. NDP and ComRef database (DG HR)
- HERMES-ARES-NomCom (SecGen)
- EU SIGN (DG DIGIT)
- AGM (PMO)

d) Publications and language services:

- Publication services (Publication Office)
- Interpretation services [DG Interpretation (SCIC)] and translations and other language services [Translation Centre of the EU (CdT)]

When the services needed by the BEREC Office, for which internal capacity was missing, were not offered by the EC or other bodies of the EU, the BEREC Office acquired those services via the SLA with the Latvian public authorities or commercial contracts, for example in the field of IT, physical security, logistics, cleaning, staff selection and others.

Interim workers were hired for specific short-term projects for which the BEREC Office had no posts in its organisational structure, for example for the implementation of the new website project (technical and content), HR, communications, board support and programme management.

This approach has enabled the BEREC Office to address tasks in its mandate by making extensive use of the professional knowledge of the hired staff in the interest of the service.

7.6. Efficiency gains from further digitalisation and centralisation of some functions

The BEREK Office is largely an IT-based agency, viewing ICT as key enablers for the work that it carries out in support to BEREK and for its day-to-day operations. The availability of all data in digital format ensures accessibility and automation in the processing of that data and saves time for printing, filing in paper files and sending documents by post and is a further enabler of going paperless.

7.7. Conclusions

The implementation of the above-mentioned actions has led to improved service quality, lower prices and/or higher quality while making sure all cybersecurity and other security requirements are complied with. Any freed-up capacity from the implementation of the strategy for efficiency gains has been re-invested in support to BEREK.

8. Assessment of audit and ex-post evaluation results during the reporting year

8.1. BEREC Office evaluation according to Article 48 of the BEREC Regulation

8.1.1. Evaluation by the European Commission (EC)

As per Article 48 of the BEREC Regulation, by 21 December 2023, and every five years thereafter, the EC shall carry out an evaluation in compliance with the EC guidelines to assess BEREC's and the BEREC Office's performance in relation to their objectives, mandate, tasks and location. The evaluation shall, in particular, address the possible need to modify the structure or mandate of BEREC and the BEREC Office, and the financial implications of any such modification. The EC shall report to the EP, the Council and the MB on the findings of its evaluation and shall make those findings public.

In the course of 2023, the EC carried out the assessment by conducting interviews and surveys with BEREC, the BEREC Office and other stakeholders. The report and the results of the evaluation are still expected. The EC has postponed the publication of the evaluation to Dec. 2025, two years after the deadline set by the BEREC Regulation.³⁹

³⁹ EC response of 24 March 2025 to EP question – E-000513/2025

8.2. Internal Audit Service (IAS)

According to the provisions of the BEREC Office Financial Regulation, specifically the provisions set out in Chapter 7 thereof, the European Commission's IAS is the internal auditor of the BEREC Office. In 2024, the IAS carried out an in-depth risk assessment covering all BEREC Office's operations. The results of the risk assessment were used as an input for the establishment of the draft Strategic Internal Audit Plan (SIAP) for the period of 2025-2027.

The SIAP outlines specific risks and audit topics for the Agency. The auditors have selected the following high-risk audit topics: Data security and related IT services management and HR management. The IAS has also identified as a reserve audit topic HR Management and Ethics.

Further general audit topics could be added at a later stage, which will cover several DGs in the Commission and the related agency or agencies contributing to the same policy objectives.

8.3. Internal audit capability

Not applicable⁴⁰.

8.4. European Court of Auditors (ECA)

In the ECA's opinion⁴¹, the BEREC Office's accounts for the year ended 31 December 2023 present a fair view, in all material respects, of its financial position as of that date, as well as the results of its operations, its cash flows, and the changes in net assets for the year then ended, in accordance with its Financial Regulation and the accounting rules adopted by the Commission's accounting officer. These are based on internationally accepted accounting standards for the public sector. ECA also concluded that the revenues and payments underlying the accounts for the year 2023 are legal and regular in all material respects. With no other opened observation, the BEREC Office obtained for the third time in the history of the BEREC Office a clean opinion.

8.5. Follow-up of observations made by the discharge authority

In relation to the discharge, the BEREC Office followed up with the EP on its recommendations in respect of the 2022 report and submitted its replies. These replies addressed the EP observations on the following topics: the fine-tuning of the KPIs on a regular basis in order to optimise the BEREC Office's performance, the importance of digitalization along with ensuring online security of processed information and strengthening measures against cyberattacks or infiltration attempts (particularly originating from Russia or China), the reasons behind the staff turnover; the need to maintain a reasonable gender balance among the Agency's staff, the Agency's participation in the interagency task force of confidential counsellors including its reports and recommendations, the non-adoption of the Charter on diversity and inclusion, the

⁴⁰ The BEREC Office has no internal audit capacity

⁴¹ [Annual report on EU agencies for the financial year 2023](#)

importance of enhancing the BEREC Office's visibility in the media, internet, and social media in order to increase public awareness of its work, the continuous efforts to prioritize the new legislation laying down measures on cybersecurity, as well as increasing the visibility of the Agency, especially in the host MS.

On 7 May 2025, the EP decided to grant discharge in respect of the implementation of the BEREC Office budget for the financial year 2023, and to close the accounts for that financial year.

The resolution accompanying the discharge decision to the EP came in the form of a single report grouping all the agencies. The BEREC Office is mentioned under the *Governance* section where the EP acknowledges establishment of the Board of Regulators. Furthermore, in the related *Staffing policy, gender equality, inclusion, conflict of interest and fraud prevention*, the Discharge Authority notes that in 2023 the staff turnover rate exceeded the 10% rate for the BEREC Office and commends the agencies that have taken targeted measures to prevent high staff turnover rates highlighting the importance for all agencies to implement measures with a view to improving talent management and retention. In addition, the BEREC Office is encouraged to support women in applying for management positions and reiterates its calls on the Commission and MSs to observe gender balance when nominating and appointing members of the management or administrative boards.

In the section dedicated to *Sustainability, environmental impact and social inclusion*, the EP acknowledges that the BEREC Office together with other EU agencies is taking positive steps towards obtaining the Eco-Management and Audit Scheme (EMAS) certification.

As a last point, the EP notes that the BEREC Office has no open ECA observations.

All recommendations and points for which the BEREC Office was invited to comment will be addressed by the BEREC Office and reported to the Discharge Authority.

8.6. Follow up of recommendations issued following investigations by the European Anti-Fraud Office (OLAF)⁴²

Not applicable.⁴³

9. Environment management

The BEREC Office takes into consideration the impact of its operation on the environment and has worked in 2024 on implementing two major work streams⁴⁴ in order to achieve and maintain

⁴² Article 11 Regulation (EU/Euratom) 883/2013 of the EP and of the Council concerning investigations conducted by the European Anti-Fraud Office (OLAF)

⁴³ The BEREC Office has not been subject to OLAF investigations.

⁴⁴ The BEREC Office MB (MB) on 7 October 2022 at the 52nd Ordinary Plenary Meeting mandated the ENG Sustainability and the BEREC Office (BO) for implementing these work streams.

long-term a reduction of its and BEREC's environmental footprint:

1. A Greening Action Plan for the BEREC Office that includes targets and steps for GHG emission reductions.
2. Launching the process of preparing for EMAS certification (EU Eco-Management and Audit Scheme) by setting up of a BEREC Office cross-unit taskforce and to include this as a task in the BEREC Office SPD, aiming for certification by the end of 2025.

These two main actions will set clear targets and actions to achieve resource-efficient operations by, in particular, setting up a path to carbon neutrality by 2030 and to apply an environmental management system to all its activities by obtaining and maintaining registration with the EU's Eco-Management and Audit Scheme EMAS).

These two work streams are implemented in a constant process of integrating the actions into the management of the BEREC Office and incrementally adapting these actions in annual reviews over the coming years. In a major first step, at the first Plenary Meeting in 2024, the BEREC Office MB adopted the Greening Action Plan prepared by the BEREC ENG Sustainability.

For more detailed explanations and descriptions on the measures already taken to reduce the environmental impact, please refer to Annex VIII of this report.

10. Access to documents and data protection

In 2024, the BEREC Office received one request for access to documents under Regulation (EC) No 1049/2001 seeking access to a BEREC document (see Annex I, Table 7).

In the area of data protection, in 2024 the BEREC Office continued its efforts to ensure compliance with Regulation (EU) 2018/1725, which entered into force as of 11 December 2018. During 2024, BEREC Office made substantial progress to enhance data protection policies and procedures reaching a satisfactory level of compliance. Although progress was made, a continuous focus is needed in 2025, and likely beyond to address the emerging challenges, in particular for what concerns demonstrating compliance on the use Artificial Intelligence (AI). The concrete 2024 outputs in terms of data protection can be summarised as follows:

- The BEREC Office staff and newcomers have received three tailored trainings (2 to newcomers/all staff and one to Director) on the data protection obligations to observe when processing personal data in the course of their duties. Other awareness activities included the creation of a "Guide on Personal Data Processing at the BEREC Office" and the development of a quiz for Data Protection Day. These initiatives were designed to reinforce key concepts and help foster a strong culture of compliance across the office.
- The BEREC Office developed and adopted four data protection policies.

- BEREC Office responded to the European Data Protection Supervisor (EDPS) questionnaire on data subject's requests and cooperated in responding to other EDPS requests.
- The DPO has provided timely legal guidance on a wide range of data protection issues arising from BEREC and BEREC Office operations.

The Data Protection Officer (DPO) took immediate action in response to a data breach, assessing risks and coordinating closely with the EDPS to manage the breach effectively. The above-mentioned activities are described in more detail in the DPO Annual Activity Report 2024 which the DPO will submit to the MB pursuant to Article 7.3 of Decision No MB/2019/14.

As in the previous year, in 2024 the role of the DPO was exercised by the BEREC Office Legal Officer.

11. Assessment by management

The year 2024 was another year during which the BEREC Office had to work under extraordinary circumstances: on the one hand to ensure efficient and effective support to an ambitious BEREC WP and on the other hand to cope with the ongoing challenges posed by Russia's full-scale invasion of Ukraine, which continued to impact the economic and geopolitical environment, posing challenges to the budget planning and execution, as well as the overall attractiveness of the BEREC Office as a workplace.

Against this backdrop, the BEREC Office efficiently managed to finance all existing and emerging priorities, while keeping sufficient room for manoeuvre to react to potential further new developments given the difficulty to predict economic and geopolitical environment.

Irrespective of the extraordinary circumstances mentioned above, with optimal use of the limited available human and financial resources and restructuring the BEREC Office priorities for the year, the BEREC Office managed to effectively deliver its Annual WP for 2024⁴⁵, to meet the expectations of the stakeholders and to ensure safe and secure day-to-day running of the BEREC Office and the ICT tools made available to BEREC.

In particular, the BEREC Office has ensured the necessary professional and administrative support to BEREC and has contributed to promoting full connectivity, supporting sustainable and open digital markets and empowering end-users by undertaking the following activities:

- setting up 12 BEREC WGs in line with the BEREC WP 2024⁴⁶ and three Ad Hoc WGs for dealing with phase II cases under Articles 32/33 of Directive (EU) 2018/1972;
- organising four plenary meetings of the BoR and four of the MB, four public debriefings for presenting the results from the plenary meetings, four CN meetings and 331 BEREC

⁴⁵<https://www.berec.europa.eu/en/all-documents/berec-office/berec-office-work-programmes/amendment-1-to-single-programming-document-of-the-agency-for-support-for-berec-berec-office-for-the-period-2024-2026>

⁴⁶<https://berec.europa.eu/en/document-categories/berec/berec-strategies-and-work-programmes/berec-work-programme-2024>

WG events (incl. 15 meetings of the phase II cases under Articles 32/33 WGs, eight 3rd party meetings of the WG Co-Chairs and five workshops with external stakeholders);

- supporting BEREC in managing the relations with its stakeholders and interested parties by organising 10 public consultations and calls for input on key draft BEREC documents and the 12th Stakeholder Forum as a mean to further gather the stakeholders' feed-back on BEREC draft documents, to enhance the dialogue with the interested parties in relation to improving the consistency in the implementation of the EU regulatory rules and practices and to gather input to new potential areas of work, such as artificial intelligence, future trends and regulation of digital platforms and the effective enforcement of the Digital Markets Act.

As in previous years, the BEREC Office contributed to increasing the efficiency and effectiveness of the use by the experts from the NRAs via offering a variety of ICT tools to BEREC, to enable remote and collaborative work of all BEREC bodies, which allowed an unprecedentedly high level of participation in the BEREC WG events from all NRAs (more than 7 000 participants in 2024). The use of ICT tools required less travel and therefore contributed to higher sustainability of BEREC's operations. Security and user-friendliness of the BEREC information exchange platform BERECNet+ was improved by introducing the MFA for access to the platform by reducing simultaneously the complexity and increase the duration of passwords.

The BEREC Office contributed to enhance the professional knowledge of the BEREC NRA experts via the provision of a holistic training on regulatory aspects of the electronic communications. In 2024 the training course was organised by using resources of BEREC, namely the BEREC WG Co-Chairs presented some material and updates on the topics of their expertise to the NRA junior experts.

BEREC Office also ensured the provision of financial software and historical data sets for the calculation of certain parameters underlying the WACC and other financial parameters the provision and maintenance of the GADB and the establishment of BEREC databases of numbering ranges for value-added services and means of access to emergency services for roaming users⁴⁷. In April 2024, the BEREC Office commissioned developing and elaborating the NRAs' independence assessment tool, which was ready the same year. The tool is put at the disposal of the BEREC NRAs for their internal use. The BEREC Office also continued providing maintenance of the ISP designed to complement the information available on the websites of the NRAs. The ISP provides a one-stop access point to public documents in electronic communications and ensures public access to a comprehensive, regularly updated list of documents. In addition, a study on the trends of cloudification, virtualisation, and

⁴⁷ <https://berec.europa.eu/en/berec/berec-databases-of-numbering-ranges-for-value-added-services-and-means-of-access-to-emergency-services-for-roaming-users>

softwarisation in telecommunication was finalised, the work on which was launched already in 2023.

Moreover, the BEREC Office continued its work on achieving and maintaining long-term reduction of its and BEREC's environmental footprint. Furthermore, the BEREC Office coordinated the process of revising the Working arrangements with the NRA of Ukraine that allowed them to become participants without voting rights in BEREC and the BEREC Office.

The BEREC Office achievements in 2024 go beyond responding to the new crisis situation and, irrespectively of the additional effort and resources required for the activities related to the measures targeting to respond to the security issues related to Russia's full-scale invasion of Ukraine, BEREC Office continued its efforts related to the implementation of the HQA, increasing digitalisation and ensuring compliance with the *horizontal* legislation in force.

Specifically, on 16 June 2022 the BEREC Office and the Latvian Government signed a SLA, which was an important prerequisite for the practical implementation of many of the provisions of the HQA. Following that the Latvian Government established a Liaison Office as a means to ensure the smooth operation of the Agency in Latvia and to support the BEREC Office staff and their families in their establishment in the host MS.

In line with the provisions of the SLA the Government of Latvia also provided voluntary contribution to the BEREC Office budget for sharing the costs for schooling offered to the children of the BEREC Office staff amounting to EUR 163,333.00.

Despite the exceptional circumstances mentioned above, the internal control systems put in place have functioned as intended to ensure the appropriate management of financial flows and the legality and regularity of the underlying transactions, based on 100% *ex ante* verifications of financial transactions and procurement procedures.

The objective of the systems is to ensure that the BEREC Office management has reasonable assurance that the total amount of any financial operation authorised during the reporting year that could possibly not comply with contractual and regulatory provisions does not exceed 2% of total expenditure.

Based on the principle of cross-reliance on audits based on internationally accepted audit standards and taking into account the limited human and financial resources of the Agency and low risks (incl. very low risk of fraud) to which the Agency is exposed, in 2024 the BEREC Office management has not considered it necessary to introduce additional ex-post controls.

In 2024, the BEREC Office management implemented all recommendations stemming from previous years' audit (IAS) and all of them were closed by the respective auditors.

Part III: Assessment of the effectiveness of the internal control systems

1. Risk management

In accordance with the relevant international standards in 2024 the Internal audit service (IAS) of the European Commission (EC) carried out an in-depth risk assessment covering all BEREC Office auditable entities.

As part of its annual risk management activities on 16 October 2023, the BEREC Office held an internal risk assessment workshop. During the workshop the BEREC Office's management together with key staff reviewed all risks associated with the activity of the BEREC Office and concluded that there is no critical risk that can be considered and included in the BEREC Office Risk Register 2024.

The risks identified as significant were recorded in the Risk register and were either accepted or addressed via action plans. The progress of the implementation of the action plans was monitored on a monthly basis in 2024 and reported to the management with the objective of alerting the management when indicators show that the achievement of the objectives is at risk.

2. Compliance and effectiveness of internal control principles

2.1 Efficiency and effectiveness of internal control systems

2.1.1 Assessment

During November 2024 - May 2025, the BEREC Office performed a full assessment of the efficiency and effectiveness of the Agency's internal control system (ICS)⁴⁸.

The assessment of the internal control system in place was divided according to the five components of the Agency's ICS, as follows:

- Control Environment
- Risk Assessment
- Control Activities
- Information and Communication
- Monitoring activities

The assessment took into account the fact that in 2024 the performance of the BEREC Office was in line with the expectations of the Management Board (MB) as defined in the Agency's annual work programme (AWP) for 2024. The budget execution at the BEREC Office reached its highest levels since the establishment of the Agency with 100% committed budget for fund

⁴⁸ See, <https://berec.europa.eu/en/document-categories/berec-office/others/berec-office-internal-control-framework>

source C1 (EU subsidy) and a payment implementation rate of 89.09%. The overall level of compliance with the legislation in force was high.

The assessment of the efficiency of the BEREC Office internal control system (ICS) demonstrated that there is no risk for non-compliance and the control strategy in place does not require immediate adjustment. Specifically, the assessment revealed that 12 out of the 17 internal control principles (ICPs) were found well-functioning without the need for any follow-up, while for five ICPs there was opportunity for improvement for which the report provides some recommendations. No ICPs were in the category of posing medium or high risk of non-compliance.

Therefore, the overall conclusion is that BEREC Office ICS contain the necessary mechanisms, rules and procedures to ensure the integrity of financial and accounting data, to promote accountability amongst the BEREC Office staff and prevent fraud. Furthermore, the concept of segregation of duties, a key component in the preventive internal control process, is completely understood and implemented at all levels of the Agency.

The ex-ante controls in place on procurement and financial transactions are sufficient and limit administrative and material errors. It can be concluded that the performed control activities are overall efficient and effective.

The assessment exercise also revealed some areas for improvement related to updating the business continuity plan taking into account the risks associated with the on-going conflict near Latvia's borders, increasing the attractiveness of the Agency and strengthening the IT security. The Agency would also benefit from continuing the awareness raising among staff about the BEREC Office ICF and its use in their daily work, improving the current budgetary templates, updating and adapting the BEREC Office financial manual, incl. also particular cases of financial transactions.

2.1.2 Conclusions

The BEREC Office's internal controls contain the necessary mechanisms, rules and procedures to ensure the integrity of financial and accounting information, promote accountability and prevent fraud.

Overall, it can be concluded that the BEREC Office is compliant with its ICF. However, some areas for improvement have been identified above that management has to consider.

2.2 Costs and benefits of controls

The costs of controls at the BEREC Office for the financial year 2024 have been, as follows:

2.2.1. Outsourced:

The verification of the BEREC Office annual accounts have been performed by an independent external auditor in accordance with the provision of Article 70 (6) of Regulation (EU, Euratom)

2024/2509 of the European Parliament and of the Council of 23 September 2024 on the financial rules applicable to the general budget of the Union (recast)⁴⁹ - 19k EUR;

If compared to the overall budget available at the BEREC Office for payments in 2024 (e.g. mil EUR 7,933) the expenditure for the independent auditor will be 0,2% of the available appropriations for payment.

With the internalisation of the internal control coordinator function, all the expenses for performing these tasks are considered as an economy and thus not reported any more as an outsourced expense.

2.2.2. Internal:

During the assessment of the efficiency and effectiveness of the internal control systems, including an overall assessment of the costs and benefits of controls, a detailed calculation regarding the costs of controls on financial transactions and procurement procedures was performed, as follows:

- (a) **Transactions.** 6,864 transactions were made (including both operational and financial) at the BEREC Office in 2024, which included ex-ante controls by each of staff member involved. Total costs of controls of transaction constitutes kEUR 35 or on average EUR 5,09 per transaction.
- (b) **Procurement.** 20 procurements were attributed directly to the budget of 2024 for calculation. Total costs of controls of procurement constitutes 5k EUR or on average EUR 256,71 per procurement.

The overall assessment of the management is that, combined, the cost of controls of procurement and financial transactions is below the defined threshold of 2,0% of the total BEREC Office's budget. Therefore, it considered as beneficial, sufficient to limit potential errors, material deviations and data accuracy, and thus, performed control activities are effective.

Exceeding the set threshold would mean that the control measures are excessive and need reconsideration. Based on the assessment of the efficiency and effectiveness of the internal control systems, including an overall assessment of the costs and benefits of controls, none of the deviations or other identified issues exceeded the benchmark and BEREC Office benefits from the internal control environment.

The general benefits of the controls set by the BEREC Office are:

- (a) Limited risk of fraud;

⁴⁹ OJ L, 2024/2509, 26.9.2024, ELI: <http://data.europa.eu/eli/reg/2024/2509/oj> (BG, ES, CS, DA, DE, ET, EL, EN, FR, GA, HR, IT, LV, LT, HU, MT, NL, PL, PT, RO, SK, SL, FI, SV)

- (b) Limited risk of corruption;
- (c) Assurance of compliance with Financial Regulations;
- (d) Reliability of reporting;
- (e) Transparency;
- (f) Safeguarding assets and information;
- (g) Prevention, detection, correction and follow-up of irregularities.

3. Independent auditor's report on the provisional annual accounts as at 31 December 2024

The BEREC Office requested an independent auditor to audit the provisional annual accounts of the Agency for 2024, consisting of the financial statements and the reports on the implementation of the budget for the financial year that ended on 31 December 2024. The financial statements comprise the balance sheet as at 31 December 2024, the statement of financial performance, the cash flow statement, the statement of changes in net assets/liabilities for the year then ended, and a summary of significant accounting policies and other explanatory information.

The audit was conducted in accordance with the International Standards on Auditing and the International Standards of Supreme Audit Institutions, as issued by the International Organisation of Supreme Audit Institutions.

In the opinion of the independent auditor, the annual accounts of the Agency present fairly, in all material aspects, its financial position as at 31 December 2024, and the results of its operations and its cash flow, for the year then ended, and are prepared in accordance with its Financial Regulation, and, in accordance with the accounting rules adopted by the EC accounting officer, and the International Public Sector Accounting Standards, as issued by the International Public Sector Accounting Standards Board.

The report of the independent auditor and the related audit documentation have been made available to the EC and ECA.

4. Validation of local accounting systems by the accounting officer

In 2024 the BEREC Office accounting officer carried out an annual review for the validation of local accounting systems for the operations authorised by the BEREC Office during the financial year 2023. The assessment was carried out to provide assurance that the internal control systems in place are effective.

The results of the exercise concluded that no significant points with material impact for improvement have been detected during the review. However, some points were addressed as

follows: follow-up on the findings from the neutral verifier coming from 2023, follow-up on the assets/ inventory management items for staff/interims that are leaving the BEREC Office and overall quality documentation for financial transactions.

As issues for recommendations, the following were reported: a central repository of granted and revoked ABAC access permissions should exist and financial colleagues should follow-up by registering and closing the legal commitments within 30 days following their signature.

Based on this evidence and on the conclusions of the ECA and the IAS, the BEREC Office management has concluded that the internal control systems in place are efficient and effective and are fit for purpose.

5. Statement of the Manager in charge of risk management and internal control

I, the undersigned, **Ruslanas KUDRIASOVAS**,

Manager in charge of risk management and internal control within the Agency for Support for BEREC (BEREC Office),

In my capacity as Manager in charge of risk management and internal control, I declare that in accordance with Agency's ICF, a report with recommendations on the overall state of internal control in the Agency has been presented to the attention of the Director.

I hereby certify that the information provided in the present Consolidated Annual Activity Report and in its annexes is, to the best of my knowledge, accurate, reliable and complete.

Riga, 25 June 2025

(e-signed)

Ruslanas KUDRIASOVAS

Deputy Head of Administration and Finance

The outcome of the assessment demonstrated that the BEREC Office has overall a well performing ICF in place with the key criteria specified by the European Commission (EC) Directorate-General for Budget (DG BUDG), the BEREC Office own regulations, the BEREC Office key policies and procedures, and with good practices.

iii. Validation of the accounting system carried out by the EC Accounting Officer

In 2024, the BEREC Office Accounting Officer carried out its annual evaluation of the local financial systems set up in BEREC Office, as provided for in Article 50(e) of the BEREC Office Financial Regulation.

The evaluation has not identified any control weakness which would have a material impact on the accuracy, completeness and timeliness of the information required to draft the annual accounts and produce reliable reporting, but issued some important issues for considerations. On the basis of the available evidence, the Accounting Officer concluded that the internal control systems are working as intended.

iv. Lessons learned from the reports of the European Court of Auditors (ECA)

The management has taken into account the lessons learned from the ECA reports and has introduced the necessary improvements in those areas in which there were comments by the auditors.

v. Audit based on internationally accepted audit standards conducted by an independent auditor on the financial statements and reports setting out the use of a Union contribution

Under a FWC of DG BUDG, the BEREC Office tasked an independent auditor on the bases of internationally accepted audit standards to audit the BEREC Office financial accounts (provisional and final) and to report on the use of the Union contribution.

Following the audit of the provisional and final accounts and the documents containing information about the use of the Union contribution, the independent auditor issued a clean opinion according to which the annual accounts of the Agency presented fairly, in all material aspects, its financial position as at 31 December 2024.

vi. Declarations of Assurance by the Authoring Officers by Delegation

In their capacity as Authorising Officers by Delegation, each Head of Unit has provided a Declaration of Assurance on the appropriate allocation of resources and their use for their intended purpose and in accordance with the principles of sound financial management, as well as on the adequacy of the control procedures in place.

vii. Declaration of the manager in charge of risk management and internal controls

The Manager in charge of risk management and internal control has signed a declaration taking responsibility for the completeness and reliability of management reporting. This declaration covers both the state of internal control in the BEREC Office and the robustness of reporting on operational performance. However, responsibility for achieving operational objectives remains with the relevant unit.

This approach provides sufficient guarantees of the completeness and reliability of the information reported, and the results achieved by the BEREK Office in 2023.

In conclusion, the management has reasonable assurance that, overall, suitable control systems are in place and working as intended, risks are being appropriately monitored and mitigated, and necessary improvements and reinforcements are being implemented.

2. Reservations and overall conclusions on assurance

Taking the above into consideration, no weaknesses were identified related to the financial management of appropriations inside the Agency. Therefore, no reservations are made in this context in the declaration.

Part V: Declaration of Assurance

I, the undersigned, **Verena WEBER**, Director of the Agency for Support for BEREC (BEREC Office), in my capacity as authorising officer, declare that the information contained in this report give a true and fair view, and state that I have reasonable assurance that the resources assigned to the activities described in this report have been used for their intended purpose and 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.

This reasonable assurance is based on my own judgement and on the information at my disposal, such as the ex-ante controls of all transactions (operational and financial) carried out by the BEREC Office staff, the assessment of the efficiency and effectiveness of the internal control system carried out by the internal control coordinator, the validation of the accounting system carried out by the Commission Accounting Officer, who was the BEREC Office Accounting Officer at the time, the lessons learnt from the reports of the European Court of Auditors, the outcome of the audit based on internationally accepted audit standards conducted by an independent auditor on the financial statements and reports setting out the use of a Union contribution and the declarations of assurance of the authorising officers by delegation.

I confirm that I am not aware of anything not reported here which could harm the interests of the Agency.

Riga, 25 June 2025.

(e-signed)

Verena WEBER

BEREC Office Director and

Authorising Officer

Annexes

Annex I: Core business information and statistics

Annex I, Table 1: List of BEREC public consultations managed by the BEREC Office in 2024

PC No	Start	End	Topic	Documents subject to consultation	No of contributions
PC 01/2024	14 December 2023	31 January 2024	Public consultation on the Draft BEREC Report on the general authorisation and related frameworks for international submarine connectivity	Draft BEREC Report on the general authorization and related frameworks for international submarine connectivity	10
PC 02/2024	14 December 2023	12 February 2024	Public consultation on the draft BEREC Report on empowering end-users through environmental transparency on digital products	Draft BEREC Report on empowering end-users through environmental transparency on digital products	5
03/2024	1 March 2024	9 April 2024	Early call for inputs for the BEREC WP 2025	BEREC WP 2025	n/a
04/2024	12 March 2024	12 April 2024	Early call for inputs related to the market and technological developments and their impact on the application of rights of end-users in the EECC	Opinion on the market and technological developments and the impact on the application of rights of end-users in the EECC (Title III of Part III).	n/a
PC 05/2024	13 March 2024	24 April 2024	Public consultation on the draft BEREC Report on the entry of large content and application providers into the markets for electronic communications networks and services	Draft BEREC Report on the entry of large content and application providers into the markets for electronic communications networks and services	17
PC 06/2024	13 March 2024	24 April 2024	Public consultation on BEREC Report on Cloud and Edge Computing Services	Draft BEREC Report on Cloud and Edge Computing Services	13

PC No	Start	End	Topic	Documents subject to consultation	No of contributions
PC 07/2024	12 June 2024	23 August 2024	Public consultation on the Draft BEREC Report on M2M and permanent roaming	Draft BEREC Report on M2M and permanent roaming	4
PC 08/2024	12 June 2024	26 July 2024	Public consultation on the draft BEREC Opinion on the national implementation and functioning of the general authorisation, and on their impact on the functioning of the internal market	BEREC draft Opinion on the national implementation and functioning of the general authorisation, and on their impact on the functioning of the internal market, pursuant to Article 122, paragraph 3 EECC	8
PC 09/2024	12 June 2024	26 July 2024	Public consultation on the draft BEREC Report on the IP Interconnection ecosystem	Draft BEREC Report on the IP Interconnection ecosystem	31
PC 10/2024	4 October 2024	4 November 2024	Public consultation on the draft BEREC WP 2025	Draft BEREC WP 2025	15

Annex I, Table 2: Data collection exercises organised by the BEREC Office for the BEREC WGs in 2024

WG	Data collection subject	Addressees
Digital Markets WG	Questionnaire on NRA competences on the Data Act	BEREC members and members without voting rights
	Collecting questions on DA interpretation/implementation	BEREC members and members without voting rights
Regulatory Framework WG	Inventory of the evolution of NRAs' roles	BEREC members and members without voting rights
	Survey on the national implementation and functioning of the general authorisation regime	BEREC members and members without voting rights, and other competent authorities
Roaming WG	Questionnaire for Intra-EU Communications BEREC benchmark data report	BEREC members and members without voting rights
	BEREC Analysis - Monitoring of measures in relation to Russia's full-scale invasion of Ukraine	BEREC members and members without voting rights
	Questionnaire for the BEREC Transparency and Comparability report	BEREC members and members without voting rights
	Questionnaire for BEREC Call for Input: M2M and (permanent) roaming	BEREC members and members without voting rights
	Questionnaire for the BEREC report on the evolution of roaming prices and volumes for the Western Balkan region (published as annex to BMK)	BEREC members and members without voting rights
	Survey of Call for Input on Roaming Regulation	BEREC members and members without voting rights
Open Internet WG	Ad hoc Questionnaire on obtaining even more detailed information on existing IP interconnections between the actors in the internet ecosystem	BEREC members and members without voting rights
	Questionnaire for the preparation of the BEREC Report on the implementation of the Open Internet Regulation 2024	BEREC members and members without voting rights

WG	Data collection subject	Addressees
	Questionnaire for Gathering Information on DNS Blocking for the Preparation of the Relevant Workshop Scheduled for June 2023	BEREC members and members without voting rights
Market and Economic Analysis WG	BEREC Questionnaire on the regulation of physical infrastructure access	BEREC members and members without voting rights
End Users WG	Opinion on Article 123 of the EECC - BEREC Questionnaire on End Users Rights 2024	BEREC members and members without voting rights, stakeholders
Remedies and Market Monitoring WG	Questionnaire to inform the BEREC “Report on Connectivity Indicators for the Digital Decade Policy Programme”.	BEREC members and members without voting rights
	Questionnaire to inform the BEREC “Implementation Report on the BEREC Guidelines on Geographical surveys of network deployments”	BEREC members and members without voting rights
Fixed Network Evolution WG	Questionnaire for fixed network operators with fibre to the building (FTTB) and in-building copper twisted pair	BEREC members and members without voting rights
	Questionnaire for operators of a hybrid fibre coax (HFC) network with fibre rolled out up to the building	BEREC members and members without voting rights
	Questionnaire about Article 5 of Gigabit Infrastructure Act Guidelines	BEREC members and members without voting rights
	Questionnaire about Article 11 of Gigabit Infrastructure Act Guidelines	BEREC members and members without voting rights
Cybersecurity 5GN WG	BEREC survey on Security and Resilience Workshop in November 2024	Stakeholders (Mobile Network Operators)
Wireless Network Evolution WG	Survey on the evolution of private and public 5G networks in Europe	BEREC members and members without voting rights

Annex I, Table 3: BEREC events by type supported by the BEREC Office in 2024 under activities 2.2 and 2.5 of the BEREC Office WP 2024

Type of event	Number of events supported	Number of experts reimbursed	Number of late payments	Additional comments
1. Plenary meetings of the BEREC BoR and high level workshops	4	115	0	
2. CN meetings	4	121	0	
3. Meetings with the EP or presentations at meetings organised by the Parliamentary committees	4	3	0	
4. Meetings and workshops with other EU bodies	2	1	0	
5. Public debriefings and engagement with BEREC stakeholders	5	48	0	Including the 12 th BEREC Stakeholder Forum
6. International events	7	6	0	
7. Events attended by the BEREC Chair and/or Vice-Chairs on behalf of BEREC and meetings between the Chair and Vice-Chairs	52	24	0	
Total	101	336	0	

Annex I, Table 4: Overview of the 2024 ordinary and extraordinary plenary meetings of the BoR and the MB, CN meetings, meetings of the BAG, high-level events with stakeholders and public debriefings

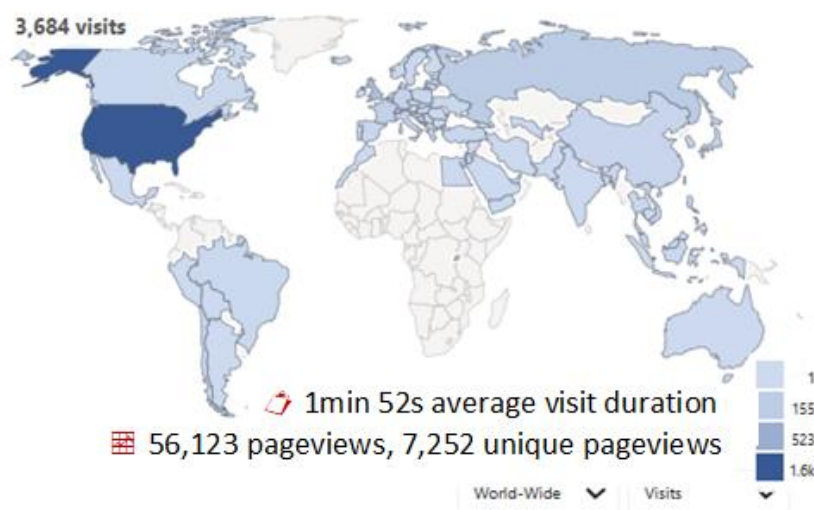
Date and place	Event	Agenda (if applicable)	Conclusions (if applicable)
8 February 2024, virtual meeting	1 st BAG meeting in 2024	n/a	n/a
15-16 February 2024, virtual meeting	1 st CN meeting in 2024	BEREC CN (24) 01	BEREC CN (24) 27
7 March 2024, virtual meeting	58 th BoR ordinary plenary meeting	BoR (24) 36	BoR (24) 56
7 March 2024, virtual meeting	58 th MB ordinary plenary meeting	MB (24) 23	MB (24) 31
13 March 2024, virtual meeting	Public debriefing on the outcomes of the 58 th BEREC plenary meetings	n/a	n/a
26 March 2024, Brussels, Belgium	BEREC Stakeholder Forum	n/a	n/a
10 May 2024, virtual meeting	2 nd BAG meeting in 2024	n/a	n/a
16-17 May 2024, hybrid meeting in Vienna, Austria	2 nd CN meeting in 2024	BEREC CN (24) 28	BEREC CN (24) 62
6 June 2024, hybrid meeting in Jurmala, Latvia	59 th BoR ordinary plenary meeting	BoR (24) 79	BoR (24) 108
7 June 2024, hybrid meeting in Jurmala, Latvia	59 th MB ordinary plenary meeting	MB (24) 51	MB (24) 65
12 June 2024, virtual meeting	Public debriefing on the outcomes of the 59 th BEREC plenary meetings	n/a	n/a
5 September 2024, virtual meeting	3 rd BAG meeting in 2024	n/a	n/a

Date and place	Event	Agenda (if applicable)	Conclusions (if applicable)
12-13 September 2024, hybrid meeting in Belgrade, Serbia	3 rd CN meeting in 2024	BEREC CN (24) 63	BEREC CN (24) 93
3 October 2024, hybrid meeting in Budapest, Hungary	60 th BoR ordinary plenary meeting	BoR (24) 133	BoR (24) 155
4 October 2024, hybrid meeting in Budapest, Hungary	60 th MB ordinary plenary meeting	MB (24) 76	MB (24) 86
9 October 2024, Brussels, Belgium	Public debriefing on the outcomes of the 60 th BEREC plenary meetings	n/a	n/a
7 November 2024, virtual meeting	4 th BAG meeting in 2024	n/a	n/a
14-15 November 2024, hybrid meeting in Athens, Greece	4 th CN meeting in 2024	BEREC CN (24) 94	BEREC CN (24) 140
5 December 2024, hybrid meeting Ljubljana, Slovenia	61 st BoR ordinary plenary meeting	BoR (24) 163	BoR (24) 192
6 December 2024, hybrid meeting in Ljubljana, Slovenia	61 st MB ordinary plenary meeting	MB (24) 89	MB (24) 104
11 December 2024, virtual meeting	Public debriefing on the outcomes of the 61 st BEREC plenary meetings	n/a	n/a

Annex I, Table 5: Overview of the ISP activities

By the end of 2024, 32 NRAs uploaded 907 links to documents. The materials, most frequently uploaded by the NRAs, were statistics and publications (43.4%), followed by consultation (21.5%).

#	Category	Active
1	Decision	170
2	Consultation	195
3	News/other	125
4	Analysis	21
5	Statistics/statistical reports/publications	394
6	CIRCA	1
7	EFIS	1
TOTAL ACTIVE:		907



Annex I, Image 1: Visitors activities for the ISP in numbers, 2024

Annex I, Table 6: BEREC WP deliverables or items prepared with the support of the BEREC Office in 2024

No	Document No	Documents on BEREC website
1	BoR (24) 19	BEREC Opinion on Meta's draft reference offer to facilitate WhatsApp interoperability under Article 7 of the Digital Markets Act
2	BoR (24) 23	BEREC comments on draft ENISA Report on CPE Cybersecurity
3	BoR (24) 37	BEREC Summary Report of the Workshop on Internet Of Things: Perspectives and Competition
4	BoR (24) 38	30th BEREC International Roaming Benchmark Data and Monitoring Report
5	BoR (24) 39	BEREC Summary report on the outcome of the public consultation on the draft BEREC Report on Member States' best practices to support the defining of adequate broadband internet access service
6	BoR (24) 40	BEREC Report on Member States' best practices to support the defining of adequate broadband internet access service
7	BoR (24) 41	BEREC Report on the outcome of the public consultation on the draft BEREC Guidelines detailing Quality of Service Parameters
8	BoR (24) 42	BEREC Guidelines detailing Quality of Service Parameters
9	BoR (24) 52	Draft BEREC Report on Cloud and Edge Computing Services
10	BoR (24) 51	Draft BEREC Report on the entry of large content and application providers into the markets for electronic communications networks and services
11	BoR (24) 57	BEREC Opinion on Phase II investigation pursuant to Article 32 of Directive (EU) 2018/1972 - Case MT/2024/2484 Wholesale physical and virtual infrastructure access market
12	BoR (24) 68	BEREC high-level position on artificial intelligence and virtual worlds
13	BoR (24) 78	BEREC Opinion on Meta's reference offer published in March 2024 to facilitate WhatsApp interoperability under Article 7 of the Digital Markets Act

No	Document No	Documents on BEREC website
14	BoR (24) 81	BEREC Report on the outcome of the public consultation on the draft BEREC Report on ICT sustainability for end-users
15	BoR (24) 82	BEREC Report on ICT sustainability for end-users: Empowering end-users through environmental transparency on digital products
16	BoR (24) 83	Summary of the BEREC external Workshop on ex-ante regulatory experience concerning commitments, wholesale-only undertakings and commercial agreements review
17	BoR (24) 84	BEREC Report on the outcome of the public consultation on the draft BEREC Report on the general authorisation and related frameworks for international submarine connectivity
18	BoR (24) 85	BEREC Report on the general authorisation and related frameworks for international submarine connectivity
19	BoR (24) 93	Draft BEREC Report on the IP Interconnection ecosystem
20	BoR (24) 96	Draft BEREC Report on M2M and permanent roaming
21	BoR (24) 97	BEREC Analysis Monitoring of the Joint Statement agreed between Ukraine and EU Operators
22	BoR (24) 100	BEREC's input to the EC public consultation on the White Paper "How to master Europe's digital infrastructure needs?"
23	BoR (24) 101	BEREC draft Opinion on the national implementation and functioning of the general authorisation, and on their impact on the functioning of the internal market, pursuant to Article 122, paragraph 3 EECC
24	BoR (24) 102	BEREC Report on WACC parameter calculations according to the European Commission's WACC Notice of 6th November 2019 (WACC parameters Report 2024)
25	BoR (24) 134	BEREC Report on the implementation of the Open Internet Regulation
26	BoR (24) 135	BEREC Report on the outcome of the public consultation on the draft BEREC Report on Cloud and Edge Computing Services
27	BoR (24) 146	Implementation report on the BEREC Guidelines on Geographical surveys of network deployments
28	BoR (24) 150	Draft BEREC Report on the evolution of private and public 5G networks in Europe

No	Document No	Documents on BEREC website
29	BoR (24) 151	Summary report: BEREC External Workshop about the Usage of Satellite Technologies in Mobile Communications
30	BoR (24) 137	Intra-EU communications BEREC Benchmark Report April 2023 - March 2024
31	BoR (24) 140	Summary Report on the BEREC Workshop on end-user rights
32	BoR (24) 138	BEREC Report on the outcome of the public consultation on the Draft BEREC Report on the entry of large content and application providers into the markets for electronic communications networks and services
33	BoR (24) 139	BEREC Report on the entry of large content and application providers into the markets for electronic communications networks and services
34	BoR (24) 136	BEREC Report on Cloud and Edge Computing Services
35	BoR (24) 178	Draft BEREC Report on the regulation of physical infrastructure access
36	BoR (24) 165	BEREC Report on M2M and permanent roaming
37	BoR (24) 167	Summary Report on BEREC internal workshop "Telecom regulators' role in the development and implementation of sustainability indicators in the ICT sector"
38	BoR (24) 166	BEREC Report Regulatory Accounting in Practice 2024
39	BoR (24) 187	BEREC Report on Connectivity Indicators for the Digital Decade Policy Programme
40	BoR (24) 181	Draft BEREC Progress Report on managing copper network switch-off
41	BoR (24) 186	Draft Report on Infrastructure Sharing as a lever for ECN/ECS Environmental Sustainability
42	BoR (24) 182	BEREC Report on the outcome of the public consultation on the draft BEREC WP 2025
43	BoR (24) 176	BEREC Report on the outcome of the public consultation on the draft BEREC Report on the IP Interconnection ecosystem

No	Document No	Documents on BEREC website
44	BoR (24) 164	BEREC Report on the outcome of the Public Consultation about the Draft BEREC Report on M2M and permanent roaming
45	BoR (24) 189	BEREC Report on the outcome of the public consultation on the draft BEREC Opinion on the national implementation and functioning of the general authorisation, and on their impact on the functioning of the internal market, pursuant to Article 122, paragraph 3 EECC
46	BoR (24) 177	BEREC Report on the IP Interconnection ecosystem
47	BoR (24) 190	BEREC Opinion on the national implementation and functioning of the general authorisation, and on their impact on the functioning of the internal market, pursuant to Article 122, paragraph 3 EECC
48	BoR (24) 180	BEREC Opinion on the market and technological developments and on their impact on the application of rights of end-users in the EECC (Article 123)
49	BoR (24) 188	BEREC Opinion on the methodology for the mapping of QoS coverage of Connectivity Indicators for the DDPP

Annex I, Table 7: Register of applications for access to BEREK/BEREC Office documents, 2024

No	Receipt of the initial application (date)	Type of document		Receipt of the confirmatory application, if applicable (date)	Decision taken (full disclosure, partial disclosure, refusal)	Reason(s) for refusal, if applicable
		BEREC document	BEREC Office document			
1	24/07/2024	x		n/a	Devoid of purpose	n/a

Annex II: Statistics on financial management

Annex II, Table 1: Revenue — appropriations

Revenues	Budget 2024	Corrigendum	New Appropriations 2024
1. Revenue from fees and charges	0	0	0
2. EU Subsidy	7,851,210.71	81,594.00	7,932,804.71
<i>2.a. of which “fresh” contributions in year 2024</i>	<i>7,819,314.00</i>	<i>81,594.00</i>	<i>7,900,908.00</i>
<i>2.b. of which assigned revenues deriving from previous year 2020 surplus</i>	<i>31,896.71</i>	<i>0.00</i>	<i>31,896.71</i>
3. Third countries contribution (incl. EFTA and candidate countries)	7,124.71	0	7,124.71
4. Other contributions⁵³	163,333.00	0	163,333.00
5. Administrative operations	33.35	0	33.35
<i>5.a. Of which interest generated by funds paid by the Commission by way of the EU contribution (FFR Art. 58)</i>	<i>0</i>	<i>0</i>	<i>0</i>
6. Revenues from services rendered against payment	0	0	0
7. Correction of budgetary imbalances	0	0	0
Total revenues	8,021,701.77	81,594.00	8,103,295.77

⁵³ Estimated voluntary contributions from Member States or from their NRAs. These contributions shall be used to finance specific items of operational expenditure as defined in an agreement to be concluded between the Office and the Member States of their NRAs.

Annex II, Table 2: Budgetary transfer 2024

BL No	Budget Line (BL) Description	VOTED BUDGET EUR	Transfer No. 1 – August 2024	Transfer No. 2 - September 2024	Transfer No. 3 – November 2024	Transfer No. 4 - December 2024	BUDGET WITH TRANSFERS EUR
1	STAFF EXPENDITURE	4,881,227.60	44,700.00	6,500.00	0.00	-1,317.20	4,931,110.40
1100	Temporary agents' salaries	2,283,472.00	-151,988.00	0.00	-24,241.97	0.00	2,107,242.03
1111	Contract staff and SNEs	1,944,600.00	0.00	0.00	636.69	-1.48	1,945,235.21
1200	Recruitment expenses	10,000.00	-8,000.00	0.00	-190.97	0.00	1,809.03
1300	Mission expenses, duty travel and other ancillary expenditure	80,000.00	0.00	0.00	14,023.71	0.00	94,023.71
1400	Medical service	15,000.00	-8,800.00	0.00	-2,089.00	0.00	4,111.00
1500	Training	56,000.00	0.00	6,500.00	-1,912.62	0.00	60,587.38
1600	External services	482,155.60	210,488.00	0.00	9,873.66	-5.22	702,512.04
1700	Representation, receptions and events, and miscellaneous staff expenses	10,000.00	3,000.00	0.00	3,900.50	-1,310.50	15,590.00
2	BUILDINGS, EQUIPMENT AND MISCELLANEOUS OPERATING EXPENDITURE	1,753,932.62	-7,000.00	-6,500.00	-37,922.54	2,503.79	1,705,013.87
2000	Rental of buildings	286,441.60	-28,000.00	-6,500.00	-28,170.30	-2,401.55	221,369.75
2100	Data processing and telecommunications	1,170,544.00	0.00	0.00	-5,311.67	4,938.29	1,170,170.62
2200	Movable property and associated costs	37,300.00	-10,000.00	0.00	13,416.36	-31.23	40,685.13
2300	Legal and other operational expenditure	231,647.02	31,000.00	0.00	-20,883.93	0.00	241,763.09
2400	Non-operational media and public relations	26,000.00	0.00	0.00	3,840.19	-1.72	29,838.47
2500	Non-operational meetings	2,000.00	0.00	0.00	-813.19	0.00	1,186.81
3	OPERATIONAL EXPENDITURE IN SUPPORT OF BEREC	1,297,644.49	-37,700.00	0.00	37,922.54	-1,186.59	1,296,680.44
3001	BEREC programme management support	838,895.19	0.00	0.00	-38,246.05	9,512.94	810,162.08
3101	Operation and strategic support to BEREC and NRAs	458,749.30	-37,700.00	0.00	76,168.59	-10,699.53	486,518.36
	TOTAL BUDGET	7,932,804.71					7,932,804.71

Annex II, Table 3: Expenditure C1**A. TITLE 1 – STAFF EXPENDITURE**

Official Budget Item	Budget Item Description	Appropriations Available	Commitment Accepted, EUR	% Committed	Payment Accepted, EUR	% Payment
A-1100	Temporary agents` salaries and allowances	2,107,242.03	2,107,242.03	100.00%	2,107,242.03	100.00%
A-1111	Contract staff and seconded national experts	1,945,235.21	1,945,235.21	100.00%	1,945,235.21	100.00%
A-1200	Recruitment expenses	1,809.03	1,809.03	100.00%	1,809.03	100.00%
A-1300	Mission expenses, duty travel and other ancillary expenses	94,023.71	94,023.71	100.00%	86,789.51	92.31%
A-1400	Medical service	4,111.00	4,111.00	100.00%	4,111.00	100.00%
A-1500	Training	60,587.38	60,587.38	100.00%	40,004.02	66.03%
A-1600	External services	702,512.04	702,512.04	100.00%	554,674.21	78.96%
A-1700	Representation and miscellaneous staff costs	15,590.00	15,590.00	100.00%	15,590.00	100.00%
TOTAL TITLE 1		4,931,110.40	4,931,110.40	100.00%	4,755,455.01	96.44%

B. TITLE 2 - BUILDINGS, EQUIPMENT AND MISCELLANEOUS OPERATING EXPENDITURE

Official Budget Item	Budget Item Description	Appropriations Available	Commitment Accepted, EUR	% Committed	Payment Accepted, EUR	% Payment
A-2000	Rental of buildings	221,369.75	221,369.75	100.00%	182,921.92	82.63%
A-2100	Information and Communication Technology and Security	1,170,170.62	1,170,170.62	100.00%	953,287.75	81.47%
A-2200	Movable property and logistic services	40,685.13	40,685.13	100.00%	28,957.81	71.18%
A-2300	Legal and other operational expenditure	241,763.09	241,763.09	100.00%	223,103.09	92.28%
A-2400	Non-operational media and public relations	29,838.47	29,838.47	100.00%	24,436.40	81.90%
A-2500	Non-operational meetings	1186.81	1186.81	100.00%	1186.81	100.00%
TOTAL TITLE 2		1,705,013.87	1,705,013.87	100.00%	1,413,893.78	82.93%

C. TITLE 3 - OPERATIONAL EXPENDITURE IN SUPPORT OF BEREC

Official Budget Item	Budget Item Description	Appropriations Available	Commitment Accepted, EUR	% Committed	Payment Accepted, EUR	% Payment
B 3001	Support to the BEREC WGs	310,666.89	310,666.89	100.00%	233,742.57	75.24%
B 3101	Other support activities to BEREC and NRAs	986,013.55	986,013.55	100.00%	664,328.18	67.38%
TOTAL TITLE 3		1,296,680.44	1,296,680.44	100.00%	898,070.75	69.26%

TOTAL BUDGET EXECUTION

TOTAL TITLE 1-3	7,932,804.71	7,932,804.71	100.00%	7,067,419.54	89.09%
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Annex II, Table 4: Expenditure C8 credits (C8/2024)

TITLE	Official Budget item	Budget Item Description	Carried over, EUR	Consumed, EUR	Cancelled, EUR	% Consumed
TITLE 1	A-1200	Mission expenses, duty travel expenses and other ancillary expenditure	6,650.00	6,650.00	0.00	100.00%
	A-1300	Mission expenses, duty travel expenses and other ancillary expenditure	21,964.17	21,172.59	791.58	96.40%
	A-1500	Training	13,699.35	13,699.35	0.00	100.00%
	A-1600	External services	108,965.19	105,882.72	3,082.47	97.17%
	TOTAL		151,278.71	147,404.66	3,874.05	97.44%
TITLE 2	A-2000	Rent of building and associated costs	24,009.97	22,453.43	1,556.54	93.52%
	A-2100	Information and communication technology and security	160,792.11	159,487.25	1,304.86	99.19%
	A-2200	Movable property and logistic services	87.69	52.70	34.99	60.10%
	A-2300	Legal and other operating services	93,846.24	93,846.24	0.00	100.00%
	A-2400	Non-operational media and public relations	203.33	203.32	0.01	100.00%
	TOTAL		278,939.34	276,042.94	2,896.40	98.96%
TITLE 3	B-3001	BEREC Programme Management Support	125,987.09	122,591.28	3,395.81	97.30%
	B-3101	Operation and strategic support to BEREC	349,131.88	334,223.26	14,908.62	95.73%
	TOTAL		475,118.97	456,814.54	18,304.43	96.15%
TOTAL C8:			905,337.02	880,262.14	25,074.88	97.23%

Annex II, Table 5: Expenditure C4 and C5 credits (C4; C5; R0/2024)

Fund source	Official Budget Item	Budget Item Description	Appropriations Available	Commitment	% Committed	Payment Accepted, EUR	% Payment
				Accepted, EUR			
C4	A-1600	External services	33.35	33.35	100.00%		
C5	A-1300	Mission expenses, duty travel expenses and other ancillary expenditure	249.00	249.00	100.00%	249.00	100.00%
C5	A-1600	External services	3,857.11	3,857.11	100.00%		
C5	A-2200	Movable property and logistic services	721.41	721.41	100.00%	721.41	100.00%
R0	A-1600	External services	234,218.54	164,740.26	70.34%	157,792.98	67.37%
R0	A-3101	Operation and Strategic Support to BEREC	7,124.71				
	TOTAL C4,C5, R0		246,204.12	169,601.13	68.89%	158,763.39	64.48%

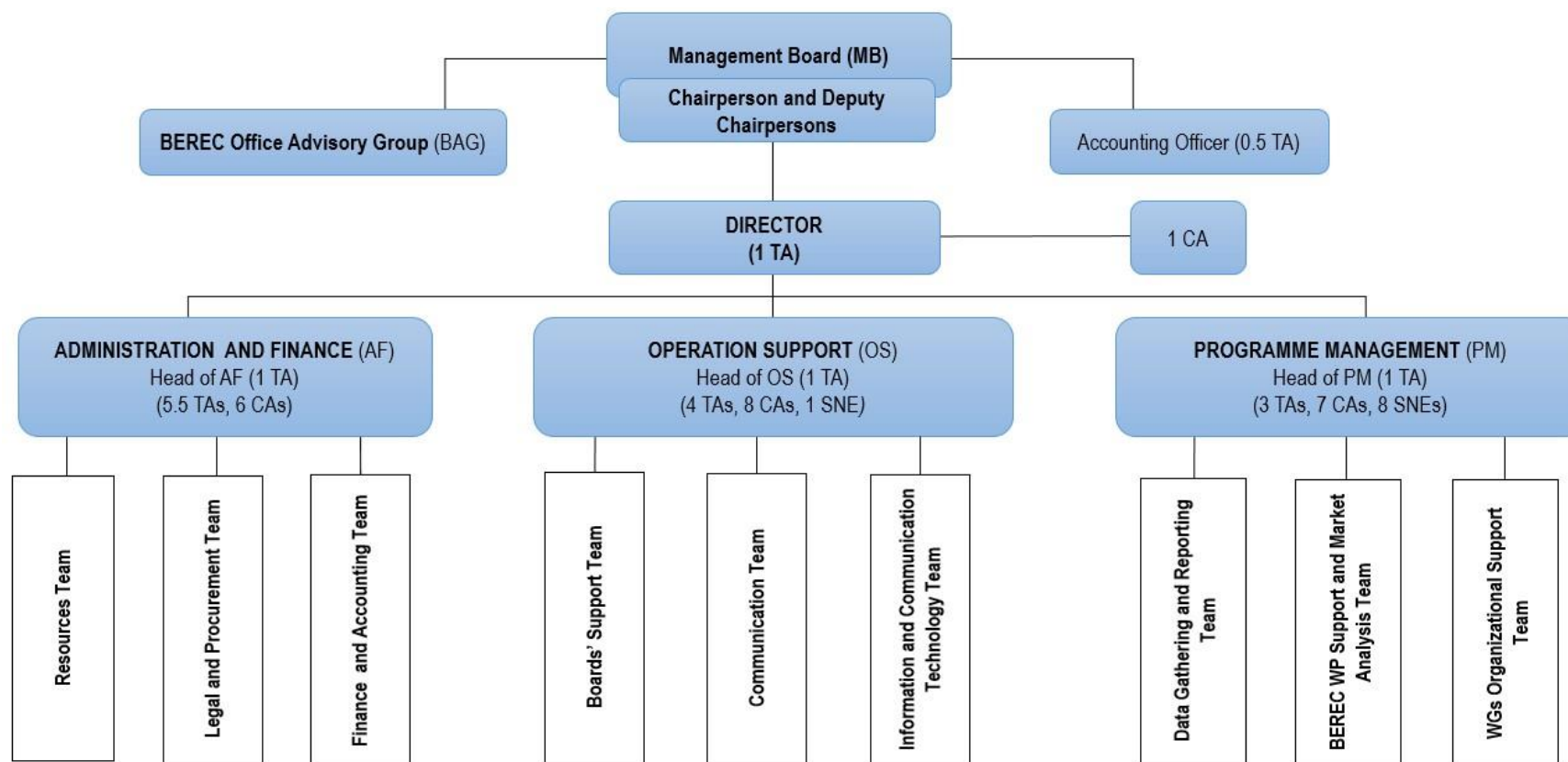
Annex II, Table 6: Payment times 2024

Legal Times									
Maximum Payment Time (Days)	Total Nbr of Payments	Nbr of Payments within Time Limit	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)	Late Payments Amount	Percentage
1	1				1	100.00 %	8	382.4	100.00. %
6	2				2	100.00 %	14	2,169.9	100.00. %
7	1	1	100 %	7				0	0.00. %
14	3	2	67 %	11	1	33.33 %	17	302.5	4.93. %
23	1	1	100 %	10				0	0.00. %
30	1079	1062	98 %	11.8	17	1.58 %	38	200,120.2	5.29. %
38	1	1	100 %	11				0	0.00. %
40	1	1	100 %	11				0	0.00. %
45	16	16	100 %	16.5				0	0.00. %
60	6	6	100 %	11.8				0	0.00. %
Total Number of Payments	1111	1090	98.11 %		21	1.89 %		202,974.9	5.04. %
Average Net Payment Time	12.3			11.9			33.3		
Average Gross Payment Time	12.4			12.0			33.3		

Suspensions								
Average Report Approval Suspension Days	Average Payment Suspension Days	Number of Suspended Payments		% of Total Number	Total Number of Payments	Amount of Suspended Payments	% of Total Amount	Total Paid Amount
0	10	7		0.63 %	1111	23,976.03	0.59 %	4,030,586.58

No late interest was paid by the BEREK Office in 2024

Annex III: Organisational chart of the BEREC Office⁵⁴



Abbreviations:

TA – temporary agent; CA – contract agent; SNE – seconded national expert

⁵⁴ Valid from 01.01.2024

Annex IV: Establishment plan

Annex IV, Table 1: Information about authorised and filled posts in 2022-2024

Temporary agents						
Function group(FG) and grade	2022		2023		2024	
	Authorised under the EU budget	Filled as of 31.12.2022	Authorised under the EU budget	Filled as of 31.12.2023	Authorised under the EU budget	Filled as of 31.12.2024
AD 16						
AD 15						
AD 14	1	1	1	1	1	1
AD 13						
AD 12			1		1	
AD 11	1	1	1	2	1	2
AD 10	2	1	2	1	2	1
AD 9	3	3	3	2	1	2
AD 8	2		2		3	
AD 7	1	3	3	5	4	6
AD 6	2	3	1	2	1	1
AD 5	1	1		1		1
Total grade AD	13	13	14	14	14	14
AST 11						
AST 10						
AST 9						
AST 8						
AST 7	1		1		1	
AST 6	1	1	1	1	1	1
AST 5	1	1	1			
AST 4					1	
AST 3		1		2		2
AST 2						

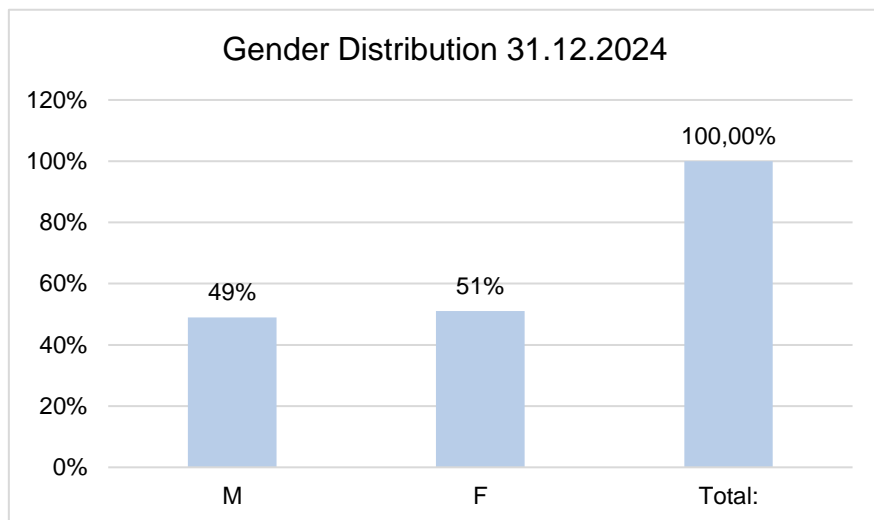
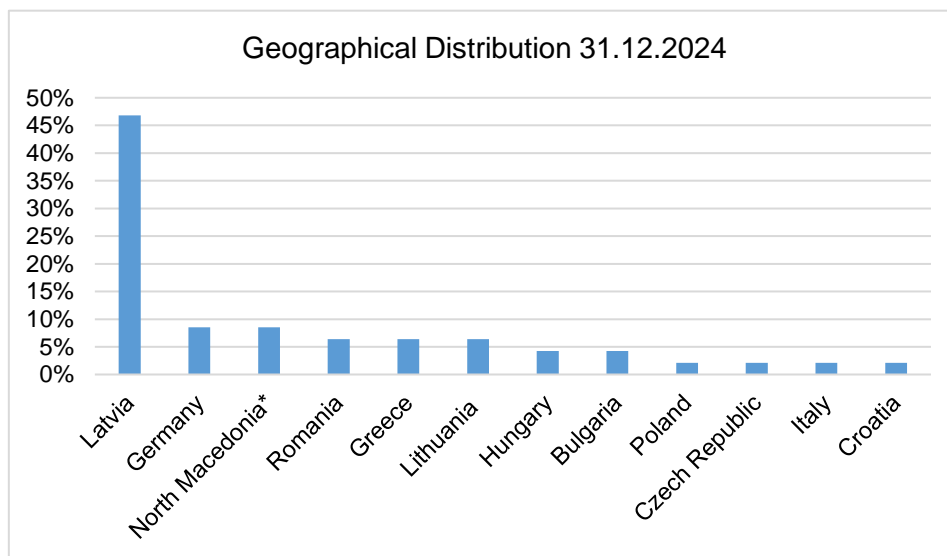
Temporary agents						
Function group(FG) and grade	2022		2023		2024	
	Authorised under the EU budget	Filled as of 31.12.2022	Authorised under the EU budget	Filled as of 31.12.2023	Authorised under the EU budget	Filled as of 31.12.2024
AST 1						
Total grade AST	3	3	3	3	3	3
AST/SC6						
AST/SC 5						
AST/SC 4						
AST/SC 3						
AST/SC 2						
AST/SC 1						
Total grade AST/SC						
GRAND TOTAL	16	16	17	17	17	17

Annex IV, Table 2: Information on the entry level for each type of post: indicative table:

Key functions	Type of contract (official, TA or CA)	FG, grade of recruitment ⁵⁵	Indication whether the function is dedicated to administration support or operations
CORE FUNCTIONS			
Director (Level 1)	TA	AD 14	TOP COORD — FIN/CONT
Head of Unit — Administration and Finance (Level 2)	TA	AD 9	RES DIR/HoA — FIN/CONT
Head of Unit — Programme Management (Level 2)	TA	AD 9	TOP COORD
Head of Unit — Operation Support (Level 2)	TA	AD 9	TOP COORD
Senior Officer — Senior Programme Manager, Team Leader (Level 3)	TA	AD 7	GEN OPER
Senior Officer — Accounting Officer, Team Leader (Level 3)	TA	AD7	FIN/CONT
Senior Officer — Legal and Data Protection Officer (Level 3)	TA	AD 7	LEGAL — GEN OPER
Administrator — Team Leader Resources (Level 3)	TA	AD 6	HR
Administrator — Team Leader, Legal and Procurement (Level 3)	TA	AD 6	FIN/CONT — PGM M/IMPL
Administrator — Team Leader, ICT (Level 3)	TA	AD 6	PGM M/IMPL
Administrator — Team Leader, Boards' Support, Document Management Officer (Level 3)	TA	AD 6	GEN OPER — TOP COORD
Administrator — Team Leader Communications (Level 3)	TA	AD6	PGM M/IMPL
Officer — Local Security Officer (Level 3)	TA	AD 5	LOG - ICT
SNE — Programme Manager (Level 3)	SNE	SNE	PGM M/IMPL
SNE — Boards' Support Officer (Level 3)	SNE	SNE	GEN OPER

⁵⁵ Entry level for external selection

Officer — Advisor/Assistant to Director (Level 2 - reporting directly to level 1)	CA	FGIV	GEN OPER- T/OP COORD
Officer — Data Analyst (Level 3)	CA	FGIV	PGM M/IMPL
Officer — Communication Officer (Level 3)	CA	FG IV	PGM M/IMPL
Officer — ICT Officer (Level 3)	CA	FGIV	ICT — PGM M/IMPL
Officer — Support Officer in Programme Management Unit (Level 3)	CA	FG IV	PGM M/IMPL
Officer — Administrative Support Officer in Programme Management Unit (Level 3)	CA	FG IV	PGM M/IMPL
Officer — Finance and Procurement Officer (Level 3)	CA	FG IV	FIN/CONT — PGM
Officer — HR Officer (Level 3)	CA	FG IV	HR - FIN/CONT
Officer — Budget and Reporting Officer (level 3)	CA	FG IV	FIN/CONT
Assistant — Programme Management Assistant (Level 3)	TA	AST 3	PGM M/IMPL
Assistant — Budget and Finance Assistant, Mission Officer (Level 3)	TA	AST 3	FIN/CONT
Assistant — Finance and Accounting Assistant (Level 3)	TA	AST 3	FIN/CONT
Assistant — Communications Assistant (Level 3)	CA	FGIII	PGM M/IMPL
Assistant — ICT Assistant (Level 3)	CA	FG III	ICT — PGM M/IMP
Assistant — ICT infrastructure specialist (Level 3)	CA	FG III	ICT — PGM M/IMP
Assistant — HR Assistant (Level 3)	CA	FG III	HR
Assistant — Facilities Assistant (Level 3)	CA	FG III	LOG - FIN/CONT
Assistant — Financial Assistant (Level 3)	CA	FG II	– FIN/CONT
Assistant — Boards' Support Assistant (Level 3)	CA	FG II	GEN OPER
Assistant — Event Management and Administrative Assistant (Level 3)	CA	FG II	PGM M/IMPL
Assistant — ICT Support Agent (Level 3)	CA	FG II	ICT — PGM M/IMPL

Annex IV, Table 3: Information on the gender distribution of staff**Annex IV, Table 4: Information on the geographical distribution of staff**

* Western Balkan country, whose NRA has signed working arrangement with the BEREC Office pursuant to Article 35 of Regulation (EU) 2018/1971

Annex IV, Table 5: Benchmarking against previous year's results

Job type (sub)category	2022 (%) ⁵⁶	2023 (%) ⁵⁷	2024 (%)
Administrative support and coordination	10.63	10.42	10.42
Administrative support	9.57	9.38	9.38
Coordination	1.06	1.04	1.04
Operational	73.41	71.87	71.87
Top-level operational coordination	7.45	7.29	7.29
Programme management and implementation	48.94	46.88	46.88
Evaluation and impact assessment	0	0	0
General operational	17.02	17.71	17.71
Neutral	15.96	17.71	17.71
Finance/control	15.96	17.71	17.71
Linguistics	0	0	0

⁵⁶ The data take into account the redistribution of tasks and the reorganisation of work implemented in 2020

⁵⁷ The data takes into account the new Organizational Chart which entered into force on 1 September 2023 as well as the new job profile as Data Analyst

Annex IV, Table 6: Flexitime recuperation days taken per grade

FG and grade	Flexitime recuperation (days)
Contract Agents	60,5
FG IV	41,5
FG III	16,5
FG II	2,5
Temporary Agents	63
AD 9	1,5
AD 7	39
AD 6	18
AST 6	1
AST 3	3,5
Total (CAs & TAs)	123,5

Annex IV, Table 7: Implementation of the Multiannual plan for access to measures of social nature in 2024

No	ACTION DESCRIPTION	ACTORS	Budget forecast EUR ⁵⁸	Budget Spent in 2024 EUR	Report for 2024 (short overview of the implementation)
1	Use best practices for social measures implemented by the European Commission (EC) (including by analogy, where feasible) or by other EU bodies	Administration and Finance Unit, in close cooperation with the Staff Committee	40,000	0 ⁵⁹	The BEREC Office applies the best practices implemented by the EC or by other EU bodies. As a result, the BEREC Office staff members currently have the following entitlements: maternity leave, paternity leave, parental leave, financing kindergarten and nursery tuition for the dependent children of staff, assistance with the cost of home care and care for sick children, flexi-time work arrangements as well as legal services for staff on private matters.
2	Provide legal advice to statutory staff and SNE on private matters in areas governed by Latvian laws such as Civil law, Consumer law, Tax law, Real estate law, Administrative law, Labour law	Administration and Finance Unit	20,000	805.00	In 2024 the Agency's expenditure amounts to 805.00 EUR for the provision of legal services to staff private matters in areas governed by Latvian laws such as Civil law, Consumer law, Tax law, Real estate law, Administrative law, Labour law. 9 out of 48 BEREC Office staff members benefited from the provision of legal advice on private matters in 2024.
3	Facilitate the application of more favourable conditions for commercial services in the market for the staff, including private health service providers	Liaison Office in cooperation with Administration and Finance Unit and the Staff Committee	No budgetary implication	N/A	The BEREC Office has received special offers from: - 5 medical centres, where the staff can undergo medical check-ups and receive other medical services; - 2 commercial banks, which facilitate bank account opening for staff and their family members; - 1 telecommunications company with discount for their services to the family members of the staff; - 1 catering company offering discount for lunch next door the office and couple of restaurants offering discounts from their regular menu, subject to availability.
4	Continue to support access to kindergartens and nurseries by undertaking the following steps:				

⁵⁸ Preliminary calculation for the whole period 2023-2027 on the basis of the current practices at the Commission⁵⁹ No requests for assistance with the costs of home care and care for dependent children were submitted during the course of 2024 and therefore no budget was used for this purpose

No	ACTION DESCRIPTION	ACTORS	Budget forecast EUR ⁵⁸	Budget Spent in 2024 EUR	Report for 2024 (short overview of the implementation)
	a. support in registration with the Latvian authorities as per the requirements of the local legislation;	a. Liaison Office	No budgetary implication	N/A	In relation to IAI/2023/02 BEREC Office schooling, the Liaison Office continued to assist staff sharing the guidelines on how to declare their place of residence in their municipalities. As declaration of residence is possible only after registration with Office of Citizenship and Migration Affairs (OCMA), during 2024, Liaison Office assisted two staff members to register or renew their registration at OCMA. Cases from 2023 with registration of non-EU citizens were left open until more favourable rules of local legislation. In addition, the Liaison Office facilitated the receipt of long-term stay visa from the Ministry of Foreign Affairs for 3 BEREC Office staff members and 5 members of their families (7 persons in total) for the year 2024.
	b. support in obtaining the municipality grant;	b. Liaison Office	No budgetary implication	N/A	During the course of 2024, all the staff members whose children have been enrolled in the kindergarten received the municipality grant, and no other help was requested other than registering at the OCMA.
	c. to ensure equal treatment of all staff, provision of financial support by the BEREC Office for kindergartens and nurseries in the event of justified refusal of the Latvian authorities to pay the municipal grant for the children of BEREC Office staff; the an amount of the financial contribution shall be corresponding to the amount to the paid for Latvian local authorities.	c. Administration and Finance Unit	7 500 ⁶⁰	0	In 2024, all the staff members whose children were enrolled in the kindergarten received the municipality grant/co-financing and therefore there were no requests from staff form contribution from the BEREC Office budget.

⁶⁰ Applicable only to point c

No	ACTION DESCRIPTION	ACTORS	Budget forecast EUR ⁵⁸	Budget Spent in 2024 EUR	Report for 2024 (short overview of the implementation)
5	<p>Implement measures aimed at creating and maintaining a supportive and healthy work environment that enables staff members to have balance between work and personal responsibilities.</p> <p>The following work-private life balance possibilities will be therefore enhanced on the basis of the applicable rules:</p> <ul style="list-style-type: none"> - hybrid working which includes teleworking from the place of employment and working from the office under flexi time arrangement as well as – teleworking from outside the place of employment - unpaid leave, maternity and paternity leave - special working arrangement for breastfeeding 	Administration and Finance Unit, in close cooperation with the line managers of staff and the Staff Committee, if and where needed	To be financed from the respective budget line for the specific type of expenditure within the available appropriations authorised by the MB.	59,712.00 ⁶¹	<p>Following the adoption by analogy of the Commission Decision of 24.03.2022 on working time and hybrid working, the flexible working time arrangements have become the default working time arrangements at the BEREK Office.</p> <p>In 2024 the staff members used 3,918 days of telework from the place of employment (e.g. on average a staff member made use of 97 days of telework from the place of employment).</p> <p>The above-mentioned Decision allows also telework from outside the place of employment, an entitlement that did not exist previously. In 2024, 330 days of telework outside the place of employment have been were granted as follows:</p> <ul style="list-style-type: none"> - 180 days – telework outside place of employment; – 150 days – exceptional telework outside place of employment. <p>During the same period, the Agency's staff were granted a total of 123, 5 days of flexitime recuperation.</p> <p>In 2024, none of the staff used unpaid leave and one staff member was granted paternity leave amounting to 5.5 days. 1 SNE benefited from maternity leave with no financial impact (no allowances were paid). <u>In 2024 6 staff members benefited from parental leave and 2 staff members benefited from maternity leave, amounting to 59,248.00 EUR and 510 days.</u></p> <p>In 2024 no special working arrangements were made for breastfeeding. However, respective staff is entitled up to 2 hours a day which is considered as a working time and it has to be agreed in advance with the line manager.</p>

⁶¹ Out of which EUR 464.00 paid to the Medical service for consultation and occupational medicine

No	ACTION DESCRIPTION	ACTORS	Budget forecast EUR ⁵⁸	Budget Spent in 2024 EUR	Report for 2024 (short overview of the implementation)
	- encourage staff to make use of the preventive medical measures via appropriate information and communication campaigns, such as annual medical check-up and health screening programme of the JSIS	Administration and Finance Unit, in close cooperation with the line managers of staff and the Staff Committee, if and where needed	To be financed from the respective budget line for the specific type of expenditure within the available appropriations authorised by the MB.	0 ⁶²	In line with the provisions of the Staff Regulations (SR) and Conditions of Employment of Other Servants (CEOS) the Agency encourages staff members to undergo the mandatory annual check-up. To this end, the agency concluded four SLAs with private health care providers based in Riga Latvia, which among others offers the possibility of undergoing the annual medical check-up in accordance with the requirements of the PMO in terms of the medical tests to be carried out. Unfortunately, as of 2023, the handling of the reimbursement of the annual check's costs has changed in comparison with previous practice. The PMO reimburses only 85% of the costs incurred by the staff members in regards to the required analyses included in the annual check and a flat rate of the appointment with the occupational doctor, which is less than the 85% if the medical check is carried out outside Brussels Medical Office. From the Agency point of view, conducting the medical check in Brussels Medical office in order for the staff members to be fully reimbursed is not an option, as this would entail additional significant costs (travel, accommodation and per-diems allowance). Consequently, the Agency approached the PMO and also raised the issue to the EU Network of Agencies. For the time being, the issue is still pending.
	- ensure the possibility to practice physical activities at work (incl. by making use of the measures under point 1 and 2 above)	Administration and Finance Unit, in close cooperation with the line managers of staff and the Staff Committee, if and where needed	To be financed from the respective budget line for the specific type of expenditure within the available appropriations	EUR 2,977.32	Following on the results of a staff survey conducted by the Staff Committee a social staff corner has been established within the Agency's premises. As a result, appropriate furniture part was purchased. The primary aim of this Social Corner is to enhance social interaction among staff in a relaxed and welcoming environment, thereby supporting mental health and overall wellbeing. Additionally, the space is intended to facilitate informal communication, which can strengthen relationships between colleagues and foster team bonding. By

⁶² During the course of 2024 no staff members attended annual medical check-ups and therefore no budget was used for this purpose

No	ACTION DESCRIPTION	ACTORS	Budget forecast EUR ⁵⁸	Budget Spent in 2024 EUR	Report for 2024 (short overview of the implementation)
			authorised by the MB.		encouraging short, healthy breaks from interrupted work, the Social Corner also contributes to a better work-life balance.
6	Until the establishment of accredited European School in Riga in line with the provisions of the HQA concluded between BEREC Office and Latvian Government, pay jointly with the Latvian Government (as per the conditions of the SLA) the tuition fees for the children of statutory staff and SNEs who wish to enrol their children in the international schools with which the BEREC Office has concluded agreements.	Administration and Finance Unit in cooperation with the Latvian Ministry of Education and Science and the Liaison Office	1,760,000 / 960,000 ⁶³	563,007.00 ⁶⁴ / 396,170.00 ⁶⁵	<p>As a temporary measure until the establishment of accredited European school in Latvia, the BEREC Office concluded 6 agreements for provision of schooling to the children of the BEREC Office staff in English, French and German.</p> <p>In the calendar year 2024, 23 children of BEREC Office statutory staff and SNEs were enrolled in 4 international schools (International School of Latvia (9), Exupery International school (1), International School of Riga (11), King's College (2)) under the agreements concluded by the BEREC Office. The total schooling costs for 2024 amounted to EUR 563,007.00. Out of this amount, the Latvian Government contributed to the BEREC Office budget with EUR 163,333.00 and EUR 3,504.00 were received as municipality grant/co-financing.</p> <p>The final expense for schooling under the agreements with the</p>

⁶³ Indicative amount (based on 2023 prices). The higher amount includes the full cost of the measure, incl. the voluntary contribution from the Latvian Government, whereas the lower amount indicates the cost to be covered by the BEREC Office budget, excluding the contribution of the Latvian Government. The statutory staff using the measure will not be entitled to education allowance, which will lead to savings in the salary expenditure.

⁶⁴ From which 79350.00 EUR subject to [Amendment No 1 to 2024 Budget and Establishment Plan of the Agency for Support for BEREC \(BEREC Office\)](#) for the school year 2025/2026 for the months covering August – December 2025

⁶⁵ The higher amount includes the full cost of the measure, incl. the voluntary contribution from the Latvian Government, whereas the lower amount indicates the cost to be covered by the BEREC Office budget, excluding the contribution of the Latvian Government. The statutory staff using the measure will not be entitled to education allowance, which will lead to savings in the salary expenditure.

No	ACTION DESCRIPTION	ACTORS	Budget forecast EUR ⁵⁸	Budget Spent in 2024 EUR	Report for 2024 (short overview of the implementation)
					international schools in Latvia for the BEREC Office budget, therefore, amounted to EUR 396,170.00.
Total expenditure for the BEREC Office budget for 2024				459,664.32	<p>The direct expenditure covered by the BEREC Office budget for social welfare measures in 2024 amount to EUR 459,664.32.</p> <p>This amount does not include any indirect expenditure, such as salaries of staff involved in those activities or rent / utility costs for premises used for social welfare activities.</p>

Annex V: Human and financial resources by BEREC Office activity

Annex V, Table 1: Human and financial resources by BEREC Office activity

BEREC Office activity in 2024	Financial resources used ⁶⁶	FTEs used
Operational	€ 4,202,221.00	29.56
1.1. Support to BEREC WGs including Phase 2 cases	€ 2,243,321.33	19.04 ⁶⁷
1.2. High level meetings Board's secretariat	€ 674,288.56	3.21 ⁶⁸
1.3. ICT support to BEREC	€ 649,840.58	4.04
1.4. Information gathering and distribution	€ 68,090.45	0.07
1.5. BEREC Communications activities	€ 566,680.07	3.20 ⁶⁹
Horizontal	€ 3,730,583.71	19.49
2.1. Coordination activities	€ 808,159.52	4.75 ⁷⁰
2.2. Legal advice, data protection and procurement	€ 349,796.28	2.97
2.3 Finance and Accounting	€ 378,402.61	3.27 ⁷¹
2.4. HR Management	€ 265,803.09	3.41 ⁷²
2.5. ICT, security, logistics and document management	€ 1,928,422.21	5.09
Total Activities	€ 7,932,804.71	49.05

⁶⁶ Amounts committed on 31/12/2024

⁶⁷ Including 0.92 interim workers for replacement of 1 vacant post

⁶⁸ Including 0.92 interim worker for covering 1 staff member on long term leave

⁶⁹ Including 0.95 interim worker for specific project/missing capacity in the area of Communications Activities

⁷⁰ Including 0.08 missing capacity for specific project/missing capacity in the area of Communications Activities

⁷¹ Including 0.26 FTE interim for replacement of 1 vacant post

⁷² Including 1.14 FTE interim covering long term leave and 1 vacant post

Annex VI: Specific annexes related to Part II

Annex VI, Table 1: 2024 electronic voting procedures of the MB of the BEREC Office

№	Subject	Comments Round		Voting Round		Adopted document
		Start	End	Start	End	
1.	Decision of the MB of the Agency for Support for BEREC (BEREC Office) to establish a Procedure to address requests of NRAs of third countries to participate in the work of the Body of European Regulators for Electronic Communications (BEREC)	18 January 2024	24 January 2024	26 January 2024	1 January 2024	MB/2024/03
2.	Decision of the BEREC Office MB on the appointment of the ENG Co-Chairs for 2024-2025	19 January 2024	24 January 2024	25 January 2024	29 January 2024	MB/2024/01
3.	Decision of the MB of the Agency for Support for BEREC (BEREC Office) to establish Working Arrangements between the NRAs of Ukraine and the Body of European Regulators for Electronic Communications (BEREC)	22 January 2024	25 January 2024	26 January 2024	1 January 2024	MB/2024/04
4.	Decision of the MB of the Agency for Support for BEREC ('BEREC Office') on the adoption of the draft SPD of the BEREC Office Activities for the period 2025-2027	24 January 2024	25 January 2024	29 January 2024	31 January 2024	MB/2024/02
5.	Decision of the MB of the Agency for Support for BEREC ('the BEREC Office') on the appointment of the Co-Chair of the ENG for Sustainability	06 February 2024	08 February 2024	09 February 2024	13 February 2024	MB/2024/05
6.	Decision of the MB of the Agency for Support for BEREC (BEREC Office) on the temporary occupation of the post of BEREC Office Director	n/a	n/a	28 March 2024	29 March 2024	MB/2024/07

7.	Decision of the MB of the Agency for Support for BEREC ('the BEREC Office') on the appointment of the Co-Chair of the ENG for Sustainability	29 April 2024	2 May 2024	3 May 2024	7 May 2024	MB/2024/08
8.	Declaration of Interests Director ad interim of the BEREC Office		8 May 2024	13 May 2024	20 May 2024	Ares(2024)2970668
9.	Decision of the BEREC Office MB on the Appointment of the BEREC Office Director	29 April 2024	8 May 2024	13 May 2024	20 May 2024	MB/2024/09
10.	Consolidated Annual Activity Report of the BEREC Office & Final Accounts 2023	13 June 2024	19 June 2024	21 June 2024	27 June 2024	MB (24) 71
11.	Decision of the MB of the Agency for Support for BEREC ('BEREC Office') on the adoption of the final SPD of the BEREC Office for the period 2025-2027	12 December 2024	13 December 2024	16 December 2024	17 December 2024	MB/2024/15

Annex VI, Table 2: Overview of public documents adopted in 2024 by the MB of the BEREC Office Decisions

Document number	Document date	Document title/hyperlink to document
MB/2024/01	29/01/2024	Decision No MB/2024/01 of the MB of the Agency for Support for BEREC ('the BEREC Office') on the appointment of the Co-Chairs of the ENG
MB/2024/02	30/01/2024	Decision No MB/2024/02 of the MB of the Agency for Support for BEREC ('BEREC Office') on the adoption of the draft SPD of the BEREC Office for the period 2025-2027
MB/2024/03	31/01/2024	Decision No MB/2024/03 of the MB of the Agency for Support for BEREC (BEREC Office) to establish a Procedure to address requests of NRAs of third countries to participate in the work of the Body of European Regulators for Electronic Communications (BEREC)
MB/2024/04	31/01/2024	Decision No MB/2024/04 of the MB of the BEREC Office to establish Working Arrangements between the NRAs of Ukraine and the Body of European Regulators for Electronic Communications (BEREC)
MB/2024/05	13/02/2024	Decision No MB/2024/05 of the MB of the BEREC Office on the appointment of the Co-Chair of the ENG for Sustainability
MB/2024/06	07/03/2024	Decision No MB/2024/06 of of the MB of the BEREC Office on the approval of the Greening Action Plan for BEREC and for the BEREC Office
MB/2024/07	29/03/2024	Decision No MB/2024/07 of the MB of the BEREC Office on the temporary occupation of the post of BEREC Office Director
MB/2024/08	07/05/2024	Decision No MB/2024/08 of the MB of the BEREC Office on the appointment of the ENG SUST Co-Chair
MB/2024/09	20/05/2024	Decision MB/2024/09 of the MB of the BEREC Office on the Appointment of the BEREC Office Director
MB/2024/10	07/06/2024	Decision MB/2024/10 of the MB of the BEREC Office on the designation of the Reporting Officers of the BEREC Office Director for the probationary and management trial period
MB/2024/11	07/06/2024	Decision No MB/2024/11 of the of the MB of the BEREC Office accepting the application of National Regulatory Authority for Electronic Communications and Information Technology of the Republic of Moldova (ANRCETI) to become Participant without voting rights

Document number	Document date	Document title/hyperlink to document
MB/2024/12	07/06/2024	of the MB of the BEREC Office on the request for the Commission agreement for derogation from implementing rules to the staff regulations
MB/2024/13	04/10/2024	Decision No MB/2024/13 of the MB of the BEREC Office on the application of Public Services Regulatory Commission of the Republic of Armenia (PSRC) to become Participant without voting rights
MB/2024/14	06/12/2024	Decision MB/2024/14 of the MB of the BEREC Office on the adoption of the Amendment No 1 of the BEREC Office Budget and Establishment Plan for 2024 and SPD of the BEREC Office for the period 2024-2026
MB/2024/15	17/12/2024	Decision MB/2024/15 of the MB of the BEREC Office on the adoption of the final Single Programming Document of the BEREC Office for the period 2025-2027

Opinions

Document number	Document date	Document title/hyperlink to document
MB (24) 72	27 June 2024	Opinion of the of the MB of the BEREC Office on the Final accounts for 2023

BEREC Office SPD

Document number	Document date	Document title/hyperlink to document
MB (24) 06	31 January 2024	Draft SPD of the BEREC Office for 2025-2027
MB (24) 101	06 December 2024	Amendment 1 to SPD of the BEREC Office for the period 2024-2026
MB (24) 106	18 December 2024	SPD of the BEREC Office for the period 2025-2027

BEREC Office Budget

Document number	Document date	Document title/hyperlink to document
MB (24) 102	06 December 2024	Amendment No 1 to 2024 Budget and Establishment Plan of the BEREC Office
MB (24) 107	18 December 2024	BEREC Office Budget and Establishment Plan for 2025

BEREC Office Consolidated Activity Report

Document number	Document date	Document title/hyperlink to document
MB (24) 71	27 June 2024	2023 Consolidated Annual Activity Report of the BEREC Office

Annex VII: Final annual accounts

Presented in a separate file.

Annex VIII: Environment management

In 2024, the BEREC Office made progress in implementing actions outlined in the Greening Action Plan which was formally adopted by the BEREC Office MB in March, demonstrating the Agency's commitment to reducing its environmental footprint. This plan, which aims to achieve climate neutrality in the BEREC Office operation by 2030, sets out a range of actions to reduce GHG emissions and promote sustainable practices.

One more key highlight of 2024 was the adoption of the EUAN's Charter on the reduction of greenhouse gas emissions and responsible environmental management in December by the MB. This charter is an important milestone in the work of the EUAN's Greening Network (EUAN GN) and was adopted by the heads of agencies in early 2024. It reaffirms the Agency's dedication to reducing its environmental impact and promoting sustainable practices. The Charter outlines a set of principles and commitments for EU agencies to follow in order to reduce their GHG emissions and promote responsible environmental management.

The BEREC Office has continued to work on the reduction of its GHG emissions from travel, which is a significant contributor to its environmental footprint. The Agency has been promoting the use of videoconferencing and other digital technologies to reduce the need for travel, and has been working to optimise its travel arrangements to minimise emissions. However, since normal activities resumed and the number of physical BEREC meetings increased post-pandemic, so have inevitably the travel emissions of the BO staff supporting these meetings.

The other main sources of emissions from the BEREC Office's operations are emissions related to the office premises, such as heating and electricity. Even though the Agency does not own its premises and despite the historical constraints of the building, it has taken steps to improve the thermal insulation of its premises and reduce energy use, such as installing insulated glazing to lower energy costs. To optimise electricity consumption, low energy use solutions were chosen to comply with the European Directive on the energy performance of buildings. Additionally, at the end of 2023, the total office space occupied by the BEREC Office in the building was reduced by giving up one of the three floors, equivalent to 80 m² and approximately 5% of the total office space. This will further contribute to a lower total heating and electricity consumption in 2024.

For BEREC, emissions remain significantly below pre-pandemic levels, because the number of in-person meetings of BEREC WGs is much lower, and so is the number of participants per meeting. This is due to the well accepted hybrid and online meeting IT solutions provided by the BEREC Office.

In terms of waste management, the BEREC Office has significantly reduced its paper consumption in recent years and continues on its path of becoming a paperless administration. The adoption of the EC electronic document management system HAN (Hermes-Ares-NomCom) and of other electronic management systems, such as the EC mission processing system (MiPS) or the electronic procurement portal e-Submission, has effectively eliminated the demand for paper files in internal processes. Furthermore, the BEREC Office continues its waste collection of 100% for glass, paper and plastics. The BEREC Office is also purchasing eco-friendly supplies in order to continue actively reducing its environmental impact as part of the greening of its procurement.

The BEREC Office also continues to cooperate closely on the subject of responsible environmental management with the EUAN GN, the European Commission and other

international organisations. In particular, the EUAN GN is an important forum for best-practice sharing and advice from which the BEREC Office has benefited since 2023. By taking part in the GN's twinning exercise with EU agencies that are already EMAS registered, the BEREC Office has profited from existing institutional experience while avoiding spending scarce financial resources on external consultants. In 2024 BEREC Office continued its work towards the EMAS certification with the aim to be certified by the end of 2025.

Overall, 2024 has shown progress in professionalising the Agency's greening activities, but more work lies ahead to further reduce its environmental footprint. The adoption of the EUAN Charter on the reduction of GHG emissions and responsible environmental management provides an inspiring framework for these continuing efforts, and the BEREC Office is committed to continuing its work in this area in 2025, in particular with respect to the ongoing preparations for EMAS registration.

Annex IX: Table 1 Overview of the results of the KPIs identified in the SPD for 2024-2026

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
2.1 Support to BEREC WGs, Sustainability ENG and phase II cases	Objective: Provision of professional and administrative support services to BEREC WGs and Sustainability ENG for the fulfilment of the regulatory tasks			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Provision of virtual WG meetings (in total)	490	500	331
	2. Provision of support to physical WG meetings	21	≤30 ⁷³	24
	3. Provision of support to workshops with external experts (physical & virtual)	5	≤5	5
	4. Provision of support to participation in 3rd party meetings (physical & virtual)	8	≤5	8
	5. Provision of ad hoc meetings under Article 32/33 procedures (former Art 7/7A)	9	≤5	15
	6. Level of satisfaction of WG meeting organisation (measure the level of satisfaction of the WG co-chairs on a 5-grade scale on the basis of multiple questions)	91.7%	≥85% of responses are in the top 2 scores	98.3%
	7. Level of satisfaction of responses and communication (measure the level of satisfaction of the WG co-chairs on a 5-grade scale on the basis of multiple questions)	85.4%	≥85% of responses are in the top 2 scores	100%
	8. Level of satisfaction of provided support to WGs (measure the level of satisfaction of the WG co-chairs on a 5-grade scale on the basis of multiple questions)	92.7%	≥85% of responses are in the top 2 scores	96.9%

⁷³ Estimate based on experiences. It is a priority task; resources will be reallocated if needed.

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
	9. Level of satisfaction of data collection exercises (measure the level of satisfaction of the WG co-chairs on a 5-grade scale on the basis of multiple questions)	80%	≥85% of responses are in the top 2 scores	96.2%
	10. Level of satisfaction of pre-draft documents (measure the level of satisfaction of the WG co-chairs on a 5-grade scale on the basis of multiple questions)	93.8%	≥85% of responses are in the top 2 scores	96.2%
	11. Carbon footprint of WG meetings	54.54 t	≤ 72 t	53 t
2.2 High level meetings and support to the Boards	Objective: To provide efficient professional and administrative supporting services to the Chair and Vice-Chairs of the BoR, Chairperson and Deputy Chairpersons of the MB of the BEREC Office, Mini Board, the BoR and MB, the CN and BAG in execution of their tasks and responsibilities, including cooperation and liaison with the EC, EP, the Council, other Union bodies, offices, agencies, advisory groups, regulatory authorities of third countries, international organisations, and other stakeholders.			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Level of satisfaction with high-level meetings (measure the level of satisfaction of the CN and BAG members, WG Co-Chairs and the BoR on a 5 grade scale on the basis of multiple questions)	94%	≥90% of responses are in the top 2 scores	95%
	2. Carbon footprint of high-level meetings	189.2 t	180t	157.8 t
2.3. ICT support to BEREC	Objective: Enable operations by maintaining high availability of IT services (dedicated applications, databases, and websites) in regard to IT infrastructure and services (on prem. and cloud). Provision of necessary licenses and IT support. Provision of expertise on ICT matters in support to BEREC (knowledge exchange).			
	Indicators	Results 2023	Target 2024	Results 2024
	1. System Availability: a. BERECNet+ b. GADB c. BEREC Website d. VAS& EMERGENCY	a. 99.9% b. 99.9% c. 99.9% d. 99.9%	a. >99.8% b. >99.8% c. >99.8% d. >99.8%	99.9% 99.9% 99.9% 99.9%

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
	2. Ratio of tickets require more than 1.5 days resolution time	2.71%	<10%	1.99%
	Objective: Development and maintenance of ICT systems according to BEREC regulation. Maintenance and availability of the existing products for ensuring their reliability, their need to meet evolving business needs and the need to be kept interoperable with other systems overtime.			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Support man days of external service provider	630 ⁷⁴	525	477 ⁷⁵
	Objective: Development, reconfiguration and maintenance of AVC facilities in Brussels and Riga			
	Indicators	Results 2023	Target 2024	Results 2024
	Number of AVC systems delivered and maintained	N/A ⁷⁶	Operational AVC system delivered and maintained ensuring continuation of AVC service by the end of year	AVC systems in Brussels and Riga delivered and maintained ensuring continuation of the service
	Objective: Provision of expertise in the ICT domain in support to BEREC			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Provision of virtual WG meetings	8	15	11
	2. Provision of support of physical WG meetings	1	2	0 ⁷⁷

⁷⁴ In order to save budgetary resources, the number of external IT specialists was reduced from 3 to 2 during the course of 2023, and some IT tasks were redistributed to the staff of ICT team.

⁷⁵ the difference between actual number of support man days and planned amount is due to introduced optimisation in testing procedure

⁷⁶ New indicated as off 2024.

⁷⁷ The intended physical meetings took place virtually due to easier logistics and indicated availability of the members thus savings were made on expert reimbursements

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
2.4 Information gathering and distribution	Objective: Provision of information and knowledge dissemination			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Provision of training courses per academic year for NRA experts	1	3	1 ⁷⁸
	2. Satisfaction in organisation of trainings (measure the level of satisfaction on a 5 grade scale on the basis of multiple questions)	78%	≥85% of responses are in the top 2 scores	n/a ⁷⁹
	3. Satisfaction on the content/delivery of the trainings (measure the level of satisfaction on a 5-grade scale on the basis of multiple questions)	94.4%	≥85% of responses are in the top 2 scores	n/a ⁸⁰
	Objective: Ensure visibility and further improved quality of BEREC deliverables			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Number of documents sent for language service	3	≥5	1 ⁸¹
	2. Satisfaction on studies & projects (measure the level of satisfaction on a 5-grade scale on the basis of multiple questions).	94.4%	≥85% of responses	94.4%

⁷⁸ In 2024 for the first time the training course was organised by using BEREC own internal resources due to budgetary constraints and prioritisation of other tasks; as a result, only 1 course was launched and organised internally for junior BEREC NRA experts on regulatory framework issues and activities of BEREC;

⁷⁹ In 2024 for the first time the training course was organised using BEREC own resources; due to a heavy workload of WG Co-Chairs, the course was not fully covered, thus no survey was launched.

⁸⁰ See footnote above.

⁸¹ Other documents that are normally proofread (e.g. WP), were drafted and checked for language consistency by BEREC Chair' s team 2024 as native speakers; thus, there was no need for proofreading services of external contractor.

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
			are in the top 2 scores	
	Objective: Improvement of reimbursement process through the AGM tool			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Reimbursement of the expenses of the meeting participants invited to the BEREC and BEREC Office events in compliance with the applicable BEREC Office rules and within the deadlines envisaged in the BEREC Office Financial Regulation.	511	>400 experts ⁶⁶	593
	Objective: Provision of expertise on communications matters in support to BEREC			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Number of physical ENG meetings (Communications ENG)	3	Up to 2	2
	2. Number of virtual ENG meetings (Communications ENG)	2	Up to 26	4
	Objective: To provide efficient professional and administrative support to BEREC in the implementation of the BEREC External Communications Strategy and the BEREC Communications Plan 2024			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Social media coverage (number of likes, shares, mentions of BEREC on X/Twitter and LinkedIn)	6914	9100	6595
	2. Number of connections at all BEREC public events with livestreaming	1064	1100	1695
	3. Satisfaction of BEREC public events (logistics)	94%	>90%	92.8%
2.6 BEREC Coordination activities	Objective: Delivery of BEREC Office planning and reporting documents within the set deadlines and smooth running of activities linked to audit management, budgetary discharge, internal controls and risk management			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Compliance with legal deadlines or deadlines for submission of documents to MB ordinary meetings	100%	100 % of FR deadlines are met	100%
	2. Number of IAS audit recommendations	2	<3	2

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
	Objective: To provide professional and administrative support to the BEREC MB in implementing the BEREC Office communications activities			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Number of events	4	Up to 4	3
	2. External info items	112	60	48 ⁸²
	3. Internal info items	34	53	25 ⁸³
2.7 Legal services, procurement and data protection	Objective: Timely provision of state-of-the-art supplies and services in support to BEREC and for the needs of the BEREC Office by taking into account the actions identified in the environmental strategy of the Agency			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Number of launched procurement procedures per type (NP1, NP3, NP5, OT, RoC and other).	20, of which: OP – 2 NP – 1 MVP – 3 LVP – 1 VLVP – 4 RoC – 9	20, of which: OP – 3 MVP – 2 LVP – 2 VLVP – 5 RoC – 8	22, of which: OP – 3 NP – 1 LVP – 1 VLVP – 6 RoC – 11
	Objective: Effective and efficient protection of personal data			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Number of data protection policies (or DPO notification) in place compared to the number of processing operations identified	90%	85%	86%
	2. Number of personal data breaches notified to the EDPS	0	≤ 3	1
	3. Negative references to the BEREC Office in the EDPS annual report	0	≤ 2	0

⁸² Target has not been reached, as this KPI mainly depends on the agency's work and external activities. For example, the external communications items are prepared for the published vacancies, procurements, etc., therefore this amount impacts the total number of external info items.

⁸³ One of the internal communications activities (the MB newsletter) was terminated, resulting in a decrease in the overall number of internal info items.

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
	4. Number of internal trainings organised for newcomers	2	Training is provided to each group of newcomers	3
	Objective: Compliance with the legal framework in place incl. timely processing of applications for access to documents			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Applications processed within 15 working days	100%	100%	100%

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
2.8 Finance and Accounting	Objective: Smooth running of activities linked to finance and budget management			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Commitment appropriations' rate	99.96%	≥ 95%	100%
	2. Cancellation rate of commitment and payment appropriations carried over	1.08%	≤ 5%	2.77%
	3. Payments of contractual obligations within the limits set by the Financial Regulation	98.43%	≥ 95%	98.11%
	Objective: Provision and maintenance of a robust, compliant and segregated accounting function			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Independent auditors audit reports	Clean opinion	Clean Opinion	Clean Opinion
	2. Accounting Officer findings following validation of accounting systems	2 findings	≤5 findings	5 findings ⁸⁴

⁸⁴ Three important issues and two issues for consideration according to [Ares\(2024\)9280549](#).

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
2.9 HR management	Objective: To maintain the appropriate HR capacity in line with the Agency's updated multiannual staff policy plan approved by the MB and to develop the skills required to offer the necessary support to BEREC and its members			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Fully staffed indicator (Nr of TAs, CAs, SNEs and interim staff / max. number of a fully staffed BEREC Office)	102%	100%	100%
	2. Gender balance (TA, CA, SNE and trainees)	50% Female 50% Male	50% Female 50% Male	51.06% Female 48.94% Male
	3. Geographical balance (TA; CA; SNE and trainees nationalities)	Representatives of 11 (or 41%) EU MSs and 2 Western Balkan states	Representatives of 15 (or 55%) EU MSs and 2 Western Balkan states	Representatives of 11 (or 41%) EU MSs and 1 Western Balkan state
	4. Staff turnover (Ratio of total number of leavers divided by average number of staff at the beginning period and end period ⁸⁵) per category of staff and total; a) establishment plan posts (TAs); external staff; b) CAs; c) SNEs; d) total (all staff: TAs + CAs +SNEs)	a) 0%; b) 5.00%; c) 37.50%; d) 9.09%	Decrease	a) 5.88% b) 0.00% c) 23.53% d) 6.32%
2.10 ICT, security and document management	Objective: Provide ICT systems, services and infrastructure and ensure ICT security, confidentiality, integrity and availability of BEREC Office data and ICT systems			
	Indicators	Results 2023	Target 2024	Results 2024
	1. Timely response to user requests provided	2.96%	<10% of user requests require more than 2.5 days to resolve	5.05%
	Objective: Ensure proper functioning of the access card and video-surveillance systems of the Agency			
	Indicators	Results 2023	Target 2024	Results 2024

⁸⁵ Annual Turnover Rate % = (Number of employees who left/ (Beginning + ending number of employees)/ 2) x 100%.

WP 2024 section reference	BEREC OFFICE SPD 2024 KPIs			
	1. Operational CCTV system	99%	≥99%	99%
	2. Operational access control system	99%	≥99%	99%
	Objective: Deployment and use of proper off-site back-up services for the Agency data and development of a reliable disaster recovery plan			
	Indicators	Results 2023	Target 2024	Results 2024
	Usage of back-up services	100%	100%	100%
2.11 Facility management and logistics	Objective: Relocation of the Agency in the new premises and application of the policy on sharing desk with the aim of moving toward a fully digital and paperless working environment			
	Indicators	Results 2023	Target 2024	Results 2024
	Occupancy rates of the offices according to EC building manual	100%	100%	100%