

# **Consolidated Annual Activity Report of the Agency for Support for BEREC (BEREC Office)**

## **Year 2019**

**In pursuance of FR 2018/1046, FFR No 2019/715<sup>1</sup>**

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<sup>1</sup> Commission Delegated Regulation (EU) 2019/715 on the framework financial regulation 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 European Parliament and of the Council (OJ L 122, 10.5.2019, p. 1).

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## Management Board's analysis and assessment

### The BEREC Office Management Board,

Having regard to Article 16(c) and Article 27 of Regulation (EU) No 2018/1971<sup>2</sup> of the European Parliament 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 (the BEREC Regulation), amending Regulation (EU) 2015/2120 and repealing Regulation (EC) No 1211/2009;

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

Having regard to the BEREC Office Work Programme (WP) 2019<sup>3</sup>, which was developed to support the achievement of the objectives of the BEREC WP 2019<sup>4</sup>;

Having regard to the 2019 Consolidated Annual Activity Report of the BEREC Office submitted by the Director, as authorising officer, to the Management Board on the performance of his duties;

### Whereas,

- (1) In 2019, the BEREC Office provided BEREC with valuable professional and administrative support, as follows:
  - a) providing high-quality administrative and professional support to the Board of Regulators, the Contact Network and the Working Groups (WGs), including the Ad Hoc and Article 7/7a phase II;
  - b) procuring a study for development of a system dynamics model to provide insight into the complex interplay of factors, which impact investment in network infrastructure;
  - c) contributing to the implementation of the BEREC Communication Strategy and Communication Plan and continuing its contribution to the increased transparency of BEREC's work by managing the public register of BEREC documents and the BEREC website;
  - d) organising the annual BEREC Stakeholder Forum and the public debriefings with live streaming and interaction through social media, which provided citizens and other interested parties with more opportunities to follow these events and contribute to the discussion remotely;

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<sup>2</sup> OJ L 321/1, 17.12.2018.

<sup>3</sup> MC (19) 05, [Single Programming Document of the Agency for Support for BEREC \(BEREC Office\) for 2019-2021](#), 31.01.2019.

<sup>4</sup> BoR (18) 240, [BEREC Work Programme 2019](#), 7.12.2018.

- e) ensuring greater use of the established capacity for audio- and video-conferencing facilities in Brussels and Riga to ensure greater remote participation by national regulatory authority (NRA) representatives in WG meetings, thus reducing travelling expenses and time spent on mission for experts and thus contributing to a smaller carbon footprint;
  - f) organising professional training for NRA experts on the regulatory framework for electronic communications of the European Union (EU);
  - g) improving information technology (IT) support to BEREC, including through the use of specialised information and communications technology and IT security services provided by IT service providers, the European Commission's services (the Directorate-General for Informatics) and the EU Computer Emergency Response Team;
- (2) During 2019, the BEREC Office maintained its stable day-to-day operation and introduced further improvement, as follows:
- a) maintained high levels of budget execution in terms of commitment and payment appropriations<sup>5</sup>, keeping the cancellation rate of appropriations carried over from 2018 to 2019 below the 5% threshold (3.82 % in 2019);
  - b) improving the IT services and applications offered to and used by the staff and continuing the modernisation of the IT infrastructure of the BEREC Office, including by strengthening its business continuity and disaster recovery plan;
  - c) launching of the use of the EC human resources management system (Sypser2) by the staff as of 2019;
  - d) putting into operation the procurement e-Submission tool allowing the electronic submission of tenders by tenderers and the AGM<sup>6</sup> tool, allowing paperless management of meetings and expert reimbursements;
  - e) finalising the on-boarding of the Mission processing Tool, MiPS, which will ensure better and more coherent paperless management of staff missions and authorised travel (in production as of January 2020);
  - f) Recruiting 13 new staff members, including in areas of the new competences assigned to the BEREC Office within its strengthened mandate, such as programme and project management, deployment of information and communication technology systems for

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<sup>5</sup> Commitment execution rate: 99.93% in 2019, 99.86% in 2018 Payment execution rate: 81.99% in 2019, 82.68% in 2018;

<sup>6</sup> Advanced Gateway to Meetings

BEREC, Boards' support, legal advice and protection of personal data for BEREC and the BEREC Office;

- g) Continuing the commitment to enable young graduates to gain experience in the work of the European Union in general and in the work of BEREC and the BEREC Office in particular by offering traineeship to eight new trainees in 2019;
  - h) Introducing new services to the staff such as induction programme for all newcomers, legal services to staff for private matters, etc.
  - i) undertaking the necessary measures for the preparation of additional service-level agreements and memoranda of understanding with the European Commission and other bodies of the EU, with the aim of further increasing its efficiency and effectiveness, in particular in areas including business continuity, IT services and security, and IT applications for document management and HR management;
  - j) Implementing the new internal control framework as of January 2019 and maintaining efficient and effective internal control systems at the BEREC Office;
  - k) Establishing an enhanced BEREC Office Advisory Group (BAG), to assist the Management Board and provide advice, recommendations and opinions in taking decisions on administrative matters.
- (3) The MB takes note of the comments of the ECA and the discharge authority.
- (4) 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 Consolidated Annual Activity Report 2019 from the Director, the following conclusions have been reached:**

1. The BEREC Office provided BEREC with high-quality professional and administrative support in 2019, and this contributed to the preparation of high-quality BEREC deliverables in a timely manner.
2. The information contained in the report presents in a true and fair manner the BEREC Office's performance in 2019 in achieving its objectives, as defined in the BEREC Regulation and the BEREC Office WP 2019.
3. 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.
4. The control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions.



**The Director is invited to:**

1. Organise the work of the Agency to ensure the proper operational support to BEREC, in line with the Annual Work Programme and the Rules of Procedure of BEREC;
2. Exercise the power conferred by the Staff Regulations on the appointing authority and by the Conditions of Employment of Other Servants on the authority empowered to conclude contracts of employment, in accordance with the delegation adopted by the Management Board, with the following objectives:
  - a. To reach and to maintain sufficient level of support to BEREC as client of the Agency;
  - b. To work towards stability in staffing with reshuffling if necessary, to place the right person to the right profile and to maintain utmost transparency in the way staff members are allocated amongst the different units within the Office;
  - c. To develop and to maintain positive atmosphere at the workplace and high level of team spirit;
3. Manage the day-to-day operation of the BEREC Office with a view to comply with all internal control standards and maintain efficient and effective internal control systems at the BEREC Office in compliance with the risks at the Agency;
4. Further mobilise the resources and capabilities of the BEREC Office to improve the internal procurement and financial capacities with a view to improve the level of compliance with public procurement rules;
5. Maintain good level of budget planning and management with a view to ensuring compliance with the key performance indicators adopted by the MC;
6. Address the comments by the ECA and the discharge authority;
7. Implement the action plan agreed with the Internal Audit Service (IAS) in order to address the audit recommendations;
8. Continue the efforts to recruit the staff needed to implement the strengthened Agency mandate, which maintaining full capacity with other means by the time of the start of the assignments of the new staff, such as interim workers or use of external services, when possible;
9. Work towards improving the working conditions for the staff and the living conditions for the staff and their families, including, where necessary, in cooperation with the host Member State, in particular during the negotiations on the new Headquarters agreement;
10. Improve the visibility and the perceived image of the BEREC Office in the host Member State;

11. Launch a workstream related to sustainability in order to assess how BEREC and the Office can reduce their environmental footprint and become carbon neutral. This shall include actions to evaluate and develop BEREC's ability to more efficiently conduct its operation by recourse to virtual meetings.
12. Report regularly on the achievement of key performance indicators by the BEREC Office and progress towards addressing any remaining open issues raised by the ECA and the discharge authority and complying with IAS recommendations.

Done at Stockholm, on 29 June 2020.

**For the Management Board**



**Dan Sjöblom**

**Chairperson**

## Abbreviations

Abbreviation	Meaning
ABAC	Accrual Based Accounting
AD	Administrator
AGM	European Commission (EC) Advanced Gateway to Meetings
AST	Assistant
AST/SC	Secretaries and clerks
AVC	Audio visual 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 European Parliament and of the Council of 11 December 2018, replacing Regulation (EC) No 1211/2009.
BoR	BEREC Board of Regulators
CA	Contract agent
CERT-EU	EU Computer Emergency Response Team
CN	BEREC Contact Network
DG HR	Directorate Genera 'Human Resources and Security' of the EC
DPO	Data Protection Officer
EaPeReg	Eastern Partnership (EaP - Armenia, Azerbaijan, Belarus, Georgia, the Republic of Moldova and Ukraine) Electronic Communications Regulators Network
EC	European Commission
ECA	European Court of Auditors
EECC	European Electronic Communications Code
EFTA	European Free Trade Association
EMERG	European Mediterranean Regulators Group
ENISA	European Union Agency for Network and Information Security
EP	European Parliament
EU	European Union
FG	Function group
FTE	Full-time equivalent

Abbreviation	Meaning
FWC	Framework contract
HR	Human resources
IAS	Internal Audit Service
ICT	Information and communications technology
IIC	International Institute for Communications
ISP	Information Sharing Portal
IT	Information technology
KPI	Key performance indicator
MB	BEREC Office Management Board <sup>7</sup>
MC	BEREC Office Management Committee <sup>8</sup>
MiPS	EC Mission Processing System
NRA	National regulatory authority
OJ	Official Journal of the European Union
PMO	Office for the Administration and Payment of Individual Entitlements
RBFM	Report on budgetary and financial management
REGULATEL	Latin American Forum of Telecommunications Regulators
RPO	Recovery point objective
RSPG	Radio Spectrum Policy Group
RTO	Recovery time objective
SLA	Service level agreement
SNE	Seconded national expert
Sysper2	EC information system for human resource management (from French, <b>S</b> ystème de gestion du <b>P</b> ersonnel, version 2)
TA	Temporary agent
WG	Working Group
WP	Work Programme

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<sup>7</sup> Management body of the BEREC Office under Regulation (EU) No 2018/1971

<sup>8</sup> Management body of the BEREC Office under Regulation (EC) No 1211/2009 (repealed)

## Introduction

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

The BEREC Office comprises:

- the Management Board (MB)
- the Director.

The Director is in charge of the administrative management of the BEREC Office. On 31 December 2019, the BEREC Office had 32 staff members: 14 temporary agents (including the Director), 12 contract agents and 6 seconded national experts.

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 national regulatory authorities (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 Board of Regulators;
- to assist in setting up working groups, upon the request of the Board of Regulators, 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 legal acts of the Union.

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 of the European Parliament (EP) and of the Council of 11 December 2018, 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, the other European institutions and the NRAs as a preeminent advisory body on the electronic communications sector. 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 European Electronic Communications Code (EECC), which sets out a significant number of new tasks. BEREC fulfils its tasks also in compliance with the Roaming Regulation (Regulation (EU) No 531/2012) and the Telecoms Single Market Regulation (Regulation (EU) 2015/2120)

More information on BEREC and the BEREC Office can be found on the BEREC website ([berec.europa.eu](http://berec.europa.eu)).

The activities of the BEREC Office for 2019 are defined in its Work Programme (WP), which is part of the [Single Programming Document of the BEREC Office for 2019-2021](#).

[According to its WP](#) in 2019 the BEREC Office activities were split into the following three pillars:

- operational activities – directly related to support to BEREC, which are the core tasks of the Agency (for more details see the table below);
- horizontal activities - activities of cross-cutting nature carried out to support operational activities, activities of mandatory nature (audits, discharge, preparation of all agency documents) or other activities in the interest of the service, which do not fall in the scope of the other two activities;
- administrative support activities – activities of the human resources (HR) professionals, ICT, security logistics and document management not related to support to BEREC.

The BEREC Office activities in 2019 are split into the afore-mentioned pillars, as follows:

<b>Operational activities</b>	<b>Horizontal activities</b>	<b>Administrative support activities</b>
Support to BEREC Working Groups (WGs)	Coordination activities, which includes:	HR management
BEREC Office activities under market analysis and notifications (Art7/7a - Art.32/33 phase II cases)	<ul style="list-style-type: none"> <li>• General coordination and communication activities</li> <li>• Legal advice (incl. protection of personal data)</li> </ul>	ICT, security logistics and document management
High level meetings - Boards' secretariat	Finance and procurement	
BEREC communication activities		
ICT support to BEREC		
Information gathering and distributing		

All of the planned activities listed above are developed on the basis of the availability of the following financial and HR resources:

<b>Amount of EU contribution</b>	<b>Establishment plan posts</b>	<b>External personnel</b>
EUR 5,701,000	16	24

## Executive summary

This document provides an overview of the activities carried out by the Agency for Support for BEREC (BEREC Office) in implementing its Work Programme (WP) for 2019, as defined in the [Single Programming Document of the BEREC Office for 2019-2021](#).

### I. Achievement of the year

The main focus and achievements of the BEREC Office in 2019 were the following:

#### 1. Support to BEREC Working Groups

Under this activity in 2019 the BEREC Office has collected the resource commitments from the NRAs for setting up the working groups and managed the email lists and email exploders related to the Working Groups (WGs). In the first half of 2019, the BEREC Board of Regulators (BoR) established a new ad hoc Cybersecurity of 5G Networks WG that was supported by the BEREC Office the same way as other groups.

The BEREC Office also provided its support to the BEREC WGs in organising meetings and workshops – physical and virtual, and maintained the information flow among members. Compared to 2018, a significant increase of physical meetings (+80.3%) and virtual meetings (+223.8%) was noted in 2019: 110 physical meetings and 421 virtual meeting in total due to the increased number of deliverables (i.e. more PRDs) and the increased participation of experts from the NRAs. These meetings were organised by the BEREC Office in order to contribute to the regulatory work of BEREC and to support the preparation of deliverables by the BEREC WGs. Furthermore, the BEREC Office also provided logistical and financial support to WGs, such as circulation of documents and reimbursement of experts' travel expenses (985 travels were reimbursed).

The BEREC Office assisted and coordinated the dissemination of different kind of BEREC information and/or analysis on collected market data specific to WGs objectives.

In 2019 the BEREC Office has provided full organisational and logistical support to five external workshops in accordance with the BEREC WP. That included provision of basic support (such as invitations to meetings, document circulation and reimbursement of related travel and accommodation expenses) and full logistic and technical support to the organisation of WGs' public workshops – selection and rental of venue, ICT services and tools (like microphones, recordings, remote access provision, video-conferencing services, translation / interpretation services etc.) and catering services. Workshops were attended by BEREC stakeholders and EC representatives that allowed BEREC to accomplish its work in preparation of BEREC guidelines and reports.

The BEREC Office provided basic support to the organisation of BEREC participation in 3<sup>rd</sup> party meetings. In 2019 the BEREC Office has assisted the BEREC WG experts in organising five meetings with the BEREC stakeholders. The meetings supported were: Meeting of Roaming WG co-chairs held on 14 March 2019, Cybersecurity 5G co-chair meeting on 19-20 June 2019, 10 July and 16 October, and Wireless Network Evolution WG co-chair meeting on 19 September 2019.



## **2. BEREC Office activities under internal market procedures**

Under this activity in 2019 the BEREC Office has contributed to establishment of two WGs following the Commission serious doubts letter that opened a phase II investigation pursuant to Article 7a of Directive 2002/21/EC as amended by Directive 2009/140/EC concerning the market for wholesale call termination on individual public telephone networks provided at a fixed location in Poland (case PL/2019/2156) and wholesale local access to fibre networks provided at a fixed location in Sweden (Market 3a) (case SE/2019/2216). BEREC has published one opinion following the work of the working group (Poland case). The decision for the Sweden case will be adopted in 2020.

The BEREC Office continued to keep track of Market Analysis notifications. In 2019 in total 96 records were made in the register.

## **3. High-level meetings and Boards' Secretariat**

Under this activity in 2019 the BEREC Office supported the organisation of four ordinary meetings of the BoR and the BEREC Office Management Board (MB), four Contact Network (CN) meetings, and two high-level workshops. In addition, BEREC Office supported the organisation of the BEREC Study trip to China on 1-5 April 2019. The Agency also provided assistance to the high-level representatives who were representing BEREC in 52 other events (conferences, workshops, seminars, international meetings, etc.).

The BEREC Office has also assisted in organisation of 17 electronic voting procedures organised under the BoR and 13 under MB. The BEREC Office registered all new nominations of BoR, MB and CN Members or representatives of regulatory authorities of third countries and kept the contact lists of these bodies regularly updated. In addition, the BEREC Office has also started collection of the Declarations of Interests of the BoR and MB Members and participants and their Alternates as required by the new BEREC Regulation to make them publicly available on the BEREC website.

## **4. BEREC Communications activities**

In 2019, the BEREC Office implemented communications activities foreseen in the multiannual programming document and specifically, in the BEREC annual Communications Plan, prepared based on the BEREC External Communications Strategy. The last was revised and updated by the Ad Hoc Communications Group last year and as a result adopted by the BoR. The implemented Plan focused on delivering five communication projects throughout the year. The two main projects were: information campaign on the new BEREC tasks envisaged by the European Electronic Communications Code, as well as the BEREC's 10<sup>th</sup> Anniversary celebration, including a joint international conference of BEREC and the International Institute for Communications (IIC).

## **5. Information and Communication Technology (ICT) Support to BEREC**

Under this activity throughout 2019 the BEREC Office ensured all necessary technical functionality of the existing operational IT systems and platforms in use.

The BEREC Office concluded two specific contracts for provision of ICT support services. The first one dedicated to ICT support for the collaboration platform BERECnet (more than 1500 users) and its daily management of users, access rights, sites, content management, etc. as well as to the daily maintenance of the BEREC corporate website. The second one is in support to the development of several ICT projects which have started along 2019 such as: General Authorization Database (GADB), Numbering Database, as well as development of database for data sets for Roaming WG.

Furthermore, based on the increased number of audio-visual conferences (AVC) for BEREC needs, a specific support has been ensured for the provision of high-quality support to video conferencing services provided to all BEREC community and parties.

During May 2019, the BEREC Office started the works for the upgrade of BERECnet with a dedicated workshop with a third-party IT service provider. In December 2019, a specific contract under a framework contract (FWC) was signed defining the new technical features and improvements for the further development of the collaboration system. "BERECnet+" has been recognized as fulfilling the conditions within the context of the BEREC Regulation, Article 41 as the information and communication system serving as a common platform for the exchange of information, providing BEREC, the EC and NRAs with the necessary information for the consistent implementation of the EU regulatory framework for electronic communications.

To comply with the corporate Business Continuity strategy, during 2019 the BEREC Office has undertaken a migration of business-critical operational data and IT systems to a cloud service provider, located in the EU, in order to reduce recovery time objective (RTO) and recovery point objective (RPO) parameters. The new technical solution became operational in September 2019 and is highly functional and atomized for the needs of backup and disaster recovery operations, allowing BEREC Office with the possibility to quickly and efficiently restore business critical operational data.

An upgrade of the AVC facilities and service at the BEREC Brussels presence was started for the installation of new AVC equipment and delivery of high level services. All preparatory works were finalized by September 2019, which was followed by the signature of a contract for service delivery. The upgrade is envisaged to be finalized in early 2020.

## **6. Information gathering and distribution**

In the beginning of 2019, the BEREC Office has concluded a contract with a service provider for a regular subscription to the regulatory intelligence services related to telecommunications and digital economy. The BEREC Office received regular updates on major EU level developments related to telecommunications regulation, key regulatory initiatives, EU national market analysis, Telecom single market proposal and other important topics related to BEREC activity areas.

Ensuring that there is a maximum internal and external transparency and accountability of BEREC activities, the BEREC Office continued providing the online public consultation platform via which five public consultations were held.

By organising training sessions for BEREC NRA experts on regulatory issues for electronic communications the BEREC Office ensured professional knowledge provision to 40 experts throughout 2019.

The BEREC Office purchased a study, which investigated the drivers of investment in the telecommunication sector. BEREC commissioned this study to consider how new tools and approaches could best represent the complexity of Very High Capacity Networks investment within regulated markets and understand how the underlying structures, path dependences and actions of all stakeholders in this system would influence observed behaviours.

## **7. Brexit**

In 2019 the BEREC Office carried out an analysis of the likely Brexit impact on BEREC and the BEREC Office and identified the necessary mitigating steps.

The assessment demonstrated that the Agency was not exposed to risks of budgetary and HR related character.

The only risks identified were associated with the withdrawal of the British NRA, Ofcom, from the work of BEREC, as follows:

- risk that Ofcom members could receive information, either via e-mail or via access to the BEREC intranet (BERECnet). To mitigate this risk, the BEREC Office IT team was instructed to prepare a quick cleaning of mailing list, exploders and lists of access rights to BERECnet once the Brexit becomes effective.
- risk that Ofcom members could attend BEREC meetings (including the NRA training organized by the Agency) after Brexit becomes effective. This risk is limited to meetings taking place shortly after the Brexit and invitations having been sent out before the Brexit.

BREXIT became effective only in 2020, therefore no actions were taken in 2019.

## **II. Management**

### **1. BEREC Office Management Board**

In 2019, the MB held four ordinary meetings during which different topics relating to the functioning of the BEREC Office were discussed. In addition, the Chairperson organised 13 electronic voting procedures when it was not possible to postpone the adoption of the decision until the next ordinary meeting due to legal deadlines. All decisions taken by the MB were prepared by the BEREC Office Advisory Group (BAG) and those submitted to the MB ordinary meetings – also by the BEREC CN.

As a result, in 2019 the MB adopted 22 decisions, one opinion concerning the final accounts of the BEREC Office for 2018, the Consolidated Annual Activity Report (CAAR) for 2018, and the draft Single Programming Document (SPD) for BEREC Office activities for the period 2020-2022.

The full list of all public documents adopted in 2019 by the MB is available in Annex VI, Table 2.

## 2. Budgetary and financial management

In 2019 the budget of the BEREC Office was distributed in three Titles, as follows:

- TITLE 1 – Staff;
- TITLE 2 – Buildings, equipment and miscellaneous operations;
- TITLE 3 – Operational expenses.

The 2019 BEREC Office Budget (revenue and expenditure), as adopted by the Budgetary Authority, amounted to kEUR 5 701 (in 2018 – kEUR 4 331). On 31.12.2019 Out of kEUR 5 701 of the total appropriations amount of kEUR 5 697 was accepted in commitments (99.93%) and kEUR 4 674 (81.99%) were paid.

Amount of kEUR 1 002 (18.01 % of total established commitments) were carried-over from 2019 for payments still to be processed in 2020 (C8/2020). The total carry-forward from 2018 to 2019 (C8/2019) was kEUR 744 (17.18% of total commitments established in 2018). kEUR 28 (3.82%) were cancelled during 2019.

The amount which was neither committed by the end of 2019 nor carried forward to 2020 is to be returned to the EU Budget. The general rule is that if the implementation of commitment appropriations (voted budget) in the budget for 2019 would remain below 95%, penalties amounting to a 2% reduction in the 2021 budget would be foreseen. This indicator for the BEREC Office is 99.93 % meaning that only EUR 4 060 (0.07%) is to be returned to the EU Budget.

During 2019 the BEREC Office Director / Authorizing Officer carried out 5 transfers of appropriations allowed by the BEREC Office Financial Regulation<sup>9</sup> (in 2018 – 5, in 2017 – 5).

## 3. Human resources management

The main focus in the HR management in 2019 was the recruitment of new staff. During 2019 the BEREC Office recruited in total 13 newcomers<sup>10</sup> (TA – 3, CA – 7, SNE – 3), including in areas of the new competences assigned to the BEREC Office within its strengthened mandate, such as programme and project management, deployment of ICT systems for BEREC, Boards' support,

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<sup>9</sup> The BEREC Office Financial Regulations in force in 2019 were as follows: from 1 January to 30 June 2019 - MC Decision MC/2014/1 on the financial regulation applicable to the BEREC Office in conformity with the Framework Financial Regulation for the bodies referred to in Article 208 of Council Regulation (EU, Euratom) No 966/2012 on the Financial Regulation applicable to the general budget of the EU, [https://bereg.europa.eu/eng/document\\_register/subject\\_matter/bereg\\_office/decisions\\_of\\_the\\_management\\_board/3976-decision-of-the-bereg-office-mc-on-the-financial-regulation-applicable-to-the-bereg-office-in-conformity-with-the-framework-financial-regulation-for-the-bodies-referred-to-in-article-208-of-council-regulation-eu-euratom-no-9662012-on-the-financial-regulation-applicable-to-the-general-budget-of-the-european-union-hereinafter-the-general-financial-regulation](https://bereg.europa.eu/eng/document_register/subject_matter/bereg_office/decisions_of_the_management_board/3976-decision-of-the-bereg-office-mc-on-the-financial-regulation-applicable-to-the-bereg-office-in-conformity-with-the-framework-financial-regulation-for-the-bodies-referred-to-in-article-208-of-council-regulation-eu-euratom-no-9662012-on-the-financial-regulation-applicable-to-the-general-budget-of-the-european-union-hereinafter-the-general-financial-regulation), and from 1 July to 31 December 2019 - MB Decision No MB/2019/13 on the financial regulation applicable to the BEREC Office, [https://bereg.europa.eu/eng/document\\_register/subject\\_matter/bereg\\_office/decisions\\_of\\_the\\_management\\_board/8699-decision-no-mb201913-of-the-management-board-of-the-bereg-office-on-the-financial-regulation-applicable-to-the-bereg-office](https://bereg.europa.eu/eng/document_register/subject_matter/bereg_office/decisions_of_the_management_board/8699-decision-no-mb201913-of-the-management-board-of-the-bereg-office-on-the-financial-regulation-applicable-to-the-bereg-office)

<sup>10</sup> Including 2 job offers sent and accepted

legal advice and protection of personal data for BEREC and the BEREC Office. In 2019 the BEREC Office signed eight traineeship agreements for professional training offered to young graduates.

As in previous years, in 2019 the BEREC Office faced the challenge of attracting and retaining highly qualified staff. This situation required particular attention from the management and additional efforts from the entity in charge of HR, which makes continuous efforts to mitigate the high staff turnover, and to maintain the high reputation of the BEREC Office as a very attractive EU employer. Nevertheless, the average length of service of staff at the BEREC Office in 2019 was 2.68 years (2018: 2.64 years; 2017: 2.7 years; 2016: 2.27 years), which still remained unsatisfactory, especially as the initial contract duration offered by the BEREC Office to its staff is usually 3 years.

The Agency's entity in charge of HR continued working to constantly ensure adequate human resource capacities and management to meet the strategic goals of the Agency. This objective was achieved through, among other things, recruitment of new staff, covering vacant posts with interim workers' services and through using trainees to the maximum extent possible under the Agency's traineeship programme.

The entity in charge of HR launched nine selection procedures for staff, five of which were completed in 2019, and four of which are expected to be concluded in 2020. Additionally, four selection procedures of trainees took place, resulting in 6 trainees joining the BEREC Office in 2019. An additional two trainees joined following their placement on a shortlist from previous years' selections.

A good gender balance has been maintained (44% female and 56% male on 31 December 2019), with the following gender balance in middle management positions<sup>11</sup>: 33% female and 67% male. The BEREC Office has only 1 senior management position, and it is filled in by a male.

Bearing in mind the small size of the Agency, a good geographical balance was achieved, with representatives of 13 Member States<sup>12</sup> out of 32 staff members (on 31 December 2019 )

It is worth mentioning that in the beginning of 2019 the BEREC Office went into production for the staff with the EC HR management system, Sysper2, thus becoming the second decentralised agency, in which the staff started the use of Sysper2. Further efforts to digitalise HR management were made by digitalising the personnel files of all staff in active service.

To offer better working conditions for the staff and to facilitate their integration in Latvia the BEREC Office launched a new integration programme, started the provision of legal services to the staff for private matters related to their life in Latvia, and continued working on implementation of other projects launched in the previous years with the objective to ensure retention of the highly qualified staff. Although still on the high side, in 2019 the staff turnover decreased to 10% compared to 18% in 2018.

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<sup>11</sup> The BEREC Office has three middle managers in total

<sup>12</sup> A tendency towards an increase in Latvian nationals working at the BEREC Office has been identified.

#### **4. Assessment of the audit results during the reporting year and follow-up of recommendations and action plans from audits**

Pursuant to the provisions of the BEREC Office Financial Regulation the EC Internal Audit Service (IAS) is the internal auditor of the BEREC Office. In compliance with the Strategic Internal Audit Plan 2017-2019, in 2019 the IAS conducted an audit on topics related to procurement, missions and reimbursement of experts. The procedures and processes in place were found to be fit for purpose and the IAS did not make any critical or very important recommendations. The IAS made three important recommendations (one less than the previous audit in 2018); these are to be addressed in accordance with a dedicated action plan.

#### **5. Assessment of the effectiveness of internal control**

Based on cross-reliance on audits by an independent auditor, ECA, IAS and overall assessment of newly introduced Internal Control Principles (MC (18) 69) by interim Internal Control Coordinator showing that the BEREC Office has implemented efficiently its internal control system, the management concluded that the BEREC Office's internal control systems in place in 2019 were effective.

### **III. Management assurance and Declaration of Assurance**

In conclusion, the management has reasonable assurance that, overall, suitable controls are in place and working as intended. Risks are monitored and mitigated appropriately, while improvements and reinforcements are implemented when needed, taking into account the priorities for the work of the Agency and its limited resources.

The Director, in his capacity as authorising officer, and the authorising officers by delegations, signed the Declaration of Assurance.

## Part I: Achievements of the year

Part I describes the achievements of the BEREC Office in 2019 in terms of the implementation of the Agency's objectives and activities in support for BEREC, as defined in the BEREC Office annual work programme (WP) for 2019 and frequently referred to as 'operational activities'. The BEREC Office WP and objectives are defined in detail in the BEREC Office [Single Programming Document \(SPD\) of for 2019-2021](#). The SPD also contains specific key performance indicators (KPIs) for determining the success and/or monitoring of the progress and completion of each action.

The current section of the report provides a short description of the actions undertaken and the resources used (human and financial) to achieve the agency's essential objectives to contribute to the development and better functioning of the internal market for electronic communications networks and services across the EU. It is complemented by an overview of the achievement of the KPIs set by the Management Board (MB) in the SPD, which is presented in annex VIII in accordance with the structure and the respective reference of the WP.

### 1. Support to BEREC WGs

The total resources used for the support to BEREC Working Groups (WGs), including assistance in setting up WGs and providing support, workshop organisation and participation in 3rd party meetings:

Resource type	Planned resources, as envisaged in the WP 2019	Resources used
Financial resources (EUR)	435,000	486,526

#### 1.1. Assist in setting-up WGs and providing support

During 2019, the BEREC Office has collected the resource commitments from the NRAs for setting up the working groups and managed the email lists and email exploders related to the WGs. In the first half of the year, the Board of Regulators (BoR) established a new ad hoc Cybersecurity of 5G Networks WG that was supported by the BEREC Office the same way as other groups. There were 10 WGs established by a decision of the BEREC BoR and two ad hoc WGs established by the BEREC Chair (Annex I, Table 1).

BEREC Office has also provided its support to WGs in organising meetings and workshops – physical and virtual, and maintained the information flow among members. In 2019 the needs of physical meetings exceeded the plan. In total 110 physical meetings were held instead of forecast of maximum 100 meetings. This led to increased reimbursement of travel and accommodation expenses for 985 experts instead of the planned maximum 600 experts.

Figure 1 indicates a significant increase (+80.3%) compared to 2018 of physical meetings organised by the BEREC Office in order to contribute to the regulatory work and provide administrative support to working groups.

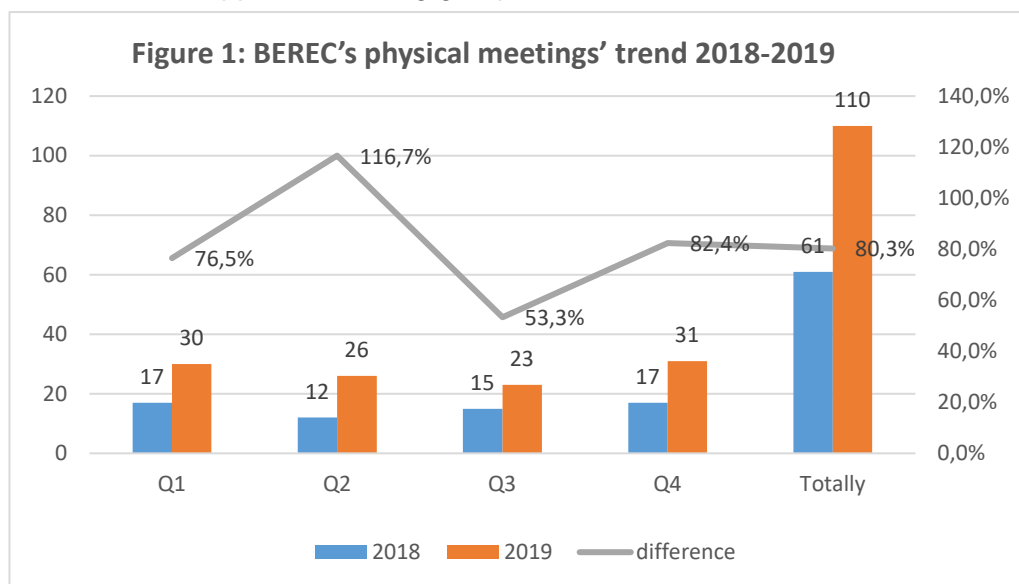
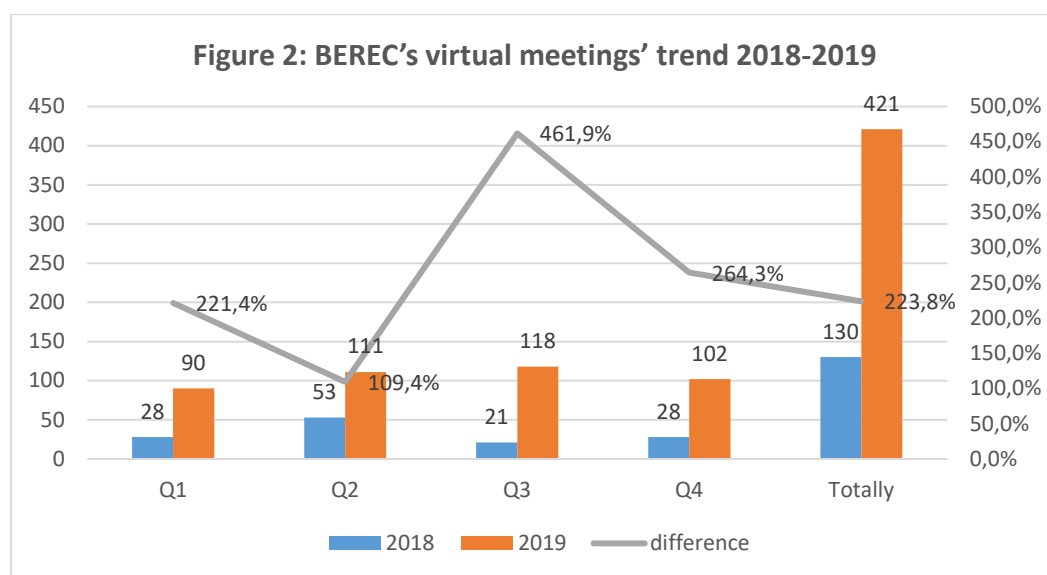


Figure 2 indicates a significant increase of virtual meetings (+223.8%) compared to 2018 that totalled to 421 meetings in 2019 which complemented to the traditional forms of meetings. Proper planning and the purchase of AVC licences resulted in successful use of virtual channels by BEREC members. Such a high demand and usage of virtual channels has been reached for the first time in the history of the BEREC Office and was considered a success. As the number of deliverables under the WP was higher compared to the previous years, the high number of virtual meetings has complemented to the work of BEREC experts. Significant resources have been saved on travel time and CO<sub>2</sub> emissions.





The BEREC Office assisted in launching 14 public consultations and provided its support for several deliverables approved by the BEREC Bo R (Annex I, Table 2).

Furthermore, it also provided logistical support to WGs, such as circulation of documents and reimbursement of experts' travel expenses. The BEREC Office provided, assisted and coordinated the dissemination of different kind of BEREC information and/or analysis on collected market data specific to WGs objectives (please consult Annex I, Table 3).

The BEREC Office produced regular draft reports on specific aspects of developments in the European electronic communications market, such as International Roaming Benchmark reports and Termination rates at European level reports (see more details in Annex I, Table 8).

Additionally, the BEREC Office assisted BoR with the preparation of BEREC's annual activity report and the reports for market developments in the electronic communications sector (Annex I, Table 8).

## **1.2. Workshop support**

In 2019 BEREC Office has provided full organisational and logistical support to five external workshops as requested by the WGs and according to the BEREC WP. That included provision of basic support (such as invitations to meetings, document circulation and reimbursement of related travel and accommodation expenses) and full logistic and technical support to the organisation of WGs' public workshops – selection and rental of venue, ICT services and tools (like microphones, recordings, remote access provision, etc.) and catering services.

The following five workshops were organised:

- a. BEREC Workshop on Intra-EU Communications Services, held on 29 January 2019,
- b. First BEREC Technical Workshop on the discussion of geographical broadband mapping methodologies, held on 21 May 2019,
- c. BEREC Workshop on the update of the Net Neutrality Guidelines, held on 29 May 2019,
- d. BEREC Workshop for preparation of Article 22 EECC Guidelines, held on 5 July 2019,
- e. Second BEREC Technical Workshop on the discussion of geographical broadband mapping methodologies/Draft BEREC Guidelines on Geographical surveys of network deployment, held on 22 October 2019.

BEREC stakeholders and EC representatives attended workshops that allowed BEREC to accomplish its work in preparation of BEREC guidelines and reports. The BEREC Office dealt with expert reimbursements as well.

## **1.3. Participation in 3<sup>rd</sup> party meetings**

BEREC WG experts take part regularly in meetings organised by EC and other international institutions and organisations. Participation in such meetings allowed BEREC experts to exchange

views and information between BEREC and stakeholders as well as to fulfil tasks within the WGs put forward by BEREC in its annual work programme.

In 2019 the BEREC Office assisted the BEREC WG experts in their participation in five meetings with the BEREC stakeholders. The following meetings were supported:

- a. Meeting of Roaming WG co-chairs, held on 14 March 2019,
- b. Three meetings of Cybersecurity 5G co-chair held on 19-20 June 2019, 10 July and 16 October, and
- c. Wireless Network Evolution WG co-chair meeting, held on 19 September 2019.
- d. The BEREC Office reimbursed the travel costs of experts participating in those meetings.

## **2. BEREC Office activities under internal market procedures (Article 7/7a – Article 32/33 phase II cases)**

The total resources required for the support to BEREC activities under internal market procedures are, as follows:

<b>Resource type</b>	<b>Planned resources, as envisaged in the WP 2019</b>	<b>Resources used</b>
Financial resources (EUR)	15,000	5,317

Under this activity in 2019 the BEREC Office has contributed to an establishment of 2 Working Groups following the European Commission serious doubts letter that opened a phase II investigation pursuant to Article 7a of Directive 2002/21/EC as amended by Directive 2009/140/EC concerning the market for wholesale call termination on individual public telephone networks provided at a fixed location in Poland (case PL/2019/2156) and wholesale local access to fibre networks provided at a fixed location in Sweden (case SE/2019/2216). BEREC has published 1 opinion following the work of the working group (Poland case). Decision for Swedish case will be adopted in 2020.

The BEREC Office coordinated the BEREC activities in accordance with the Article 7/7a procedures. The office also dealt with reimbursement of experts participating in Ad hoc WG meetings.

Furthermore, the BEREC Office continued to keep track of Market Analysis notifications and regularly updated the list of focal points. In 2019 the BEREC Office made 96 records in the database of all Market Analysis notification to EC and ESA.

### 3. High level meetings Boards' secretariat

The total resources planned for the support to high-level meetings by the Boards' Secretariat are, as follows:

Resource type	Planned resources, as envisaged in the WP 2019	Resources used
Financial resources (EUR)	380,532.39	393,652.88

In the reporting period the BEREC Office supported the organisation of four BEREC Board of Regulators (BoR) and four BEREC Office Management Board (MB) meetings<sup>13</sup>, four BEREC Contact Network (CN) meetings<sup>14</sup>, two high-level workshops<sup>15</sup> and the high level BEREC-EMERG<sup>16</sup>-EaPeReg<sup>17</sup>-REGULATEL<sup>18</sup> Summit<sup>19</sup>. In addition, BEREC Office supported the organisation of the BEREC Study trip to China on 1-5 April 2019 as well as organisation of 36 BEREC Chair events and 17 international events (see Annex I, Table 4 and Table 5).

The BEREC Office also provided the secretariat for the BEREC BoR and the BEREC Office Management Board and their respective bodies i.e. BEREC Miniboard and CN, and the BAG.

In the reporting period BEREC Office provided logistics support to all the above-mentioned meetings, such as registration of meeting participants, circulation and preparation of meeting documents in timely manner and within high quality standards. It reimbursed 261 experts' travel expenses to the amount of EUR 220 961,79.

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. There were

<sup>13</sup> 38<sup>th</sup> BEREC ordinary meetings in Budapest, Hungary (7-8 March 2019), 39<sup>th</sup> BEREC ordinary meetings in Ghent, Belgium (13-14 June 2019), 40<sup>th</sup> BEREC ordinary meetings in Crete, Greece (2-4 October 2019) and 41<sup>st</sup> BEREC ordinary meetings in Malta (5-6 December 2019).

<sup>14</sup> 1<sup>st</sup> BEREC Contact Network meeting of 2019 in Bucharest, Romania (14-15 February 2019) and 2<sup>nd</sup> BEREC Contact Network meeting of 2019 in Rome, Italy (23-24 May 2019), 3<sup>rd</sup> BEREC Contact Network meeting of 2019 in Zadar, Croatia (12-13 September 2019) and 4<sup>th</sup> BEREC Contact Network meeting of 2019 in The Hague, the Netherlands (14-15 November 2019).

<sup>15</sup> Workshop "BEREC the next 10 years: Episode II" held in Budapest on 6 March 2019 and Joint BEREC-BEUC Workshop on Understanding Consumer Vision and Perspectives in respect to Europe's Telecoms held in Ghent on 12 June 2019.

<sup>16</sup> European Mediterranean Regulators Group

<sup>17</sup> Eastern Partnership (EaP - Armenia, Azerbaijan, Belarus, Georgia, the Republic of Moldova and Ukraine) Electronic Communications Regulators Network

<sup>18</sup> Latin American Forum of Telecommunications. Regulators

<sup>19</sup> High-level BEREC-EMERG-EaPeReg-REGULATEL Summit in Crete, Greece (2 October 2019)

17 electronic voting procedures organised under the BoR and 13 under MB. Detail list of the MB documents adopted by the MB including via electronic voting procedures can be found in Annex I, table 5.

In 2019 the BEREC Office supported also conclusion of working arrangement between BEREC and Radio Spectrum Policy Group (RSPG)<sup>20</sup>, Memorandum of Understanding with International Telecommunication Union<sup>21</sup> and extension of the Memorandum of Understanding with Eastern Partnership Regulators for Electronic Communications (EaPeReg)<sup>22</sup>.

The support provided by the BEREC Office was highly appreciated by the BEREC Chair. In the questionnaire composed of 11 questions measuring the BEREC Chair's satisfaction with services provided on a 5-point scale ranging from 'very satisfied' to 'very dissatisfied', the BEREC Office received 11 'satisfied' marks in 1HY of 2019, and 10 top marks of 'very satisfied' in 2HY 2019.

#### 4. BEREC Communications activities

The total resources planned for the support to BEREC communications activities are, as follows:

Resource type	Planned resources, as envisaged in the WP 2019	Resources used
Financial resources (EUR)	294,500.00	186,024.27

During 2019, the BEREC Office continued to provide high-level professional support in the communications area, actively informing and educating target audiences on the BEREC work and its outcomes. The communications support was provided to ensure execution of the multiannual BEREC External Communications strategy and annual Communications Plan, including organization of different scale public events (public debriefings, Stakeholder Forum), running information and educational campaigns, producing audio-visual and digital content, regularly updating the official BEREC website and social media accounts, issuing newsletters to the website subscribers and stakeholders, preparing publications (Annual Activity report, Work Programme, calendars, brochures, etc.), drafting and issuing news items and press releases, responding to requests of journalists and interested parties and organizing interviews. In particular, the BEREC Office supported two remarkable work streams of 2019, namely, communications project on the new BEREC tasks, stemming from the new Regulation and the 10<sup>th</sup> anniversary celebration of BEREC.

<sup>20</sup> BoR (19) 100, [Working arrangement between BEREC and RSPG](#)

<sup>21</sup> BoR (19) 173, [Memorandum of Understanding between the International Telecommunication Union \(ITU\) and the Body of European Regulators for Electronic Communications \(BEREC\) to establish a high-level framework of cooperation in the area of electronic communications](#)

<sup>22</sup> BoR (19) 196, [Memorandum of Understanding between Group of Eastern Partnership Regulators for Electronic Communications Networks and Services \(EaPeReg Network\) and Body of European Regulators for Electronic Communications \(BEREC\)](#)

Besides, in 2019, the BEREC Office continued to support the work of the Ad-hoc Communications Group, organising its work and the follow up of the tasks. It also ensured the Group delivers the update of the BEREC External Communications strategy and the new annual Communications plan for 2020. BEREC Office organized, facilitated and participated in the numerous meetings for that, as well as organized two workshops.

Less financial resources were used than forecasted due to savings from the BEREC 10<sup>th</sup> anniversary activities and from the publications organized in an electronic format only; the available resources were re-allocated to priority ICT projects within the domain of support to BEREC.

#### **4.1. Information campaign on the new BEREC tasks**

The aim of this work stream was to inform the target audiences about new provisions of the European Electronic Communications Code on the new BEREC role and tasks. It included multiple activities, such as production of an [explanatory video](#) on how BEREC works; production of a [brochure on the new BEREC tasks](#); production of a [special infographic illustrating the 11 guidelines](#) BEREC to deliver by 2020 and a social media campaign; production of a [video](#) about the difference between the intra-EU communications regulation and roaming. In addition, the BEREC Office also updated all relevant sections on the BEREC website to reflect the changes.

#### **4.2. BEREC 10<sup>th</sup> anniversary celebration**

This communications project included multiple activities and events, such as organisation of the international conference, organisation of a Black-tie dinner, production and use of the anniversary logo and a social media campaign to highlight the achievements of BEREC in its first 10 years. The BEREC Office ensured that these activities were organised in a high quality and timely manner.

For the first time in its history, the BEREC Office organised an international event for BEREC, which gathered telecom experts from all over the world, attracting almost 400 registered participants hailing from 46 countries on five different continents. It was a major BEREC conference organised jointly with the International Institute of Communications (IIC). The two-day conference was called “Competing Continents: The Pursuit of Excellence in Electronic Communications”. It received great feedback and appreciation from participants, speakers and moderators.

Forum presentations were on the record, but subsequent discussions were under the Chatham House Rule. This enabled participants to speak freely, facilitating an open and honest exchange of information, as well as maximising opportunities for sharing best practice among peers. The BEREC Office created a special [video](#) reflecting on the conference, respecting the Chatham House rules.

### 4.3. 7<sup>th</sup> BEREC Stakeholder Forum

The BEREC Office also provided professional organisational support for ensuring the 7<sup>th</sup> BEREC Stakeholder Forum, held on 16 October, in Brussels, Belgium. The promotion of the event had started already in June during the joint BEREC and IIC Conference in Riga. By ensuring the active promotion of the event with various communication tools, such as video, social media posts, newsletters, news items and the involvement of BEREC Chair's communication with the stakeholders – the BEREC Office reached the highest number of registered participants for the BEREC Stakeholder Forum. In order to ensure the accessibility of information to all stakeholders, for the first time BEREC Office used the live captioning service during the event, thus ensuring that disabled stakeholders or non-English native speakers can follow the discussions. To ensure an active stakeholder engagement, the BEREC Office changed the overall seating arrangements in the meeting venue and collected questions to the BEREC Chairs before the event. The BEREC Office livestreamed and recorded the event and made the edited video available on the BEREC YouTube channel. Organizational team has received a high appreciation from the BEREC Chair's office, reflecting the positive feedback received from the event participants.

## 5. ICT support to BEREC

Resource type	Planned resources, as envisaged in the WP 2019	Resources used
Financial resources (EUR)	361,697.12	640,189.68

### 5.1. IT licenses and support

In order to provide the necessary technical functionality of the existing operational IT systems and platforms certain number of software licenses has been purchased during the reporting period, such as Microsoft licences, licences for ensuring IT security, reliable back-up solution, etc. In addition, specific ICT services have been procured such as an IT expertise for the support services in regard to the collaboration platform BERECnet and its user management, as well as ICT support services needed for the corporate website and email communication services. In addition, a specific contract has been signed for the provision of high quality support to Video conferencing services which are provided to all BEREC community and parties.

During 2019, high level ICT support services have been provided in order to implement stronger ICT security measures for operational systems and data. Throughout 2019, the BEREC Office has provided an outstanding level of technical assistance in the implementation of new BEREC projects with an ICT dimension (such as the development of new databases and ICT systems, Database (numbering), Database (notifications under general authorization), Database for data sets for Roaming Working group, as well as integration and testing of existing ICT systems and solutions. In all ICT activities highly professional services, linked to eliciting user requirements, liaise with stakeholders during ICT system development, testing, evaluating new technology and applications to be deployed and used, have been provided accordingly. Moreover during 2019,

the BEREC Office has successfully provided complete technical support to ICT projects over the full project lifecycle from initiation to closure for ICT needs of BEREC.

In order to reduce the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) metrics, which allow faster IT systems and data recovery, during the first half of 2019, the BEREC Office has completed a migration of business-critical operational data and IT systems to a cloud service provider, thus ensuring higher system and data availability for operational needs.

## **5.2. Website (technical)**

The development of a new corporate website aims to include better and more modern technological solution (back office – content management system), improved end user experience and website functionality (including multi-lingual requirement) as well as new higher level of security features following the latest technological developments and trends. The necessary security updates of the current corporate website are aimed to ensure higher level of security and website availability. They have been completed successfully in Q2 preceded based on vulnerability assessment carried out by CERT-EU earlier in Q1. In order to start the development of a new corporate website, in the second half of 2019 an independent assessment of the corporate solution taking into account, the current level functionality, new features needed (the so called functional analysis), security, scalability and usability of the corporate information system in collaboration with another EU Agency (EUIPO) was successfully completed. The start of all necessary works for the development can be launched in 2020.

## **5.3. Net neutrality (NN) measurement tool**

In accordance with the Regulation (EU) 2015/2120 and the underlying BEREC Guidelines, BEREC intends to provide a prototype NN measurement tool on a reference system, which can be reused by the NRAs and thus creating a federated system.

The development of the measurement tool by the contractor was in progress in 2019. Four milestones out of five have already been delivered and accepted. The fifth milestone has been partially accepted and the contractor will finalise the development phase including the training session for NRAs in 2020. The relevant working group is following closely on the progress of the project.

## **5.4. Database (numbering)**

According to the EECC (Article 93(4)), BEREC shall establish a central registry database on the numbering resources with a right of extraterritorial use within the Union. For this purpose, to which NRAs and/or competent authorities shall transmit the relevant information to BEREC. There are numbering resources that exist in some MS, and there are other MS where these resources do not exist, or their use is forbidden.

The EECC made a step towards harmonisation, but many details remain in national competence. In this respect, BEREC will be required to constantly monitor the implementation status of each MS in order to be able to establish and keep the database up to date. NRAs should communicate to BEREC an up to date list on the competent authority on numbering issues in their MS.

During the first half of 2019, the BEREC Office provided technical assessment of numbering database technology landscape and proposals of possible solutions and technologies to be used. During the second half of 2019, the BEREC Office has started the implementation of the identified database solution for the registry database and has completed more than 90% of the project implementation by the end of Q4.

### **5.5. Database (notifications under general authorisation)**

According to the EECC (Article 12(4)), in order to approximate notification requirements, BEREC shall publish guidelines for the notification template and maintain an EU database of the notifications transmitted to the competent authorities. BEREC must elaborate guidelines on a common notification template in view of simplification and harmonisation of existing national forms. The notification should contain a minimum set of data, a declaration by a legal or natural person of the intention to commence the provision of electronic communications networks or services. Article 12(3) sets out the minimum set of data to be provided.

In December 2019 BEREC adopted Guidelines for the notification template pursuant to article 12, paragraph 4 of Directive 2018/1972 of the European Parliament and of the Council (BoR (19) 259). These guidelines are meant to ensure the implementation of Article 12, paragraph 4 of the EECC, thereby contributing to achieving consistent notification- related requirements throughout the Union, to the benefit of the single market.

The BEREC Office has supported the IT aspects of the database project, in 2019, with a preliminary research on possible technologies and elicitation of system requirements needed for the system architecture of the solution and its functionality.

In 2020 the BEREC Office shall assist BEREC in establishing and maintaining a database to receive notifications and serve as central information point accessible by public.

### **5.6. BERECnet**

The BERECnet platform was developed in 2015. BERECnet supports knowledge-sharing and facilitating collaboration between National Regulatory Authorities (NRAs), BEREC Office and the European Commission. The BERECnet platform is a single entry point for access to BEREC documents and organisation of the meetings and video conferences.

During May 2019, the BEREC Office has organised a dedicated workshop with a third-party ICT provider in order to assess and plan a potential migration of BERECNet as well as its further improvement based on the NRAs feedback gathered previously during the year. In December



2019, a specific contract has been signed defining the new technical features and improvements for the further development of the collaboration system. The new system will also comply with the provisions laid down in Regulation 2018/1725 applicable to EU Institutions and bodies as the information system will be hosted within the EU. "BERECNet+" has been recognised by the Management Board in its Decision MB/2019/19, adopted on 6/12/2019, as fulfilling the conditions within the context of the BEREC Regulation, Article 41 for the establishment and management of an information and communication system as a common platform for the exchange of information, providing BEREC, the Commission and NRAs with the necessary information for the consistent implementation of the Union regulatory framework for electronic communications.

### **5.7. Audio and video conference (AVC) licenses**

According to the BEREC Regulation, the BEREC Office sets up BEREC WGs, upon request of the BoR, and provides them with appropriate administrative, professional and logistics support. In order to provide full support to BEREC WG meetings, BEREC Office decided to procure a solution that would allow BEREC members a higher quality virtual participation in their meetings.

Yet the procurement launched in the first half of 2019 was cancelled, as no tenders were received. It was decided to use the Commission's FWC for the purchase and provision of such services (based on Cisco Webex), therefore the procurement procedure is removed from the procurement plan for 2019.

### **5.8. AVC extension**

The present Video conference system in Brussels works, but with several restrictions (remote access is accessible for only one room, wall screens, microphones are not enough to provide good visibility and audibility, regular turning on and off the system requires specific knowledge and should be improved).

In the beginning of 2019 BEREC Office launched a procurement procedure to improve the quality and performance of the existing audio-video conference system. Unfortunately, no offers were submitted during the tender and it was closed without result.

During the second half of 2019, the BEREC Office has started the preparation works based on the detailed technical specifications for the delivery of high level unified communication services (video conferencing solution, better internet connectivity, additional microphones, displays, cameras with auto tracking functionality, managed guest WiFi, etc.) at Brussels for BEREC WG's meeting needs. A specific contract for service delivery has been successfully signed at the end of Q4 of 2019 via the inter-institutional framework contract.

Financial resources were re-allocated to be able to advance with priority ICT projects within the domain of support to BEREC. The invested amount of around EUR 228 000 (one part for the setup of new equipment and another for running services), aimed to provide higher availability and usage of unified communication services for BEREC needs, serving on the one hand side as a

productivity enabler allowing more reliable and higher quality virtual meetings, while on the other, facilitating the collaboration and improve the end-user experience.

## 6. Information gathering and distribution

The total resources planned for information gathering and distribution activities are as follows:

Resource type	Planned resources, as envisaged in the WP 2019	Resources used
Financial resources (EUR)	453,150	257,409

### 6.1. Regulatory database

In the beginning of 2019, the BEREC Office has concluded a contract with a service provider for a regular subscription to the regulatory intelligence services related to telecommunications and digital economy. BEREC Office received regular updates on major EU level developments related to telecommunications regulation, key regulatory initiatives, EU national market analysis, Telecom single market proposal and other important topics related to BEREC activity areas that helped the BEREC Office staff in their daily work.

### 6.2. Public consultation tool

In order to ensure maximum internal and external transparency and accountability of BEREC activities, the BEREC Office continued to provide on-line public consultation platform services. During 2019, the BEREC Office launched public consultation using the online platform related to the BEREC work programme 2020. Contributions for another four public consultations launched in the end of 2018 were collected at the beginning of 2019 through the online platform as well.

### 6.3. Training for NRAs experts

The BEREC Office organised four training sessions for NRA and the BEREC Office experts on the regulatory framework for electronic communications and other topics related to BEREC activities during 2019. During the training BEREC experts were provided with professional insight into aspects and activities covered by BEREC. The 2019 training programme had a special focus on the newly adopted EECC and other latest developments and trends within electronic communication sector.

#### **6.4. Study on system dynamics**

The BEREC Office has concluded a framework contract with a service provider for the development of a system dynamics model to provide insight into the complex interplay of factors, which impact investment in network infrastructure. During 2019, firstly the service provider's work was focussed on the literature review (Module 1) and the development of the system dynamics model (Module 2) according to the contract specifications. The first specific contract for Module 1 and Module 2, was completed after the BEREC steering group agreed with the approach presented by the contractor. The Qualitative analysis (Module 3) and country data requirements (Module 4) were presented to the BoR during the workshop of the 40<sup>th</sup> BEREC ordinary meeting of 2019. The final Model and closing reports of the project were approved by BoR at the 41<sup>st</sup> ordinary meeting.

The amount covering all purchases under the corresponding framework contract was maximum EUR 398 354. Following the decision of the BoR the Phase II of the project was not executed which resulted in EUR 136 000 savings. The available resources were re-allocated to other priority ICT project in the area of supporting BEREC.

#### **6.5. Information Sharing Portal (ISP)**

The ISP is designed to complement the information available on NRAs websites. The ISP provides a one-stop access point to public documents in the field of 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 connects NRAs' uploaded links to public visibility. Detailed statistics of this portal in different cross sections is available in Annex I, for instance, the number of uploaded links per section of the ISP (Table 6), the links uploaded on ISP by NRAs (Figure 1), the number of visits to and page views of the ISP (Figure 2), most viewed documents on ISP (Table 7), and the visits to ISP by country (top 25) (Figure 3).

### **7. Brexit**

In the first half of 2019 the BEREC Office carried out an analysis of the likely Brexit impact and identified the necessary mitigating steps. After the BREXIT date was postponed, the analysis was updated in the 2<sup>nd</sup> half of the year.

The following potential risk were assessed:

1) HR related issues

At the BEREC Office there is no staff member with sole UK citizenship, therefore there are no risks related to HR issues.

## 2) Budget related issues

No budget related risks have been identified.

## 3) Contractual issues

According to information received from the Article 50 Tasks force, signed contracts are not affected by the Brexit.

The BEREC Office has signed one framework contract with a British economic operator. Under this framework a first specific contract for the delivery of Phase I was signed and executed. At its 41st ordinary meetings (05-06.12.2019, Malta) the BoR decided not to sign a second specific contract and to cancel Phase II of the project.

## 4) Withdrawal of the British NRA Ofcom from the work of BEREC

The following risks have to be taken into account:

- the risk that members of the British NRA Ofcom still receive information, either via e-mail or via access to the BEREC intranet (BERECnet). To mitigate this risk, the IT team of BEREC Office has been instructed to prepare a quick cleaning of mailing list, exploders and lists of access rights to BERECnet once the Brexit becomes effective. This cleaning can be done within a couple of hours after being informed about the date and time Brexit becomes effective.
- The risk that members of Ofcom still attend BEREC meetings (including the NRA training organized by the Office) after Brexit becomes effective. This risk is limited to meetings taking place shortly after the Brexit and invitations having been sent out before the Brexit. The staff members of the Office that are in charge of organizing the relevant meetings have been instructed to contact the invited Ofcom members and withdraw any invitation that might become obsolete.

The impact on financial resources of the Brexit analysis were negligible. Any tasks concerning the cleaning of lists are covered under the existing tasks of the IT team.

The BREXIT became effective only in 2020, therefore no actions had to be taken in 2019.

## Part II: Management

### 2.1 Management Board

In 2019, the BEREC Office Management Board (MB) held four ordinary meetings, during which it discussed different topics relating to the functioning of the BEREC Office. As required by Article 1(4) of the Rules of Procedure<sup>23</sup>, all decisions taken by the MB during its ordinary meetings were prepared by the Contact Network (CN).

In addition, the Chairperson of the MB organised 13 electronic voting procedures for the adoption of BEREC Office documents in accordance with a preliminary plan corresponding to the deadlines for their adoption defined in the legislation in force. The full list of electronic voting procedures and information about their outcomes is available in Annex VI, Table 1.

All decisions adopted by the MB during the ordinary meetings and through the electronic voting procedures were examined by the BEREC Advisory Group (BAG), chaired by a representative of the incoming BEREC Chair (PTS). The BAG's opinions were approved either electronically or during meetings organised by video-conference (four in total). The BAG did not organise any physical meetings.

As a result of these events, in 2019 the BEREC Office MB adopted 22 decisions, one opinion concerning the financial accounts of the BEREC Office for 2018, the Consolidated Annual Activity Report for 2018 and the draft Single Programming Document of the Activities of the Agency for Support for BEREC (BEREC Office) for the period 2020-2022.

The full list of all public documents adopted in 2019 by the MB is available in Annex VI, Table 2.

### 2.2 Major developments

On 20 December 2018 a new founding act strengthening the mandates of BEREC and the BEREC Office entered into force, namely: Regulation (EU) 2018/1971 of the European Parliament 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), "the BEREC Regulation".

This resulted in:

- amended mandate of the Agency, which included new and enhanced activities in support to BEREC, including in the field of telecom market regulation, ICT, open source data, establishment of databases, cooperation with other Union bodies, offices, agencies and advisory groups, with competent authorities of third countries and with international organizations etc.;
- increase of the Agency' staff from 27 to 40 persons;
- increase of the Agency's budget from 4.3 mil EUR to 5,7 mil EUR (with further increase

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<sup>23</sup> MB (19) 26, [Rules of Procedure of the Management Board of the BEREC Office](#)

planned for 2020 – to 7.2 mil EUR).

Due to the entry into force of the new Regulation at the end of 2018 in reality its implementation started only in 2019 with revision of the organisation structure of the Agency, reshuffling its existing resources and planning the new profiles for selection in those cases, in which new competences were required. In 2019, the Agency's establishment posts were increased from 14 to 16, which is still below the minimum required for ensuring the Agency's key posts. Consequently, some posts, which according to the *Job Titles & Job Families library* published by the European Commission (EC) DG HR.A.1 should be established for temporary agents, were filled in by contracts agents.

The new BEREC Regulation, among others, introduced the following new requirements to the BEREC Office:

1. To sign working arrangements for cooperation with Union bodies, third countries and international organisations;
2. To comply with the EC security rules, incl. for protecting EU classified and sensitive non-classified information, set out in EC Decisions (EU, Euratom) 2015/443<sup>24</sup> and (EU, Euratom) 2015/444<sup>25</sup>;
3. To comply with Regulation No 1 determining the languages to be used by the European Economic Community<sup>26</sup>;
4. To sign a Headquarters' Agreement about the accommodation to be provided for the BEREC Office in the host Member State.

To that end, in 2019 the BEREC Office signed a working arrangement with Radio Spectrum Policy Group<sup>27</sup>, a Memorandum of Understanding with International Telecommunications Union<sup>28</sup> and prolonged the Memorandum of Understanding with Eastern Partnership Regulators for Electronic Communications (EaPeReg)<sup>29</sup>. It has also established Working Arrangements with NRAs of

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<sup>24</sup> Commission Decision (EU, Euratom) 2015/443 of 13 March 2015 on Security in the Commission ([OJ L 72, 17.3.2015, p. 41](#)).

<sup>25</sup> Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information ([OJ L 72, 17.3.2015, p. 53](#)).

<sup>26</sup> [OJ 17, 6.10.1958, p. 385](#)

<sup>27</sup> BoR (19) 100, [Working arrangement between BEREC and RSPG](#)

<sup>28</sup> BoR (19) 173, [Memorandum of Understanding between the International Telecommunication Union \(ITU\) and the Body of European Regulators for Electronic Communications \(BEREC\) to establish a high-level framework of cooperation in the area of electronic communications](#)

<sup>29</sup> BoR (19) 196, [Memorandum of Understanding between Group of Eastern Partnership Regulators for Electronic Communications Networks and Services \(EaPeReg Network\) and Body of European Regulators for Electronic Communications \(BEREC\)](#)

Montenegro, Bosnia and Herzegovina<sup>30</sup>, Albania, North Macedonia, Kosovo\*, Serbia, Norway, Iceland and Liechtenstein<sup>31</sup>.

To ensure gradual compliance with the Commission's security rules and in the absence of a Local Security Officer, the BEREC Office submitted a request to the EC services (DG HR) for support in that area and undertook some information and experience gathering, including from other Agencies of the EU. Those preparatory activities will continue in 2020.

As part of the objective to ensure compliance with the new language requirement the agency launched a project for assessment of the current website with the new legal requirements. Due to limitations of the current website platform, the compliance with the language requirements will be ensured only with the deployment of a new website.

To launch the negotiations with the Latvian Government on a Headquarters' Agreement in March 2019 the MB approved [Decision No MB/2019/06 authorising the BEREC Office Director to engage in a joint project with the Government of the Republic of Latvia for a Headquarters agreement](#). As a consequence, in 2019 the BEREC Office organised 14 meetings with the Latvian authorities, which were of an informal nature due to the fact that the Latvian Government adopted the negotiating mandate for the Latvian side only in November 2019. Irrespectively of the informal nature of these meetings, they constituted a good basis for the further formal meetings launched in 2020.

To strengthen the cooperation with the Latvian authorities and to increase its impact in the Host Member State, the BEREC Office in cooperation with the Ministry of Transport, Ministry of Economy and Procurement Monitoring Bureau organized a public training session on EU procurement. The training session was supported by the EC and the Council of the EU. The topics presented during the training covered "General introduction", "Specificity of the procurement rules for EU institutions and EU Agencies", "Training on TED<sup>32</sup> e-tendering and e-submission module" and "Comparison of Latvian and EU public procurement rules". All materials were made available to the target audience and any other interested persons by publishing them on the BEREC Office webpage after the training session<sup>33</sup>.

In 2019, the BEREC Office started the implementation of the new Internal Control Framework, which is in line with the Commission internal control framework.

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<sup>30</sup> Pending signature by the National Regulatory Authority of Bosnia and Herzegovina due to internal approval procedure.

<sup>31</sup> [Decision No MB/2019/08 of the BEREC Office Management Board to establish Working Arrangements between NRAs of Montenegro, Bosnia & Herzegovina, Albania, North Macedonia, Kosovo\\*, Serbia, Norway, Iceland and Liechtenstein and the Body of European Regulators for Electronic Communications \(BEREC\)](#)

\* This designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.

<sup>32</sup> Tenders Electronic Daily

<sup>33</sup> [https://bereg.europa.eu/eng/bereg\\_office/public\\_procurement/](https://bereg.europa.eu/eng/bereg_office/public_procurement/)

Additionally, the BEREC Office continued work on the implementation of its strategy for gradual move to paperless environment and in 2019 deployed the following EC IT tools:

- a. Sysper2 for staff (as of January 2019), becoming the second decentralise EU Agency to go in production for its staff;
- b. e-Submission (as of March 2019), allowing electronic submission of tenders by tenderers;
- c. Advanced Getaway to Meetings (AGM) for meeting organisation (as of October 2019), allowing paperless organisation of meetings and expert reimbursement;
- d. Mission Processing System (MiPS), which will ensure better and more coherent management of staff missions and authorised travel (in production as of January 2020).

During 2019, the BEREC Office has implemented an improvement in regard to its disaster recovery operations. The new highly functional and atomized technical solution became operational in September 2019 allowing BEREC Office to quickly and efficiently restore business critical data and systems.

Several improvements have been completed in 2019 in regard to modernization of ICT equipment like new multifunctional printing-scanning devices, extension of Wi-Fi coverage in the office as well as end-user computer replacements and hardware upgrades allowing more productivity, higher performance and improved end-user experience.

During 2019, a new more sophisticated backup solution has been implemented across the Agency in collaboration with a third party solution provider. The solution allows data to be backed up not only from end-user computers, but also from corporate mobile devices minimizing possible data loss.

During 2019, the BEREC Office has ensured the use of a second connection to the Secure Trans European Services for Telematics between Administrations (sTesta) for business continuity purposes. The project was implemented in cooperation with DG DIGIT and several Joint Undertakings for ensuring access to the EU domain resources outside their premises.

In July 2019, to address its increased needs, the BEREC Office rented additional office space and moved the whole Finance and Procurement Team to an open space. The new office space was equipped with modern, adjustable furniture, which will be used as a benchmark for improving office furniture in the future. Irrespectively of the rent of additional office space, the Agency was not able to comply with the Commission building manual requirements and the Property Manager – a state-owned company (VNI) was requested to ensure compliance as soon as possible. All possible measures within the current building were planned and their executions started gradually in 2019 with the objective to finalise them in 2020.

In the area of anti-fraud, due to a change in staff, the BEREC Office appointed a new Anti-fraud Officer, who ensured continuity in the implementation of the BEREC Office Anti-Fraud Strategy 2017-2019 and initiated the preparation of a new Strategy for the period 2020-2022 taking into account the new EC Anti-Fraud Strategy 2019.



Specific attention was also paid to data protection in relation to the processing of personal data in compliance with the new data protection regulation applicable to EU Institutions and Bodies (Regulation EU 2018/1755). The data protection requirements and procedures within the Agency were screened and a revision exercise of the data protection policies began in order to prepare for compliance with the obligations stemming from the new data protection Regulation. In 2019 BEREC Office had 76 % of data protection policies in place compared to the number of processing operations identified. In order to raise staff awareness on the new applicable rules, in 2019 the BEREC Office Data Protection Officer organised five staff training sessions on data protection. In 2019 BEREC Office did not have any cases with the European Data Protection Supervisor (EDPS) nor any personal data breaches notified to the EDPS.

In the area of access to documents in 2019 the BEREC BoR and MB adopted 2 new Decisions laying down rules on access to documents: respectively Decision BoR/2019/03 on detailed BEREC rules on access to documents and Decision MB/2019/11 on the BEREC Office rules on access to documents. The new rules prescribe new arrangements for handling the initial and confirmatory applications of access to documents, according to which all initial applications are handled by the Head of Programme Management (for BEREC documents) and by the Head of Administration of Finance (for BEREC Office documents). For BEREC documents, the BEREC members and participants without voting rights are always consulted, unless the document is public or is clear that it can be disclosed. Confirmatory applications are handled by the Director of the BEREC Office.

The number of applications for access to documents received in 2019 and the actions taken are detailed in Annex I, Table 9.

In order to raise awareness of the BEREC Office as the only EU Agency in Latvia the BEREC Office organised an Open Doors Day and participated in the EU initiative – Back to school/Back to University. In order to improve communication with stakeholders about the BEREC Office tasks and mission, the Office started to organise discussions after public debriefings, ensuring that BEREC Office experts could reply to the questions of invitees.

For the first time, the BEREC Office also participated in the Christmas Charity Bazaar organised by the International Women's Club of Riga. The BEREC Office “connected people with smiles” offering to use a photo booth with different attributes illustrating telecommunications and the EU.

With the new tasks of BEREC, the BEREC Office ensured regular updates of relevant information on the BEREC website and promoted its procurement and HR procedures. The BEREC social media accounts maintained by the BEREC Office were also used to promote the Agency as an attractive employer.

## 2.3 Budgetary and financial management 2019

### 2.3.1. Budget 2019

The Budget of the BEREC Office for 2019, as approved by the Budgetary Authority and the MB, was EUR 5,701,000.00 (see more details in Annex II, Table 1) consisting of:

Main EU subsidy:	5,677,664.45
Assigned revenues deriving from 2018 surpluses:	23,335.55
<b>TOTAL:</b>	<b>5,701,000.00</b>

In 2019 the BEREC Office Director executed 5 budgetary transfer in order to ensure the best use of the financial resources available to the BEREC Office. The list of transfers and final budget numbers are available in Annex II, Table 2.

Detailed information on each of transfers executed is available on the BEREC Website at: [https://bereg.europa.eu/eng/document\\_register/subject\\_matter/bereg\\_office/budget\\_of\\_the\\_office/annual\\_budget\\_of\\_the\\_office//](https://bereg.europa.eu/eng/document_register/subject_matter/bereg_office/budget_of_the_office/annual_budget_of_the_office//)

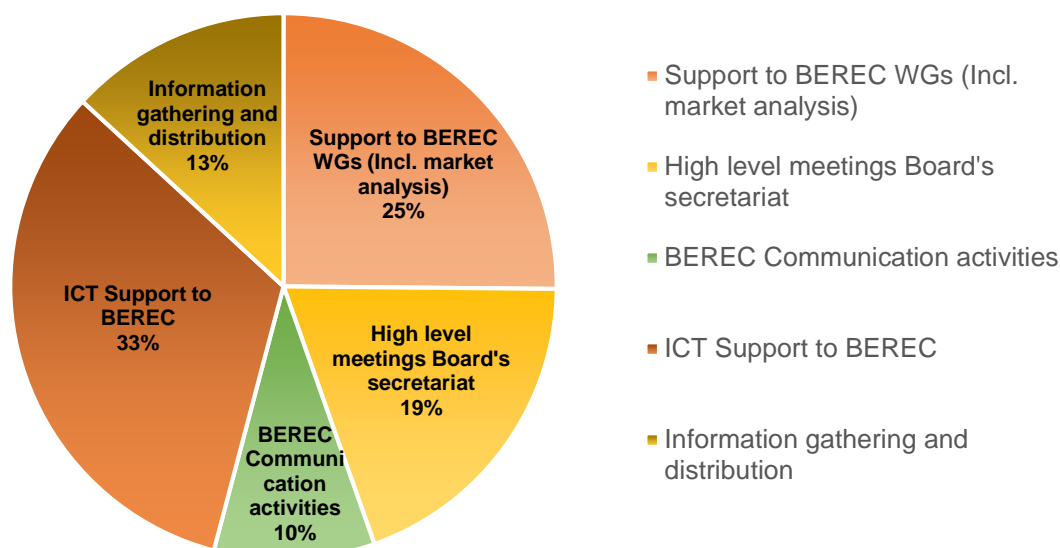
### 2.3.2. Budget 2019

The final 2019 budget was split by Titles as follows:

Title	Funds committed on 31.12.2019 (EUR)
Title 1 - Staff	2,912,412.49
Title 2 - Buildings, equipment and miscellaneous operating expenditure	828,527.93
Title 3 - Operational expenditure	1,955,999.47
<b>TOTAL:</b>	<b>5,696,939.89</b>

The financial resources of 1,955k EUR in Title 3 “Operational expenditure”, which is used for support to BEREC, were used to fund the following activities:

## Operational budget per Activity 2019



For detailed split of human and financial resources by operational activity, see Annex V.

### 2.3.3. Budget execution rate

At the end of 2019 the implementation of commitment and payment execution rate was as follows:

Total budget	Commitment rate	Payment rate
5,701,000.00	5,696,939.89 (99.93%)	4,674,263.82 (81.99%)

This is one of the highest level of budget execution of the BEREC Office budget since the establishment of the Agency in 2010. An overview of the expenditure committed and paid in 2019 (fund source C1) is available in Annex II, Table 2.

The BEREC Office has also demonstrated a good rate for the cancellation of the carry-forward amounts (C8/2019 credits, see Annex II, Table 3) with a cancellation rate **3.82%**, as follows:

Title	Payment appropriations carried over from 2018 to 2019	Paid amount	Cancelled amount	%
Title 1 – Staff	90,726.98	86,132.81	4,594.17	5.06%
Title 2 – Administrative expenditure	80,481.66	74,541.27	5,940.39	7.38%

<b>Title</b>	<b>Payment appropriations carried over from 2018 to 2019</b>	<b>Paid amount</b>	<b>Cancelled amount</b>	<b>%</b>
Title 3 – Operational expenditure	572,745.6	554,874.59	17,871.01	3.12%
<b>Total:</b>	<b>743,944.24</b>	<b>715,548.67</b>	<b>28,405.57</b>	<b>3.82%</b>

More detailed information on the budget execution, the BEREC Office Report on budgetary and financial management (RBFM) for financial year 2019 is available on BEREC Website:

[https://bereg.europa.eu/eng/document\\_register/subject\\_matter/bereg\\_office/budget\\_of\\_the\\_office/reports\\_on\\_the\\_budgetary\\_and\\_financial\\_management/9016-bereg-office-report-on-the-implementation-of-the-budget-and-on-budgetary-and-financial-management-2019](https://bereg.europa.eu/eng/document_register/subject_matter/bereg_office/budget_of_the_office/reports_on_the_budgetary_and_financial_management/9016-bereg-office-report-on-the-implementation-of-the-budget-and-on-budgetary-and-financial-management-2019)

The report provides further detailed information on:

- General context and legal framework;
- Detailed information on the implementation of the budget in 2019;
- Analysis of the financial management.

#### **2.3.4. Procurement**

To implement the BEREC WP and to ensure the proper functioning of the BEREC Office, the Agency procured certain services and goods to support all BEREC's tasks as defined in the BEREC Regulation and its annual WP.

Public procurement procedures in the BEREC Office were initiated by its units in compliance with their responsibilities and the BEREC Office Procurement Plan.

In 2019, the BEREC Office launched 11 procurement procedures in total, split between the following types:

- very low-value negotiated procurement procedures for contracts not exceeding EUR 15 000.00 — six;
- low-value negotiated procedures for contracts not exceeding EUR 60 000.00 — one;
- exceptional negotiated procedure — one;
- open tender procedures for contracts equal to or above EUR 144 000.00 — three.

Out of the 11 procurement procedures, seven resulted in the signature of contracts; the other four procedures were not finalised by the end of 2019.

In addition, the BEREC Office was not in a position to launch five procurement procedures planned for 2019 (four procedures, which were carried over to 2020), either due to lack of sufficient HR capacity to run them or due to the changes in planning and the needs (one procedure). Consequently, the BEREC Office could not reach the target in the WP of 90 % contract award of

the procurement procedures in the procurement plan and the achieved results led only to 44 % contract signature. In many instances it was concluded that the responsible operational actors had difficulty either to clearly identify their needs or to draft technical specifications. To improve the situation the Finance and Procurement Team organised an internal training in the last quarter of 2019 on clear writing of technical specifications. Depending on the situation in 2020 the training may be repeated.

Most of the procurement procedures (three out of the four carry-overs) carried over envisaged the establishment of framework contracts and consequently did not have negative impact on the 2019 budget execution. The signature of the contract for the fourth procedure carried over was planned already from the beginning to take place in 2020 under the 2020 budget.

To reduce the administrative burden for staff, in 2019 the BEREC Office continued to use interinstitutional framework contracts (FWCs) and FWCs established by the BEREC Office.

The BEREC Office joined 21 interinstitutional procurement procedures (with eight more compared to 2018), which resulted in the conclusions of three FWCs. The Agency established 13 FWCs itself based on procurement procedures launched in 2018 and 2019.

In 2019 the BEREC Office signed 141 specific contracts under the FWCs in force and two direct service/supply contracts.

During the reporting period the BEREC Office did not conclude contracts following negotiated procedures in accordance with points (a) to (f) of point 11.1 and point 39 of Annex I of the Financial Regulation.

Procurement procedures are sequentially numbered to ensure control over them, including completeness of the list for review purposes. To ensure the control objectives envisaged in Article 30.2 FFR each procurement undergoes at least 4-eye principle, most of them 6-eye principle.

## **2.4 Delegation and sub-delegation**

In accordance with the Financial Regulation on the General Budget of the EU and the BEREC Office MB Decision No MB/2019/13, and in particular Articles 41 and 46, the Authorising Officer of the BEREC Office, delegates, on an yearly basis, the powers of budget implementation to the Authorizing Officers by sub-delegation. The Delegation of Powers are exercised in accordance with the Charter for Authorising Officers by Delegation, containing a series of tasks and responsibilities for the Authorizing officers by delegation, and they are carried out on the basis of both paper documents signed manually and computerized 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 in part.

For the financial year 2019, the BEREC Office Authorising Officer has delegated partially his budget implementation powers to the three Heads of Units; respectively the corresponding budget lines as per each unit's nature of activities were assigned for authorization to the Authorising Officers by Delegation. The correct implementation of these delegations is to be checked also on

a yearly basis, during the periodic validation of user access rights granted in ABAC. The process consists in the 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 verification are disclosed to the Authorizing Officer(s) (by Delegation) and, also, to the entity in charge of these controls within DG BUDGET of the EC.

## **2.5 Human Resources (HR) management**

### **2.5.1. Changes in organisational structure, establishment plan and number of posts**

To be able to address its new tasks stemming from Regulation (EU) 2018/1971 of 11 December 2018 (the BEREC Regulation), the BEREC Office was provided by the budgetary authority with two additional temporary agent posts as of 1 January 2019, which increased the number of the establishment plan posts from 14 at the end of 2018 to 16 in 2019.

To address the additional tasks and the increase in the workload associated with the implementation of the afore-mentioned Regulation and Directive (EU) 2018/1972 of the EP and of the Council of 11 December 2018 establishing the European Electronic Communications Code (EECC), as well as to address new requirements of other legal acts in force, the Management Board (MB) decided as of 2019 to establish additionally two posts for seconded national experts (SNEs) and eight post for contract agents (CAs) in addition to the number of external staff at the BEREC Office at 31 December 2018. This brings the total number of SNEs at the BEREC Office to six and of CAs to 18, for 2019.

The MB discussed the distribution of staff to the different assignments of the Agency on several different occasions, which was translated in a revision of the organisation chart in 2019 (see Annex III), which has led to the following:

- Additional resources were dedicated to ICT in support to BEREC, to the Board Secretariat, to the communication activities in support to BEREC and to the support provided to the BEREC Working Groups (WGs);
- To address the new provision of the BEREC Regulation in terms of data protection, as well as to implement the new data protection requirements imposed on BEREC and BEREC Office, a stand-alone post of Legal Officer/Data Protection Officer (CA, FG IV) was established;
- It was decided to centralise procurement and finance thus transferring the responsibility for managing procurement procedures and performing financial transactions in ABAC to the Administration and Finance and releasing capacity for the specialists in the operational Units to focus more on support to BEREC; consequently most of the job profiles in the Procurement and Finance Team were re-designed in order to make them more focused; additional two financial assistants (CAs FG III) were assigned to the centralisation of the initiation of the financial transactions in the accounting system;
- To address the increase in the workload for HR management, an additional CA post dedicated to HR management was established.

The Agency still lacks the capacity for implementing the security requirements of the new BEREC Regulation, premises management, internal controls, business continuity and others due to the fact that the BEREC Office has never been equipped with all mandatory functions needed at a regulatory agency (see annex to the SPD 2020-2022).

### **2.5.2. Recruitment and Selection**

Following the change in the organisational structure and the increase in the number of posts, the first of priority in 2019 was the recruitment of new staff to fill in the vacant and newly established posts. As a general rule, to be able to cope in a timely manner with the staff turnover the BEREC Office operates with reserve lists, which cover approximately 75% of its job profiles. This was the main source of recruitments for the existing profiles. To be able to fill in newly established posts or post for which the reserve lists were exhausted, the BEREC Office published nine new notices for the selection of staff, four of which were calls for internal mobility. Two of the external selection procedures were successfully completed and led to immediate recruitment and the establishment of reserve lists.<sup>34</sup>

As a result of these selection procedures, as well as by means of use of reserve lists established in previous years, the BEREC Office recruited in 2019 in total 13 new staff members (three temporary agents, seven contract agents and three seconded national experts).<sup>35</sup> These include three seconded national experts and two programme management support officers in the Programme Management Unit, as well as staff for the Boards' Support and the deployment of ICT systems for BEREC in the strengthened Operation Support Unit.

The increase of staff in 2019 provided to the Agency to address its new mandate decreased the proportion of temporary staff from 50 % to 40 %, while the proportion of external staff increased from 50 % to 60 %. This has led to difficulties in attracting staff, in particular as far as Contract Agent (CAs) are concerned.

As an indication, in 2019, 16 job offers were sent to successful candidates for CA posts in Function Groups (FG) II, III and IV. Out of the 16 job offers, only six were accepted, whereas the other 10 job offers were declined by the candidates. For the lower FGs the rejection rate of job offers was particularly high: 80% of the job offers sent for CAS FG II or III posts were declined (eight out of 10). In contrast, the three job offers sent for Temporary Agent (AD 6) posts were all accepted.

Even though the BEREC Office, during the selection and recruitment phases, actively promotes the working conditions at the Agency, it faces difficulties in attracting highly qualified staff to fill in posts via external selections.

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<sup>34</sup> The further two external calls for expression of interest, as well as an internal selection procedure published in the end of 2019 are expected to be finalised in 2020.

<sup>35</sup> 3 TA's, 6 CA's and 2 SNE's took up duties at the Agency in 2019, while 1 CA and 1 SNE received and accepted job offers with a starting date in early 2020.

This would suggest that highly qualified candidates prefer to exercise the same or similar duties at Agencies or Institutions located in countries with higher correction coefficients and at higher entry grades.

In addition, eight trainees started the traineeship programme at the BEREC Office: six trainees joined as a result of four calls for expression of interests that were published in 2019, and two trainees from shortlists established previous year started traineeships at the Agency.

As a general strategy, the BEREC Office continued to maintain and expand the list of reserve lists, which has proved to be a successful formula for 'fast-track' recruitment of staff for posts that become vacant. Vacant posts for which reserve lists were not available were temporarily filled in with interim workers (seven - at 31 December 2019), which ensured that the Agency could work with its designed capacity.

### **2.5.3. Talent Management**

The 2019 annual appraisal exercise was launched in January 2019; the 2019 reclassification exercise was launched in August 2019. Both exercises were successfully finalised.

Since the introduction of the European Commission's new Learning and Development strategy at the BEREC Office in 2018, the principles of the new strategy, focused on efficient on-the-job learning and knowledge-sharing, in addition to classroom training, were successfully applied at the BEREC Office throughout 2019. The BEREC Office staff members benefited from training sessions on 95 subjects, including 24 in-house training sessions and one offsite training event. Participation in online training is promoted through the online training tool EU Learn. Training was provided to staff members to deepen their knowledge in areas such as project management, procurement, finance and budgets, data protection and ethical values. The BEREC Office continued to offer language classes to staff under framework contracts for services in cascade.

### **2.5.4. Gender and Geographical balance of the staff**

At the end of 2019 (on 31 December 2019) a good gender balance had been achieved (44% female and 56% male), constituting a shift towards an increase in the male representation of the staff. The following gender balance can be observed in middle management positions: 33% female and 67% male. The BEREC Office has only one senior management position (of the Director), which is occupied by a male. Bearing in mind the small size of the Agency, a good geographical balance was achieved, with representatives of 13 Member States (on 31 December 2019). A detailed overview of the gender and geographical distribution of BEREC Office staff can be seen in Annex IV, respectively Table 4 and Table 5.



### 2.5.5. Staff retention and working conditions

The average length of service of all categories of staff<sup>36</sup> at the BEREC Office in 2019 was 2.68 years, which represents a slight increase compared with 2018 but still a decrease compared with 2017 (2018, 2.64 years; 2017, 2.7 years). As the initial contract duration offered by the BEREC Office to its staff is usually 3 years, it would be reasonable to expect a higher average length of service to the Agency.

The average length of service of middle managers at the BEREC Office in 2019 was 3.31 years, constituting an increase from the two previous years (2.91 years in 2018, and 2.50 years in 2017).

The average duration of contracts by category of staff is the following:

<b>Year</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b>Category of staff</b>			
Temporary agents category (TAs) 2 (f) <sup>37</sup>	2,90 years	3,39 years	3,60 years
Contract agents (CAs)	2,00 years	2,24 years	2,14 years
CAs + TAs 2(f) (excluding SNEs and TA 2(a))	2,57 years	2,92 years	2,93 years

The reasons for the short average length of service at the BEREC Office are largely of external origin, such as the low correction coefficient for Latvia (78,6% as of 1 July 2019), dissatisfaction of staff with certain aspects of the living conditions in Latvia, the low entry levels and unappropriated categories of staff (for example CAs are assigned to posts with responsibilities envisaged for establishment plan posts, e.g. TAs), and the limitations of the current physical working space.

Following the above, efforts oriented to retaining and further developing the 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, taking care also to ensure good-quality support and social welfare services. New furniture purchased fulfils the modern ergonomics standards and the objective is to gradually replace all desks used by staff with modern and up-to-date ones of the type of electrical adjustable height standing desks.

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<sup>36</sup> TAs, CAs, SNEs

<sup>37</sup> Excluding the director, who is TA category 2 (a), whose maximum duration of contract at the BEREC Office is fixed by the BEREC Regulation to 5 years, renewable once

To offer better working conditions to the staff within the limited budget available, some office supplies (e.g. coffee, tea, fruit juices, water, etc.) are provided for free in the common areas and meeting spaces. Moreover, office decorations, such as plants and paintings, are in the office areas with the aim to create the best working atmosphere for the staff.

A medical service covering a wide range of situations is provided to the staff thanks to an SLA with the European Commission Medical Service.

Following the adoption of the BEREC Office MC Decision on the implementation of measures of a social nature at the BEREC Office, the following activities have taken place in 2019:

- A framework service contract for legal assistance for the staff was signed with a legal firm in Riga, now offering the BEREC Office staff the opportunity to benefit from legal advice and support in relation to their establishment in Latvia. Additionally, under this framework service contract, the BEREC Office ordered electronic brochures covering the legal provisions and some practical information on various topics of interest to the BEREC Office staff.
- In close collaboration with the Latvian national authorities, the BEREC Office issued a supplementary certificate to the Joint Sickness Insurance Scheme (JSIS) certificate, easing the access of BEREC Office staff to medical services in the host Member State.
- The BEREC Office undertook informing several of the banks operating in Latvia of the status of its staff in Latvia, resulting in a better understanding by the banks, and improved access to the banks' services for its staff.
- The framework contract concluded in 2018 for the provision of welfare services for staff members has been implemented and actively used throughout 2019.
- The entity in charge of HR for the first time launched a call for expression of interest for structural telework by the staff. From 1 July 2019, five staff members, amounting to 15.15% of the Agency's staff, made use of structural teleworking arrangements.
- Work started towards the adoption of a Decision under which the BEREC Office shall provide its staff with assistance with the cost of home care and care for sick children.

The implementation of all other projects launched in the previous years with the objective to ensure retention of the highly qualified staff continued throughout 2019.

Under the flexible working time arrangements (flexitime) in force at the BEREC Office, the Agency's staff were granted a total of 104,5 days of flexitime recuperation in 2019. For more details on the flexitime recuperation days taken per grade, see Annex IV, Table 7.

### **2.5.6. Paperless HR Management**

The Agency entity in charge of HR continued its efforts to ensure paperless HR management by putting Sysper2 in operation for the Agency's staff: In 2019, the Agency started the use of the time management, career management, certificates and job description modules of Sysper2. The implementation of the time management module facilitates the implementation of the flexible

working arrangements at the BEREC Office. In addition, all the personnel files of the Agency's staff in active service were digitalised.

### **2.5.7. Implementing rules**

In 2019, the BEREC Office implemented new staff implementing rules in the following areas:

- Outside activities;
- Engagement of Contract Agents;
- Middle management staff.

Further information on the subject is included in Annex IV, Table 6.

### **2.5.8. Benchmarking**

In line with the obligations deriving from Article 29 of the Framework Financial Regulation (FFR), the BEREC Office annually conducts a benchmarking exercise, which shows the internal distribution of the Agency's HR according to the organisational role that each job is serving. The compared results for 2018 and 2019 are reported in Annex IV, Table 3.

The identification of the abovementioned 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 Annex IV, Table 2.

The final results of these exercises reflect the redistribution of tasks and responsibilities following the entry into force of the new BEREC Regulation at the end of 2018, which led to a re-organisation of the Agency, as well as the new responsibilities stemming from the centralisation of certain functions in 2019, in particular in the area of procurement and finance.

## **2.6 Strategy for efficiency gains**

### **2.6.1. Highlights**

The actions for achieving efficiency gains and synergies in 2019 were oriented on the following main areas:

1. Revisions of the job profiles with the objective to ensure high specialization of the job holders, thus increasing the efficiency and effectiveness of the staff.
2. Efficiency gains in the field of procurement;
3. Efficiency gains achieved due to the higher use of EC IT applications;
4. Shared services and capacities with the Latvian public authorities in the files of security, logistics, premises management and other technical support;
5. Use of external resources to compensate missing capacities or for tasks of technical and auxiliary nature.

These actions have led to the following results:

### **2.6.2. Revisions of the job profiles with the objective to ensure high specialization of the job holders, thus increasing the efficiency and effectiveness of the staff.**

The new, strengthened mandate of the BEREC Office in force as of 20 December 2018 envisaged, among others that the BEREC Office should:

- establish a common information and communication system to avoid duplication of information requests and facilitate communications between all authorities involved;
- support BEREC to engage in communication activities in accordance with relevant communication and dissemination plans adopted by the Board of Regulators;
- carry out its activities with a high level of transparency;
- ensure confidentiality and security of processed information for which it has received a reasoned request for confidential treatment.

To address its new mandate the BEREC Office received 13 additional posts, which were added to the existing 27 posts, which allowed reshuffling the responsibilities by merging certain decentralized functions and establishing new, more specialized job profiles.

To ensure compliance with these requirements and to increase the synergies in provision of ICT and communication services to BEREC and considering that the BEREC Office IT and communication activities represent a tiny portion of the overall IT and communication needs in support to BEREC, in 2019 the BEREC Office strengthened the previously established Executive Support Unit by enlarging its capacities and competence to cover ICT and communication both for BEREC and for the BEREC Office.

Similar approach was undertaken to procurement and finance to ensure high specialization, thus increasing the efficiency and effectiveness of the staff and the quality of the deliverables. Consequently the procurement was centralised as of 1 July 2019 and all the necessary preparation was carried out for centralisation of the financial circuit as of the beginning of 2020.

As a result of this, most of the job descriptions and job titles in the Administration and Finance and the newly established Operation Support (as a replacement to the Executive Support) were revised to reflect the new responsibilities of staff. This process will continue in 2020-2021.

### **2.6.3. Efficiency gains in the field of procurement**

Joint purchasing arrangements can give rise to efficiency gains, in particular, due to economies of scales, which lead to cost savings such as lower purchase prices or improved client services for the same price.

The interinstitutional procurement procedures also save human resources for the BEREC Office, which is traditionally struggling to ensure sufficient number and well trained staff with knowledge

in the field of procurement (in 2019 the Agency dedicated in total 1.25 FTEs to management of procurement procedures (0.4 AD6, 0.6 CA FG IV and 0.25 Interim assistant, category II<sup>38</sup>).

Consequently in 2019 the BEREC Office continued the use of interinstitutional procurement procedures and joined 21 such procurement procedures (with eight more compared to 2018), which is approximated two times more than the procurement procedures organised in house, namely 11.

Additionally, based on the provisions of the new BEREC Office Financial Regulation in 2019 the BEREC Office launched an initiative for the organisation of joint procurement with the Government of the host Member State – for its administrative needs. The preparatory steps for the start of joint procurement with the Latvian contracting authorities will continue in 2020 with the objective to cover the subject in the new Headquarters agreement to be signed by 21 December 2020 with a view to implement these provisions during 2021.

#### **2.6.4. 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 and the use of automation. The BEREC Office does not have sufficient resources to develop and implement its own 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 services.

In 2019 the agencies progressed with the introduction of the following tools:

##### **a) Advanced Gateways for Meetings (AGM)**

In 2019 the BEREC Office studied the EC online tool for organisation of meetings and expert reimbursements AGM with the objective to start its gradual use as of 2020.

The extensive use of the AGM tool by experts, expected in 2021, will lead to both qualitative and quantitative efficiency gains and will free-up HR and financial resources, which could be redirected to other activities.

In 2019 for processing the expert reimbursements the BEREC Office used one external contractor (in the first half of the year) and two interim workers (in the 2<sup>nd</sup> half of the year).

##### **b) Use of Sysper2 for managing the HR resources**

As of 2019 the BEREC Office introduced the use of Sysper2 for staff to the extent possible for decentralised agencies. This has allowed the introduction of the structural telework as means of ensuring balance between private and professional life, as well has improved the quality of the HR data and the consistency of the implementation of the staff implementing rules.

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<sup>38</sup> Filling in temporarily a vacant CA post

Based on this experience the Agency has already expressed its interest to use additional modules of the system, for example for probation, appraisal and reclassifications and the application for digital personal files.

### **c) Use of e-Submission**

To comply with the requirement of the Financial Regulation, in 2019 the BEREC Office started the use of the e-Submission of the IT tools dedicated to procurement. The application allows electronic submission of tenders, which shorten the duration of the whole procurement procedure, ensures some authorisation of the opening process and eliminates the need for keeping paper files.

Unfortunately the application currently is used only for open tendering procedures, which is 1/3 of all procurement procedures organised by the Agency and is not available for reopening of competition. Consequently the efficiency gains for the Agency are of negligible nature.

Therefore, the BEREC Office would like to encourage the Commission services to consider the possibility for ensuring its flexible use (for example for procedures of low value or reopening of completion), which will lead to benefits for the Agency.

### **d) Finalisation of the on-boarding of MiPS**

In December 2019 the BEREC Office completed the on-boarding process for the use of the EC Mission Processing System (MiPS), which will ensure better and more coherent management of staff missions and authorised travel in a paperless environment. The use of MiPS will also ensure fast reimbursement of the mission costs to the mission performers, which in most of the cases are advanced by the staff.

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

The BEREC Office since its set-up has missing capacities, such as internal control coordinator, business continuity coordinator, security officer, etc. Additionally the Agency has neither clerks nor secretaries and consequently many staff members engaged in secretarial and clerical tasks, irrespectively of their rank.

To maximize the scarce human resources in place, the clerical and secretarial tasks have been partially externalised via the purchase of services with a view to entirely dedicate the temporary and contract staff in place to the professional support to BEREC<sup>39</sup>. This has allowed the use of the professional knowledge of the staff as extensively as possibly in the interest of the service.

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<sup>39</sup> As at the moment there are no AST/SC at the BEREC Office and only one contract agent is in function group II, the secretarial and clerical tasks are partially distributed among the staff, including administrators and managers. This situation contributes to the limited attractiveness of the agency, including for posts with higher grades. The contract and temporary staff in place is currently requested to perform a wide range of technical and professional tasks, and as it would not be efficient to fully dedicate them to secretarial tasks, such tasks are in the process to be externalised.

Furthermore, to compensate some missing capacities, where possible, interim workers for specific projects were hired, for example for the full risk assessment carried out in 2019, the assessment of the efficient and effectiveness of the control system, etc.

### **2.6.6. Conclusions**

The implementation of the afore-mentioned projects has either led to improved quality of the services, lower prices and/or higher quality, use of less FTEs for administrative activities. Any feed-up capacity has been re-invested either in support to BEREC or in the deployment of additional services offered to the staff in order to improve their working and living conditions.

## **2.7 Assessment of audit and ex-post evaluation results during the reporting year**

### **2.7.1. Internal Audit Service**

According to the provisions of the BEREC Office Financial Regulation<sup>40</sup> (Chapter 7- Internal Auditor) the European Commission's IAS is the internal auditor of the BEREC Office. In compliance with the Strategic Internal Audit Plan for the period 2017-2019, in 2019 the IAS conducted an audit related to procurement, missions and reimbursement of experts. The procedures and processes in place were found to be fit for purpose and the IAS did not make any critical or very important recommendation. The IAS did make three important recommendations (one less than the previous audit in 2018); these are to be addressed in accordance with the action plan which will be sent and agreed with the IAS.

### **2.7.2. Internal audit capability**

Not applicable.<sup>41</sup>

### **2.7.3. European Court of Auditors (ECA)**

In the ECA's opinion<sup>42</sup>, the accounts of the BEREC Office for 2018 present fairly, in all material respects, the financial position of the BEREC Office at 31 December 2018, 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 with accounting rules adopted by the Commission's accounting officer. These are based on internationally accepted accounting standards for the public sector.

The ECA made some comments on the operations of the BEREC Office, which do not call into

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<sup>40</sup> [Decision No MB/2019/13 of the Management Board of the BEREC Office on the financial regulation applicable to the BEREC Office](#)

<sup>41</sup> The BEREC Office has no internal audit capacity

<sup>42</sup> [Annual report on EU agencies for the financial year 2018](#) (2019/C 417/01), published in the *Official Journal of the European Union*, 11.12.2019 ([https://www.eca.europa.eu/Lists/ECADocuments/AGENCIES\\_2018/AGENCIES\\_2018\\_EN.pdf](https://www.eca.europa.eu/Lists/ECADocuments/AGENCIES_2018/AGENCIES_2018_EN.pdf)).

question the Court's opinions as described above. In particular, the ECA commented on the clerical and secretarial support services framework contract and moreover on the compliance with the Directive 2008/104/EC of the European Parliament and of the Council, and with the specific rules adopted by the Member States in the transposition of that Directive; also another comment referred to the volume of payments to one contract providing various types of services and a third comment on an abnormally low tenderer related to one procurement procedure. The BEREC Office has already undertaken mitigating actions to address the recommendations and subsequently replied to all ECA comments.

## **2.8 Follow-up of recommendations and action plans audits**

Following the 2019 IAS audit on procurement, missions and reimbursement of experts, the IAS made three important recommendations. The BEREC Office prepared an action plan making proposals for addressing the recommendations, which will be applied in 2020 and 2021.

In what regards the 2018 IAS audit on planning, budgeting, monitoring of activities and reporting, the IAS closed three out of the four recommendations; the implementation of actions to address the pending recommendations is due in 2020.

## **2.9 Follow-up of observations made by the discharge authority**

On 13 and 14 May 2020, the EP took a decision to grant the Director discharge in respect of the implementation of the BEREC Office budget for the financial year 2018 (2019/2094(DEC)), following a recommendation by the Council of the EU of 18 February 2020.

Noting that the ECA had stated that it had obtained reasonable assurance that the annual accounts of the Office for 2018 were reliable and that the underlying transactions were legal and regular, the EP also approved the closure of the Office's accounts.

**The EP provided positive feedback on the following improvements** to BEREC Office operations:

- improved budget monitoring efforts during 2018, with small decreasing differences if compared with 2017 budgetary data;
- usage of several types of measures as key performance indicators to assess the added value provided by the BEREC Office's activities and to improve its budget management;
- improved IT support including the use of specialised information and communications technology and IT security services;
- 100% execution of the establishment plan at 31 December 2018;
- e-submission module of e-Prior implementation in the Office;
- adoption of the whistleblowing guidelines on 7 December 2018.



In particular, **the EP noted with concern** that:

- the BEREC Office was negatively affected by a high turnover but, in the same time, as part of mitigation techniques, the management committee requested the establishment of reserve list for 75% of all job profiles with the aim of keeping the vacancy rate below 15%;
- the Agency does not share resources with other agencies due to its limited own resources; and that the existing agreements in force are terminated by the counterparty (example given by the Discharge Authority is the ENISA SLA on the shared Internal Control Coordinator activities);
- the BEREC Office has not have a separate guidance on abnormally low tender prices, but, as result of the ECA comments the Agency introduced the definition of abnormally low tender price in its internal procurement manual;
- the Agency is dependent on external resources which creates a risk to business continuity and also that the BEREC Office does not possess the critical mass of staff and competences;
- the BEREC Office signed a framework contract with one company for the provision of clerical and secretarial support services which is not in line with the with Union's social and employment rules.

The EP also noted also that the Office did not publish yet the CVs of the board members on its website but noted that the management board has started a review on the existing policy laying down the rules for the prevention and management of conflicts of interests which envisages an obligation for its members to submit with their declaration of interest their CVs, which will be published on the Agency's website.

## **2.10 Follow up of recommendations issued following investigations by the European Anti-Fraud Office (OLAF)<sup>43</sup>**

The BEREC Office has not been subject to OLAF investigations and consequently there are no recommendations, which require follow-up.

## **2.11 Environment management**

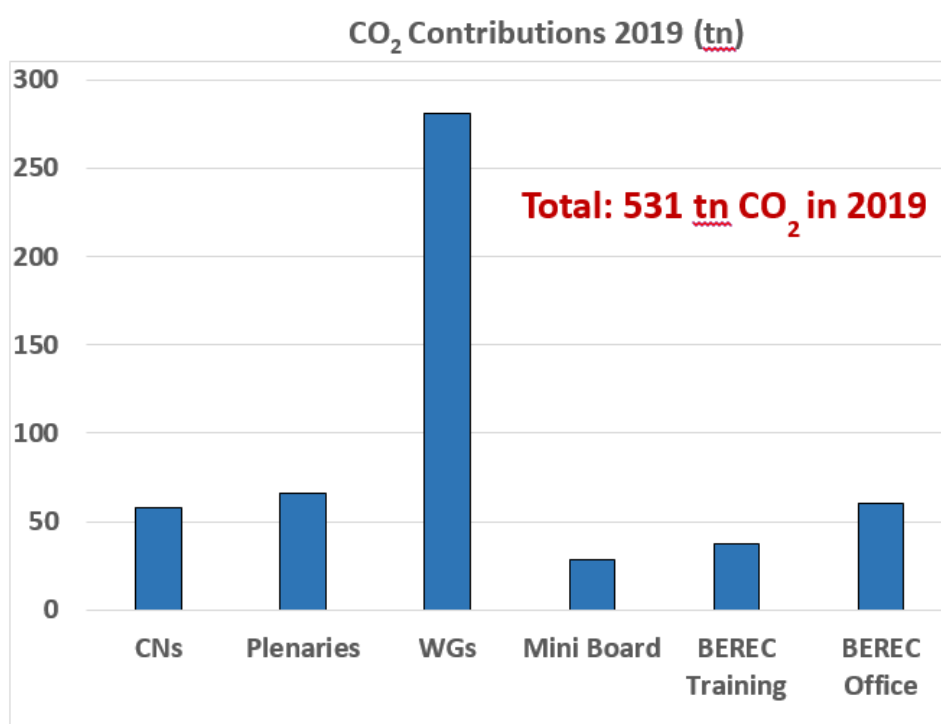
The BEREC Office is taking into due consideration the impact that humans are having on the planet and it is constantly improving its actions to reduce it. The main two factors that may impact the sustainability in an organisation like BEREC Office are "*how the running of an organization affects sustainability*" (such as their internal use of paper, plastic, water or CO<sub>2</sub> emissions) and

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<sup>43</sup> Article 11 Regulation (EU/Euratom) 883/2013 of the European Parliament and of the Council concerning investigations conducted by the European Anti-Fraud Office (OLAF)

*“how the sustainability has been considered in the overall strategy and operations of the organisation”.*

Some elements related to the first factor have been recently assessed for the operation of BEREC and of BEREC Office. There is no doubt that one of the major impacts on their environmental footprint is the CO<sub>2</sub> contributions due to the air traveling that is involved in their operation. BEREC Office has calculated using the ICAO methodology<sup>44</sup> that in 2019 the contribution of the BEREC / BEREC Office traveling produced more than 530 tonnes of CO<sub>2</sub>. The following figure depicts the CO<sub>2</sub> contributions due to different categories of BEREC / BEREC Office meetings in 2019. In an effort to combat this environmental effects as well to save time and financial resources, the BEREC Office introduced in 2015 a modern Audio-Video Conferencing (AVC) facility which allows the remote participation in meetings. This facility is extensively used by the BEREC WGs and it significantly limits the need for face-to-face meetings. It can be calculated that only in 2019 the use of the AVC facility saved 393 tonnes of CO<sub>2</sub>. BEREC Office is planning to upgrade and modernise this facility aiming in 2020 to reducing even more need for traveling by making AVC an integral element in all BEREC meetings.



Another factor, which contributes to a reduction in CO<sub>2</sub> emissions, is the position of the BEREC Office premises within the city centre. It is well connected by public transport and most staff members come to work by means of public transport or bicycle. Only a minority of staff use cars.

<sup>44</sup> <https://www.icao.int/environmental-protection/CarbonOffset/Pages/default.aspx>

Despite the fact that the BEREC Office does not own the building and the presence of historical constraints, it has taken some actions to improve the thermal behaviour of its premises and reduce the electricity consumption, such as the installation of windows with low transmittance in order to reduce energy costs. During the renovation of the lighting system in part of the premises, solutions with low electricity consumption were chosen in order to respect European Directives on the energy performance of buildings.

The BEREC Office has significantly reduced paper consumption by using different electronic management systems, such as ARES, e-Tendering, e-Submission, ABAC, etc. Furthermore, the BEREC Office has improved the refuse sorting of glass, paper and plastics to the level of 100% as a result.

In 2019 the BEREC Office finalised the deployment of MiPS and AGM, in use as of 2020, which will further reduce the processing of paper files for staff missions (MiPS) and for expert reimbursements (AGM). As of 2020.

Recognizing the importance of sustainability, BEREC has included it as a key element in its five-year strategy for the period of 2021-2023 which is currently under development. Additionally an ENG was set up for the period 2020-2021 aiming to assess and propose actions in two dimensions: one internal (i.e. BEREC/BEREC Office's own activities) and one external (i.e. environmental impact of the electronic communication sector):

- On the internal part, a range of initiatives will be assessed in order to reduce the environmental footprint of BEREC/BEREC Office as well as methodologies of measuring and reporting performance;
- On the external part, good practices will be identified in order to promote sustainability and righteous behaviours by the market players.

Additionally BEREC and the BEREC Office will cooperate on this subject with other organizations like The International Telecommunication Union (ITU) and RSPG and it will organize in 2020 a high-level external workshop on sustainability with the participation of the Heads of the European NRAs and key persons of the telecommunication industry. Furthermore, the BEREC Office will finance an external study on ways to promote sustainability in the telecom sector.

## 2.12 Assessment by management

In 2019 the focus of the BEREC Office management was dedicated to addressing the new needs of BEREC in relation its enhanced mandate, deploying the necessary organisation measures and recruiting new staff to fulfil the Agency's new mandate, to complete the projects launched in previous years for improving the IT tools available at the Agency and to create favourable prerequisites for opening the negotiations with the Latvian authorities on the new Headquarters agreement.

Therefore, the BEREC Office management has put in place internal control systems intended to ensure the appropriate management of its activities in line with their priorities and the respective financial flows, which could ensure the legality and regularity of the underlying transactions.

All financial transactions and procurement procedures were subject to 100% *ex ante* verification of financial transactions. The management made use the audit results carried out in accordance with internationally accepted audit standards, the lessons learned

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

Without prejudice to existing possibilities for carrying out further audits, where an audit based on internationally accepted audit standards providing reasonable assurance has been conducted by an independent auditor on the financial statements and reports setting out the use of a Union contribution, that audit will form the basis of the overall assurance, as further specified, where appropriate, in sector-specific rules, provided that there is sufficient evidence of the independence and competence of the auditor. To that end, the report of the independent auditor and the related audit documentation must be made available on request to the European Parliament (EP), the Commission, the European Court of Auditors (ECA) and the audit authorities of Member States.

To meet these requirements, the BEREC Office's management examined the Register of Exceptions and non-compliant events (defined as control overrides or deviations from policies and procedures), the outcome of the audits performed by the Internal Audit Service (IAS), the ECA and the independent auditors, the results of the *ex post* checks and the assessment of the effectiveness of the internal control systems.

The examination of this evidence, including accounting and asset management information, shows that, although there is still room for improvement in some aspects of the internal administrative procedures (including the reimbursement of experts, with the objective of reducing payment time), there are no errors that have a financial impact or could call into question the legality or regularity of the underlying transactions.

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

#### **3. Assessment of the effectiveness of the internal control systems Risk management**

Following the entry into force of the BEREC Regulation at the end of 2018, which led to the re-organisation of the Agency, the BEREC Office carried out a full risk assessment in 2019. It was the second full risk assessment exercise undertaken at the BEREC Office following the one in 2015. The assessment took place in the October-November 2019. The risk assessment was performed with the support of a dedicated Task Force, composed of representatives from each BEREC Office's unit and a representative of the Director of the BEREC Office. Due to the fact that the BEREC Office had no Internal Control Coordinator (ICC) function "in-house" and ENISA decided to terminate the Service level agreement on sharing the ICC function, the risk assessment was coordinated by an Interim Finance and Internal Control Officer.

The outcome of the risk assessment demonstrated that, irrespectively of the change in its mandate and internal organisational structure, the BEREC Office continues to operate in a low-risk environment<sup>45</sup>. The risks identified as significant or showed high deviations were discussed during an internal risk assessment workshop, which took place in November 2019, and have been either accepted or addressed via action plans. Progress on the implementation of the action plans are monitored on a monthly basis with the objective of alerting management when indicators show that the achievement of the objectives is at risk.

#### **3.2 Compliance and effectiveness of internal control principles**

Assessment of the efficiency and effectiveness of the internal control system in the BEREC Office was an extensive exercise which started in the end of 2019 and was concluded in January 2020.

##### **3.2.1. Methodology**

The methodology applied for the assessment of effectiveness of the Internal Control Systems included:

- Review of the legal framework and gap analysis;
- Interviews with key staff and Staff survey;
- Collection and observation of supporting evidence for controls in place;
- Sample testing for ABAC transactions.

##### **3.2.2. Assessment**

The review of the legal framework demonstrated that there is still a need to up-date the policies in line with the recent changes in the legislation (BEREC Regulation, BEREC Office Financial Regulation or Data Protection Regulation). However, the policies and procedures in place are widely still fit for purpose and the inconsistency is more of formal than of substantial nature. Some gaps were identified and the lead Units prepared action plans for their completion. The missing

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<sup>45</sup> Ares(2019)7357563 - internal

policies are not related to the operation activities and have no direct impact on the achievement of the WP objectives.

The overall assessment of Internal Control Principles showed that the BEREC Office has implemented an Internal Control System efficiently as all the components of the system function well together and separately to ensure that the BEREC Office objectives are met. For some principles there is room for improvement, mainly to align the internal rules and procedures with the changes in the legislation. These improvements are rather of formal than of substantial nature and do not significantly impact the overall functioning of the internal control principles.

Overall the control environment at the BEREC Office is in compliance with the Internal Control Framework approved by the MB.

The assessment of the BEREC Office risk management framework (ICP7) and of all other internal controls shows that the Agency has soundly and extensively apprehended the requirements at stake, in particular concerning the adoption of a risk management approach and procedures (notably a periodical risk assessment and further action plans), policies adoption and implementation, roles and functions allocations, security and business continuity matters, internal and external communication, follow-up on ECA's and IAS's remarks and recommendations, objectives and performance monitoring.

Testing of the ABAC transactions workflow compliance with the applicable Financial Circuit showed that all sampled items are in compliance with the Financial Circuit. As each transaction is a subject to 6-eye principle and testing showed no incompliance, it can be considered that controls regarding financial transactions in the BEREC Office are very strong.

As all other EU Agencies, the BEREC Office is in the obligation to comply with the requirements mentioned above. Yet for a small size public organisation such as the BEREC Office, such obligations increase the share of administrative burden, detrimental to the execution of its operational mandate or to put at stake compliance with administrative requirements. This risk increases in periods of peaks in the workload or staff turnover.

Fraud risk assessment was part of a full risk assessment in the BEREC Office and assessment results showed that fraud risk in BEREC Office is low. No cases of fraud had been identified during the year. In 2019 the BEREC Office appointed a new Anti-fraud Officer who prepared Anti-fraud strategy for BEREC Office for 2020-2022 which was adopted on 6 March 2020.

### **3.2.3. Conclusions**

In conclusion it should be emphasized that the assessment exercise demonstrated that all principles are present and functioning and only insignificant improvements have to be made.

However, the for an Agency of such small size as the BEREC Office, the obligations of the EC rules and internal control framework increase the share of administrative burden, detrimental to the execution of its operational mandate or may put at stake compliance with administrative requirements. This risk increases in periods of peaks in the workload or staff turnover.

### **3.3 Independent auditor's report on the provisional annual accounts as at 31 December 2019**

The BEREC Office requested an independent auditor to audit the provisional and annual accounts of the Agency for 2019, consisting of the financial statements and the reports on the implementation of the budget for the financial year that ended on 31 December 2019. The financial statements comprise the balance sheet as at 31 December 2019, 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 Organization 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 2019, 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 European Commission's 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 the ECA.

### **3.4 Validation of local accounting systems by the Commission's accounting officer**

In 2019, the Directorate-General for Budget carried out an annual review for the validation of local accounting systems for the operations authorised by BEREC Office during the financial year 2019. The assessment was carried out to provide assurance that the internal control systems in place are effective.

The results of the exercise concluded that the internal control systems in place are working as intended; the accounting officer did not identify any weaknesses in the internal control systems that would have a material impact on the accuracy, completeness and timeliness of the information required to draft the annual accounts and to produce reliable reporting.

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

**Statement of the Manager in charge of risk management and internal control**

I, the undersigned, **Iskra Stoilova-Tsoneva**,

Manager in charge of risk management and internal control within the BEREC Office,

In my capacity as Manager in charge of risk management and internal control, I declare that in accordance with the agency's Internal Control Framework, I have reported my advice and recommendations on the overall state of internal control at the Agency to 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.

Done at Riga, on ... June 2020.

(signature)

**Iskra Stoilova-Tsoneva**

Head of Administration and Finance



## Part IV: Management assurance

### 4.1. Review of the elements supporting assurance

#### 1. 100 % ex-ante controls of the transactions

Currently all transactions (operational and financial) at the BEREC Office are subject to 100 % ex-ante controls. The staff entrusted with the ex-ante controls has the necessary professional knowledge to perform these controls, acquired during previous experience and the specific training organised by the BEREC Office or by the Commission.

#### 2. Assessment of the efficiency and effectiveness of the internal control system carried out by the BEREC Office

In 2019 the Agency started the implementation of a new [BEREC Office Internal Control Framework](#) as defined by the Management Board in document MC (18) 69.

Due to the changes, the BEREC Office undertook a full assessment of the efficiency and effectiveness of the internal control system.

The assessment started with a desk research by examining the results of the reports by Internal audit service (IAS), the European Court of Auditors (ECA), the resolution of Discharge Authority and other sources that provide relevant information about the BEREC Office internal control effectiveness.

The self-assessment exercise was based on staff interviews combined with management reviews and sample testing to assess the efficiency and effectiveness of controls in place. It was accompanied by gap analysis of the legal framework in place.

The assessment was done against the objectives and key performance indicators included in the BEREC Office Work Programme (WP) 2019 as part of the [Single Programming Document of the Agency for Support for BEREC \(BEREC Office\) for 2019-2021](#).

The outcome of the assessment demonstrated that the BEREC Office has implemented efficiently its Internal Control System, as all the components of the system function well together and separately to ensure that Agency's objectives are met. For some principles improvements could be made but they are not critical and overall the control environment in BEREC Office is in compliance with Internal Control Framework.

#### 3. Validation of the accounting system carried out by the Commission Accounting Officer

In 2019 the staff of DG Budget under the leadership of the Commission Accounting Officer, who was appointed by the BEREC Office Management Board as 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 49 (e) of the BEREC Office Financial Regulation.

The evaluation has not identified any control weaknesses, 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. On the basis of the available evidence, DG Budget concluded that the internal control systems are working as intended. The accounting systems implemented by

the BEREC Office were therefore validated, which was communicated to the Agency with a note of the Accounting Officer of 16/12/2019.

#### 4. Regular checks of the quality of accounting

The BEREC Office has outsourced the ex-post controls to ENISA via a SLA of 2014. Unfortunately, due to high workload for ENISA's staff in 2019 the service was not delivered.

However, the Financial Contact Person at the BEREC Office carries out regular checks of the quality of accounting (monthly and quarterly) the results of which are communicated to the authorizing officer(s) (by delegation) for rectification and corrective measures (if and when needed).

Although the scope of these checks is limited to budget and accounting and does not cover procurement, which would be case in the event of ex-post controls, by nature, these regular check have the nature of ex-post control and I have used their outcome as sufficient in terms of budget and accounting for my declaration of assurance.

#### 5. 2019 audit of the Internal Audit Service (IAS) on procurement, missions, and reimbursement of experts

In 2019 the IAS performed an audit report on procurement, missions, and reimbursement of experts in the BEREC Office and issued a report which concluded that the internal control system set up by the BEREC Office for the procurement process and the reimbursement of missions are adequately designed and efficiently and effectively implemented. The IAS made some audit recommendations, none of which is critical or very important.

The BEREC Office prepared an action plan to address them, whose actions and target dates were found adequate to mitigate the risks identified by the IAS.

#### 6. Audits carried out by the European Court of Auditors (ECA)

In all of its previous years' reports, as well as in its preliminary observations for 2019, ECA has concluded that all transactions are legal and regular. ECA has made some comments, which do not question the opinion of the auditor and which are used by the management for improvement of the Agency's day-to-day operations. The management ensures a regular follow-up on these comments and provides report to the MB and the Discharge Authority.

#### 7. 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 the framework contract of DG Budget the BEREC Office contracted an independent auditor to audit the BEREC Office's financial accounts (provisional and final) and reports setting out the use of a Union contribution for the year 2019 according of internationally accepted audit standards. Following the audit of the provisional accounts the independent auditor issued a clean opinion.

#### **4.2. 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.

The materiality criteria on the basis of which it was determined whether significant weaknesses should be subject to a formal reservation are those used by the ECA when formulating its opinion on the financial statements, namely: 2% of the balance sheet total or 25% of a given heading with a minimum of 0.5% of the total balance sheet.

**Part V: Declaration of Assurance**

I, the undersigned, **László IGNÉCZI**, Director of the Agency for Support for BEREC (the BEREC Office), in my capacity as authorising officer, declare that the information contained in this report gives 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 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; the audit carried out by the Internal Audit Service of the European Commission (EC) on procurement, missions, and reimbursement of experts in the BEREC Office; the compliance audit carried out by the European Court of Auditors; the validation of the accounting system conducted by the European Commission Accounting Office, which has been appointed as the BEREC Office's accounting officer; full internal risk assessment and assessment of the efficiency and effectiveness of the internal control systems, the ex-ante controls (operational and financial) of all transactions, as well as the regular quality checks of the accounting carried out by the BEREC Office staff in accordance with the Service level agreement with DG Budget of the EC.

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

*Riga,... June 2020.*

**László IGNÉCZI**

*BEREC Office Director and*

*Authorising Officer*

**Annex I: Core business information and statistics****Table 1: List of WGs supported by the BEREC Office in 2019**

<b>WGs established by a decision of the BEREC BoR<sup>46</sup></b>
1. Regulatory Framework WG
2. Open Internet WG
3. Planning and Future Trends WG
4. Market and Economic Analysis WG
5. End-User WG
6. Statistics and Indicators WG
7. Roaming WG
8. Fixed Network Evolution WG
9. Wireless Network Evolution WG
10. Remedies WG

**Ad hoc WGs established by the BEREC Chair**

11. Ad hoc Cybersecurity of 5G Networks WG
12. Ad hoc Communication WG

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<sup>46</sup> [https://bereg.europa.eu/eng/document\\_register/subject\\_matter/bereg/decisions/8321-decision-of-the-board-of-regulators-on-the-bereg-expert-working-groups](https://bereg.europa.eu/eng/document_register/subject_matter/bereg/decisions/8321-decision-of-the-board-of-regulators-on-the-bereg-expert-working-groups)

**Table 2: List of BEREC public consultations managed by the BEREC Office in 2019**

PC No	Start	End	Topic	Documents subject to consultation	No of contributions
PC 01/19	19 March 2019	23 April 2019	Work Programme 2020 Phase I	<a href="#">Draft BEREC Work Programme 2020</a>	19
PC 02/19	14 June 2019	15 July 2019	Guidelines on the Criteria for a Consistent Application of Article 61	<a href="#">BEREC guidelines on the criteria for a consistent application of article 61(3)</a>	10
PC 03/19	19 June 2019	28 August 2019	Guidelines for the notification template pursuant to Art. 12.4 of the European Electronic Communications Code	<a href="#">Draft guidelines for the notification template pursuant to Art. 12.4 of the European Electronic Communications Code</a>	9
PC 04/19	14 June 2019	28 August 2019	Guidelines on common criteria for the assessment of the ability to manage numbering resources by undertakings other than providers of electronic communications networks or services and of the risk of exhaustion of numbering resources if numbers are assigned to such undertakings	<a href="#">Draft BEREC guidelines on common criteria for the assessment of the ability to manage numbering resources by undertakings other than providers of electronic communications networks or services and of the risk of exhaustion of numbering resources if numbers are assigned to such undertakings</a>	9
PC 05/19	19 June 2019	19 July 2019	Guidelines on the minimum criteria for a reference offer relating to obligations of transparency	<a href="#">Draft BEREC Guidelines on the minimum criteria for a reference offer</a>	10
PC 06/19	2 August 2019	2 September 2019	Report on the impact of 5G on regulation, and to the role of regulation in enabling the 5G ecosystem	<a href="#">Report on the impact of 5G on regulation, and to the role of regulation in enabling the 5G ecosystem</a>	Inputs received for this call are not subject for publication
PC 07/19	7 October 2019	21 November	Guidelines on Common Approaches to	<a href="#">Draft BEREC Guidelines on Common Approaches</a>	68

PC No	Start	End	Topic	Documents subject to consultation	No of contributions
		2019	the Identification of the Network Termination Point in different Network Topologies	<a href="#">to the Identification of the Network Termination Point in different Network Topologies</a>	
PC 08/19	7 October 2020	6 November 2020	Work Programme 2020 Phase II	<a href="#">Draft BEREC Work Programme 2020</a>	16
PC 09/19	10 October 2019	28 November 2019	Feasibility study on development of coverage information for 5G deployments	<a href="#">Draft BEREC Feasibility study on development of coverage information for 5G deployments</a>	5
PC 10/19	10 October	28 November 2019	Guidelines on the Implementation of the Open Internet Regulation	<a href="#">Draft BEREC Guidelines on the Implementation of the Open Internet Regulation</a>	52
PC 11/19	10 October 2019	21 November 2019	Guidelines to assist NRAs on the consistent application of Geographical surveys of network deployments	<a href="#">Draft BEREC Guidelines on Geographical Surveys (GSs) of network deployments</a>	27
PC 12/19	10 October 2019	5 December 2019	Guidelines detailing Quality of Service Parameters	<a href="#">Draft BEREC Guidelines detailing Quality of Service Parameters</a>	11
PC 13/19	11 December 2019	27 January 2020	Report on Member States' best practices to support the defining of adequate broadband internet access service	<a href="#">Draft BEREC Report on Member States' best practices to support the defining of adequate broadband internet access service</a>	8
PC 14/19	11 December 2019	31 January 2020	Guidelines on how to assess the effectiveness of public warning systems transmitted by different means	<a href="#">BEREC guidelines on how to assess the effectiveness of public warning systems transmitted by different means</a>	20

**Table 3: Data collection exercises organised by the BEREC Office for the BEREC Working Groups (WGs) in 2019**

WG	Data collection subject	Addressees
<b>Roaming WG</b>	Questionnaire for the international roaming BEREC benchmark data report (22nd report and 23rd report)  The assessment of the international roaming market is based on the requirements set out in Article 19(4) of the Roaming Regulation	BEREC member and observer NRAs
	Questionnaire for Intra-EEA communication benchmark data (to gather proportions of regulated services as percentage of total services provided by operators)	BEREC member and observer NRAs
<b>Wireless Mobile Network WG</b>	Survey about public warning systems on the Harmonization Level	BEREC member and observer NRAs
	General Survey on public warning systems	BEREC member and observer NRAs
	Detailed Survey on public warning systems	BEREC member and observer NRAs
	Survey on 5G Feasibility study	BEREC member and observer NRAs
	Early call for inputs on 5G Feasibility study	Stakeholders
	Early call for inputs on public warning systems	Stakeholders
<b>Statistics and Indicators WG</b>	Data collection exercise for the regular MTR/FTR/SMS report (biannually)	BEREC member and observer NRAs
<b>Open Internet WG</b>	Questionnaire on the implementation of the net neutrality provisions of Regulation (EU) 2015/2120 and associated BEREC guidelines	BEREC member and observer NRAs
<b>Remedies WG</b>	Questionnaire on the common NRAs approach to the scope of a minimal criteria of a reference offer in the context of transparency obligation	BEREC member and observer NRAs



WG	Data collection subject	Addressees
<b>End Users WG</b>	BEREC Input for the contract summary template, Article 102(3) of the EECC.	BEREC member and observer NRAs
	Questionnaire on recap the country cases discussed relevant to the drafting BEREC Guidelines detailing QoS parameters of IAS and publicly available ICS and the publication of information. Relevant status in the country, any relevant survey or research done in the country.	BEREC member and observer NRAs
	Questionnaire on recap of the country cases discussed relevant to drafting BEREC Report on Member States' best practices in respect of defining the adequate broadband Internet Access Service, which all consumers can access at an affordable price. Relevant status in the country, any relevant survey or research done in the country.	BEREC member and observer NRAs
	Questionnaire on Member States who have implemented a Broadband Universal Service Obligation.	BEREC member and observer NRAs
	Gathering of drafters contributions on Co-Chairs proposals – for Scoping and Purpose Document, and also relevant gathering of reciprocal comments of Members of the group (relevant to WG workshop and summary report on fraud and misuse cases (Article 97(2) of EECC).	BEREC member and observer NRAs
<b>Regulatory Framework WG</b>	Questionnaire on numbering resources allocated to undertakings other than ECN or ECS	BEREC member and observer NRAs
	Questionnaire on the database on the numbering resources with a right of extraterritorial use within the Union	BEREC member and observer NRAs
	Questionnaire on general authorisation databases	BEREC member and observer NRAs
<b>Planning and Future Trends WG</b>	BEREC Consultation (call for inputs) on the impact of 5G on regulation, and on the role of regulation in enabling the 5G ecosystem	Stakeholders

**Table 4: BEREC events by type supported by the BEREC Office in 2019 under activities 2.3.1 and 2.3.2 of the BEREC Office WP 2019**

Type of event	Number of events supported	Number of experts reimbursed	Number of late payments	Additional comments
Plenary meetings	4 <sup>47</sup>	100	2	
Contact Network meetings	4 <sup>48</sup>	99	1	
Meetings with the EP or presentations at meetings organised by the Parliamentary committees	1	2	0	
Meetings and workshops with other EU bodies	2	1	0	
Public debriefings and engagement with BEREC stakeholders	6	40	2	Including the organisation of the 7th BEREC Stakeholder Forum and the IIC-BEREC event
International events	17	28	2	
Events attended by the BEREC Chair and/or Vice-Chairs on behalf of BEREC and meetings between the Chair and Vice-Chairs	35	31	1	
BEREC 10th Anniversary Workshop	1	29	0	
<b>Total</b>	<b>72</b>	<b>330</b>	<b>8</b>	

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<sup>47</sup> 38th BEREC ordinary meetings in Budapest, Hungary (7-8 March 2019);

39th BEREC ordinary meetings in Ghent, Belgium (13-14 June 2019);

40th BEREC ordinary meetings in Crete, Greece (2-4 October 2019);

41st BEREC ordinary meetings in Malta (5-6 December 2019).

<sup>48</sup> 1st BEREC Contact Network meeting of 2019 in Bucharest, Romania (14-15 February 2019);

2nd BEREC Contact Network meeting of 2019 in Rome, Italy (23-24 May 2019);

3rd BEREC Contact Network meeting of 2019 in Zadar, Croatia (12-13 September 2019);

4th BEREC Contact Network meeting of 2019 in the Hague, the Netherlands (14-15 November 2019).

**Table 5: Overview of the 2019 ordinary plenary meetings of the BEREC Board of Regulators (BoR) and the BEREC Office Management Board (MB), BEREC Contact Network (CN) meetings, high-level events with stakeholders and public debriefings**

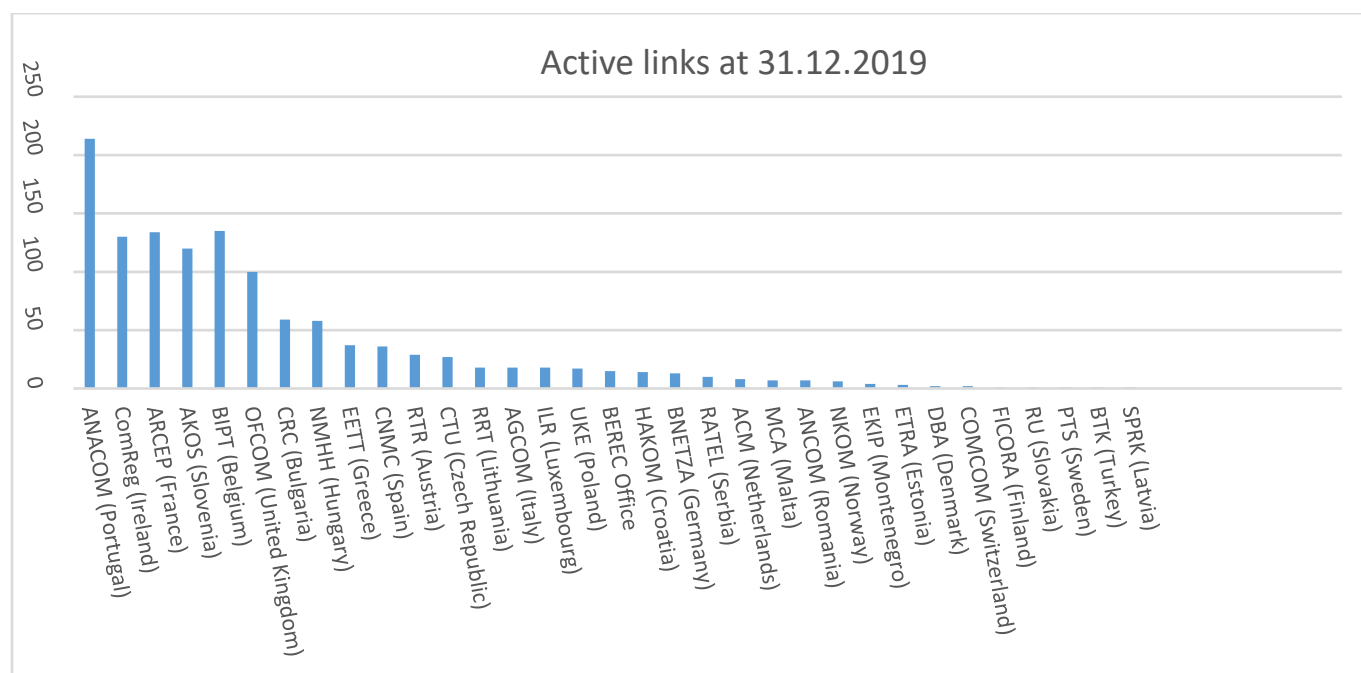
Date and place	Event	Agenda (if applicable)	Conclusions (if applicable)
14-15 February 2019, Bucharest, Romania	1st CN meeting in 2019	<a href="#">BEREC CN (19) 01</a>	<a href="#">BEREC CN (19) 34</a>
6-8 March 2019, Budapest, Hungary	38th BEREC BoR plenary meeting	<a href="#">BoR (19) 20</a>	<a href="#">BoR (19) 45</a>
8 March 2019, Budapest, Hungary	38th MB of the BEREC Office plenary meeting	<a href="#">MB (19) 13</a>	<a href="#">MB (19) 21</a>
13 March 2019, Brussels, Belgium	Public debriefing on the outcomes of the 38th BEREC plenary meetings	n/a	n/a
23-24 May 2019, Rome, Italy	2nd BEREC CN meeting in 2019	<a href="#">BEREC CN (19) 35</a>	<a href="#">BEREC CN (19) 75</a>
12-13 June 2019, Ghent, Belgium	39th BEREC BoR plenary meeting	<a href="#">BoR (19) 89</a>	<a href="#">BoR (19) 145</a>
13 June 2019, Ghent, Belgium	39th MB of the BEREC Office plenary meeting	<a href="#">MB (19) 51</a>	<a href="#">MB (19) 69</a>
19 June 2019, Brussels, Belgium	Public debriefing on the outcomes of the 39th BEREC plenary meetings	n/a	n/a
12-13 September 2019, Zadar, Croatia	3rd BEREC CN meeting in 2019	<a href="#">BEREC CN (19) 77</a>	<a href="#">BEREC CN (19) 108</a>

Date and place	Event	Agenda (if applicable)	Conclusions (if applicable)
2-4 October 2019, Crete, Greece	40th BEREC BoR plenary meeting	<a href="#">BoR (19) 172</a>	<a href="#">BoR (19) 231</a>
4 October 2019, Crete, Greece	40th MB of the BEREC Office plenary meeting	<a href="#">MB (19) 90</a>	<a href="#">MB (19) 102</a>
10 October 2019, Brussels, Belgium	Public debriefing on the outcomes of 40th BEREC plenary meetings	n/a	n/a
16 October 2019, Brussels, Belgium	7th BEREC Stakeholder Forum	<a href="#">BoR (19) 119</a>	<a href="#">BoR (19) 242</a>
14-15 November 2019, The Hague, The Netherlands	4th BEREC CN meeting in 2019	<a href="#">BEREC CN (19) 109</a>	<a href="#">BEREC CN (19) 145</a>
5-6 December 2019, Malta	41st BEREC BoR plenary meeting	<a href="#">BoR (19) 232</a>	<a href="#">BoR (19) 271</a>
5-6 December 2019, Malta	41st MB of the BEREC Office plenary meeting	<a href="#">MB (19) 105</a>	<a href="#">MB (19) 125</a>
11 December 2019, Brussels, Belgium	Public debriefing on the outcomes of 41st BEREC plenary meetings	n/a	n/a

**Table 6: Number of uploaded links per section of the Information Sharing Portal (ISP) in 2019**

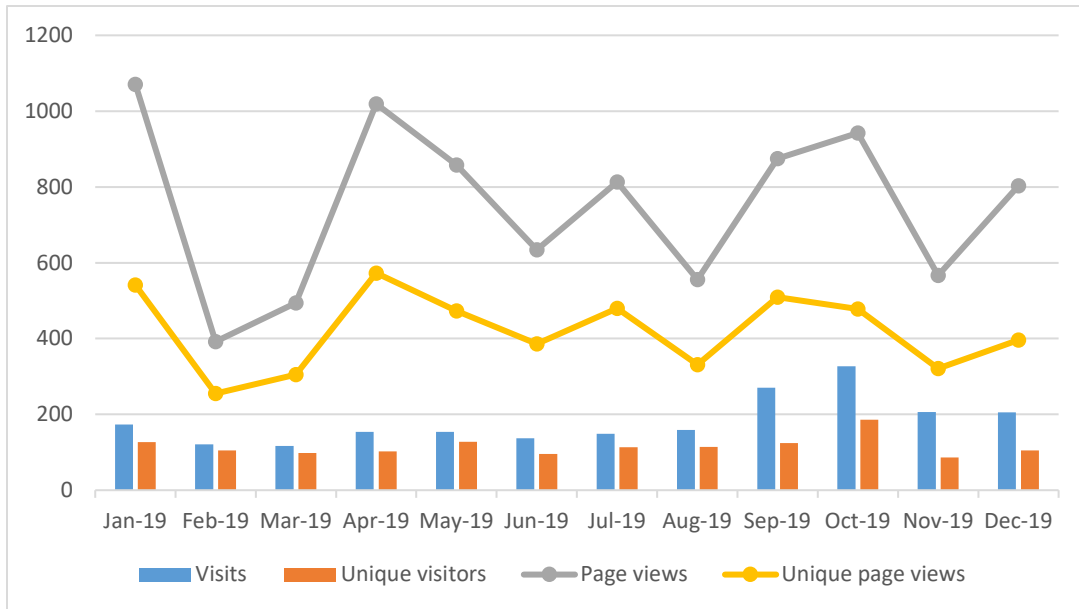
By the end of 2019, 33 NRAs had uploaded 1201 links to documents. The material most frequently uploaded by the NRAs was statistics and publications (41%), followed by news/other (19%).

No	Organisation	Total (active)
1	Decision	193
2	Consultation	206
3	News/other	224
4	Analysis	82
5	Statistics/statistical reports/publications	494
6	CIRCA	1
7	EFIS	1
	<b>TOTAL ACTIVE</b>	<b>1201</b>

**Figure 1: Links uploaded on ISP by NRAs, 2019**

The number of visits to the ISP between January 2019 and December 2019 reached 2 172, with 1 384 unique visitors. September and October 2019 were months showing increased activity, during which 27% of total visits to the ISP were made.

**Figure 2: Number of visits to and page views of the ISP, 2019**

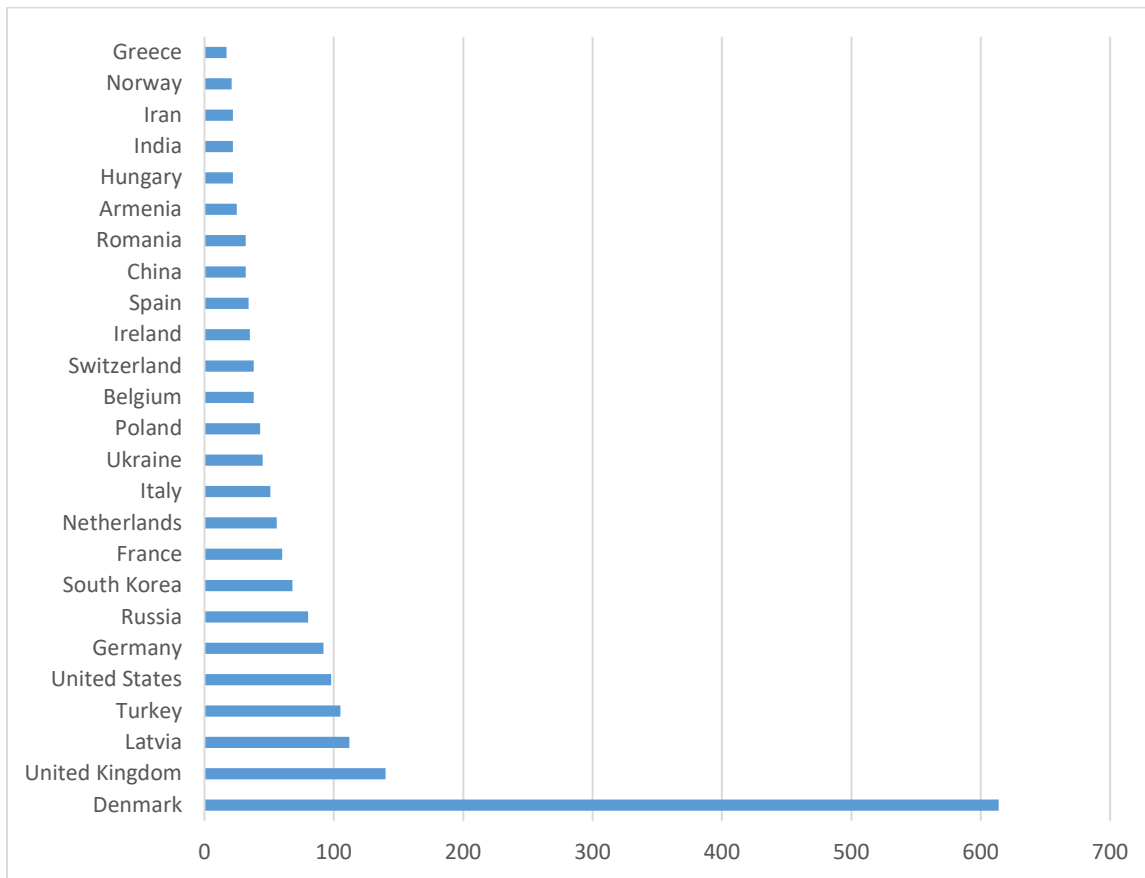


The number of page views followed a different trend than the number of visits, showing an increased volume in January and April. On average, the number of page views in 2019 was 752 per month.

**Table 7: Most viewed documents on ISP (Top 10)**

No	PAGE URL	NRA(Country) /launch date	Unique Page views
	- view-doc		1596
1	/ Guidelines and analysis of mobile network sharing	ARCEP(France)/May, 2016	53
2	/ Access and call origination on mobile networks – Market 15	Nkom(Norway)/July, 2016	41
3	/ Consultation on roaming and network sharing (closed 23 February 2016)	ARCEP(France)/January, 2016	30
4	/ Consultation paper on the current regulatory framework	NMHH(Hungary)/December, 2015	25
5	/Consumer protection, changing uses and innovation, efficient number management: Arcep adopts a decision updating the national numbering plan	ARCEP(France)/July, 2018	24
6	/ CIRCA	<i>Not applicable</i>	23
7	/Annual Report of the Communications Regulation Commission 2017	CRC(Bulgaria)/August, 2018	21
8	/Electronic Communications:- Proposed Review Of Measures To Ensure Equivalence In Access And Choice	ComReg(Ireland)/August, 2017	18
9	/ Market Review: Wholesale High Quality Access At A Fixed Location	ComReg(Ireland)/August, 2016	17
10	/Contribution to the European Commission Public Consultation on the review of national wholesale roaming markets, fair use policy and the sustainability mechanism	CNMC(Spain)/February, 2016	16

Figure 3: Visits to ISP by country (top 25)





**Table 8: 2019 Working Group deliverables supported by the BEREC Office**

No	Document No	Documents on BEREC website
1	BoR (19) 21	<a href="#">22<sup>nd</sup> International Roaming BEREC Benchmark Data Report;</a>
2	BoR (19) 22	<a href="#">BEREC Report on the outcome of the public consultation on the draft BEREC Report on Pricing for access to infrastructure and civil works according to the BCRD</a>
3	BoR (19) 23	<a href="#">BEREC report on pricing for access to infrastructure and civil works according to the BCRD</a>
4	BoR (19) 24	<a href="#">BEREC Report on the outcomes public consultation on Draft BEREC Report on Internet of Things (IoT) indicators</a>
5	BoR (19) 25	<a href="#">BEREC Report on Internet of Things (IoT) indicators</a>
6	BoR (19) 26	<a href="#">BEREC Report on the outcomes of the public consultation on Draft BEREC Report on Terminating Contracts and Switching Provide;</a>
7	BoR (19) 27	<a href="#">BEREC Report on Terminating Contracts and Switching Provider</a>
8	BoR (19) 32	<a href="#">BEREC Report on the process for developing the BEREC WPs</a>
9	BoR (19) 35	<a href="#">BEREC Guidelines on intra-EU communications</a>
10	BoR (19) 90	<a href="#">BEREC Annual Reports 2018</a>
11	BoR (19) 91	<a href="#">BEREC Report on the Termination Rates at the European level</a>
12	BoR (19) 93	<a href="#">BEREC Report on the outcome of the public consultation on Access to physical infrastructure in the context of market analysis</a>
13	BoR (19) 94	<a href="#">BEREC Report on Access to physical infrastructure in the context of market analyses</a>

No	Document No	Documents on BEREC website
14	BoR (19) 101	<a href="#">BEREC Opinion on the functioning of the roaming market as input to EC evaluation</a>
15	BoR (19) 105	<a href="#">BEREC Report on the outcome of the public consultation on the data economy</a>
16	BoR (19) 106	<a href="#">BEREC Report on the data economy</a>
17	BoR (19) 107	<a href="#">BEREC response to the EC public consultation on the review of the Recommendation on relevant markets</a>
18	BoR (19) 109	<a href="#">BEREC report on the outcomes of the public consultation on the draft BEREC Common Position on infrastructure sharing</a>
19	BoR (19) 110	<a href="#">BEREC Common Position on infrastructure sharing</a>
20	BoR (19) 174	<a href="#">23<sup>rd</sup> BEREC International Roaming Benchmark Data Report</a>
21	BoR (19) 177	<a href="#">BEREC Report on the implementation of Regulation (EU) 2015/2120 and BEREC Net Neutrality Guidelines</a>
22	BoR (19) 178	<a href="#">Summary report on the Workshop to move towards a vision for Europe's telecoms consumers</a>
23	BoR (19) 191	<a href="#">BEREC feasibility study on development of coverage information for 5G deployments</a>
24	BoR (19) 234	<a href="#">Termination rates at European level</a>
25	BoR (19) 235	<a href="#">7th BEREC report on transparency and comparability of international roaming tariffs</a>
26	BoR (19) 236	<a href="#">BEREC summary report on the outcomes of the internal workshop on the migration from legacy infrastructures to fibre-based networks</a>
27	BoR (19) 237	<a href="#">BEREC Report on the outcome of the Public Consultation on the BEREC Guidelines on the minimum criteria for a reference offer relating to obligations of transparency</a>

No	Document No	Documents on BEREC website
28	BoR (19) 238	<a href="#">BEREC Guidelines on the minimum criteria for a reference offer relating to obligations of transparency</a>
29	BoR (19) 239	<a href="#">Summary report on the internal workshop on ERT/margin squeeze tests applied by NRAs on 11 October 2019</a>
30	BoR (19) 240	<a href="#">BEREC Report Regulatory Accounting in Practice 2019</a>
31	BoR (19) 241	<a href="#">BEREC Summary report on the outcomes of internal workshop on the use of E.164 numbers in cross-border fraud and misuse</a>
32	BoR (19) 244	<a href="#">BEREC Preliminary report on the harmonised collection of data from both Authorised Undertakings and OTT operators</a>
33	BoR (19) 245	<a href="#">Report on the impact of 5G on regulation and the role of regulation in enabling the 5G ecosystem</a>
34	BoR (19) 252	<a href="#">BEREC Report on the outcome of the public consultation on the draft Work Programme for 2020</a>
35	BoR (19) 253	<a href="#">BEREC Work Programme 2020</a>
36	BoR (19) 258	<a href="#">BEREC Report on the outcome of the public consultation on the draft Guidelines for the notification template pursuant to Art. 12.4 of the European Electronic Communications Code</a>
37	BoR (19) 234	<a href="#">Termination rates at European level</a>
38	BoR (19) 235	<a href="#">7th BEREC report on transparency and comparability of international roaming tariffs</a>
39	BoR (19) 236	<a href="#">BEREC summary report on the outcomes of the internal workshop on the migration from legacy infrastructures to fibre-based networks</a>
40	BoR (19) 237	<a href="#">BEREC Report on the outcome of the Public Consultation on the BEREC Guidelines on the minimum criteria for a reference offer relating to obligations of transparency</a>
41	BoR (19) 238	<a href="#">BEREC Guidelines on the minimum criteria for a reference offer relating to obligations of transparency</a>

No	Document No	Documents on BEREC website
42	BoR (19) 239	<a href="#">Summary report on the internal workshop on ERT/margin squeeze tests applied by NRAs on 11 October 2019</a>
43	BoR (19) 240	<a href="#">BEREC Report Regulatory Accounting in Practice 2019</a>
44	BoR (19) 241	<a href="#">BEREC Summary report on the outcomes of internal workshop on the use of E.164 numbers in cross-border fraud and misuse</a>
45	BoR (19) 244	<a href="#">BEREC Preliminary report on the harmonised collection of data from both Authorised Undertakings and OTT operators</a>
46	BoR (19) 245	<a href="#">Report on the impact of 5G on regulation and the role of regulation in enabling the 5G ecosystem</a>
47	BoR (19) 252	<a href="#">BEREC Report on the outcome of the public consultation on the draft Work Programme for 2020</a>
48	BoR (19) 253	<a href="#">BEREC Work Programme 2020</a>
49	BoR (19) 258	<a href="#">BEREC Report on the outcome of the public consultation on the draft Guidelines for the notification template pursuant to Art. 12.4 of the European Electronic Communications Code</a>

**Table 9: Register of applications for access to BEREC/BEREC Office documents, 2019**

No	Receipt of initial application (date)	Receipt of confirmatory application, if applicable (date)	Decision taken (full disclosure, partial disclosure, refusal)	Reason(s) for refusal, if applicable
1	04.01.2019	N/A	Refusal	Documents not available
2	04.01.2019	N/A	Partial disclosure	Article 4(1) point (b) of Regulation 1049/2001 Article 4(3) second indent of Regulation 1049/2001
3	04.02.2019	23.02.2019	Partial disclosure	Article 4(2), first indent of Regulation 1049/2001
4	14.02.2019	N/A	Partial disclosure	Article 4(1) point (b) of Regulation 1049/2001 Article 4(2) first indent of Regulation 1049/2001 Article 4(3) first paragraph of Regulation 1049/2001 Article 4(3) second indent of Regulation 1049/2001
5	18.04.2019	N/A	Partial disclosure	Article 4(1) point (b) of Regulation 1049/2001 Article 4(3) second indent of Regulation 1049/2001
6	03.05.2019	N/A	Devoid of purpose	Documents not held
7	21.06.2019	N/A	Devoid of purpose	Documents not held
8	22.06.2019	N/A	Refusal	Preparatory documents intended for internal use only
9	28.06.2019	N/A	Refusal	Article 4(2) first indent of Regulation 1049/2001
10	08.07.2019	N/A	Full disclosure	
11	30.09.2019	N/A	Devoid of purpose	Documents not held
12	11.11.2019	N/A	Partial disclosure	Article 4(1)(b) of Regulation (EC) No 1049/2001

**Table 10: Overview of the key performance indicators (KPIs) identified in the Single Programming Document (SPD) for 2019-2021 and results of 2019 in comparison to 2018**

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
<b>2.1. Support to BEREC WGs</b>	<b>Objective: Provision of administrative and professional support to WGs with organising meetings</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Provision of virtual WG meetings - Organised <b>exclusively</b> via audio- video conference tool.	130	100<	421
	2. Provision of physical WG meetings	61	<100	110
	3. Reimbursement of the expenses of the meeting participants invited to the events listed above in compliance with the applicable BEREC Office rules and within the deadlines envisaged in the BEREC Office Financial Regulation	608	<600 experts	985
	4. Quality of the satisfaction level	85%	85%	70%
	<b>Objective: Provision of support to BEREC workshops</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Number of supported workshops	0	<2	5
	<b>Objective: Provision of support to BEREC participation in 3rd party meetings</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Number of supported 3rd party meetings	0	<10	5

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
2.2 BEREC Office activities under internal market procedure	<b>Objective: Efficient support to the Internal Market procedures</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Timely submission of BEREC opinions to the European Commission ( within 1 month (pursuant to Art 7 FD) or 6 weeks (pursuant Art 7a FD)	100%	100%	100%
2. Maintaining a database of all Market Analysis notification to EC and ESA	93 records	up to 140 records a year	96	
2.3 High level meetings Board's secretariat	<b>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, Miniboard, the BoR and MB, the CN in execution of their tasks and responsibilities.</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Publication of all public documents and information on the outcome of the BoR and CN meetings within the deadlines determined in the meeting action points	100%	100%	100%
	2. Satisfaction of the BEREC Chair with the support services provided by the BEREC Office to Miniboard, BoR and CN meetings and electronic voting procedures (assessed on the basis of surveys).	100%	Minimum 85% in top 2 scores on a 5 grade scale on the basis of multiple questions evaluation the level of satisfaction	100%
	3. Reimbursement of the expenses of the meeting participants invited to the events listed above in compliance with the applicable BEREC Office rules and within the deadlines envisaged in the BEREC Office Financial Regulation	90%	> 90 %	98%
4. BoR, and CN contact lists are up-dated within 3 working days from the receipt of a request for change.	100%	> 90 %	100%	

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	<b>Objective: To provide efficient professional and administrative supporting services to BEREC and BEREC Office 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.</b>			
	Indicators	Results 2018	Target 2019	Results 2019
	1. Publication of the speeches and presentations of the BEREC Chair and Vice-Chairs, and Chairperson and Deputy Chairpersons of the MB of the BEREC Office at public events, on the BEREC website	100%	100%	100%
	2. Satisfaction of the BEREC Chair and Chairperson of the MB with the support services provided by the BEREC Office in the area of external engagement (assessed on the basis surveys).	N/A	Minimum 85% in top 2 scores on a 5 grade scale on the basis of multiple questions evaluation the level of satisfaction	100%
	3. Reimbursement of the expenses of the meeting participants invited to the events listed above in compliance with the applicable BEREC Office rules and within the deadlines envisaged in the BEREC Office Financial Regulation	100%	> 90 %	96%
4. Maintain a contact lists of interested parties and up-date it within 3 working days from the receipt of a request for change.	N/A	> 95%	100%	
2.4 BEREC Communication activities	<b>Objective: To run communications campaigns that support BEREC in the achievement of its policy objectives</b>			
	Indicators	Results 2018	Target 2019	Results 2019
	1. Increase of number of the followers of the BEREC official social media accounts – Twitter, LinkedIn or other and subscribers of the BEREC YouTube channel	5024	6500	6457
2. Increase of number of news items published on the BEREC website	31	35	25	



WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	3. Increase of the visitors' traffic to the BEREC website	130,680	140,000 visits	143,249
	4. Increase of number of questions received from media representatives via email	19	18	8
	5. Responses are provided to the information requests received, in active, qualitative and timely manner	100%	100%	100%
	6. Audio-visual and visual solutions are developed in accordance with an annual Communications Plan	100%	100%	100%
	7. BEREC Annual Reports and 1 BEREC Work programme is prepared in a designed layout in electronic format and delivered to stakeholders in electronic or paper format	100%	100%	100%
<b>Objective: To promote BEREC in the individual Member States, mainly by encouraging knowledge exchange between the communication staff of all the BEREC members, who can also act as multipliers</b>				
<b>Indicators</b>		<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
1.	Number of event app users among the BEREC members	N/A – new indicator	Set the base	74%
2.	Secure the sufficient number of participants assigned to the Ad-hoc Communication group from each EU member state	34	Minimum 1 per NRA	63
<b>Objective: To manage the BEREC communications tools and ongoing communications activities</b>				
<b>Indicators</b>		<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
1.	Increase of number of registered participants to the regular events open to public (registered participants per event)	437	450	454
2.	Increase of number of live-streaming connections during the regular events open to public	4428	1500	1763

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	3. Increase of number recorded videos are watched after their publication on the BEREC website and on the YouTube channel	19603	25000	25751
	4. Increase of number of questions received via email and Twitter during the live-streaming of events open to public	7	15	3
	5. The event communication visual solutions are used and branding materials are distributed at the BEREC public events	1	1	1
	6. BEREC promotional materials complement projects outlined in the Annual communications plan	1	1	1
2.5 ICT Support to BEREC	<b>Objective: Continuous provision of software licenses for operational needs</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Timely signature of contracts for software licensing (no interruption of IT services related to software licensing);	100%	100%	100%
	<b>Objective: Continuous provision of IT support services for operational needs</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Signature of IT support service contracts (via framework contract);	1	2	2
	2. Timely closure of IT tickets/requests in support to operational activities;	2018: average ticket resolution time 2.5 days	2.1 days	1.5
	<b>Objective: Establishment of sustainable back-up system for the BEREC data stored on-site and implementation of a reliable disaster recovery service</b>			
<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>	

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	1. Migration of business critical operational data and IT systems to cloud service provider (via framework contract);	N/A – new indicator	100%	100%
	2. Usage of BaaS services;	N/A – new indicator	100%	100%
	3. Usage of DRaaS services	N/A – new indicator	100%	100%
<b>Objective: Technical improvement of BEREC website</b>				
<b>Indicators</b>		<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Completion of phase 1	N/A – new indicator	Signature of contract by the end of Q2 of 2019	Signed
	2. Preparation for phase 2	N/A – new indicator	Preparation of documentation by end of 2019	Postponed
	3. Security updates of current corporate website	N/A – new indicator	Signature of contract for onsite delivery of security measures before Q3 of 2019	100%
<b>Objective: Supervision of implementing NN measurement tool (development and maintenance phase)</b>				
<b>Indicators</b>		<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Completion of tool testing and validation	N/A – new indicator	100%	98%

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	2. Completion of tool development and implementation	N/A – new indicator	100%	98%
	3. Provision of support services	N/A – new indicator	N/A (2020-2022)	N/A
<b>Objective: Establishment of central registry database on the numbering resources with a right of extraterritorial use within the Union</b>				
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Launch of procurement	N/A – new indicator	100%	0%
	2. Monitoring and supervision of the contractor's deliverables (development, testing and validation phases)	N/A – new indicator	N/A	N/A
<b>Objective: Improvement of BERECnet</b>				
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Launch of procurement	N/A – new indicator	Q3 2019	This KPI became obsolete. BERECNet improvements are implemented under FWC. To be completed in 2020
	2. New functionality development, testing and validation	N/A – new indicator	100%	
<b>Objective: Extension of AVC licenses</b>				
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Completion of procurement	N/A – new indicator	Completion of procurement	The launch was cancelled as

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	2. Service availability on the highest audio and video quality, with no interruptions, no delays and excellent clear audio understand ability	N/A – new indicator	Service availability on the highest audio and video quality, with no interruptions, no delays and excellent clear audio understand ability	BEREC Office uses Framework Contract for Webex application usage.
	<b>Objective: Extension of AVC system &amp; services in Brussels</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Launch of procurement	N/A – new indicator	100%	No offers submitted during the launch.
	2. Provision of equipment and services	N/A – new indicator	requirements prescribed in tender specification	
2.6 Information gathering and distribution	<b>Objective: Subscription to regulatory intelligence services related to telecommunications and digital economy</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Completion of procurement	N/A – new indicator	100%	100%
	<b>Objective: Subscription to public online tool</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
1. Consultations published via on-line public consultation platform in 2019 – 2021.	10	< 10	5	

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	<b>Objective: Organization of professional training for NRA experts on the regulatory framework for electronic communications</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Provision of training sessions per academic year	4	4	4
	2. Reimbursement of the expenses of the training participants	88	108	91
	<b>Objective: Purchase a study which investigates the drivers of investment in the telecommunication sector</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Implementation of phase 1	N/A – new indicator	Q3 2019: 100%	100%
	2. Conclusion of the specific contract for the phase 2	N/A – new indicator	Q3 2019	BoR Decision not to proceed with phase 2
<b>HORIZONTAL ACTIVITIES</b>				
	<b>Objective: Negotiating the best possible arrangements concerning the accommodation to be provided for the BEREC Office in the host MS (the Republic of Latvia) and the facilities to be made available by that MS as well as the specific rules applicable in the host MS to the Director, members of the MB, the BEREC Office staff and members of their families as envisaged in Article 47 of the BEREC Regulation.</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Number of meetings organised	N/A – new indicator	4	14
	2. Timely preparation of the following documents: • BEREC Office single programming document for 2020-2022; • BEREC Office CAAR for 2018;	100%	Compliance with legal deadlines	100%

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	<ul style="list-style-type: none"> <li>interim report covering the first semester of 2019;</li> <li>documents for the MB plenary meetings</li> </ul>			
	Indicators	Results 2018	Target 2019	Results 2019
	3. Compliance with legal deadlines or deadlines for submission of documents to MB plenaries	100%	100%	100%
	<b>Objective: Smooth running of activities linked to audit management, budgetary discharge and internal controls</b>			
	Indicators	Results 2018	Target 2019	Results 2019
	1. ECA comments	All transactions are found legal and regular	All transactions are found legal and regular	All transactions were found legal and regular
	2. IAS observations	4 observations and 1 issue for consideration	<6 observations	3 observations (<6 observations)
	3. Discharge Authority negative observations	5 observations	<6 observations	5 observation (<6 observations)
	4. ECA comments	All transactions are found legal and regular	All transactions are found legal and regular	All transactions were found legal and regular
	<b>Objective: To raise awareness of the BEREC Office as the only EU Agency in Latvia to the local target audiences (general public, stakeholders and governmental institutions)</b>			
	Indicators	Results 2018	Target 2019	Results 2019
	1. Information materials are distributed to the EU information centres and published on the BEREC website and social media	N/A – new indicator	100%	100%

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	2. The event communication audio-visual solutions are used and branding materials distributed at the BEREC Office public events	N/A – new indicator	100%	100%
<b>Objective: To increase the level of recognition of the BEREC Office as an attractive employer, consequently receiving a sufficient number of applications for open and/or permanent calls.</b>				
	Indicators	Results 2018	Target 2019	Results 2019
	1. Increase of number of followers and engagement on the LinkedIn account	1270	6500	2058
	2. Vacancy notices published on the website, promoted on Twitter and LinkedIn and sent via email to the interested parties	100%	100%	100%
	3. Information on the BEREC Office is regularly updated on the relevant section of the website	2	140,000 visits	143,249 visits
	4. Increase of number of the BEREC Office staff participating in the “Back to school” initiative	5	18	3
<b>Objective: To strengthen corporate identity and sense of belonging among the BEREC Office staff by enhancing internal communication and in the long term to reduce staff turnover</b>				
	Indicators	Results 2018	Target 2019	Results 2019
	1. Deadline for the BEREC Office Internal communications strategy and annual plan	N/A – new indicator	End of Q4	Q4 submitted to management
	2. Deadline for designing an Intranet platform	N/A – new indicator	End of Q4	Ready to be submitted once the Strategy is adopted



WP 2019 section reference	BEREC Office SPD 2019 KPIs			
<b>Objective: Timely processing of applications for access to documents</b>				
	Indicators	Results 2018	Target 2019	Results 2019
	1. Applications processed within 15 working days	N/A – new indicator	85 %	69 %
<b>Objective: Effective and efficient protection of personal data</b>				
	Indicators	Results 2018	Target 2019	Results 2019
	1. Number of data protection policies (or DPO notifications) in place compared to the number of processing operations identified	57%	80%	75,8%
	2. Number of personal data breaches notified to the EDPS	0	≤ 3	0
	3. Negative references to the BEREC Office in the European Data Protection Supervisor (EDPS) annual report	0 (annual report issued in 2018 and covering year 2017 is considered)	≤ 2	0
	4. Number of internal trainings organized for newcomers	2 (one training/semester)	One training/semester	5
<b>Objective: Smooth running of activities linked to finance and budget management</b>				
	Indicators	Results 2018	Target 2019	Results 2019
	1. Commitment appropriations' rate	99.86%	≥95 %	99.93%
	2. Cancellation rate of commitment and payment appropriations carried over	3.10%	≤5 %	3.82%

WP 2019 section reference	BEREC Office SPD 2019 KPIs				
	3. Payments of contractual obligations within the limits set by the Financial Regulation	95.8	≥95 %	88.20%	
<b>Objective: Timely provision of state-of-the-art supplies and services in support to BEREC and for the needs of the BEREC Office</b>					
	Indicators	Results 2018	Target 2019	Results 2019	
	1. Procurement and contract award: % of contracts in place in accordance with the procurement plan	N/A – new indicator	90%	44%	
	2. Number of exceptions filed relating to procurement and contract management	6	≤ 5	9	
	3. Deployment of e-procurement modules (Commission's e-Prior modules) subject to their availability and to a prior positive cost-benefit analysis	N/A – new indicator	Adoption of two additional modules	0	
<b>2.9 Human Resource(HR) management</b>	<b>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</b>				
		Indicators	Results 2018	Target 2019	Results 2019
		1. Fully staffed indicator (Nr of TAs, CAs, SNEs and interim staff / max. number of a fully staffed BEREC Office)	107%	100%	98%
		2. Nr of trainings indicated on the training plans attended/overall number of trainings indicated in the training plans	96.8%	80%	69%
		3. Number of decisions of the Appointing Authority/AACC	151	At least 100	122
		4. Timely completion of the reclassification and appraisal exercises.	Appraisal delayed for reasons outside the competence of HR	Yes	Appraisal delayed for reasons outside the competence of HR
	5. Statutory Staff is encoded in Sysper2.	N/A - 1 time indicator	100%	100%	

WP 2019 section reference	BEREC Office SPD 2019 KPIs				
<b>Objective: Provide ICT systems, services and infrastructure</b>					
	Indicators	Results 2018	Target 2019	Results 2019	
	1. Reliable IT infrastructure available to staff, including data network operations, help desk, PC/Client support, software support, systems administration, voice communications, web publishing, Internet access, and printing;	N/A – new indicator	Continuous IT systems availability to all staff;	100%	
	2. Hours of continuous downtime of systems minimized and timely response to user requests provided;		minimum availability of systems hosted on premises >95%;	100%	
			less than 10% of user requests require more than 2.5 days to resolve;	100%	
	3. Provision of on-site ICT support services to the staff, including systems maintenance and development and centralized software management;			New contract in place by Q1 of 2019;	100%
	4. Establishment of a reliable disaster recovery site based on an off-site location;			ICT disaster recovery plan reviewed and updated;	100%
	5. Desktop as a Service to BEREC Office staff - POC;			Access to 10 virtual desktops	0%
	6. Ensure availability of remote connection to BEREC Office IT infrastructure			Provision of remote access to IT infrastructure for staff with availability > 95%;	99%

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	7. Gradual replacement of hardware (servers, routers, computers and mobile phones) with more modern and secure operation		1:2 ratio (older than 3 years vs less than 3 years old hardware);	100%
	8. Ensure smooth running of the EC applications already in place at the BEREC Office such as ABAC, HAN, Sysper2, EU-Learn, e-Tendering, etc. Continuous support the staff with the migration to any new applications;		Establish necessary SLAs for system usage	100%
	9. Participation in inter-institutional procurement procedures where possible due to limited internal capacity		Access to DIGIT and inter-agency contracts;	100%
<b>Objective: Ensure ICT security, confidentiality, integrity and availability of BEREC Office data and ICT systems</b>				
	Indicators	Results 2018	Target 2019	Results 2019
	1. High level security of IT operations;	N/A – new indicator	Security weaknesses identified and actions to address them remedied;	100%
	2. Deployment of IT audit software and usage of EU CERT services;		Monitoring and logging of ICT systems and infrastructure	100%
	3. Ensure encrypted data transfers on BEREC Office infrastructure networks;		Implement network encryption on core BEREC Office on premises networks	100%
	4. Organization of information security awareness training for BEREC Office staff;		Ensure annual training/workshop on IT security for BEREC Office staff	0%
	5. Organization of an annual security test carried out by external service provider;		Ensure high level of security measures are in place	0%

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	<b>Objective: Establishment of enhanced back-up services for the Agency data and development of a reliable disaster recovery plan</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Migration of business critical corporate data and IT systems to cloud service provider (via framework contract);	N/A – new indicator	Signature of SC under a FWC	100%
	2. Usage of BaaS services;	N/A – new indicator	100%	100%
	3. Usage of DRaaS services	N/A – new indicator	100%	100%
	4. Usage of IaaS/PaaS services	N/A – new indicator	2 migrated systems	0%
	<b>Objective: Ensure proper functioning of the physical infrastructure, while taking into account the growing needs of the Agency in cooperation with the property management company and the Latvian authorities</b>			
	<b>Indicators</b>	<b>Results 2018</b>	<b>Target 2019</b>	<b>Results 2019</b>
	1. Operational technical facilities (electrical, sewage and heating systems, air-ventilation system, air-conditioning units, etc.)	90%	90% of the repair work are executed within the deadline of the Lease agreement	85%
	2. Occupancy rates of the offices according to EC building manual	126.96%	100%	109.40%
	3. Timely registration of assets and inventory items	within maximum 7 calendar days from the receipt of the invoice	within maximum 7 calendar days from the receipt of the invoice	within maximum 7 calendar days from the receipt of the invoice

WP 2019 section reference	BEREC Office SPD 2019 KPIs			
	4. Garbage sorting	only for paper	Ensure garbage sorting for paper, glass, tin and plastics	Sorting for paper, glass and plastics 100%
	5. Availability and provision of the supplies and services ordered by the Agency	95%	Minimum 95%	95%
	6. Organisation of meetings with the premises management company	ad hoc meetings organised at management level	Bi-monthly meetings organized onsite	ad hoc meetings organised at management level
	7. Organization of meetings for ensuring the future premises needs with the management company and/or Latvian authorities	N/A – new indicator	Bi-monthly meetings at management level	ad hoc meetings organised
	8. Operational technical facilities (electrical, sewage and heating systems, air-ventilation system, air-conditioning units, etc.)	90%	90% of the repair work are executed within the deadline of the Lease agreement	85%

## Annex II: Statistics on financial management

Table 1: Revenue — appropriations

Revenues	Budget 2019 in EUR	Corrigendum	New Appropriations 2019
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1. Revenue from fees and charges		N/A – No correction to initial budget in the course of the year	N/A – No correction to the appropriations in the course of the year
2. EU Subsidy	5,701,000		
<i>2.a. of which “fresh” contributions in year 2019</i>	5,677,664		
<i>2.b. of which assigned revenues deriving from previous year 2018 surplus</i>	23,336		
3. Third countries contribution (incl. EFTA and candidate countries)	0		
4. Other contributions <sup>49</sup>	0		
5. Administrative operations	0		
<i>Of which interest generated by funds paid by the Commission by way of the EU contribution (FFR Art. 58)</i>	0		
6. Revenues from services rendered against payment	0		
7. Correction of budgetary imbalances	0		
<b>Total revenues</b>	<b>5,701,000</b>		

<sup>49</sup> 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.





Table 2: Budgetary transfers 2019, EUR

BL	Budget Item Description	Voted Budget	10% ceiling	Transfer No. 1 - May 2019	Transfer No. 2 - June 2019	Transfer No. 3 - September 2019	Transfer No. 4 - November 2019	Transfer No. 5 - December 2019	Budget with transfers
	Budget	5,701,000.02	570,100.00	0.00	0.00	0.00	0.00	0.00	5,701,000.02
1	STAFF	3,004,000.02	300,400.00	-12,133.00	0.00	-63,539.56	-15,068.49	397.17	2,913,656.14
1 1	STAFF IN ACTIVE EMPLOYMENT	2,355,163.09	235,516.31	-144,133.00	-132,000.00	-61,161.36	-67,299.68	-215.70	1,950,353.35
1 1 0	Staff in active employment	1,284,866.88	128,486.69	0.00	0.00	-48,428.36	-39,492.58	0.00	1,196,945.94
1 1 0 0	Basic salaries	923,147.79	92,314.78			-12,256.45	-41,363.02		869,528.32
1 1 0 1	Family allowances	183,635.34	18,363.53			-18,363.53	6,970.19		172,242.00
1 1 0 2	Expatriation and foreign-residence allowances	178,083.75	17,808.38			-17,808.38	-5,099.75		155,175.62
1 1 1	Contract staff and other staff	975,845.92	97,584.59	-144,133.00	-132,000.00	-9,706.00	-20,905.98	-215.70	668,885.24
1 1 1 0	Contract staff	722,607.31	72,260.73	-132,000.00	-122,000.00		-13,612.57		454,994.74
1 1 1 1	Seconded national experts	253,238.61	25,323.86	-12,133.00	-10,000.00	-9,706.00	-7,293.41	-215.70	213,890.50
1 1 2	Employer's social security contributions	63,780.29	6,378.03	0.00	0.00	0.00	-3,046.79	0.00	60,733.50
1 1 2 0	Insurance against sickness	41,541.65	4,154.17				-943.93		40,597.72
1 1 2 1	Insurance against accidents and occupational disease	5,072.54	507.25				-535.22		4,537.32

BL	Budget Item Description	Voted Budget	10% ceiling	Transfer No. 1 - May 2019	Transfer No. 2 - June 2019	Transfer No. 3 - September 2019	Transfer No. 4 - November 2019	Transfer No. 5 - December 2019	Budget with transfers
1 1 2 2	Insurance against unemployment	17,166.10	1,716.61				-1,567.64		15,598.46
1 1 3	Miscellaneous allowances and grants	30,670.00	3,067.00	0.00	0.00	-3,027.00	-3,854.33	0.00	23,788.67
1 1 3 0	Childbirth and death allowances and grants	400.00	40.00				-201.69		198.31
1 1 3 1	Travel expenses for annual leave	30,270.00	3,027.00			-3,027.00	-3,652.64		23,590.36
1 2	MISCELLANEOUS EXPENDITURE ON STAFF RECRUITMENT AND TRANSFER	61,963.00	6,196.30	0.00	0.00	-2,378.20	-25,025.76	0.00	34,559.04
1 2 0	Recruitment expenses	26,660.00	2,666.00	0.00	0.00	0.00	-8,487.41	0.00	18,172.59
1 2 0 0	Travel expenses	26,660.00	2,666.00				-8,487.41		18,172.59
1 2 1	Expenses on entering/leaving	35,303.00	3,530.30	0.00	0.00	-2,378.20	-16,538.35	0.00	16,386.45
1 2 1 0	Travel expenses on entering/leaving	2,003.00	200.30				-1,068.19		934.81
1 2 1 1	Installation, resettlement and transfer allowances	9,514.00	951.40			-6,621.00	-2,893.00		0.00
1 2 1 2	Removal expenses	14,272.00	1,427.20			-1,427.20	-12,844.80		0.00
1 2 1 3	Daily subsistence allowances	9,514.00	951.40			5,670.00	267.64		15,451.64

BL	Budget Item Description	Voted Budget	10% ceiling	Transfer No. 1 - May 2019	Transfer No. 2 - June 2019	Transfer No. 3 - September 2019	Transfer No. 4 - November 2019	Transfer No. 5 - December 2019	Budget with transfers
1 3	MISSIONS AND DUTY TRAVEL	193,226.00	19,322.60	0.00	0.00	0.00	15,500.00	3,558.65	212,284.65
1 3 0	Missions and duty travel	193,226.00	19,322.60	0.00	0.00	0.00	15,500.00	3,558.65	212,284.65
1 3 0 0	Mission expenses, duty travel expenses and other ancillary expenditure	193,226.00	19,322.60				15,500.00	3,558.65	212,284.65
1 4	SOCIOMEDICAL SERVICES	9,000.00	900.00	0.00	0.00	0.00	0.00	0.00	9,000.00
1 4 0	Medical service	9,000.00	900.00	0.00	0.00	0.00	0.00	0.00	9,000.00
1 4 0 0	Medical service	9,000.00	900.00						9,000.00
1 5	TRAININGS	80,735.93	8,073.59	0.00	0.00	0.00	7,990.48	-7,951.68	80,774.73
1 5 0	Training	80,735.93	8,073.59	0.00	0.00	0.00	7,990.48	-7,951.68	80,774.73
1 5 0 0	Training	80,735.93	8,073.59				7,990.48	-7,951.68	80,774.73
1 6	EXTERNAL SERVICES	290,272.00	29,027.20	132,000.00	132,000.00	0.00	49,346.47	7,117.00	610,735.47
1 6 0	External services	290,272.00	29,027.20	132,000.00	132,000.00	0.00	49,346.47	7,117.00	610,735.47
1 6 0 0	External services	290,272.00	29,027.20	132,000.00	132,000.00		49,346.47	7,117.00	610,735.47
1 7	REPRESENTATION AND MISCELLANEOUS STAFF COSTS	13,640.00	1,364.00	0.00	0.00	0.00	4,420.00	-2,111.10	15,948.90

BL	Budget Item Description	Voted Budget	10% ceiling	Transfer No. 1 - May 2019	Transfer No. 2 - June 2019	Transfer No. 3 - September 2019	Transfer No. 4 - November 2019	Transfer No. 5 - December 2019	Budget with transfers
1 70	Representation, receptions and events, and miscellaneous staff expenses	13,640.00	1,364.00	0.00	0.00	0.00	4,420.00	-2,111.10	15,948.90
1 7 0 0	Representation, receptions and events, and miscellaneous staff expenses	13,640.00	1,364.00				4,420.00	-2,111.10	15,948.90
2	<b>BUILDINGS, EQUIPMENT AND MISCELLANEOUS OPERATING EXPENDITURE</b>	744,000.00	74,400.00	12,133.00	0.00	63,539.56	15,068.49	-6,211.19	828,529.86
2 0	<b>RENTAL OF BUILDINGS AND ASSOCIATED COSTS</b>	162,796.00	16,279.60	7,133.00	-5,000.00	0.00	14,266.80	-3,825.41	175,370.39
2 0 0	Buildings and associated costs	162,796.00	16,279.60	7,133.00	-5,000.00	0.00	14,266.80	-3,825.41	175,370.39
2 0 0 0	Rent	80,180.00	8,018.00		-5,000.00		10,941.69	-960.00	85,161.69
2 0 0 1	Insurance	2,500.00	250.00				-669.10		1,830.90
2 0 0 2	Water, gas, electricity and heating	37,528.00	3,752.80					-2,111.10	35,416.90
2 0 0 4	Fitting-out and maintenance of premises	3,221.00	322.10				1,286.76	-49.06	4,458.70
2 0 0 5	Security and surveillance of buildings	39,367.00	3,936.70	7,133.00			2,707.45	-705.25	48,502.20
2 1	<b>INFORMATION TECHNOLOGY PURCHASES</b>	356,533.01	35,653.30	4,300.00	0.00	14,195.00	11,077.32	-13,210.83	372,894.50

BL	Budget Item Description	Voted Budget	10% ceiling	Transfer No. 1 - May 2019	Transfer No. 2 - June 2019	Transfer No. 3 - September 2019	Transfer No. 4 - November 2019	Transfer No. 5 - December 2019	Budget with transfers
2 1 0	Information technology purchases	356,533.01	35,653.30	4,300.00	0.00	14,195.00	11,077.32	-13,210.83	372,894.50
2 1 0 0	Computer equipment	74,775.10	7,477.51					-3,158.87	71,616.23
2 1 0 1	Software	12,779.51	1,277.95	4,300.00			161.48	-4.88	17,236.11
2 1 0 2	Other external data processing services	268,978.40	26,897.84			14,195.00	10,915.84	-10,047.08	284,042.16
2 2	MOVABLE PROPERTY AND ASSOCIATED COSTS	6,000.00	600.00	5,000.00	10,000.00	4,960.00	-44.27	0.00	25,915.73
2 2 1	Furniture	6,000.00	600.00	5,000.00	10,000.00	4,960.00	-44.27	0.00	25,915.73
2 2 1 0	Furniture	6,000.00	600.00	5,000.00	10,000.00	4,960.00	-44.27		25,915.73
2 3	CURRENT ADMINISTRATIVE EXPENDITURE	157,991.99	15,799.20	0.00	0.00	47,284.56	5,791.16	10,765.05	221,832.76
2 3 0	Stationery and office supplies	17,150.00	1,715.00	0.00	0.00	12,150.00	0.00	850.05	30,150.05
2 3 0 0	Stationery and office supplies	17,150.00	1,715.00			12,150.00		850.05	30,150.05
2 3 3	Legal expenses	2,500.00	250.00	0.00	0.00	0.00	-1,500.00	-440.00	560.00
2 3 3 0	Legal expenses	2,500.00	250.00				-1,500.00	-440.00	560.00
2 3 5	Other operating expenses	138,341.99	13,834.20	0.00	0.00	35,134.56	7,291.16	10,355.00	191,122.71
2 3 5 9	Other operating expenses	138,341.99	13,834.20			35,134.56	7,291.16	10,355.00	191,122.71

BL	Budget Item Description	Voted Budget	10% ceiling	Transfer No. 1 - May 2019	Transfer No. 2 - June 2019	Transfer No. 3 - September 2019	Transfer No. 4 - November 2019	Transfer No. 5 - December 2019	Budget with transfers
2 4	POSTAGE AND TELECOMM.	35,679.00	3,567.90	-4,300.00	0.00	0.00	-12,483.77	60.00	18,955.23
2 4 0 0	Postage and delivery charges	2,500.00	250.00				-1,500.00	60.00	1,060.00
2 4 1 0	Telecommunication charges	33,179.00	3,317.90	-4,300.00			-10,983.77		17,895.23
2 5	EXPENDITURE ON FORMAL AND OTHER MEETINGS	25,000.00	2,500.00	0.00	-5,000.00	-2,900.00	-3,538.75	0.00	13,561.25
2 5 0 0	Meetings in general	25,000.00	2,500.00		-5,000.00	-2,900.00	-3,538.75		13,561.25
3	OPERATIONAL EXPENDITURE	1,953,000.00	195,300.00	0.00	0.00	0.00	0.00	5,814.02	1,958,814.02
3 0	Support to implementation of BEREC WP 2019	450,000.00	45,000.00				-9,682.82	51,526.27	491,843.45
3 0 0	Support to implementation of BEREC WP 2019	450,000.00	45,000.00				-9,682.82	51,526.27	491,843.45
3 0 0 1	Support to the BEREC Expert Working Groups	435,000.00	43,500.00					51,526.27	486,526.27
3 0 0 2	Activities under Articles 7 and 7a Framework Directive	15,000.00	1,500.00				-9,682.82		5,317.18
3 1	Support to BEREC and NRAs	1,503,000.00	150,300.00				9,682.82	-45,712.25	1,466,970.57
3 1 0	Support to BEREC and NRAs	1,503,000.00	150,300.00				9,682.82	-45,712.25	1,466,970.57
3 1 0 1	Other support activities to BEREC and NRAs	1,503,000.00	150,300.00				9,682.82	-45,712.25	1,466,970.57

**Table 3: Expenditure C1**

Commitment and payment appropriations in EUR – C1 credits, EUR						
Chapter	Budget line	Total funds available	Committed EUR	% Commit	Paid	% Paid
<b>TITLE 1 - STAFF EXPENDITURE</b>						
11	1100 Basic salaries	869,528.32	869,528.32	100.00%	869,528.32	100.00%
	1101 Family allowance	172,242.00	172,242.00	100.00%	172,242.00	100.00%
	1102 Expatriation allowance and foreign-residence allowance	155,175.62	155,175.62	100.00%	155,175.62	100.00%
	1110 Contract Staff	454,994.74	454,994.74	100.00%	454,994.74	100.00%
	1111 Seconded National Experts	213,890.50	213,890.50	100.00%	213,381.15	99.76%
	1120 Insurance against sickness	40,597.72	40,597.72	100.00%	40,597.72	100.00%
	1121 Insurance against accidents and occupation disease	4,537.32	4,537.32	100.00%	4,537.32	100.00%
	1122 Insurance against unemployment	15,598.46	15,598.46	100.00%	15,598.46	100.00%
	1130 Childbirth and death allowances and grants	198.31	198.31	100.00%	198.31	100.00%
	1131 Travel expenses for annual leave	23,590.36	23,590.36	100.00%	23,590.36	100.00%
Total: 11	STAFF IN ACTIVE EMPLOYMENT	1,950,353.35	1,950,353.35	100.00%	1,949,844.00	99.97%
12	1200 Travel expenses	18,172.59	18,172.59	100.00%	18,172.59	100.00%
	1210 Travel expenses entering/leaving service	934.81	934.81	100.00%	934.81	100.00%
	1213 A-1213 Daily subsistence allowances	15,451.64	15,451.64	100.00%	15,451.64	100.00%
Total: 12	MISCELLANEOUS EXPENDITURE ON STAFF RECRUITMENT AND TRANSFER	34,559.04	34,559.04	100.00%	34,559.04	100.00%
13	1300 Mission expenses	212,284.65	212,284.65	100.00%	203,509.35	95.87%
Total: 13	MISSIONS AND DUTY TRAVEL	212,284.65	212,284.65	100.00%	203,509.35	95.87%
14	1400 Medical services	9,000.00	9,000.00	100.00%	6,970.00	77.44%

Commitment and payment appropriations in EUR – C1 credits, EUR						
Chapter	Budget line	Total funds available	Committed EUR	% Commit	Paid	% Paid
Total: 14	SOCIOMEDICAL SERVICES	9,000.00	9,000.00	100.00%	6,970.00	77.44%
15	1500 Training/language courses	80,774.73	80,774.73	100.00%	63,201.74	78.24%
Total: 15	TRAININGS	80,774.73	80,774.73	100.00%	63,201.74	78.24%
16	1600 External services and temporary assistance	610,735.47	609,605.47	99.81%	451,039.55	73.85%
Total: 16	EXTERNAL SERVICES	610,735.47	609,605.47	99.81%	451,039.55	73.85%
17	1700 Representation and miscellaneous staff costs	15,948.90	15,835.25	99.29%	13,858.69	86.89%
Total: 17	REPRESENTATION AND MISCELLANEOUS STAFF COSTS	15,948.90	15,835.25	99.29%	13,858.69	86.89%
<b>Total TITLE 1</b>		<b>2,913,656.14</b>	<b>2,912,412.49</b>	<b>99.96%</b>	<b>2,722,982.37</b>	<b>93.46%</b>
<b>TITLE 2 - BUILDING, EQUIPMENT AND MISCELLANEOUS OPERATING EXPENDITURE</b>						
20	2000 Rent	85,161.69	85,161.69	100.00%	68,043.49	79.90%
	2001 Insurance	1,830.90	1,830.90	100.00%	1,830.90	100.00%
	2002 Water, gas, electricity and heating	35,416.90	35,416.90	100.00%	31,991.90	90.33%
	2004 Fitting-out and maintenance of premises	4,458.70	4,458.70	100.00%	2,180.00	48.89%
	2005 Security & surveillance of buildings	48,502.20	48,502.20	100.00%	43,908.95	90.53%
Total: 20	RENTAL OF BUILDINGS AND ASSOCIATED COSTS	175,370.39	175,370.39	100.00%	147,955.24	84.37%
21	2100 Computer equipment	71,616.23	71,616.23	100.00%	51,810.90	72.35%
	2101 Software	17,236.11	17,236.11	100.00%	16,625.66	96.46%
	2102 Other external data processing services	284,042.16	284,042.16	100.00%	198,912.48	70.03%
Total: 21	INFORMATION TECHNOLOGY PURCHASES	372,894.50	372,894.50	100.00%	267,349.04	71.70%
22	2210 Furniture	25,915.73	25,915.73	100.00%	17,125.15	66.08%
	2290 Books and publications	0.00				



Commitment and payment appropriations in EUR – C1 credits, EUR						
Chapter	Budget line	Total funds available	Committed EUR	% Commit	Paid	% Paid
Total: 22	MOVABLE PROPERTY AND ASSOCIATED COSTS	25,915.73	25,915.73	100.00%	17,125.15	66.08%
23	2300 Stationery and Office supplies	30,150.05	30,148.12	99.99%	25,168.85	83.48%
	2330 Legal expenses	560.00	560.00	100.00%		
	2359 Other operating expenses	191,122.71	191,122.71	100.00%	156,818.20	82.05%
Total: 23	CURRENT ADMINISTRATIVE EXPENDITURE	221,832.76	221,830.83	100.00%	181,987.05	82.04%
24	2400 Postage and delivery charges	1,060.00	1,060.00	100.00%	963.55	90.90%
	2410 Telecommunication charges	17,895.23	17,895.23	100.00%	15,172.97	84.79%
Total: 24	POSTAGE AND TELECOMM.	18,955.23	18,955.23	100.00%	16,136.52	85.13%
25	2500 Meetings in general	13,561.25	13,561.25	100.00%	13,561.25	100.00%
Total: 25	EXPENDITURE ON FORMAL AND OTHER MEETINGS	13,561.25	13,561.25	100.00%	13,561.25	100.00%
<b>Total TITLE 2</b>		<b>828,529.86</b>	<b>828,527.93</b>	<b>100.00%</b>	<b>644,114.25</b>	<b>77.74%</b>
TITLE 3 - OPERATIONAL EXPENDITURE						
30	3001 Support to the BEREC WGs	486,526.27	486,526.27	100.00%	430,316.88	88.45%
	3002 Activities under Articles 7 and 7a Framework Directive	5,317.18	5,317.18	100.00%	2,317.18	43.58%
Total: 30	SUPPORT TO THE BEREC WGS	491,843.45	491,843.45	100.00%	432,634.06	87.96%
31	3101 Other support activities to BEREC and NRAs	1,466,970.57	1,464,156.02	99.81%	874,533.14	59.61%
Total: 31	OTHER SUPPORT ACTIVITIES TO BEREC AND NRAS	1,466,970.57	1,464,156.02	99.81%	874,533.14	59.61%
<b>Total TITLE 3</b>		<b>1,958,814.02</b>	<b>1,955,999.47</b>	<b>99.86%</b>	<b>1,307,167.20</b>	<b>66.73%</b>
<b>TOTAL BUDGET 2019:</b>		<b>5,701,000.02</b>	<b>5,696,939.89</b>	<b>99.93%</b>	<b>4,674,263.82</b>	<b>81.99%</b>

Table 4: Expenditure C8 credits (C8 2019), EUR

TITLE	Official Budget item	Budget Item Description	Amount carried over	Consumed amount	Cancelled amount	% Consumed
TITLE 1 Staff expenditure	A-1111	Seconded National Experts	286.00	141.54	144.46	49.49%
	A-1200	Travel expenses	3,343.77	3,343.77	0.00	100.00%
	A-1300	Mission expenses	7,678.92	7,590.92	88.00	98.85%
	A-1400	Medical services	4,152.00	4,152.00	0.00	100.00%
	A-1500	Training/language courses	32,228.20	31,031.23	1,196.97	96.29%
	A-1600	External services and temporary assistance	39,370.18	38,573.07	797.11	97.98%
	A-1700	Representation and miscellaneous staff costs	3,667.91	1,300.28	2,367.63	35.45%
	TOTAL TITLE 1 C8 2019			<b>90,726.98</b>	<b>86,132.81</b>	<b>4,594.17</b>
2 Building, equipment and miscellaneous operating expenditure	A-2000	Rent	17,118.20	17,118.20	0.00	100.00%
	A-2002	Water, gas, electricity and heating	3,714.89	3,714.89	0.00	100.00%
	A-2005	Security & surveillance of buildings	5,625.05	5,625.05	0.00	100.00%
	A-2100	Computer equipment	12,467.66	12,467.66	0.00	100.00%
	A-2101	Software	504.04	504.04	0.00	100.00%
	A-2102	Other external data processing services	8,190.00	8,190.00	0.00	100.00%
	A-2300	Stationery and Office supplies	983.45	941.59	41.86	95.74%

TITLE	Official Budget item	Budget Item Description	Amount carried over	Consumed amount	Cancelled amount	% Consumed
	A-2359	Other operating expenses	31,000.00	25,125.00	5,875.00	81.05%
	A-2400	Postage and delivery charges	94.51	94.51	0.00	100.00%
	A-2410	Telecommunication charges	783.86	760.33	23.53	97.00%
	TOTAL TITLE 2 C8 2019		<b>80,481.66</b>	<b>74,541.27</b>	<b>5,940.39</b>	<b>92.62%</b>
TITLE 3 Operational expenditure	B-3001	Support to the BEREK WGs	128,828.12	125,983.10	2,845.02	97.79%
	B-3101	Other support activities to BEREK and NRAs	443,917.48	428,891.49	15,025.99	96.62%
	TOTAL TITLE 3 C8 2019		<b>572,745.60</b>	<b>554,874.59</b>	<b>17,871.01</b>	<b>96.88%</b>
<b>TOTAL C8 2019:</b>			<b>743,954.24</b>	<b>715,548.67</b>	<b>28,405.57</b>	<b>96.18%</b>

**Table 5: Payment times**

AVERAGE PAYMENT TIMES 2019							
Maximum Payment Time (Days)	Total Number of Payments	No of Payments within Time Limit	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)
30	1276	1116	87.46 %	17.1	160	12.54 %	40.28
60	79	79	100.00 %	13.3	n/a	n/a	n/a
90	15	15	100.00 %	15.8	n/a	n/a	n/a

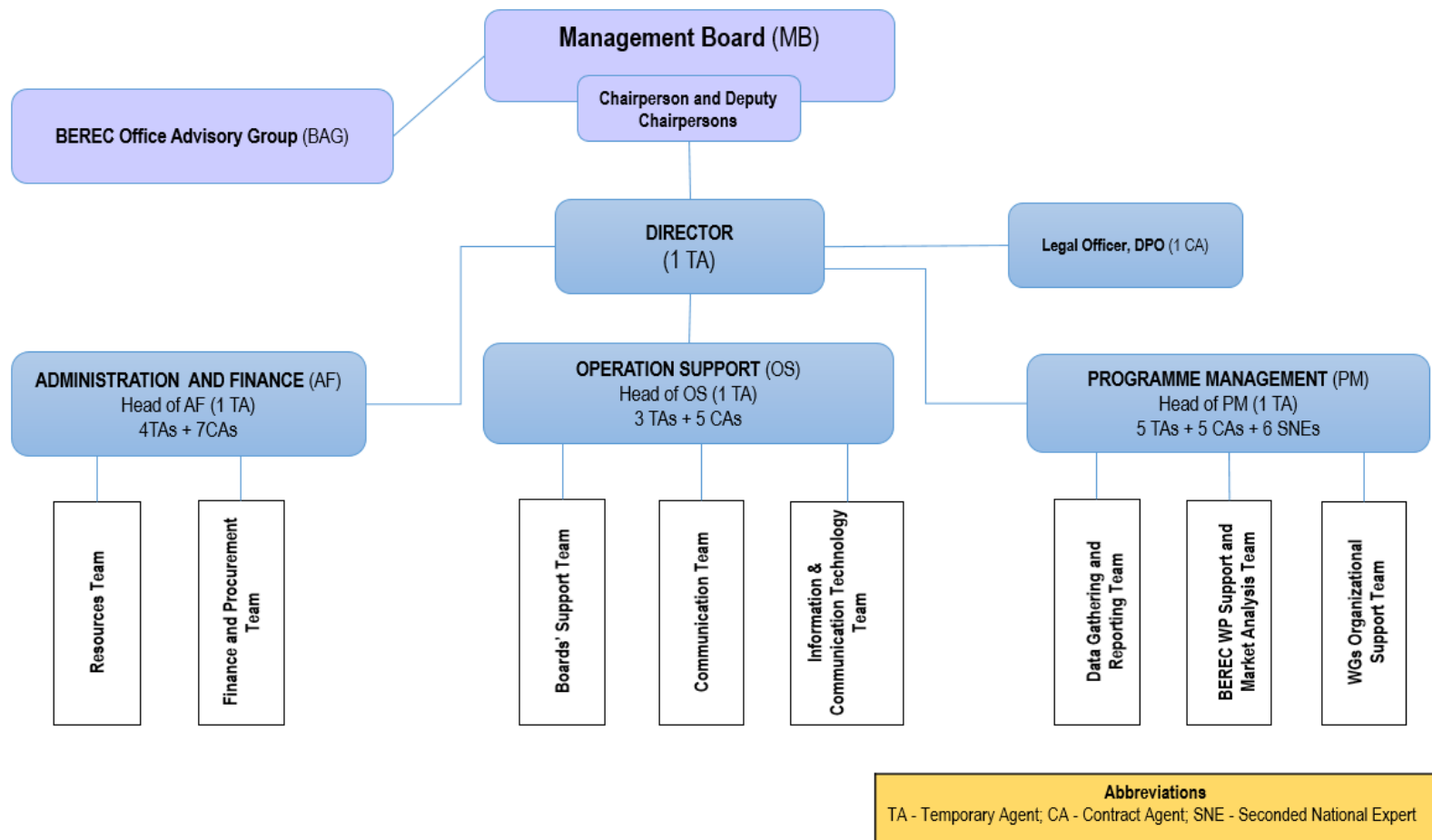
<b>Total Number of Payments</b>	1370	1210	88.32 %	n/a	160	11.68 %	n/a
<b>Average Net Payment Time</b>	19.59	n/a	n/a	16.86	n/a	n/a	40.28
<b>Average Gross Payment Time</b>	19.91	n/a	n/a	17.21	n/a	n/a	40.30

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	29	15	1.09 %	1370	242,391.02	6.08 %	3,989,795.61

No late interest was paid by the BERC Office in 2019

Annex III: Organisational chart of the BEREC Office

**BEREC Office Organisational Chart**



## Annex IV: Establishment plan and additional information on Human Resources management

Table 1: Information about authorised and filled posts in 2017-2019

Temporary agents						
Function group and grade	2017		2018		2019	
	Authorised under the EU budget	Filled as of 31.12.2017 <sup>50</sup>	Authorised under the EU budget	Filled as of 31.12.2018	Authorised under the EU budget	Filled as of 31.12.2019
AD 16						
AD 15						
AD 14	1	1	1	1	1	1
AD 13						
AD 12						
AD 11			1		1	
AD 10	1	1	1	1	1	1
AD 9	1	1	2	1	2	1
AD 8	2	2	1	3	1	3
AD 7	1	1	2		4	
AD 6	4	3	3	5	2	5
AD 5	1	2			1	
<b>Total grade AD</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>11</b>
AST 11						
AST 10						
AST 9						

<sup>50</sup> According to the Commission Communication 'Programming of human and financial resources for decentralised agencies 2014-2020' and the draft Budget of the EU for 2017, in 2017 the BEREC Office had to contribute one post to the redeployment pool of agency staff. As a consequence, the post of Budget Assistant, vacant from September 2016, was not filled and the post was cut in January 2017.

Temporary agents						
Function group and grade	2017		2018		2019	
	Authorised under the EU budget	Filled as of 31.12.2017 <sup>50</sup>	Authorised under the EU budget	Filled as of 31.12.2018	Authorised under the EU budget	Filled as of 31.12.2019
AST 8						
AST 7						
AST 6					1	
AST 5			1	1	1	1
AST 4	3	1	2		1	1
AST 3		2		2		1
AST 2						
AST 1						
<b>Total grade AST</b>	<b>3<sup>51</sup></b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>
AST/SC6						
AST/SC 5						
AST/SC 4						
AST/SC 3						
AST/SC 2						
AST/SC 1						
<b>Total grade AST/SC</b>						
<b>GRAND TOTAL</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>16</b>	<b>14</b>

<sup>51</sup> The post of Budget Assistant (AST4) became vacant in September 2016 and was not filled, with a view to implementing a further cut in the establishment plan as of January 2017 for the redeployment pool.

**Table 2: Information on the entry level for each type of post: indicative table**

Key functions	Type of contract (official, TA or CA)	Function group and recruitment grade (bottom of the bracket if a bracket was advertised)	Indication whether the function is dedicated to administration support or operations
Director (Level 1)	TA	AD 14	TOP COORD — FIN/CONT
Head of Unit —Administration and Finance (AF) (Level 2)	TA	AD 9	RES DIR/HoA — FIN/CONT
Head of Unit —Programme Management (PM) (Level 2)	TA	AD 9	TOP COORD
Head of Unit — Operation Support (OS) (Level 2)	TA	AD 9	TOP COORD
Senior Officer — Senior Programme Manager / Team Leader at PM (Level 3)	TA	AD 7	GEN OPER
Administrator — Team Leader Resources at AF (Level 3)	TA	AD 6	HR
Administrator – Team Leader, Finance and Procurement at AF (Level 3)	TA	AD 6	FIN/CONT — PGM
Administrator — Team Leader, ICT at OS (Level 3)	TA	AD 6	PGM
Administrator — Team Leader Communications at OS (Level 3)	TA	AD 6	PGM
Officer — Programme Manager at PM (Level 3)	TA	AD 5	PGM
Administrator – Team Leader Boards’ Support— Document Management Officer at OS (Level 3)	TA	AD 5	GEN OPER — TOP COORD
SNE — Programme Management	SNE	SNE	PGM
Officer — Legal Officer, DPO (reporting directly to level 1)	CA	FGIV	LEGAL — GEN OPER
Officer — Communication Officer at	CA	FG IV	PGM M/IMPL



OS (Level 3)			
Officer — Support Officer at PM (Level 3)	CA	FG IV	PGM
Officer — Procurement and Legal Officer at AF (Level 3)	CA	FG IV	FIN/CONT — PGM
Officer — HR Support Officer at AF (Level 3)	CA	FG IV	HR
Officer — HR Support Officer at AF (Level 3)	CA	FG IV	HR — FIN/CONT
Assistant — Programme Management (Level 3)	TA	AST 3	PGM
Assistant — Executive Support Assistant (Level 3)	TA	AST 3	FIN/CONT — GEN OPER
Officer — Budget and Reporting Officer (level 3)	CA	FG IV	FIN/CONT
Assistant — Financial and Accounting Assistant (Level 3)	TA	AST 3	FIN/CONT
Assistant — Boards' Support Assistant (Level 3)	CA	FG II	GEN OPER — TOP COORD
Assistant — ICT Assistant (Level 3)	CA	FG III	ICT — PGM
Assistant — ICT, Security and Logistics Assistant (Level 3)	CA	FG II	ICT - PGM
Assistant — Financial Assistant (Level 3)	CA	FG III	FIN/CONT
Assistant - Finance and Logistics (Level 3)	CA	FG II	FIN/CONT - LOG
Assistant in Programme Management (Level 3)	CA	FG II	PGM

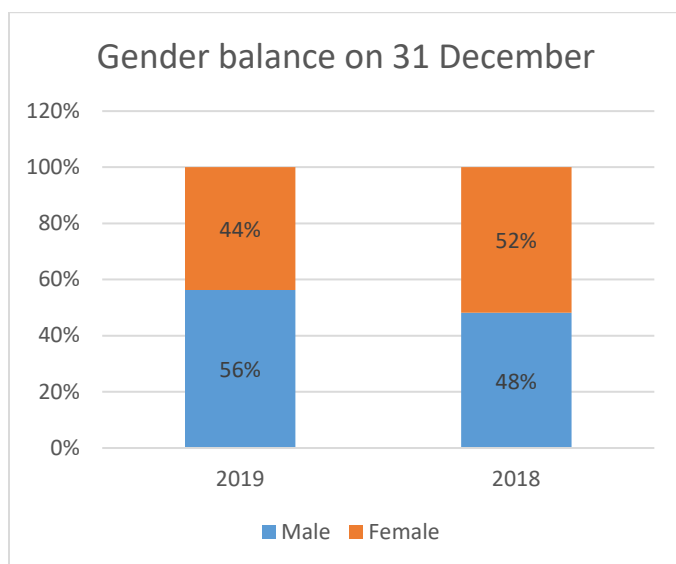
**Table 3: Benchmarking against previous year's results**

<b>Job type (sub)category</b>	<b>2018 (%)</b>	<b>2019<sup>52</sup> (%)</b>
<b>Administrative support and coordination</b>	<b>9.26</b>	<b>10.00</b>
Administrative support	7.41	8.75
Coordination	1.85	1.25
<b>Operational</b>	<b>74.07</b>	<b>72.50</b>
Top-level operational coordination	7.41	7.50
Programme management and implementation	46.3	47.50
Evaluation and impact assessment	0	0
General operational	20.36	17.50
<b>Neutral</b>	<b>16.67</b>	<b>17.50</b>
Finance/control	16.67	17.50
Linguistics	0	0

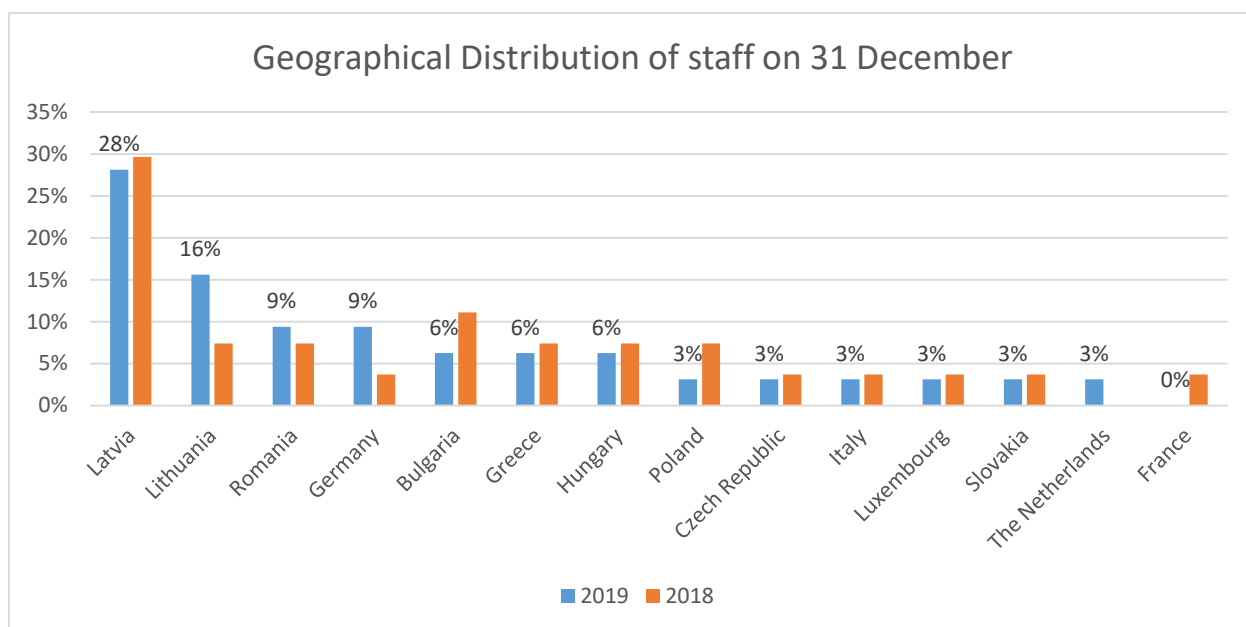
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<sup>52</sup>The data takes into account the redistribution of tasks and the reorganisation of work implemented in 2019.

**Table 4: Information on the gender distribution of staff**



**Table 5: Information on the geographical distribution of staff**



**Table 6: Implementing rules adopted in 2019**

Decision number	Entry into force	Decision title
MB (19) 05	9 March 2019	DECISION No MB/2019/05 of the Management Board of the Agency for Support for BEREC of 8 March 2019 on middle management staff. The BEREC Office adopted a model decision provided by the European Commission
C(2018)4048 of 29/06/2018	6 April 2019	COMMISSION DECISION of 29.6.2018 on outside activities and assignments and on occupational activities after leaving the Service, applied by the BEREC Office by analogy
MB (19) 10	15 June 2019	Decision of the Management Board of the Agency for Support for BEREC on the general provisions for implementing Article 79(2) of the Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed under the terms of Article 3a thereof. The BEREC Office adopted a model decision provided by the European Commission

Table 7: Flexitime recuperation days taken per grade

Function Group and grade	Flexitime recuperation (days)
<b>Contract Agents</b>	<b>50,5</b>
FG IV	50,5
FG III	0
FG II	0
<b>Temporary Agents</b>	<b>54</b>
AD 8	20,5
AD 6	25
AST 5	6
AST 4	0,5
AST 3	2
<b>Total (CAs &amp; TAs)</b>	<b>104,5</b>

**Annex V: Human and financial resources by operational activity**

<b>Operational activity 2019</b>	<b>Financial resources<sup>53</sup></b>	<b>FTE posts<sup>54</sup></b>
Support to EWGs	<b>486,526.27</b>	<b>13.75</b>
BEREC Office activities under market analysis and notifications (Art7/7a - Art.32/33 phase II cases)	<b>5,317.18</b>	<b>0.55</b>
High level meetings - Boards' secretariat	<b>380,532.39</b>	<b>2.39</b>
BEREC communication activities	<b>186,024.27</b>	<b>1.86</b>
ICT SUPPORT to BEREC	<b>640,189.68</b>	<b>1.65</b>
Information gathering and distribution	<b>257,409.68</b>	<b>1.80</b>
<b>TOTAL</b>	<b>1,955,999.47</b>	<b>22.01</b>

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<sup>53</sup> Amounts committed on 31.12.2019

<sup>54</sup> Including trainees and interim workers involved in activity

## Annex VI: Specific annexes related to Part II

**Table 1: 2019 electronic voting procedures of the BEREC Office MB**

№	Subject	Comments Round		Voting Round	
		Start (link to launch)	End	Start (link to launch)	End (link to report)
1.	Management Board Decision delegating the powers conferred by the Staff Regulations on the appointing authority and by the Conditions of Employment of Other Servants on the authority empowered to conclude contracts of employment to the Director of the BEREC Office	<a href="#">07 January 2019</a>	08 January 2019	<a href="#">09 January 2019</a>	<a href="#">10 January 2019</a>
2.	BEREC Office Single Programming Documents for 2019-2021 and 2020-2022 and the BEREC Office Final Budget for 2019	<a href="#">15 January 2019</a>	22 January 2019	<a href="#">24 January 2019</a>	<a href="#">31 January 2019</a>
3.	Decision of the MB of the Agency for Support for BEREC (BEREC Office) authorising the BEREC Office Director to engage in a joint project with the Government of the Republic of Latvia for a Headquarters (HQ) agreement	<a href="#">13 March 2019</a>	20 March 2019	<a href="#">21 March 2019</a>	<a href="#">28 March 2019</a>
4.	Management Board Rules of Procedure	<a href="#">27 March 2019</a>	3 April 2019	<a href="#">11 April 2019</a>	<a href="#">18 April 2019</a>
5.	Decision of the Management Board of the Agency for Support for BEREC on organisation of an External Workshop on Guidelines to assist National Regulatory and/or other Competent Authorities on the consistent implementation of their obligations under Article 22	<a href="#">8 April 2019</a>	9 April 2019		

№	Subject	Comments Round		Voting Round	
		Start (link to launch)	End	Start (link to launch)	End (link to report)
6.	Decision of the Management Board of the Agency for Support for BEREC on the organisation of External Workshops to support BEREC activities related to working groups deliverables	<a href="#">3 May 2019</a>	6 May 2019	<a href="#">7 May 2019</a>	<a href="#">8 May 2019</a>
7.	Decision of the BEREC Office Management Board to establish Working Arrangements between NRAs of Montenegro, Bosnia & Herzegovina, Albania, North Macedonia, Kosovo* , Serbia, Norway, Iceland and Liechtenstein and the Body of European Regulators for Electronic Communications (BEREC)	<a href="#">10 May 2019</a>	17 May 2019	<a href="#">17 May 2019</a>	<a href="#">21 May 2019</a>
8.	2018 CAAR, MB opinion on final accounts and reply to ECA	<a href="#">13 June 2019</a>	20 June 2019	<a href="#">21 June 2019</a>	<a href="#">28 June 2019</a>
9.	Draft Decision of the Management Board of the Agency for Support for BEREC on the financial regulation applicable to the BEREC Office	<a href="#">22 July 2019</a>	29 July 2019	<a href="#">31 July 2019</a>	<a href="#">7 August 2019</a>
10.	Draft Decision of the Management Board of the Agency for Support for BEREC adopting implementing rules on data protection	<a href="#">26 August 2019</a>	2 September 2019	<a href="#">03 September 2019</a>	<a href="#">10 September 2019</a>
11.	Draft Decision of the Management Board of the Agency for Support for BEREC on financing the acquisition of historical	<a href="#">18 October 2019</a>	21 October 2019	<a href="#">21 October 2019</a>	<a href="#">23 October 2019</a>



№	Subject	Comments Round		Voting Round	
		Start (link to launch)	End	Start (link to launch)	End (link to report)
	data sets for the calculation of certain parameters underlying the weighted average cost of capital (WACC)				
12.	Draft decision of the Management Board on the Establishment of the BEREC Office Advisory Group and on the Appointment of its Chair	<a href="#">10 December 2019</a>	12 December 2019	<a href="#">13 December 2019</a>	<a href="#">17 December 2019</a>
13.	Draft decision of the Management Board on SPD of the Activities of the BEREC Office for the period 2020-2022	<a href="#">10 December 2019</a>	13 December 2019	<a href="#">17 December 2019</a>	<a href="#">19 December 2019</a>

**Table 2: Overview of public documents adopted in 2019 by the BEREC Office Management Board (MB)**

**A. Decisions**

Document Nr	Document date	Document title/hyperlink to document
MB/2019/01	10 January 2019	<a href="#">MB Decision delegating the powers conferred by the Staff Regulations on the appointing authority and by the Conditions of Employment of Other Servants on the authority empowered to conclude contracts of employment to the Director of the BEREC Office</a>
MB/2019/02	31 January 2019	<a href="#">MB Decision on the adoption of the Single Programming Document of the BEREC Office Activities for 2019-2021</a>
MB/2019/03	31 January 2019	<a href="#">MB Decision on draft annual and multiannual programming of the BEREC Office for period 2020-2022</a>

Document Nr	Document date	Document title/hyperlink to document
MB/2019/04	08 March 2019	<a href="#">MB Decision repealing Decision MC (11) 24 of the Management Committee (MC) concerning the financial contribution towards travel and subsistence expenses for persons invited by the BEREC Office to attend written and oral tests in a selection procedure, an interview or a medical examination</a>
MB/2019/05	08 March 2019	<a href="#">MB Decision on middle management staff</a>
MB/2019/06	28 March 2019	<a href="#">MB Decision authorising the BEREC Office Director to engage in a joint project with the Government of the Republic of Latvia for a Headquarters agreement</a>
MB/2019/07	08 May 2019	<a href="#">MB Decision on the organisation of External Workshops to support BEREC activities related to working groups deliverables</a>
MB/2019/08	21 May 2019	<a href="#">MB Decision to establish Working Arrangements between NRAs of Montenegro, Bosnia &amp; Herzegovina, Albania, North Macedonia, Kosovo, Serbia, Norway, Iceland and Liechtenstein and the Body of European Regulators for Electronic Communications (BEREC)</a>
MB/2019/09	14 June 2019	<a href="#">MB Decision on the renewal of the term of office of the Director of the BEREC Office</a>
MB/2019/10	14 June 2019	<a href="#">MB Decision on the general provisions for implementing Article 79(2) of the Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed under the terms of Article 3a thereof</a>
MB/2019/11	14 June 2019	<a href="#">MB Decision on detailed rules on access to documents</a>
MB/2019/12	28 June 2019	<a href="#">MB Decision on the reply to the preliminary observations of the European Court of Auditor (ECA) with a view to a report on the BEREC Office annual accounts for financial year 2018</a>

Document Nr	Document date	Document title/hyperlink to document
MB/2019/13	07 August 2019	<a href="#">MB Decision on the financial regulation applicable to the BEREC Office</a>
MB/2019/14	10 September 2019	<a href="#">MB Decision adopting implementing rules on data protection</a>
MB/2019/15	10 September 2019	<a href="#">MB Decision laying down internal rules concerning restrictions of certain rights of data subjects in relation to the processing of personal data in the framework of activities carried out by the BEREC Office</a>
MB/2019/16	04 October 2019	<a href="#">MB Decision laying down rules on preventing and managing conflicts of interest concerning the members of the MB</a>
MB/2019/17	04 October 2019	<a href="#">MB Decision on the designation of two Reporting Officers to appraise the Director of the BEREC Office</a>
MB/2019/18	23 October 2019	<a href="#">MB Decision on financing the acquisition of historical data sets for the calculation of certain parameters underlying the weighted average cost of capital (WACC)</a>
MB/2019/19	06 December 2019	<a href="#">MB Decision concerning the information and communication system for BEREC, the Commission and the NRAs</a>
MB/2019/20	06 December 2019	<a href="#">MB Decision concerning the reimbursement of travel, subsistence and other expenses incurred in the course of journeys made by persons not employed by the BEREC Office and repealing the previous MC Decision No MC/2015/13 of 2 October 2015</a>
MB/2019/21	17 December 2019	<a href="#">MB Decision on the establishment of the BEREC Office Advisory Group (BAG) and the appointment of its Chair</a>

Document Nr	Document date	Document title/hyperlink to document
MB/2019/22	19 December 2019	<a href="#">MB Decision on the adoption of the Single Programming Document of the BEREC Office Activities for 2020-2022</a>

#### B. BEREC Office MB opinion

Document number	Document date	Document title/hyperlink to document
MB (19) 60	28 June 2019	<a href="#">Opinion of the MB of the BEREC Office concerning the final accounts of the year 2018</a>

#### C. BEREC Office Single programming document

Document Nr	Document date	Document title/hyperlink to document
MB (19) 05	31 January 2019	<a href="#">Single Programming Document of the Agency for Support for BEREC (BEREC Office) for 2019-2021</a>

#### D. BEREC Office Consolidated Activity Report

Document Nr	Document date	Document title/hyperlink to document
MB (19) 62	28 June 2018	<a href="#">Consolidated 2018 Annual Activity Report of the BEREC Office</a>

#### E. Agendas for MB meetings

Document Nr	Document date	Document title/hyperlink to document
MB (19) 13	1 March 2019	<a href="#">Draft Agenda for the 38th MB ordinary meeting</a>
MB (19) 51	3 June 2019	<a href="#">Draft Agenda for the 39th MB plenary meeting</a>
MB (19) 90	20 September 2019	<a href="#">Draft Agenda for the 40th MB plenary meeting</a>
MB (19) 105	25 November 2019	<a href="#">Draft Agenda for the 41st MB plenary meeting</a>

#### F. Conclusions of MB meetings

Document number	Document date	Document title/hyperlink to document
MB (19) 21	8 March 2019	<a href="#">Conclusions of the 38th ordinary BEREC Office Management Board plenary meeting</a>

<b>Document number</b>	<b>Document date</b>	<b>Document title/hyperlink to document</b>
MB (19) 69	14 June 2019	<a href="#">Conclusions of the 39th ordinary BEREC Office Management Board plenary meeting</a>
MB (19) 102	4 October 2019	<a href="#">Conclusions of the 40th ordinary BEREC Office Management Board plenary meeting</a>
MB (19) 125	6 December 2019	<a href="#">Conclusions of the 41st ordinary BEREC Office Management Board plenary meeting</a>

**ANNEX VII: Final annual accounts**

Presented in a separate file.

