

**Agency for Support for BEREC**  
**(BEREC Office)**  
**Working with us in 2023**

22 September 2023

## Table of Contents

<b>1.</b>	<b>INTRODUCTION .....</b>	<b>2</b>
<b>2.</b>	<b>CATEGORIES OF STAFF USED BY THE BEREC OFFICE .....</b>	<b>2</b>
<b>3.</b>	<b>STAFF COVERED BY STAFF REGULATIONS AND CEOS .....</b>	<b>2</b>
3.1.	<b>Temporary Agents .....</b>	<b>2</b>
3.2.	<b>Contract Agents .....</b>	<b>3</b>
<b>4.</b>	<b>OTHER CONTRACTS .....</b>	<b>4</b>
4.1.	<b>Seconded National Experts .....</b>	<b>4</b>
4.2.	<b>Interim Staff .....</b>	<b>4</b>
4.3.	<b>Trainees .....</b>	<b>4</b>
<b>5.</b>	<b>TALENT MANAGEMENT .....</b>	<b>5</b>
<b>6.</b>	<b>ALLOWANCES AND BENEFITS .....</b>	<b>5</b>
6.1.	<b>Expatriation or foreign residence allowance .....</b>	<b>6</b>
•	Expatriation allowance .....	6
•	Foreign residence allowance .....	6
6.2.	<b>Family allowances .....</b>	<b>6</b>
•	Household allowance .....	6
•	Dependent child allowance .....	6
•	Education allowances .....	6
•	Birth grant .....	6
6.3.	<b>Allowances when taking up duty .....</b>	<b>7</b>
•	Installation allowance .....	7
•	Daily subsistence allowance .....	7
•	Removal and travel expenses .....	7
<b>7.</b>	<b>DEDUCTIONS .....</b>	<b>8</b>
7.1.	<b>Taxations .....</b>	<b>8</b>
7.2.	<b>Pension .....</b>	<b>8</b>
<b>8.</b>	<b>LEAVE AND ABSENCES .....</b>	<b>9</b>
<b>9.</b>	<b>WORK-LIFE BALANCE .....</b>	<b>9</b>
<b>10.</b>	<b>OTHER BENEFITS .....</b>	<b>9</b>
<b>11.</b>	<b>DISCLAIMER .....</b>	<b>10</b>
	<b>Annex I: Basic salary table Temporary Agents .....</b>	<b>11</b>
	<b>Annex II: Basic salary table Contract Agents .....</b>	<b>13</b>
	<b>Annex III: Goods and services intended for personal needs of the staff of the Agency for which the Value Added Tax is refunded by the Host Member State .....</b>	<b>14</b>
	<b>Annex IV: Functions of the Liaison Office .....</b>	<b>15</b>

## 1. INTRODUCTION

The Agency for Support for BEREC is established by [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 \(BEREC Office\), amending Regulation \(EU\) 2015/2120 and repealing Regulation \(EC\) No 1211/2009](#).

The BEREC Office is established as a body of the European Union (EU) with legal personality to provide professional and administrative support services to BEREC, which is a body of the EU without a legal personality.

BEREC contributes to the development and better functioning of the internal market for electronic communications networks and services. It does so, by aiming to ensure a consistent application of the EU regulatory framework and by aiming to promote an effective internal market in the telecoms' sector, in order to bring even greater benefits to consumers and businesses alike.

The BEREC Office is an EU Agency supporting BEREC in the fulfilment of its mission to ensure the consistent implementation of the European regulatory framework for electronic communications. To achieve this, the BEREC Office provides all necessary professional and administrative support for the work of BEREC, including financial, organisational and ICT services, and contributes to BEREC's regulatory work for the benefit of people in Europe.

More information on the BEREC Office [tasks and mission](#) can be found on the BEREC and BEREC Office website.

## 2. CATEGORIES OF STAFF USED BY THE BEREC OFFICE

The BEREC Office is staffed mainly by Temporary and Contract Agents, recruited through open selection procedures. The working and contractual conditions of the BEREC Office Temporary and Contract Agents are based on the Staff Regulations and the Conditions of Employment of Other Servants of the European Union (CEOS).

The BEREC Office may make use of seconded national experts or other staff not employed by it, such as interim agents. The Staff Regulations and the CEOS do not apply to such staff.

To offer the possibility to young university graduates to gain experience in the work of the EU and in the BEREC Office activities, the Agency has deployed a Traineeship Programme in accordance with conditions laid down by the Management Board<sup>1</sup>.

## 3. STAFF COVERED BY STAFF REGULATIONS AND CEOS

### 3.1. Temporary Agents

In accordance with Article 8 of the CEOS, Temporary Agents are engaged for a fixed period which may be renewed for another period or an indefinite period. To motivate staff to consider long-term employment at BEREC Office, the Head of the Agency (the Director) via Internal

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<sup>1</sup>For more details, see: [https://bereg.europa.eu/eng/bereg\\_office/traineeship/aim\\_of\\_the\\_traineeship/](https://bereg.europa.eu/eng/bereg_office/traineeship/aim_of_the_traineeship/)

Administrative Instruction (IAI) No 2 of 2018 on the duration and renewal of contracts for temporary staff under article 2(f) of the CEOS, has decided to offer the possibility for Temporary Agents to benefit from a contract of indefinite duration upon completing three years' service.

Temporary Agent posts are classified according to the nature and importance of duties required:

Administrators' function group (AD): comprises twelve grades from AD 5 to AD 16 corresponding to technical, administrative, advisory, linguistic and scientific duties. Depending on the background and expertise required for the post, recruitment grades are usually between AD 5 and AD 8. Higher grades are used for specific profiles, mostly for management positions.

Assistants' function group (AST): comprises eleven grades from AST 1 to AST 11 corresponding to executive, technical and clerical duties.

Temporary Agents are required to serve a probationary period of nine months.<sup>2</sup>

### **3.2. Contract Agents**

The duration of contracts for Contract Agents varies according to the needs of the Agency. Most Contract Agents receive their first contract for a duration of 3 years. The contract may be renewed in accordance with Article 85 of the CEOS.

Contract Agent posts are classified in four function groups (FG) corresponding to the duties and responsibilities involved:

- FG IV: comprises six grades corresponding to administrative, advisory, linguistic and equivalent technical tasks
- FG III: comprises five grades corresponding to executive tasks, drafting, accountancy and other equivalent technical tasks
- FG II: comprises four grades corresponding to clerical and secretarial tasks, office management and other equivalent tasks
- FG I: comprises three grades corresponding to manual and administrative support service tasks

There are special provisions for Contract Agents FG IV concerning contract renewals for an indefinite period. Those BEREC Office staff members who will be employed as Contract Agents in FG IV should be informed that in accordance with Article 85(3) of the CEOS, Contract Agents in FG IV shall, before renewal of a contract for an indefinite period may be offered, be required to demonstrate the ability to work in a third language (at B2 level) among those referred to in 55(1) of the Treaty on European Union. BEREC Office provides access to training for those staff members who require it.

Contract Agents whose contracts are concluded for at least one year are required to serve a probationary period of nine months for FG II-IV, and six months for FG I.

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<sup>2</sup> The Conditions of Employment for Temporary Agents are described in the Staff Regulations and in the Conditions of Employment of other Servants of the European Union in Title II (Articles 8–56).

## **4. OTHER CONTRACTS**

### **4.1. Seconded National Experts**

Seconded national experts (SNEs) are staff employed by national, regional or local public administrations or public intergovernmental organisations (IGO) who are seconded to the Agency under the rules applicable to such experts. They have a dual role: to bring their experience to the Agency and to transfer the knowledge acquired during their secondment at BEREC Office to their home administration.

Secondment is not equivalent to Agency employment, nor does it lead to employment by the Agency. SNEs shall remain in the service of their employer throughout the period of secondment. During such time they will remain subject to the social security legislation applicable to their employer, who will assume responsibility for permissible expenses incurred abroad. SNEs are entitled to a daily and monthly subsistence allowance, paid by the Agency, during the period of secondment.

The place of secondment is Riga.

### **4.2. Interim Staff**

To address specific short-term needs, the BEREC Office may use interim staff services for limited periods of time to cover staffing needs arising from one or more of the following reasons:

- replacement of staff on maternity leave, parental leave, leave on personal grounds or extended sick leave;
- temporary replacement for vacant posts to bridge the gap before recruitment;
- increased workload during peak periods of the year or generated by short-term specific projects;
- staff with specific competencies needed for limited period and which are not available at the BEREC Office.

Interim assignments have an initial maximum duration of up to 6 months. The labour contract signed with the interim workers are subject to the Latvian labour law and are signed between the interim worker and the interim agency, with which the BEREC Office has a contract for the provision of interim staff services.

Consequently, the interim staff are employees of the respective interim agency and not of the BEREC Office.

### **4.3. Trainees**

In 2016 the BEREC Office introduced a Traineeship Programme. Traineeships are intended to offer the possibility to gain experience in the work of the European Union in general and in the work of the BEREC Office in particular. The BEREC Office aims to benefit from the input of specific skills of enthusiastic trainees, who will contribute to the enhancement of its daily work. Admission to the traineeship programme does not give trainees the status of staff of the European Union, and does not confer on trainees the statutes of officials or other servants of

the European Union nor does it entail any right or priority with regard to an appointment in the service of BEREC Office. Trainees can apply to BEREC Office selection procedures under the same conditions of any other candidate.

Trainees are entitled to a monthly grant, updated every year, amounting to 25% of a basic monthly salary of a temporary agent at grade AD5, step 4.

The trainees sign a Traineeship agreement with the BEREC Office, which defines their rights and responsibilities and is the basis for the payment of the grant. The Traineeship agreement is not an employment contract.

More information is published on the BEREC Office website under the section “Traineeships”.

## **5. TALENT MANAGEMENT**

In order to effectively contribute to the Agency mission, the BEREC Office aims to continuously develop the professional skills of its employees and consequently to improve their overall performance. For this purpose, the Agency provides a variety of training activities of both general and technical nature. This includes management, incl. project management, soft skills, finance, IT training, data protection, procurement, specific up-to-date technical training for staff working in technical areas and language training.

Temporary and Contract Agents at the Agency are subject to an annual performance appraisal. At the start of the reporting period, objectives are agreed between the line manager and the jobholder in order to establish the expected achievements of the jobholder. The purpose of the appraisal system is to assess performance during a certain time period against related annual objectives of the jobholder. The annual evaluation encourages jobholders to develop their potential and to consider possible career advancement. A reclassification policy is applied on an annual basis and guarantees performance-based career advancement in the function group.

## **6. ALLOWANCES AND BENEFITS**

In addition to a basic salary<sup>3</sup> as shown in Annexes I and II, Temporary Agents and Contract Agents may receive various allowances depending on their personal circumstances. The final salary is calculated by adding the relevant allowances and by deducting social security contributions and other taxes.

Each grade is divided into seniority steps with corresponding salary increases. Staff are granted an additional seniority step automatically every two years. The remuneration of the officials and other servants of the European Union shall be adapted every year, taking into account the economic and social policy of the Union. To offset the higher or lower cost of living in Riga compared with Brussels, the remuneration is weighted by applying a coefficient.

The current correction coefficient for Latvia is 85,0% (as of 01.01.2023).

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<sup>3</sup> If you work in a European Union country other than Belgium or Luxembourg, a specific weighting (correction coefficient) is applied to your pay. This weighting makes it possible to offset the higher or lower cost of living compared with Brussels.

The main benefits, deductions and contributions are summarized below. This information is indicative as entitlements are determined upon recruitment, and only once the relevant supporting documents are provided.

## 6.1. Expatriation or foreign residence allowance

- **Expatriation allowance**

Staff fulfilling conditions as detailed in Article 4 of Annex VII of the SR are granted an expatriation allowance.

The allowance is equal to 16% of total basic salary plus a household allowance and a dependent child allowance to which the Agent may be entitled. The expatriation allowance shall not be less than 455,48€ per month (as of 01.01.2023)<sup>4</sup>

- **Foreign residence allowance**

Staff who do not fulfil the conditions for the expatriation allowance above may still qualify for a foreign residence allowance, equal to one quarter of the expatriation allowance<sup>5</sup>.

## 6.2. Family allowances

Staff may receive one or more of the following allowances depending on their family situation.

- **Household allowance**

Comprises 2% of basic salary plus a fixed amount of 213,77€ (as of 01.01.2023)<sup>6</sup>

- **Dependent child allowance**

Per month and per dependent child: 467,13€ (amount as of 01.01.2023)<sup>7</sup>

- **Education allowances**

Pre-school allowance: 114,12€ per child, per month (amount as of 01.01.2023). Education allowance up to a maximum of 316,95€ (amount on 01.01.2023) per month for each dependent child, which can be doubled in some cases<sup>8</sup>

- **Birth grant**

The birth grant is 198.31 € per child in case of birth or adoption of a child<sup>9</sup>.

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<sup>4</sup> For more information please refer to Article 134 of the Conditions of Employment of Other Servants.

<sup>5</sup> For more information please refer to Annex VII, Articles 21 and 92 of the Conditions of Employment of Other Servants.

<sup>6</sup> For more information please refer to Articles 21 and 92 of the Conditions of Employment of Other Servants

<sup>7</sup> For more information please refer to Articles 21 and 92 of the Conditions of Employment of Other Servants

<sup>8</sup> For more information please refer to Articles 21 and 92 Annex VII of the of the Conditions of Employment of Other Servants

<sup>9</sup> For more information please refer to Articles 29 and 97 of the Conditions of Employment of Other Servants

### 6.3. Allowances when taking up duty

- **Installation allowance**

The installation allowance is paid to temporary/contract agents who provide proof that they had to change their place of residence to meet the requirements of Article 20 of the SR. The installation allowance can only be paid after the probationary period, once the contract of employment is confirmed.

The installation allowance varies between one third of a basic salary to twice a basic salary depending on contract duration and family situation.<sup>10</sup>

- **Daily subsistence allowance**

A daily subsistence allowance is paid to Temporary/Contract agents who provide evidence that a change in their place of residence is required in order to comply with Article 20 of the SR. This allowance is intended to offset costs and inconvenience caused by the need to move or take up temporary residence at the place of employment while retaining, on an equally temporary basis, a residence at the place of recruitment or previous employment.

The daily subsistence allowance is granted for the following period:

- In the case of Temporary/Contract Agents engaged for a period of not less than one year:
  - o who are not entitled to the household allowance: 120 days;
  - o who are entitled to household allowance but not subject to a probation period: 180 days;
  - o who are entitled to the household allowance and subject to a probation period: duration of probation period plus one month;
- In the case of Temporary/Contract Agents engaged for a fixed period of less than one year: the duration of their contract, up to a maximum of one year.

The daily allowance is not paid beyond the date on which the removal is carried out. Scale of daily subsistence allowance (amounts as of 01.01.2023):

- temporary/contract agent entitled to household allowance: 49,10€ per day;
- temporary/contract agent not entitled to household allowance: 39,60€ per day

- **Removal and travel expenses**

Agents with a contract duration of at least twelve months are entitled to reimbursement of removal expenses up to the amount of a quotation approved in advance.<sup>11</sup> The removal expenses cannot be reimbursed before the end of the probationary period.

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<sup>10</sup> For more information please refer to Articles 24 and 94 of the conditions of employment of other servants of the European Union

<sup>11</sup> For more information please refer to Annex VII, Article 9 of the Staff Regulations and Article 22 of the conditions of employment of other servants of the European Union



On taking up duties, Agents are entitled to reimbursement of travel expenses from the place of recruitment to the place of employment for themselves and their family.<sup>12</sup>

Similar allowances such as resettlement allowance<sup>13</sup>, removal to place of origin<sup>14</sup> or reimbursement of travel costs may be granted at the end of service.

## **7. DEDUCTIONS**

### **7.1. Taxations**

Salaries and allowances paid by BEREC Office are exempt from any national taxation in all EU Member States, but subject to a European tax (deducted at source) for the benefit of the European Union.

This tax is levied progressively at a rate of between 8% and 45% of the taxable portion of the salary.

A solidarity levy<sup>15</sup> (6%) calculated on the part of the remuneration exceeding the minimum remuneration.

Social security contributions (% of basic salary):

- Pension (10.1%)
- Health insurance (1.70%)
- Accident cover (0.10%)
- Unemployment insurance (0.81%)

Temporary and contract staff of the BEREC Office are covered 24/7 and worldwide, by the EU Joint Sickness Insurance Scheme (JSIS). The JSIS coverage for family members is usually ensured but will depend on individual circumstances.

Before commencement of duties, new staff members are required to undergo a pre-employment medical examination. In addition, BEREC Office staff members are required to undergo an annual medical check-up.

### **7.2. Pension**

Throughout the period of service, Agents are members of the EU pension scheme. The pension is granted after completing a minimum of ten years' service or reaching the pensionable age. For staff entering service after 1 January 2014<sup>16</sup> the pensionable age is currently 66 years. Pension rights acquired in one or more national schemes before starting to work at the Agency may be transferred into the EU pension scheme.

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<sup>12</sup> For more information please refer to Annex VII, Article 7 of the Staff Regulations and Articles 22 and 67 of the Conditions of employment of other servants of the European Union

<sup>13</sup> For more information please refer to Annex VII, Article 6 of the Staff Regulations

<sup>14</sup> For more information please refer to Annex X, Article 21 of the Staff Regulations

<sup>15</sup> The solidarity levy is a temporary measure (from 1 January 2014 to 31 December 2023) and is deducted from staff salaries.

<sup>16</sup> For more information please refer to Article 52 of the Staff Regulations.

## 8. LEAVE AND ABSENCES

A standard working week at BEREC Office is 40 hours. Agency staff members are entitled to annual leave of 24 working days plus BEREC Office Public Holidays<sup>17</sup> (17-18 days). In addition to this entitlement, leave days are granted for age and grade. Staff members who receive expatriation or foreign residence allowance are also granted an additional 2.5 days as 'home leave'. Special leave can be granted for certain circumstances such as marriage, birth or adoption of a child, death of a close relative, etc.

## 9. WORK-LIFE BALANCE

The Agency enables staff members to reconcile their family and professional life by offering flexible working arrangements, such as part-time work and parental leave. Mothers are entitled to 20 weeks maternity leave and fathers to 10 days paternity leave while continuing to receive their regular salary. Staff is entitled to 12 months of parental leave per child with basic monthly allowance entitlement of 6 months and extension for a further 6 months with a 50% reduction in the monthly allowance.

In addition, the Agency has implemented a flexitime system. The daily working hours are divided into interaction working hours and flexible working hours. The interaction working hours mean the time of the day when staff members are obliged to be available for interaction. Flexible working hours mean that the Agency staff members are free to choose their time of arrival or departure.

The BEREC Office has also implemented teleworking as a flexible working arrangement that enables staff to work from home during working days instead of working in the office. Whilst teleworking, staff can access all the BEREC Office corporate tools in the usual IT environment.

## 10. OTHER BENEFITS

The Agency staff may be entitled to other benefits, such as:

- Upon taking up duties, VAT exemption on a range of services and products<sup>18</sup> under the conditions of the Headquarters Agreement between the BEREC Office and the Government of the Republic of Latvia, in force as of 15 June 2021<sup>19</sup>;
- Reimbursement of tuition fees for dependent children (in the sense of Article 2 (2) of Annex VII of the Staff Regulation) in regular full-time attendance at primary or

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<sup>17</sup> [BEREC Office Public Holidays for 2023](#)

<sup>18</sup> Annex III – full list of products and services VAT exempted

<sup>19</sup> For more information, see:  
[https://bereg.europa.eu/eng/document\\_register/subject\\_matter/bereg\\_office/others/9989-headquarters-agreement-between-the-agency-for-support-for-the-body-of-european-regulators-for-electronic-communications-and-the-government-of-the-republic-of-latvia](https://bereg.europa.eu/eng/document_register/subject_matter/bereg_office/others/9989-headquarters-agreement-between-the-agency-for-support-for-the-body-of-european-regulators-for-electronic-communications-and-the-government-of-the-republic-of-latvia)

secondary level at the main international schools in Latvia from the age of five<sup>20</sup>;

- Financial support for the attendance of kindergartens and nurseries for dependent children of the BEREC Office staff members attending or applying to kindergartens located in Latvia that have signed an agreement with the BEREC Office;
- Legal support for private matters in the host member state and other.

The BEREC Office, in cooperation with the Latvian authorities, also offers to its staff support in their establishment in Latvia. This may include assistance to the Agency's staff, members of their family forming part of their household and trainees upon settlement and during their stay in Latvia, for example, assistance with housing matters, car registrations, registration at OCMA (if needed), applications for allowances provided by the local authorities (for example, child/family allowances, (pre-)school allowances) where applicable, other administrative matters with Latvian authorities, ensuring access to medical care, opening bank accounts, concluding phone/internet/other service contracts.

The staff, as well as members of their family forming part of their household, have access to support and advice in the following areas:

- Accommodation and residence in the Republic of Latvia for the Agency's staff and members of their family forming part of their household;
- Providing information to the Agency on facilitated access to the labour market, day care facilities, schools and universities and insurance upon request of the Agency.

These services are provided by a Liaison Office, established by the Government of the host Member State, whose full list of services can be consulted in Annex IV.

## 11. DISCLAIMER

**This document is prepared as an information tool for the public and new BEREC Office staff and has no binding power.**

**In the event of discrepancies with the legal provisions in force and the current document, the text of the respective legal act will prevail.**

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<sup>20</sup> Currently, in the absence of the European School, the Latvian Authorities committed themselves to support the international schooling for children of BEREC Office staff. The BEREC Office introduced the reimbursement of tuition fees as a temporary measure, which may be repealed as soon as the Latvian Authorities will implement support measures.

## Annex I: Basic salary table Temporary Agents<sup>21</sup>

Basic monthly salaries for each grade and step for Temporary Agent in function groups **AD** and **AST** are provided in the following table:

As of 01/01/2023	Step				
Grade	1	2	3	4	5
16	21.211,18	22.102,50	23.031,28		
15	18.747,14	19.534,93	20.355,79	20.922,13	21.211,18
14	16.569,31	17.265,60	17.991,12	18.491,65	18.747,14
13	14.644,53	15.259,90	15.901,13	16.343,55	16.569,31
12	12.943,31	13.487,20	14.053,96	14.444,95	14.644,53
11	11.439,71	11.920,42	12.421,33	12.766,92	12.943,31
10	10.110,82	10.535,67	10.978,41	11.283,83	11.439,71
9	8.936,26	9.311,77	9.703,09	9.973,02	10.110,82
8	7.898,16	8.230,05	8.575,88	8.814,49	8.936,26
7	6.980,66	7.274,00	7.579,65	7.790,54	7.898,16
6	6.169,72	6.429,00	6.699,14	6.885,53	6.980,66
5	5.453,02	5.682,16	5.920,93	6.085,67	6.169,72
4	4.819,56	5.022,07	5.233,11	5.378,71	5.453,02
3	4.259,65	4.438,68	4.625,20	4.753,86	4.819,56
2	3.764,84	3.923,04	4.087,89	4.201,63	4.259,65
1	3.327,49	3.467,31	3.613,00	3.713,56	3.764,84

<sup>21</sup> In Latvia, the weighting is applied (remuneration = remuneration in euros x the correction coefficient (85,0% as of 01.01.2023)).

Basic monthly salaries for each grade and step in function group AST/SC are provided in the following table:

<b>As of 01/01/2023</b>	<b>Step</b>				
<b>Grade</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>6</b>	5.409,74	5.637,08	5.873,95	6.037,35	6.120,77
<b>5</b>	4.781,30	4.982,22	5.192,32	5.336,02	5.409,74
<b>4</b>	4.225,88	4.403,45	4.588,50	4.716,15	4.781,30
<b>3</b>	3.734,96	3.891,91	4.055,48	4.168,28	4.225,88
<b>2</b>	3.301,08	3.439,81	3.584,37	3.684,07	3.734,96
<b>1</b>	2.917,61	3.040,22	3.167,98	3.256,09	3.301,08

## Annex II: Basic salary table Contract Agents<sup>22</sup>

Basic monthly salaries for each grade and step for Contract Agents are provided in the following table:

Function group	01/01/2023	Step						
		Grade	1	2	3	4	5	6
IV	18	7.312,03	7.464,09	7.619,29	7.777,75	7.939,51	8.104,61	8.273,13
	17	6.462,57	6.596,94	6.734,14	6.874,19	7.017,14	7.163,06	7.312,03
	16	5.711,77	5.830,54	5.951,80	6.075,57	6.201,93	6.330,92	6.462,57
	15	5.048,19	5.153,18	5.260,36	5.369,75	5.481,43	5.595,40	5.711,77
	14	4.461,74	4.554,52	4.649,25	4.745,92	4.844,65	4.945,36	5.048,19
	13	3.943,39	4.025,41	4.109,11	4.194,58	4.281,79	4.370,84	4.461,74
	12	5.048,13	5.153,10	5.260,28	5.369,65	5.481,30	5.595,29	5.711,64
III	11	4.461,71	4.554,47	4.649,18	4.745,85	4.844,55	4.945,29	5.048,13
	10	3.943,38	4.025,38	4.109,09	4.194,55	4.281,76	4.370,81	4.461,71
	9	3.485,29	3.557,76	3.631,75	3.707,29	3.784,38	3.863,05	3.943,38
	8	3.080,41	3.144,47	3.209,87	3.276,60	3.344,75	3.414,30	3.485,29
	7	3.485,21	3.557,71	3.631,69	3.707,22	3.784,36	3.863,05	3.943,39
	6	3.080,28	3.144,32	3.209,73	3.276,49	3.344,63	3.414,20	3.485,21
	5	2.722,36	2.778,97	2.836,78	2.895,79	2.956,00	3.017,50	3.080,28
II	4	2.406,04	2.456,09	2.507,18	2.559,33	2.612,55	2.666,89	2.722,36
	3	2.964,06	3.025,56	3.088,37	3.152,46	3.217,87	3.284,67	3.352,86
	2	2.620,35	2.674,73	2.730,25	2.786,91	2.844,75	2.903,80	2.964,06
	1	2.316,51	2.364,60	2.413,66	2.463,74	2.514,89	2.567,08	2.620,35

<sup>22</sup> In Latvia, the weighting is applied (remuneration = remuneration in euros x the correction coefficient (85,0,% as of 01.01.2023)).

## **Annex III: Goods and services intended for personal needs of the staff of the Agency for which the Value Added Tax is refunded by the Host Member State**

### 1. Goods:

- 1.1. land vehicles, equipment, spare parts, lubricants and fuel stipulated in the laws and regulations of the Republic of Latvia regarding road traffic and vehicle registration;
- 1.2. interior objects of premises;
- 1.3. office equipment, components and accessories thereof, including spare parts;
- 1.4. household appliances:
  - 1.4.1. electric appliances;
  - 1.4.2. audio equipment and video equipment;
  - 1.4.3. photographic equipment and accessories thereof;
  - 1.4.4. mobile phones and accessories thereof;
- 1.5. security systems for the protection of persons and property.

### 2. Services:

- 2.1. repair and maintenance of land vehicles;
  - 2.1.1. transport services for carriage of the goods referred to in Paragraph 1 of this Annex;
- 2.2. services for interior designing, including making and mounting of interior objects;
- 2.3. repair and maintenance of office equipment and household appliances;
- 2.4. services for ensuring the protection of persons and property;
- 2.5. electronic communications services;
- 2.6. radio and television broadcasting services.

## Annex IV: Functions of the Liaison Office

1. Information sessions:
  - Regular information sessions to newcomers to the Agency, oriented to facilitating the establishment in the host Member State and taking up the duties in Riga;
  - Ad-hoc information sessions on relevant topics upon request, which should have the objective to facilitate the life of staff members and/or their family members in Latvia.
2. Provide assistance to the Agency's staff and/or experts in preparing mandatory documents to be issued in line with the HQ Agreement, for example, requests for special identification cards (applications for new ID cards or renewal of old ID cards), protocol list, requests for visas for the Agency staff and persons invited to BEREC/BEREC Office events, and other as required.
3. Assist the Agency's staff, members of their family forming part of their household and trainees upon settlement and during their stay in the Republic of Latvia, for example, assistance with housing matters, car registrations, registration at OCMA (if needed), applications for allowances provided by the local authorities (for example, child/family allowances, (pre-)school allowances) where applicable, other administrative matters with Latvian authorities, ensuring access to medical care, opening bank accounts, concluding phone/internet/other service contracts.
4. Provide support and advice to the Agency and its staff, as well as members of their family forming part of their household in the following areas upon request:
  - Accommodation and residence in the Republic of Latvia for the Agency's staff and members of their family forming part of their household;
  - Providing information to the Agency on facilitated access to the labour market, day care facilities, schools and universities and insurance upon request of the Agency.
5. Support with (international) schooling, for example, internal approval procedure and enrolment at such schools, liaising between schools/kindergartens and the Agency staff affected, provide contact point between Accredited European School when it is established and the Agency; assistance to the staff for enrolment of children in local schools/kindergartens, if the staff members decide to do so.
6. Distribute information from the Latvian authorities that directly affects the performance of duties and Agency's functions to the Agency's staff, for example, information regarding municipal elections, relevant changes in legislation that might affect staff/trainees living in Republic of Latvia, changes in legislation, which may affect the staff, etc.
7. Maintain relations with partners, service and commodity suppliers for ensuring normal functioning of the Agency.
8. Provide necessary support to facilitate the value added tax (hereinafter - VAT) reimbursement process for the Agency's staff in accordance with the HQ Agreement and the Latvian legislation (when and if applicable).
9. Provide necessary support to facilitate the procurement procedures in the Republic of



- Latvia, including participation in a joint procurement with Latvian government institutions or use of Latvian e-procurement system and others.
10. In case of any interruption or threatened interruption of any public utility services, such as: electricity, water, sewerage, gas, post, telephone, data transmission lines, telegraph, local transport, drainage, refuse collection and fire protection, coordinate mitigation measures.
  11. Support raising visibility and ensuring/pursuing/sustaining public communication of the Agency.
  12. Participate in the organisation of events related to the presentation of the work of the Agency.
  13. Coordinate cooperation between the Agency and the Latvian competent bodies for security related activities.
  14. Organize meetings with Latvian authorities as needed, incl. drafting documents related to the meetings.
  15. If necessary, cooperate with state and local government institutions, as well as natural and legal persons to assist with representation of interests of the Agency and members of their family forming part of their household.
  16. Coordinate cooperation with the representations of EU institutions, bodies of the EU and international organizations in the Host Member State in order to identify the possible synergies in the activities or solve issues of common nature.
  17. Ensure keeping of records and circulation of documents and provide clerical and administrative support to the Agency's entities.
  18. Prepare replies and/or transmit documents for enforcement by jurisdiction.
  19. Attend mandatory Agency's events and trainings, for example, staff meetings, mandatory trainings, off-site events on the expenses of the Agency.
  20. Support to the entities of the Agency, incl. for organisation of events in support to the BEREC, ordering the necessary services and supplies, etc.