

**2018 Consolidated Annual Activity Report
of
the Agency for Support for BEREC
(BEREC Office)**

June 2019

Contents

Analysis and assessment by the Management Board	4
Introduction.....	11
Executive summary	13
Part I: Achievements of the year	18
1.1 Support to BEREC Expert Working Groups	18
1.1.1 Setting up of BEREC Expert Working Groups and providing support	18
1.1.2 BEREC Office activities in the areas of market analysis and notifications	20
1.2 Support to BEREC and NRAs	21
1.2.1 Support to the BEREC Chair and Vice-Chairs and organisation of CN, BoR and Management Committee plenary meetings and BEREC stakeholder and international events	21
1.2.2 Public transparency, accountability and integrity, and support to BEREC and the NRAs	23
Part II: Management.....	28
2.1 Management Committee.....	28
2.2 Major developments.....	28
2.3 Budgetary and financial management 2018	31
2.3.1. BEREC Office budget structure.....	31
2.3.2. BEREC Office budget 2018	32
2.3.3. Types of procurement procedure used.....	34
2.4 HR management.....	35
2.4.1. Highlights	35
2.4.2. Selection and recruitment	36
2.4.3. Talent management	36
2.4.4. Providing a safe and secure working environment	37
2.4.5. Organisational efficiency	38
2.5 Assessment by management.....	38
2.6 Budget implementation tasks entrusted to other services and entities.....	39
2.7 Assessment of audit results during the reporting year	39
2.7.1. Internal Audit Service	39

2.7.2. Internal audit capability	39
2.7.3. European Court of Auditors.....	39
2.8 Follow-up of recommendations and action plans audits	40
2.9 Follow-up of observations made by the discharge authority	40
Part III: Assessment of the effectiveness of the internal control systems.....	42
3.1. Risk management.....	42
3.2. Compliance and effectiveness of internal control standards.....	42
3.2.1. Independent auditor's report on the provisional annual accounts as at 31 December 2018	42
3.2.2. Validation of local accounting systems by the Commission's accounting officer.....	43
Part IV: Management assurance	44
4.1. Review of the elements supporting assurance	44
4.2. Reservations and overall conclusions on assurance	44
Part V: Declaration of Assurance.....	45
Annex I: Core business information and statistics.....	46
Table 1: List of EWGs supported by the BEREC Office in 2018	46
Table 2: List of BEREC public consultations managed by the BEREC Office in 2018	47
Table 3: Data collection exercises organised by the BEREC Office for the BEREC EWGs in 2018	49
Table 4: BEREC events by type supported by the BEREC Office in 2018 under activities 1.2.1 and 1.2.2 of the BEREC Office WP 2018	51
Table 5: Overview of the 2018 ordinary plenary meetings of the BoR and the MC, CN meetings, high-level events with stakeholders and public debriefings	52
Table 6: Data regarding BEREC official accounts on social media and the BEREC website ..	54
Table 7: Number of uploaded links per section of the ISP	55
Table 12: Interest in and visits over time to the ISP	56
Table 13: EWG deliverables in 2018	59
Table 14: Register of applications for access to BEREC Office documents, 2018.....	61
Table 15: Register of applications for access to BEREC documents, 2018	61
Annex II: Statistics on financial management.....	63
Table 1: Revenue — appropriations.....	63
Table 2: Expenditure — summary of transfers	64
Table 3: Revenue.....	69

Table 4: Expenditure (C1 and C8).....	70
Table 5: Payment times	78
Annex III: Organisational chart of the BEREC Office	80
Annex IV: Establishment plan.....	81
Table 1: Information about authorised and filled posts in 2016-2018.....	81
Table 2: Information on the entry level for each type of post: indicative table	84
Table 3: Benchmarking against previous year's results.....	86
Annex V: Human and financial resources by operational activity.....	87
ANNEX VI: Specific annexes related to Part II	88
Table 1: 2018 electronic voting procedures of the BEREC Office MC	88
Table 2: Overview of public documents adopted in 2018 by the BEREC Office MC	89
ANNEX VII: Final annual accounts.....	92

Analysis and assessment by the Management Board

The BEREC Office Management Board,

Having regard to Article 16(c) and Article 27 of Regulation (EU) No 2018/1971¹ 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 47(2) of Decision No MC/2014/1 of the BEREC Office Management Committee (MC) on the financial regulation applicable to the BEREC Office in accordance with the framework financial regulation for the bodies referred to in Article 208 of Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union;

Having regard to the BEREC Office Work Programme (WP) 2018², which was developed to support the achievement of the objectives of the BEREC WP 2018³;

Having regard to the 2018 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 2018, the BEREC Office provided BEREC with valuable professional and administrative support, as follows:
 - a) preparing for the implementation of Regulation (EU) 2018/1971 and Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code⁴;
 - b) implementing BEREC's tasks under Regulation (EU) 2015/2120 of the European

¹ OJ L 321/1, 17.12.2018.

² MC (17) 109, [Annual and Multiannual Programming of the BEREC Office Activities 2018-2020](#), 8.12.2017.

³ BoR (17) 238, [BEREC Work Programme 2018](#), 7.12.2017.

⁴ OJ L 321, 17.12.2018, p. 36-214.

Parliament and of the Council of 25 November 2015 laying down measures concerning open internet access and amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services and Regulation (EU) No 531/2012 on roaming on public mobile communications networks within the Union (the Telecoms Single Market Regulation), in particular with regard to the development of a new net neutrality measurement tool;

- c) providing high-quality administrative and professional support to the Board of Regulators, the Contact Network and the Expert Working Groups (EWGs), including the Ad Hoc and Article 7/7a phase II ;
- d) commissioning a study on the determinants of investment in very high-capacity networks, intended to enhance the conditions for investment through the development of a system dynamics model to provide insights into the factors that affect investment in network infrastructure;
- e) successfully finalising and publishing a study on the implications of 5G deployment on future business models, which was used as an input into BEREC deliverables in 2018;
- f) 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;
- g) 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;
- h) 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 EWG meetings, thus reducing travelling expenses and time for experts and contributing to a smaller carbon footprint;
- i) organising professional training for NRA experts on the regulatory framework for electronic communications of the European Union (EU);
- j) 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;

- k) maintaining efficient and effective internal control systems at the BEREC Office.
- (2) During 2018, the BEREC Office saw further improvement in its day-to-day operations, in particular through:
- a) continuous high levels of budget execution in terms of commitment and payment appropriations⁵, keeping the cancellation rate of appropriations carried over from 2017 to 2018 below the 5% threshold (3.1% in 2018) and improving payment execution processes by significantly reducing the number of late payments (total late payments in 2018, 28; in 2017, 121);
 - b) maintaining full staffing, irrespective of staff turnover;
 - c) 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;
 - d) Launching of the use of the EC human resources management system (Sypser2) by the HR staff with a view to going in production for the staff as of 2019;
 - e) starting the implementation of e-PRIOR, the information system that facilitates electronic procurement for suppliers and customers of the European institutions;
 - f) launching a project on business continuity, with the objective of finding a more sustainable solution for the backup and disaster recovery of the BEREC Office electronic systems and data;
 - g) 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.
- (3) expresses the following concerns:
- a) The BEREC Office was negatively affected by the highest possible reduction in staff posts, according to the report of the European Court of Auditors (ECA) on the implementation of the 5% reduction in staff posts published on 21 December 2017; BEREC Office experienced a cut of 12.5% in staff posts, irrespective of the fact that Regulation (EU) 2015/2120 assigned additional tasks to BEREC⁶.

⁵ Commitment execution rate: 99.86% in 2018; 99.94% in 2017. Payment execution rate: 82.68% in 2018; 86.92% in 2017.

⁶ <https://www.eca.europa.eu/en/Pages/DocItem.aspx?did=44567>

- b) There was a decrease in the average length of service of staff at the BEREC Office from 2.7 years in 2017 to 2.64 years in 2018, irrespective of the mitigating measures applied by the management.
 - c) The staff turnover, as recently observed by the ECA at the BEREC Office continues to be high and to pose risks to the implementation of the Agency's WPs.
- (4) The MB takes note of the comments of the ECA and the discharge authority.
 - (5) 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 2018 from the Director, the following conclusions have been reached:

- 1. The BEREC Office provided BEREC with high-quality professional and administrative support in 2018, and this contributed to the preparation of high-quality BEREC deliverables in a timely manner.
- 2. The information contained in the report presents a true and fair view and demonstrates further improvements in the BEREC Office's performance in 2018 in achieving its objectives, as defined in the BEREC Regulation and the BEREC Office WP 2018.
- 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. maintain and, where possible, increase the high level of professional support provided to BEREC, including by further externalising technical tasks where feasible;
- 2. maintain efficient and effective internal control systems at the BEREC Office in compliance with the risks at the Agency;
- 3. further mobilise the resources and capabilities of the BEREC Office to improve the internal procurement and financial capacities;
- 4. maintain good level of budget planning and management with a view to ensuring compliance with the key performance indicators adopted by the MC;
- 5. address the comments by the ECA and the discharge authority;
- 6. work on improving the mitigation techniques for the areas of risk identified internally in the Risk Register and by the Internal Audit Service (IAS) in its risk assessment carried out in

2017;

7. implement appropriate measures aimed at attracting and retaining highly qualified staff and reducing staff turnover;
8. 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;
9. 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, on 2019.

For the Management Board

Jeremy GODFREY

Chairperson

Abbreviations

Abbreviation	Meaning
ABAC	Accrual Based Accounting
AD	administrator
AM	administrative manager
AST	assistant
AST/SC	secretaries and clerks
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	Board of Regulators
CA	Contract agent
CERT-EU	EU Computer Emergency Response Team
CN	Contact Network
DPO	Data Protection Officer
ECA	European Court of Auditors
EECC	European Electronic Communications Code
EFTA	European Free Trade Association
ENISA	European Union Agency for Network and Information Security
EP	European Parliament
EU	European Union
EWG	Expert Working Group
FG	function group

Abbreviation	Meaning
FTE	Full-time equivalent
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
MC	Management Committee
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
SLA	Service level agreement
SNE	Seconded national expert
TA	Temporary agent
WP	Work Programme

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).

The BEREC Office comprises:

- the Management Board
- the Director.

The Director is in charge of the administrative management of the BEREC Office. On 31 December 2018, the BEREC Office had 28 staff members (13 temporary agents, 10 contract agents, 4 seconded national experts and the Director).

Pursuant to Article 5 of the BEREC Regulation, the 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 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, 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).

Executive summary

The 2018 Consolidated Annual Activity Report of the Agency for Support for BEREC (the BEREC Office) provides an overview of the activities carried out by the BEREC Office in implementing its Work Programme for 2018 during the period January-December 2018.

During 2018, the main focus and achievements of the BEREC Office were the following.

Support to BEREC Expert Working Groups

Tasks carried out by the BEREC Office in 2018 included setting up BEREC Expert Working Groups (EWGs) and providing them with support.

Pursuant to the BEREC Regulation, the BEREC Office sets up the BEREC EWGs, upon the request of the BEREC Board of Regulators (BoR), and provides them with the appropriate administrative, professional and logistical support.

The practice of assigning a member of the Programme Management Unit as a supporter and contact person to each EWG continued. This included distribution of meeting documents, drafting minutes of the meetings, and providing other professional and administrative support, including participating in the drafting teams upon request. This contributed to better cooperation and a better understanding of the required support between BEREC and the BEREC Office.

At the beginning of 2018, the BEREC Office established nine EWGs in line with the decisions of the BoR and one ad hoc EWG following a decision of the BEREC Chair. During 2018, the BEREC Office assisted the EWGs in organising 191 meetings (61 physical and 130 by audio- or video-conference), which were attended by 2 671 experts (56% of whom participated by audio- or video-conference).

The observed increase in EWG meetings organised by audio- or video-conference and the proper planning of physical meetings has resulted in a saving in reimbursement of travel and accommodation expenses for EWG experts of approximately EUR 168 000 during 2018 in comparison with 2017.

Support to BEREC and the national regulatory authorities

Tasks carried out by the BEREC Office to support BEREC and the national regulatory authorities (NRAs) during 2018 included the following.

Support to the BEREC Chair and Vice-Chairs and organisation of Contact Network, BoR and Management Committee plenary meetings and BEREC stakeholder and international events

During 2018, the BEREC Office supported the organisation of four Contact Network (CN) and four plenary meetings with a total of 818 participants. The BEREC Office assisted the BEREC Chair and Vice-Chairs in attending 36 meetings and events on behalf of BEREC. During the reference period, seven BEREC international events were organised and supported by the BEREC Office.

The BEREC Office provided support to the BEREC Chair in the organisation of 23 electronic voting procedures when the organisation of a meeting for the adoption of the decision needed was not possible. A summary of all electronic votes was submitted to all plenary and CN meetings for information.

The support provided by the BEREC Office was highly appreciated by the BEREC Chair. In the questionnaire measuring the BEREC Chair's satisfaction with the services provided, the BEREC Office received 7 top marks out of 11 in Q1 2018, 9 top marks in Q2 2018, 10 in Q3/2018 and the highest possible score of 11 top marks in the last quarter of 2018.

Public transparency, accountability and integrity, and support to BEREC and the NRAs

In 2018, the BEREC Office procured the development of a system dynamics model that will provide insights into the complex interplay of factors that affect investment in network infrastructures. This project has a focus on regulatory measures imposed within the EU in accordance with the regulatory framework for electronic communications and how they can influence the level of investment in very high-capacity fixed networks. It will shed light on the factors, including regulatory factors, that influence the level, nature and timing of investment in very high-capacity telecommunication networks in BEREC Member States. Improving the conditions for investment is an important activity for national telecommunications regulatory authorities seeking to promote competition and optimise end-user welfare. The key objectives of this project are, first, to generate a conceptual system dynamics model that captures and illustrates the complex interplay and feedback loops of factors that influence the timing, level and nature of investment in very high-capacity digital infrastructure in BEREC Member States, and, second, to use the model and the data needed for it to simulate the effects of different regulatory choices and the interaction between investment and competition in case the BoR decides to launch the second phase of the project.

In addition to this, BEREC Office has procured, on behalf of BEREC, the development and maintenance of a net neutrality measurement tool. The tool can be used by NRAs to empower end-users, who will be able to measure the characteristics of their broadband connections (both fixed and wireless) and to identify whether their internet service providers violate free internet access. The objective of the project is to develop, implement, test and validate a net neutrality measurement tool. The measurement tool is designed to assist monitoring in the context of the net neutrality provisions set out in Regulation (EU) 2015/2120 and the associated BEREC guidelines, as well as to support the NRAs in enforcing net neutrality regulations in each Member State. The measurement tool is expected to contribute to proper monitoring and thus to enforcing the rights of end-users.

To strengthen its presence as an EU body in the Republic of Latvia, the BEREC Office participated in an annual event organised in cooperation with the Representation of the European Commission in Latvia, Back to School. The BEREC Office staff visited schools in Latvia and shared their professional experience of working for an EU agency, presenting the benefits that the Agency brings to the citizens of the EU. The BEREC Office also promoted its

traineeship programme. As of 2018, EU citizens can apply for the traineeship programme permanently.

Management

BEREC Office Management Committee

In 2018, the BEREC Office Management Committee (MC) held four ordinary plenary meetings during which all topics relating to the functioning of the BEREC Office were discussed. All decisions taken by the MC during its plenary meetings were prepared by the CN. In addition, the Chair organised four electronic voting procedures when it was not possible to postpone the adoption of the decision until the next plenary meeting due to legal deadlines.

As a result, in 2018 the BEREC Office MC adopted twelve decisions, one opinion concerning the financial accounts of the BEREC Office for 2017, the Consolidated Annual Activity Report for 2017, and the draft single programming document for BEREC Office activities for the period 2019-2021.

Budgetary and financial management

The initial budget of the BEREC Office for 2018, as adopted by the MC and approved by the budgetary authority, was EUR 4 331 000.00

The BEREC Office has only non-differentiated appropriations; therefore, commitment and payment appropriations are equal.

In 2018, the implementation of commitment appropriations (after carry-overs) amounted to EUR 4 324 758.70 out of EUR 4 331 000.00 of authorised commitment appropriations (99.86% of available appropriations⁷). This is the second highest level of budget execution of the BEREC Office budget since the establishment of the Agency in 2010⁸. The implementation of payment appropriations reached EUR 3 580 804.46, corresponding to 82.68% of available appropriations.

The amount of EUR 743 954.24 (17.18% of total established commitments) was carried over for payments to be processed in 2019 (C8/2019).

By the end of 2018, the BEREC Office had made five transfers of appropriations within the limits of powers of the Administrative Manager based on Article 27(1) of the Decision MC/2014/1 on the BEREC Office Financial Regulation (one transfer in Q1, one in Q2, one in Q3 and two in Q4).

Human resources management

⁷ If the implementation of commitment appropriations in the budget of an agency for 2018 remained below 95%, a 2% reduction of the EU contribution would be applicable in 2020.

⁸ The highest level of budget execution was achieved in 2017, with 99.94%.

The BEREC Office currently faces and will continue to face a significant number of HR-related challenges. In addition, in 2018 the BEREC Office faced the challenge of attracting and retaining highly qualified staff to support BEREC's activities. This situation required particular attention from the management and additional efforts from the HR function of the Agency, which managed to mitigate the high staff turnover, maintaining the high reputation of the BEREC Office as a very attractive EU employer. The turnover of staff is no longer an immediate concern, but it continues to deserve special attention. The average length of service of staff at the BEREC Office in 2018 was 2.64 years (2017, 2.7 years; 2016, 2.27 years), which remains unsatisfactory, especially as the initial contract duration offered by the BEREC Office to its staff is usually 3 years.

At the same time, changes in HR include the staff reduction targets set in the Interinstitutional Agreement on cooperation in budgetary matters and on sound financial management, and the BEREC Office's contribution to the redeployment pool of agency staff⁹. As of January 2018, the BEREC Office has been operating with 14 establishment plan posts¹⁰.

In 2018, the BEREC Office continued to be prepared to fill in immediately any post, which became vacant. Therefore, as requested by the MC in 2017, during 2018 the BEREC Office continued the enlargement of the existing reserve lists, which has proved to be a successful formula for a 'fast-track' recruitment of staff for posts, which become vacant.

The Agency's HR function worked constantly to ensure adequate staffing and HR management to meet the strategic goals of the Agency. This objective was achieved through, among other things, continuous improvement of internal processes and the introduction of new information technology tools providing high levels of efficiency, quality and cost-effectiveness within HR and horizontally across the Agency in relation to all HR processes.

A good gender balance has been achieved (52% female and 48% male on 31 December 2018), with an even gender balance in middle management positions (50% female and 50% male).

A good geographical balance has been achieved, with the Agency employing representatives of 13 Member States¹¹ (at 31 December 2018).

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 Regulation, the European Commission's Internal Audit Service (IAS) is the internal auditor of the BEREC Office. In compliance with the Strategic

⁹ The impact of both cuts combined constituted more than 10% of the establishment plan of the BEREC Office.

¹⁰ Eleven agents are in the 'administrator' category and three in the 'assistant' category. The BEREC Office does not employ officials or agents in the category 'secretaries and clerks'.

¹¹ A tendency towards an increase in Latvian nationals working at the BEREC Office has been identified. Taking into account trainees, the number of Member States represented at 31 December 2018 was 13.

Internal Audit Plan 2017-2019, in 2018 the IAS conducted an audit of planning, budgeting, monitoring of activities and reporting in the BEREC Office. 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 did make four important recommendations and noted one issue for consideration; these are being addressed in accordance with the action plan agreed with the IAS. Addressing some of the recommendations will require significant time and resources, and consequently activities in this regard have been planned for the period after 2018. Therefore, the implementation of the action plan will continue in 2019 and 2020.

Assessment of the effectiveness of internal control

Based on cross-reliance on audits by an independent auditor and other internal and external auditors, and based on the conclusions from the validation of the local accounting system by the European Commission's accounting officer, the management concluded that the internal control systems in place in 2018 were effective.

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 being monitored and mitigated appropriately; and improvements and reinforcements are being 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, signed the Declaration of Assurance.

Part I: Achievements of the year

1.1 Support to BEREC Expert Working Groups

1.1.1 Setting up of BEREC Expert Working Groups and providing support

In accordance with the Body of European Regulators for Electronic Communications (BEREC) Regulation (Regulation (EU) No 2018/1971) the Agency for Support for BEREC (the BEREC Office) sets up BEREC Expert Working Groups (EWGs), upon the request of the Board of Regulators (BoR), and provides them with the appropriate administrative, professional and logistical support.

These tasks are core activities of the BEREC Office, as they are directly linked to the implementation of the BEREC Work Programme (WP) and are of crucial importance to preparing BEREC's deliverables. Therefore, after the BoR took the decision to establish nine BEREC EWGs and the BEREC Chair took the decision to set up one ad hoc EWG, the BEREC Office set them up and began providing them with all the necessary support to ensure their smooth functioning. The operational units of the BEREC Office have assigned one staff member to support each EWG and at least one backup.

The BEREC Office provided support to the EWGs in drafting the BEREC deliverables and regularly monitored progress in relation to the deadlines set in the BEREC WP. The BEREC Office reported regularly on the progress of the EWGs' work at the meetings of the Contact Network (CN) and the BoR.

The BEREC Office procures and manages tools and studies for BEREC and its EWGs. In 2018, the BEREC Office also managed eleven public consultations (see Annex I, Table 2) and dealt with five procurement procedures for various activities to support BEREC¹², thus contributing to the achievement of BEREC's goals. Work on two of the procurement procedures (for the provision of video-conference licences and audio- and video-conferencing equipment and for maintenance and on-site intervention) started in late December 2018; therefore, they will continue or be relaunched in 2019.

BEREC has an important role in promoting a consistent regulatory approach. To support BEREC in this regard, under Article 6 of the BEREC Regulation, the BEREC Office has been assigned responsibility for collecting information from the national regulatory authorities (NRAs)

¹² For more details, see

https://berec.europa.eu/eng/document_register/subject_matter/berec_office/office_annual_work_programmes/8207-decision-no-01-of-2018-of-the-administrative-manager-of-the-berec-office-on-amendment-of-its-procurement-plan-for-2018

and from sector stakeholders, and for exchanging and transmitting data in relation to BEREC's role and tasks as specified in Article 2(a) and Article 3 of the BEREC Regulation. The BEREC Office is also responsible for producing periodical BEREC benchmark reports using the data collected from NRAs (see Annex I, Table 3).

From the beginning of 2018, the BEREC Office contributed to twenty-nine reports, one response to a European Commission public consultation, one report on implementing a set of recent BEREC guidelines (see Annex I, Table 13), and eleven deliverables for BEREC public consultations (see Annex I, Table 2).

In 2018, the BEREC Office assisted in organising 191 EWG meetings (61 physical and 130 by audio- or video-conference), which were attended by 2 671 experts (1 489 of whom participated by audio- or video-conference; 260 of those attended physical meetings by audio and video conference).

In 2017, the BEREC Office assisted in organising 136 EWG meetings (86 physical and 50 by audio- or video-conference), which were attended by 2 478 experts (642 of whom participated by audio- or video-conference).

Therefore, the 2018 figures show an increase of 132% in the number of experts who joined the meetings remotely, and a decrease of 36% in the number of experts who joined the meetings in person, while the total number of experts attending meetings (both remotely and in person) increased by 8%. The BEREC Office staff undertook 55 missions related to this activity.

In 2018, the BEREC Office continued to outsource the reimbursement of experts for participation in EWG meetings to an external contractor, which has provided the BEREC Office staff with the opportunity to devote more time to professional support to EWGs.

The BEREC Office has been constantly working on improving its support to the EWGs, including by expanding and improving the available information and communications technology (ICT) tools and platforms to support the work of the EWGs, such as the collaboration platform BERECnet (an online public consultation platform that facilitates interaction with stakeholders) and audio- and video-conferencing facilities.

BEREC Office requested the co-chairs of the EWGs to complete a survey on the quality of support to EWG meetings in 2018. The survey included questions on support to EWG meetings, technical tools and support for procurement and workshops.

According to the results of the survey performed twice in 2018, 80% of respondents were satisfied or very satisfied with the provided support services. As to the technical tools around 50% of experts were satisfied or very satisfied with the tools, leaving 25% neutral and 25% giving non-applicable evaluation. Regarding the support for procurements and workshops 50% of respondents were very satisfied or satisfied with the services. In the case of other 50% the answers were not applicable.

Resources

Resource type	Planned resources, as envisaged in the WP and decisions on budget transfers	Resources used
Financial resources (EUR)	363 407	363 407
Full-time equivalent (FTE) posts	11.19	13.11

1.1.2 BEREC Office activities in the areas of market analysis and notifications

Under the European Union (EU) regulatory framework¹³, the NRAs are required to analyse a set of markets for electronic communications that may need *ex ante* regulation.

According to Articles 7 and 7a of the Framework Directive, the findings of market analyses have to be notified to the European Commission. The aim of this notification, known as the Article 7/7a procedure, is to contribute to the development of a single market in electronic communications by ensuring cooperation among the NRAs, and between the NRAs and the Commission.

Once an NRA notifies the Commission of its proposed measure, the case is assessed by the Commission within 1 month. At the end of this period and provided that the notified measure does not raise ‘serious doubts’ as to its compatibility with the EU law, the Commission may decide to comment.

When the Commission expresses serious doubts and opens what is known as a Phase II case, the investigation period is extended for 2 months in Article 7 cases, or 3 months in Article 7a cases. If this situation occurs, BEREC must issue an opinion on whether or not these serious doubts are justified. For this purpose, BEREC has set up a procedure to establish an EWG to draft each of these opinions.

In this context, the BEREC Office is responsible for collecting and keeping track of the NRAs’ notifications, as well as for establishing and coordinating Article 7/7a EWGs to prepare BEREC’s opinions within the deadline set by the Framework Directive.

The BEREC Office contributes in this way to the development of a single market in electronic communications, and to cooperation both among the NRAs and between the NRAs and the Commission. Therefore, this activity is a priority in each of the BEREC Office’s annual WPs.

¹³ The legal basis will change when Articles 32 and 33 of the EECC enter into force.

In particular, the BEREC Office performs the following tasks:

- keeping track of and collecting NRAs' notifications and compiling a database of all notifications and Phase II cases opened under Article 7/7a of the Framework Directive (92 notifications were received during 2018);
- coordinating BEREC's activities in relation to the Article 7/7a procedures and ensuring high-quality and consistent final drafts of BEREC opinions (four opinions were drafted in 2018¹⁴);
- ensuring the proper functioning of the ad hoc Article 7/7a Phase II cases EWGs, including reimbursement of related travel expenses. Three groups were established and nine experts were reimbursed, with the value of reimbursements amounting to EUR 6 015.40; there were nine meetings (physical and by audio- or video-conference). These meetings were attended by 61 experts (including some who participated exclusively by audio- or video-conference).

This has led to 100% compliance with the deadlines for the preparation of BEREC opinions specified in the legislation in force.

Resources

Resource type	Planned resources, as envisaged in the WP and decisions on budget transfers	Resources used
Financial resources (EUR)	9 600	6 035
FTE posts	1.13	1.43

1.2 Support to BEREC and NRAs

1.2.1 Support to the BEREC Chair and Vice-Chairs and organisation of CN, BoR and Management Committee plenary meetings and BEREC stakeholder and international events¹⁵

Throughout the reporting period, the BEREC Office provided professional and administrative support to the BoR, the Management Committee (MC), the BEREC Chair and Vice-Chairs, and

¹⁴ [BEREC Opinion on Phase II investigation \(Article 7a\) Case HU/2018/2107](#);
[BEREC Opinion on Phase II investigation \(Article 7\) Case HU/2018/2107](#);
[BEREC Opinion on Phase II investigation Case SK/2018/2051](#);
[BEREC Opinion on Phase II investigation Case SI/2018/2050](#).

¹⁵ Detailed information can be found in Annex I, Table 4.

the CN in fulfilling their assignments. In particular, the BEREC Office was in charge of the preparation of the four BoR and MC plenary meetings, and four CN meetings. The BEREC Office also provided support in relation to other events attended by the Chair and Vice-Chairs on behalf of BEREC, as well as BEREC international activities.

More specifically, with regard to the four BoR and MC plenary meetings, 468 participants attended and 100 experts were reimbursed for their participation in these meetings, with the value of the reimbursements amounting to EUR 64 488.00. With regard to the four CN meetings, 350 participants attended and 100 experts were reimbursed, with the value of the reimbursements amounting to EUR 57 694.39.

The BEREC Office supported the BEREC Chair and Vice-Chairs and BEREC representatives in their participation in 36 other events — such as conferences, events organised by other EU bodies and/or the EU institutions, and bilateral meetings with interested parties — and supported the organisation of 7 BEREC international events. Meeting documents, presentations, speeches and other meeting materials were circulated to the participants and, when it was required, published on the BEREC website in a timely manner.

The BEREC Office reimbursed 36 people who attended BEREC Chairs' events to the value of EUR 28 353.32, while the value of the reimbursements in relation to the international events reached EUR 72 332.31.

The reimbursement of the expenses of the meeting participants invited to all the events organised by the BEREC Office under this activity or attended by the BEREC Chair, Vice-Chairs or BEREC representatives was in compliance with the applicable BEREC Office rules and, for the most part, done within the deadlines envisaged in the BEREC Office Financial Regulation. Of 285 reimbursements, 9 were done after the relevant deadline owing to late receipt of the calculation of the amount to be reimbursed from the Office for the Administration and Payment of Individual Entitlements (PMO).

The BEREC Office provided support to the BEREC Chair in relation to the organisation of BoR and MC electronic voting procedures when the organisation of a meeting for the adoption of the decision needed was not possible or practicable and it was not possible to postpone the adoption of the decision until the next plenary meeting. In 2018, the BEREC Office supported the launch of 23 electronic voting procedures, 19 for the BoR and 4 for the MC. Regular reports on the electronic voting procedures were prepared and the outcomes of the procedures were presented to each CN meeting and Plenary meeting, together with an overview of the electronic voting procedures planned for the future.

The annual BEREC high-level stakeholder event (the 6th BEREC Stakeholder Forum¹⁶) was held in Brussels, Belgium, on 17 October 2018. There were 183 participants in attendance and 26 experts were reimbursed, with the value of the reimbursements amounting to EUR 13 608.46.

In order to ensure smooth organization of the IIC and BEREC Anniversary event, which takes place on 25 and 26 June 2019 in Riga, Latvia, at the end of year 2018 the Phase I Specific Contract was signed with the contractor with the value of EUR 40 000.

The BEREC Office kept track of and registered all new nominations for BoR, MC or CN members or observers, and regularly updated the contact lists for these bodies.

The responses to four questionnaires on the quality of support provided by the BEREC Office submitted during the reporting period demonstrate that the BEREC Chair was very satisfied with the services provided by the BEREC Office (the questionnaire assesses 11 BEREC Office activities: in Q1 2018, the Agency received 7 top marks out of a potential 11; in Q2 2018, it received 9; in Q3 2018, it received 10; and, in Q4 2018, it received 11).

Resources

Resource type	Planned resources, as envisaged in the WP and decisions on budget transfers	Resources used
Financial resources (EUR)	538 862	538 862
FTE posts	4.35	3.35

1.2.2 Public transparency, accountability and integrity, and support to BEREC and the NRAs

Overview

To increase the transparency and accountability of BEREC and the BEREC Office, BEREC and the Office performed the activities foreseen in BEREC's multiannual Communications Strategy, in its Communications Plan 2018 and in the BEREC Office WP 2018. The Communications Plan 2018 provided concrete information about BEREC's communications objectives, focusing on specific deliverables, time frames and evaluation criteria, and thus contributing to the

¹⁶ https://berec.europa.eu/eng/events/berec_events_2018/173-6th-berec-stakeholder-forum

implementation of BEREC's Communications Strategy. The Communications Plan 2018 consisted of five communications projects intended to support the main goals of the strategy, which include awareness, perception and encouraging engagement on the part of the target stakeholders. The objective of this activity is to ensure that BEREC target audiences have appropriate, objective, reliable and easily accessible information on BEREC's tasks and the results of its work. To increase transparency and accountability, in 2018 the BEREC Office organised four public debriefings with live streaming and opportunities for stakeholders and EU citizens to engage with the BEREC Chair and EWG Co-Chairs via social media. The BEREC Office was also active in introducing its work in supporting BEREC's mission and tasks to the wider public through publishing news items and press releases and streaming public events. In 2018, the BEREC website received 130 680 visits and had 3 286 subscribers to receive the latest news from it. The BEREC Office disseminated information regarding its activities via social networks such as Twitter (3 479 followers), LinkedIn (1 270 followers) and YouTube (275 followers). On Twitter, 845 700 views were recorded; on LinkedIn, 61 463; and, on YouTube, 6 597.

Information on public events was published on the BEREC website; the BEREC Office also advertised the events through automatic notifications to the subscribers to the BEREC website and through its social media accounts. The Office published 31 news items on BEREC's activities on the website, and received 20 requests from media outlets and journalists by email. Around 100 mentions of BEREC's activities were recorded in Google's news section. The BEREC Office replied to all media requests and requests for information in a timely manner as far as possible. The Agency also maintained and further developed the public website, with the aim of continually increasing the flow of information on BEREC's activities and the number of visitors to the website.

Print and online versions of the BEREC Annual Reports 2017 were produced; the online report was published on the BEREC website and the print version was distributed via regular mail to BEREC stakeholders. The approved BEREC Work Programme 2019 was published on the website and promoted using social media. A USB key containing the WP was produced and distributed to BEREC's target audience.

A video, 'BEREC focus in 2018: 5G', was created to promote the BEREC Work Programme 2018 and to emphasise BEREC's main goals for the year. The video was presented to BEREC members and observers at the first plenary meeting of the year and during the first public debriefing, and it was circulated to media representatives across Europe and to stakeholders using social media. To further increase the transparency of BEREC's activities, the BEREC Office drafted and published on the website news items on the activities of the BEREC Chair and the messages he delivered to external audiences. To continue the promotion of BEREC's work and its impact on 5G roll-out in the EU, a set of illustrations were created and presented during the second public debriefing. The illustrations were also published on the BEREC website and circulated to media representatives across Europe and stakeholders using social media. The BEREC Office provided NRAs with the files so that they could adapt the materials (the video

and the illustrations) for their native languages.

The BEREC Office also contributed to advertising the public consultations¹⁷ throughout 2018 to attract the attention of new and existing stakeholders and encourage them to provide contributions. With the same objectives, a special video on the data economy was created. The video explains the meaning of the data economy and its impact on the everyday lives of EU citizens. It also explains BEREC's plan to evaluate the influence of the data economy on regulation and detect potential bottlenecks. The BEREC Chair presented the video during the third public debriefing in October 2018 and it was shared on social media.

For the 6th BEREC Stakeholder Forum, a special promotional video was produced to highlight BEREC's future challenges in the context of the EECC. The video was presented to stakeholders attending the meeting, as well as to those who followed the event on the live stream. Later, the video was published on the BEREC YouTube channel. The 6th BEREC Stakeholder Forum was also recorded and the video uploaded to the channel. To ensure that all stakeholders had access to the information, sign language interpretation was provided during the live stream and in the recorded videos of the event. In addition, a 'save the date' video for the event was produced and sent to stakeholders.

In the last quarter of the year, the BEREC Office started work on an explanatory video regarding the difference between roaming and intra-EU communications.

The information on the BEREC website was updated in accordance with the new legislation, to provide accurate data on changes related to BEREC after the adoption of the new EECC.

In December 2018, the BoR approved the BEREC Communication Plan for 2019 produced by the BEREC Office and the ad hoc Communications Group. Among other projects, the plan envisaged a number of activities to mark BEREC's 10th anniversary. The BEREC Office supported the creation of a special 10th anniversary logo and a new visual identity to mark the occasion.

One of the most important activities in this area is the organisation of a joint BEREC and International Institute for Communications (IIC) conference to take place in 2019. The high-level international event will take place in Riga on 25-26 June 2019. To ensure the smooth and successful organisation of this important international event, the BEREC Office began work by securing the budget for the event, selecting and booking the venue, and coordinating with partners at the IIC on the programme and speakers.

The BEREC Office maintained and further developed its website, including by working on improving the flow of information on BEREC activities and subsequently increasing traffic to the website. During the course of 2018, the BEREC Office ensured that website availability was

¹⁷ All 2018 public consultations can be found at https://berec.europa.eu/eng/news_consultations/Closed_Public_Consultations/2018/

99.99%. To ensure the security of the website under the service-level agreement (SLA) with the EU Computer Emergency Response Team (CERT-EU), the BEREC Office ran several vulnerability assessments throughout 2018 and successfully implemented measures to increase security as well as to ensure appropriate security compliance. In addition, the hardware and operating system were kept up to date to ensure a level of high availability of the BEREC website. Throughout 2018, the technical support needed for internal and external users with regard to the BEREC website was delivered through a framework contract (FWC) for ICT service delivery. In addition, the BEREC office completed the implementation of SSL certificates for the website and all subdomains. The accomplishment of this task had a significant impact in terms of improved security of traffic via encrypted channels between clients and servers, which affects all users (internal and external) of the BEREC Office website and other systems.

The BEREC Office continued maintenance and the provision of technical support to ensure that BERECnet, the internal platform for collaboration and knowledge-sharing among BEREC members and observers, functioned well, including by purchasing the necessary software and providing continuous information technology (IT) support to BEREC. During 2018, the system had more than 1 400 active users, and there were 1 024 IT tickets, for which the necessary IT support was delivered through a specific contract for ICT services. In addition, ICT support was provided in relation to the sound management of hardware and software, ensuring the smooth functioning of the BEREC Office portals, platforms, video-conferencing systems, and functional email lists. During 2018, there were 125 video-conferences as well as several public consultations that required sound ICT support services. To ensure reliable and user-friendly video-conferencing solutions to meet for the needs of the BEREC community, a specific contract was concluded for the purchase and delivery of a new video-conferencing solution. In addition, the BEREC Office provided continuous support for the management of 131 email distribution lists (with a total of 1 817 users), helping BEREC by ensuring that email communication services were reliable and secure.

In 2018, the BEREC Office continued to maintain the Information Sharing Portal (ISP)¹⁸. The ISP is a user-friendly online documentation tool that allows users to search for and consult various public documents, reports and decisions published in the electronic communications sector. The published documents are produced and shared by the NRAs and by other institutions such as BEREC and the European Commission.

Designed to complement the information available on NRAs' websites, the ISP provides a one-stop access point for public documents in the field of electronic communications and ensures public access to a comprehensive, regularly updated database of documents. The portal includes several sections and covers all categories of documents issued for public use. Users

¹⁸ www.isportal.berec.europa.eu

can consult documents online and download the desired files via a link to the original source's website. Statistics for 2018 are available in Annex I, Tables 11 and 12 and Figures 3 and 4.

To further develop NRAs' expertise, the BEREC Office organised training on the regulatory framework and other topics related to BEREC's activities. During the 2018 academic year, the BEREC Office organised four training sessions and provided training services to 160 NRA experts.

Resources

Resource type	Planned resources, as envisaged in the WP and decisions on budget transfers	Resources used
Financial resources (EUR)	453 576	453 405
FTE posts	5.27	3.89

Part II: Management

2.1 Management Committee

In 2018, the BEREC Office MC held four ordinary plenary meetings, during which it discussed all issues relating to the functioning of the BEREC Office. As required by Article 1(3) of the Rules of Procedure, all decisions taken by the MC during its ordinary plenary meetings were prepared by the CN.

In addition, the Chair organised four 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 MC during the plenary meetings and through the electronic voting procedures were examined by the BEREC Advisory Group (BAG), chaired by a representative of the incoming BEREC Chair (ComReg). 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 2018 the BEREC Office MC adopted twelve decisions, one opinion concerning the financial accounts of the BEREC Office for 2017, the Consolidated Annual Activity Report for 2017 and the draft Annual and Multiannual Programming of the BEREC Office Activities 2019-2021.

The full list of all public documents adopted in 2018 by the MC is available in Annex VI, Table 2.

2.2 Major developments

During 2018, the BEREC Office finalised all activities relating to the preparation for the start of the use by staff of the Commission's human resources (HR) management tool, Sysper2. The Agency organised the preparatory work as efficiently and effectively possible and was one of the two EU agencies that went in production for the staff (out of 26 agencies participating in the interinstitutional project on the use of Sysper2). The BEREC Office also began implementation of e-PRIOR, which is an information system that facilitates electronic procurement (e-procurement) for suppliers and customers of the European institutions (the Commission, agencies, committees, etc.). E-procurement involves exchanging procurement documents such as offers, orders, catalogues, receipts and invoices in electronic format following recognised standards.

During the first half of 2018, essential documents were produced to enrich the BEREC Office's backup plan, IT infrastructure and application services, as well as the disaster recovery plan for the IT infrastructure. The documents are major components of business continuity planning, thus making them the building blocks of the Agency's business continuity management programme. To ensure business continuity and have in place proper risk management procedures, the BEREC Office signed a contract for a consultant to address issues with its ICT

infrastructure and possibly introduce, depending on the results of the consultant's advice, new and reinforced procedures to mitigate and/or eliminate the risks identified.

During 2018, the BEREC Office successfully completed several major improvements to its ICT infrastructure, replaced core equipment and introduced a higher level of IT security. The security upgrade covers the IT infrastructure and networks, including a replacement firewall solution. The achievement had a significant impact in terms of improved security and safer operation of the IT services provided by the Office. Furthermore, the Office prepared encrypted removable media devices to be used by all staff to minimise the risk of information leaks and prevent access to data by unauthorised personnel.

Since January 2018, the BEREC Office has been operating new, more modern printing equipment, which allows greater productivity for all users through faster, better printing and scanning services. In addition, the purchase of a new, modern and secure solution for centralised management of WiFi networks at the BEREC Office resulted in improved WiFi connectivity for all users and visitors.

In addition, the BEREC Office implemented secure and user-friendly IT solutions for teleworking, providing access for the staff to internal IT resources when working outside the office, thus improving productivity by ensuring the full availability of IT resources for teleworkers.

During 2018, the BEREC Office ran a data protection assessment with a specialised external provider to identify the main areas for possible future improvements in data protection.

In addition, the Office signed in 2018 two contracts for the provision of on-site ICT services to support BEREC and the BEREC corporate website. During 2018, several vulnerability assessments were carried out in collaboration with CERT-EU; these were organised to improve the security of the corporate website.

Moreover, in January 2018, the BEREC Office started actively using the Legal Commitment Kernel module of the Commission's accounting system, ABAC (Accrual Based Accounting), which allows the follow-up and registration of contracts in combination with the respective commitments in place.

During 2018, the BEREC Office carried out all the necessary technical and administrative work related to the use of a second sTesta (Secure Trans European Services for Telematics between Administrations) connection to be used for business continuity needs in cooperation with other EU institutions, ensuring access to the EU domain resources outside its premises.

In preparation for the implementation of the new BEREC Regulation, and with the expected increase in staff to work on the tasks assigned by that Regulation, the BEREC Office started preliminary discussions with the Latvian side about the office space needed by the Agency. The two sides established a task force and a steering committee to consider possible options for additional office space in the short and long term. Building on the work of the task force, the steering committee held two meetings and identified various options for expansion based on

three possible scenarios. The work will feed into the forthcoming negotiations on a new headquarters agreement, as required by the provisions of the new BEREC Regulation.

During 2018, the BEREC Office managed successfully to further outsource technical tasks not related to the core mandate of the Agency by signing an FWC for the provision of logistical and clerical services. This empowered the staff to focus more on core activities, thus increasing their effectiveness.

In the area of anti-fraud, and as part of the BEREC Office's Anti-fraud Strategy 2017-2019, in September 2018, the BEREC Office:

- organised an internal survey on anti-fraud (few staff members participated, but the results showed that the respondents had, in general, a satisfactory basic understanding of the rules in place);
- carried out an antifraud risk assessment as part of the annual risk assessment and in accordance with the Anti-fraud Strategy. Given the results of the anti-fraud survey, it was agreed that no additional measures were needed and that the existing controls were sufficient.

In relation to data protection, the BEREC Office continues its work on developing rules and procedures for processing personal data. In this respect, it should be noted that a new data protection regulation (Regulation (EU) 2018/1725) became applicable on 11 December 2018.

In the light of this new regulation, priority was given to defining *ex ante* policies for all new processing operations. Old data protection policies will be gradually revised and those still to be developed will be completed in due course.

Consequently, during 2018 the BEREC Office drafted eight new notifications for processing personal data. Moreover, in the context of the adoption of Regulation (EU) 2018/1725 on data protection, the BEREC Office developed several templates based on European Data Protection Supervisor guidelines, which will contribute to the Office's ability to comply with the principle of accountability.

In addition, the Data Protection Officer (DPO) and other key staff attended training sessions on data protection organised by the European Institute of Public Administration and obtained (or renewed) their data protection certification.

In the area of access to documents the following occurred.

- A non-paper was drafted and presented to the BoR. Its objectives were in particular to identify how other EU agencies and institutions deal with applications for access to internal documents and how to improve the current approach to processing applications relating to BEREC documents.
- A number of applications for access to documents were received, as detailed in Annex I, Tables 14 and 15.

2.3 Budgetary and financial management 2018

2.3.1. BEREC Office budget structure

In accordance with Article 11 of Regulation (EC) No 1211/2009, the revenues of the BEREC Office in 2018 consisted of:

- a subsidy from the Union, entered under the appropriate headings of the General Budget of the EU (Commission Section), as decided by the budgetary authority and in accordance with Point 47 of the IIA of 17 May 2006;
- financial contributions from Member States or from their NRAs made on a voluntary basis in accordance with Article 5(2) of the BEREC Regulation.

The 2018 budget was distributed between three titles, as follows:

- Title 1 — staff;
- Title 2 — buildings, equipment and miscellaneous operations;
- Title 3 — operational expenses.

Title 1: staff

The amounts for Title 1 were based on realistic assumptions about the number of staff employed in the BEREC Office and the recruitment plan for filling vacant posts. The budget for missions in 2018 was further decreased (from EUR 228 000 in 2017 to EUR 174 000 in 2018), as the BEREC Office continued to promote remote participation (via audio- or video-conference) in meetings and training for its staff, thus redirecting funding to other activities. The appropriations for external services under Chapter 16 enabled the BEREC Office to cover the following needs: Internal Control Coordinator services (under an SLA with the European Union Agency for Network and Information Security (ENISA)); services provided by the Commission (mainly by the Directorate-General for Human Resources and Security and the PMO); the cost of the traineeship programme; the provision of multilingual tuition by the international schools in Latvia for the children of staff; social welfare activities in line with the applicable rules; and the provision of interim staff.

Title 2: buildings, equipment and miscellaneous operations

The expenditure under Title 2 for 2018 was planned taking into account inflation rates, an increase in the rent for the BEREC Office's premises, the number of people working at the premises and other immediate needs in relation to ICT equipment, software and external data processing services, including fees payable to the Commission for its services. ICT spending covered multiple services offered by the Commission, such as use of its IT tools and/or systems (ABAC, HAN, Sysper2¹⁹), IT security services (provided by CERT-EU), access to Directorate-General for Informatics procurement procedures and use of the electronic open source

¹⁹ The European Commission's HR management system.

procurement platform e-PRIOR, as well as the purchase of new IT equipment to ensure business continuity. The budget allocated to the chapter 'Current administrative expenditure' was used to cover purchases of office supplies, expenditure related to the publication of BEREC Office budgets in the *Official Journal of the European Union*, translation and other linguistic services related to BEREC Office documents, the costs of the services provided by the European Commission's accounting officer (the Directorate-General for Budget), the outsourcing of clerical, logistical and secretarial support, and expenditure on independent private auditors.

Title 3: operational expenditure

The expenditure on support to BEREC's EWGs reflects actual spending in 2018. Under Chapter 30, the BEREC Office had envisaged full support to the EWGs, as provided each year by the Programme Management Unit. The expenditure included reimbursement of experts in relation to their participation in EWG meetings, workshops and other events organised by the EWGs, as well as Article 7/7a activities. The expenditure under Chapter 31, 'Support to BEREC and NRAs', was used to cover the organisation of the CN and plenary meetings and the Stakeholder Forum; support for BEREC international events and the Chair's travel; NRA training sessions; the provision of the online public consultation platform; the development of the net neutrality measurement tool; work on the BEREC study on the determinants of investment in very high-capacity networks; the translation, editing and publication of BEREC documents; and support to BEREC involving ICT expenditure.

2.3.2. BEREC Office budget 2018

Initial budget and budget with transfers and amendments

The initial budget of the BEREC Office for 2018, as adopted by the MC and approved by the budgetary authority in 2017, was EUR 4 331 000, made up of:

- EUR 4 124 336: main subsidy from the EU voted by the budgetary authority;
- EUR 206 664: budget outturn (surplus) 2016.

By the end of 2018, the BEREC Office had made a total of five transfers²⁰ of appropriations within the limits of the Administrative Manager based on Article 27(1) of Decision MC/2014/1 on the BEREC Office Financial Regulation.

[The BEREC Office Report on the implementation of the budget and on budgetary and financial management \(RBFM\) \(MC \(19\) 18\)](#), which is available on the BEREC Office's public website, presents the 2018 budget in terms of commitment and payment appropriations, as well as providing a detailed summary of the transfers made by the BEREC Office among various budget

²⁰ One transfer in Q1, one in Q2, one in Q3 and two in Q4.

items.

Rate of implementation

The budget execution of the BEREC Office is calculated as the 2018 C1 credits (current year available credits) in commitment appropriations. In 2018, The BEREC Office received one instalment from the Commission, constituting the subsidy and amounting to EUR 4 331 000.00

As regards expenditure, the BEREC Office has only non-differentiated appropriations; therefore, commitment and payment appropriations are equal.

The subsidy represents 100% of the total budget available as adopted by the budgetary authority for the BEREC Office. EUR 4 324 758.70 (99.86%) was accepted in commitments, EUR 3 580 804.46 (82.68% of the total available budget) was paid by 31 December 2018 and EUR 743 954.24 (17.20% of total established commitments) was carried over for payments still to be processed in 2019 (C8 2019).

Tables presenting the actual revenue received by the BEREC Office and the actual expenditure in terms of commitment and payment appropriations and commitments accepted and payments made by budget lines, chapters and titles by the end of 2018 can be found in the [RBFM \(MC \(19\) 18\)](#), which is available on the BEREC website.

Budgetary execution: summary by title — C1 credits 2018

The BEREC Office has only non-differentiated appropriations; therefore, commitment and payment appropriations are equal. The execution of commitment and payment appropriations by budget title in 2018 was as shown below

Commitment and payment appropriations

Budget title	Commitment/ payment credit available (EUR)	Commitment accepted (EUR)	% Committed/ available	Payment request accepted (EUR)	% Paid/ available
Title 1 (total)	2 448 623.22	2 447 215.54	99.94	2 356 488.56	96.24
Title 2 (total)	516 931.41	515 834.61	99.79	435 352.95	84.22
Title 3 (total)	1 365 445.37	1 361 708.55	99.73	788 962.95	57.78
Total expenditure	4 331 000.00	4 324 758.70	99.86	3 580 804.46	82.68

Budgetary commitments are entered in the accounts on the basis of the legal commitments entered into up to 31 December 2018, and payments on the basis of the payments made by the accounting officer by 31 December 2018 at the latest. The outstanding commitments at the end

of the year are automatically carried over to 2018. The amount that was neither committed by the end of 2018 nor carried over to 2019 will not be automatically deducted from the budget of any following year.

Carry-overs from 2017 to 2018

	Payment appropriations (EUR)	Payments made (EUR)	Cancellation of payment appropriations (EUR)	Cancellation (%)
Title	1	2	3	5=3/1
Title 1 C8	106 715.00	104 206.50	2 508.50	2.35
Title 2 C8	170 849.09	170 168.54	680.55	0.40
Title 3 C8	275 226.78	261 300.18	13 926.60	5.06
Total	552 790.87	535 675.22	17 115.65	3.10

Cancelled carried-over appropriations (funding source C8) are not automatically deducted from next year's budget. However, if the carried-over payment appropriations would have exceeded 5%, a 2% reduction may be applied to the following year's budget (i.e. the 2020 budget in the case of 2018 carry-overs). The BEREC Office's cancelled carried-over appropriations in 2018 amounted to 3.10%, or EUR 17 155.65.

Carry-overs from 2018 to 2019

Carry-over of appropriations from 2018 to 2019 amounted to EUR 743 954.24). Detailed justifications for the carry-over amount can be found in the [RBFM \(MC \(19\) 18\)](#), available on the BEREC website.

2.3.3. Types of procurement procedure used

To implement the BEREC WP and to ensure the proper functioning of the BEREC Office, the Office procured certain services and goods to fulfil 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 2018, the BEREC Office launched seven procurement procedures in total, split between the following types:

- very low-value negotiated procurement procedures for contracts not exceeding EUR 15 000.00 — one;
- low-value negotiated procedures for contracts not exceeding EUR 60 000.00 — two;
- competitive procedures with negotiation — one;
- open tender procedures for contracts equal to or above EUR 144 000.00 — three.

Of the seven procurement procedures, three resulted in the signature of a contract; the other four procedures either were not finalised by the end of 2018 (two procedures) or resulted in non-award of the contract (two procedures) owing to insufficient quality of the tenders.

In addition, the BEREC Office was not in a position to launch four procurement procedures planned for 2018 owing to lack of HR capacity to run them.

To reduce the administrative burden for staff, in 2018 the BEREC Office continued to use interinstitutional FWCs and FWCs established by the Office. It signed 103 specific contracts and order forms during 2018 under the FWCs in force.

2.4 HR management

2.4.1. Highlights

At the end of 2018 (on 31 December 2018) a good gender balance had been achieved (52% female and 48% male), with an even gender balance in middle management positions (50% female and 50% male). Although the Agency is extremely small, a good geographical balance was achieved, with representatives of 13 Member States²¹ (at 31 December 2018).

In 2018, the BEREC Office was operating with 14 establishment plan posts following the completion of the staff reduction targets set in the Interinstitutional Agreement on cooperation in budgetary matters and on sound financial management, and the Office's contribution to the redeployment pool of agency staff, which resulted in a reduction of 12.75% in the Agency's staff numbers²². The establishment plan posts were split as follows: 11 agents were in function group (FG) 'administrator' (AD) and 3 in the FG 'assistant' (AST). The BEREC Office does not have in its establishment plan officials or agents in the FG 'assistant/secretary' (AST/SC).

To reduce staff turnover, the BEREC Office continued to work towards improving its

²¹ A tendency towards an increase in Latvian nationals working at the BEREC Office has been identified.

²² The impact of both cuts combined constituted more than 10% of the establishment plan of the BEREC Office. As is clear from Annex II to the rapid case review on the implementation of the 5% reduction of staff posts carried out by the European Court of Auditors (<https://www.eca.europa.eu/en/Pages/DocItem.aspx?did=44567>), the BEREC Office is the Agency that saw the greatest negative impact from the cuts, experiencing a higher percentage reduction in staff (12.5%) than any other EU agency.

attractiveness as an employer and developing and retaining staff with valuable experience and skills. The average length of service of staff at the BEREC Office in 2018 was 2.64 years, which represents a slight decrease compared with 2017 but still an increase compared with 2016 (2017, 2.7 years; 2016, 2.27 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.

However, from the data provided above, it is clear that any measures aimed at retaining staff could have only a medium- to long-term impact on staff turnover, and therefore the BEREC Office must be prepared to fill immediately any post that becomes vacant. Therefore, in 2018 the BEREC Office continued to enlarge the existing reserve lists, which has proved to be a successful formula for 'fast-track' recruitment of staff for posts that become vacant.

The HR function at the Agency works constantly to ensure adequate staffing to meet the strategic goals of the Agency. This objective is achieved through, among other things, continuous improvement of internal processes and the introduction of new IT tools providing high levels of efficiency, quality of data and services, and cost-effectiveness.

2.4.2. Selection and recruitment

Recruitment

In 2018, the BEREC Office hired the following staff:

- for the Programme Management Unit, four seconded national experts (SNEs), one contract agent (CA) FG IV to temporarily replace absent temporary staff, and two trainees;
- for the Administration and Finance Unit, one CA FG II, one CA FG III to temporarily replace absent temporary staff, one CA FG IV and three trainees;
- for the Executive Support Unit, one trainee.

Selection

The organisation of selection procedures in accordance with EU requirements is a lengthy process and having reserve lists ready and available for use has proved to be the only feasible method for filling posts that become vacant within a reasonable period of time. Therefore, establishing reserve lists for at least 75% of the job profiles in the BEREC Office has been identified as a multiannual objective by the MC, an objective that was systemically pursued by the Agency throughout 2018.

Therefore, in 2018 the BEREC Office published five notices for selection of staff; four of these selection procedures were successfully completed and led to immediate recruitment. One call for expressions of interest seeking contract staff launched in 2018 is supposed to be completed in 2019. In addition, a permanent call for trainees has been published and advertised.

2.4.3. Talent management

The 2018 appraisal exercise was launched in January 2018; the 2018 reclassification exercise

was launched in June 2018. Both exercises were successfully finalised.

During 2018, BEREC Office staff members benefited from training sessions on 53 subjects, including 10 in-house training sessions and 1 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. In 2018, the BEREC Office introduced the staff to the principles of the European Commission's new Learning and Development Strategy. The principles of the new strategy focus on efficient on-the-job learning and knowledge-sharing, in addition to classroom training.

In 2018, the FWC for the provision of language training services to the BEREC Office was concluded, and the contractor will offer language classes to staff in 2019.

The Agency's Training Plan for 2018 focused on mitigating risks identified in the Risk Register and addressing comments made by auditors during audits and risk assessments or recommendations made by the Commission and/or the discharge authority in the course of the budget cycle, in areas such as data protection, avoiding conflicts of interest, fraud prevention, protection of whistleblowers, strengthening ethical values, improving the planning and reporting activities of the BEREC Office and strengthening IT security.

2.4.4. Providing a safe and secure working environment

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

The BEREC Office implements flexible working arrangements and throughout 2018 worked towards the implementation of Sysper2, becoming on one of the first two EU agencies to start the implementation of the system, with the aim of managing the flexitime regime smoothly. The system was open to all staff as of 2019.

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.

- The BEREC Office organised a Health Day for the staff and their families. Sessions covered cancer prevention, ergonomics, improving concentration and preventive healthcare, and local healthcare facilities gave presentations.
- The Office invited the Medical Services of Brussels to visit its premises in Riga to assess the on-site risks linked to the work environment and advice on best practices. The visit took place on 27 and 28 September during the first BEREC Office Health Day and included the abovementioned sessions for staff on ergonomics and cancer prevention, and an inspection of the workspaces from an ergonomic point of view.

- The Office concluded a framework contract for the provision of welfare services for staff members. The services are intended to ensure that BEREC Office staff have better access to health facilities and sporting activities, and other preferential conditions for goods and services in Latvia, to ensure better integration into the host Member State.
- During 2018, the BEREC Office also organised and encouraged staff members to attend annual medical visits for staff, and 15 staff members have so far used this service.

Irrespective of the activities mentioned above, the BEREC Office has identified as an area for improvement the working and living conditions for the staff, and it has started a series of initiatives with the Latvian authorities and the building manager to ensure that its staff have a safe and secure working environment and to improve living conditions for them and their families. Efforts in this area will continue until a satisfactory conclusion is reached.

2.4.5. Organisational efficiency

As set out in the WP, to better tackle the increased workload and to maximise the potential of the staff in place, intermediate levels were added to the organisational chart, starting with the Administration and Finance Unit, in which two teams were created in May 2017.

In February 2018, the BEREC Office's organisational chart was amended again, with three teams in the Programme Management Unit.

The team leaders were identified among the staff already in place and the workflows in the unit were reshaped accordingly.

2.5 Assessment by management

In 2018, the focus of the BEREC Office's management was mainly on the provision of a higher quality and quantity of professional support to BEREC while ensuring the smooth day-to-day running of the Agency, taking into account its scant resources. Therefore, the BEREC Office's management has put in place internal control systems intended to ensure the appropriate management of financial flows and the legality and regularity of the underlying transactions, based on 100% *ex ante* verification of financial transactions and procurement procedures and, in relation of *ex post* controls, on the principle of cross-reliance on audits based on internationally accepted audit standards.

The objective of the systems is to ensure that the BEREC Office's 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.

2.6 Budget implementation tasks entrusted to other services and entities

No budget implementation tasks were entrusted to other services or entities during the reporting year.

2.7 Assessment of audit results during the reporting year

2.7.1. Internal Audit Service

According to the provisions of the BEREC Regulation, the European Commission's IAS is the internal auditor of the BEREC Office. In compliance with the Strategic Internal Audit Plan 2017-2019, in 2018 the IAS conducted an audit on planning, budgeting, monitoring of activities and reporting in the BEREC Office. 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.

2.7.2. Internal audit capability

Not applicable.

2.7.3. European Court of Auditors

In the ECA's opinion²³, the accounts of the BEREC Office for 2017 present fairly, in all material respects, the financial position of the BEREC Office at 31 December 2017, 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.

²³ [Annual report on EU agencies for the financial year 2017](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:C:2018:434:TOC) (2018/C 434/01), published in the *Official Journal of the European Union*, 30.11.2018 (<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:C:2018:434:TOC>).

The ECA made some comments on the operations of the BEREC Office, which do not call into question the Court's opinions as described above. In particular, the ECA commented on translations of calls for expression of interest into all the official languages of the EU, carried out in December 2016; the need for revalidation of accounting systems; deficiencies in procurement procedures; and the need for a comprehensive analysis of the likely impact of Brexit on the organisation. The BEREC Office has already undertaken mitigating actions to address the recommendations, including developing a standard template to reduce the costs of future translations, carrying out validation of local systems in 2018 and improving procurement processes.

2.8 Follow-up of recommendations and action plans audits

Following the 2018 IAS audit on planning, budgeting, monitoring of activities and reporting in the BEREC Office, the IAS made four important recommendations and noted one issue for consideration. The BEREC Office prepared an action plan making proposals for addressing these issue, which has been approved by the IAS.

The recommendations are being addressed in accordance with the action plan, the progress of which is monitored on a monthly basis by the management. Addressing some of the recommendations will require significant time and resources, and consequently activities in this regard have been planned for the period after 2018.

The implementation of the action plan will continue in 2019 and 2020.

2.9 Follow-up of observations made by the discharge authority

On 26 March 2019, the EP adopted its decision to grant the Director discharge in respect of the implementation of the BEREC Office budget for the financial year 2017 (2018/2206(DEC)), following a recommendation by the Council of the EU of 12 February 2019.

Noting that the ECA had stated that it had obtained reasonable assurance that the annual accounts of the Office for 2017 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.

1. Improved budget monitoring efforts during 2017, which led to:
 - an increase of 3.74% in the budget implementation rate up to 99.94% of the total budget;
 - an increase of 9.73% in the payment appropriations execution rate, reaching 86.92% in total;
 - a decrease of 4.76% in cancellations of carry-overs in comparison with 2016, representing 2.53% of the total amount carried forward.
2. Use 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.

3. Further support provided to BEREC, taking into account the market and technological developments and the objective of safeguarding the open internet and connectivity;
4. The existence of effective internal control systems, implemented in 2017.

The EP, however, made a number of recommendations that needed to be taken into account regarding staff policy and gender imbalance, and conflicts of interest for the members of the Management Board.

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

1. The Office was negatively affected by the highest possible cut of 12.75% in staff, according to the ECA report on the implementation of the 5% reduction in staff posts, published on 21 December 2017.
2. In 2017, the average employment period in the Office was only 2.7 years, which reflects a high staff turnover. This is due to, among other things, the low salary correction coefficient of the host country (74.9%) and the increased workload of the Office's staff following the cuts combined with the assignment of additional tasks. The EP pointed out that this situation might pose risks to the implementation of the Agency's WPs and called on the Office to report to the discharge authority on the progress made in this regard.
3. The Office does not share resources with other agencies; the EP called on the Office to explore opportunities to share services and report to the discharge authority on the steps taken in this regard.

The **EP regretted** the gender imbalance in the Office's management board, with 24 out of 29 members being male and 5 being female, and asked in this regard that the Commission and the Member States take into account the importance of ensuring gender balance when presenting their nominations for members of the Board.

The EP also noted that the Office did not publish the CVs of the board members on its website and requested that the Office report on the measures taken in this regard.

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

3.1. Risk management

The BEREC Office operates in a low-risk environment owing to the absence of grant management and the near absence of asset management. The activities of the BEREC Office that are associated with a certain level of risk, including in support to BEREC, were identified during an internal risk assessment workshop, which took place in September 2018, and have been either accepted or addressed via action plans. Progress on the implementation of the action plans is 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 standards

Since the establishment of the BEREC Office in 2010, the Agency has not had an Internal Control Coordinator. To compensate for this deficiency, in 2014 the BEREC Office signed an SLA with ENISA to share its Internal Control Coordinator Assistant. Unfortunately, due to a heavy workload at ENISA, this service was not delivered for the financial year 2018.

Consequently, considering the lack of internal capacity and the heavy workload at the BEREC Office in providing support to BEREC for the implementation of the new regulatory framework in 2018, the BEREC Office's management decided to rely in assessing the effectiveness of its internal control systems on the evaluation and evidence provided by the independent auditor, the European Commission's IAS, the accounting officer's validation of the local accounting systems and the findings of the ECA.

In particular, in assessing the efficiency and effectiveness of the internal control systems the BEREC Office's management took into account the following evidence.

3.2.1. Independent auditor's report on the provisional annual accounts as at 31 December 2018

The BEREC Office requested an independent auditor to audit the annual accounts of the Agency for 2018, consisting of the financial statements and the reports on the implementation of the budget for the financial year that ended on 31 December 2018. The financial statements comprise the balance sheet as at 31 December 2018, 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 2018, 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 Commission and the ECA.

3.2.2. Validation of local accounting systems by the Commission's accounting officer

In 2018, 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 2017. 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 produce reliable reporting.

Based on this evidences 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 and effective and are fit for purpose.

Part IV: Management assurance**4.1. Review of the elements supporting assurance**

The information reported in Parts II and III stems from the results of management and auditor monitoring conducted in 2018. It is based on a systematic analysis of the evidence available. This approach provides sufficient guarantees of the completeness and reliability of the information reported, and the results achieved by the BEREK Office in 2017 and 2018

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

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.

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 on planning, budgeting, monitoring of activities and reporting in the BEREC Office; the compliance audit carried out by the European Court of Auditors; and the validation of the accounting system conducted by the European Commission Accounting Office, which has been appointed as the BEREC Office's accounting officer.

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

Riga,... June 2019.

László IGNÉCZI

*BEREC Office Director and
Authorising Officer*

Annex I: Core business information and statistics**Table 1: List of EWGs supported by the BEREC Office in 2018**

EWGs established by a decision of the BEREC BoR	
1.	Benchmarking EWG
2.	Market and Economic Analysis EWG
3.	End-User EWG
4.	Net Neutrality EWG
5.	Next Generation Networks EWG
6.	Regulatory Framework EWG
7.	Regulatory Accounting EWG
8.	Remedies EWG
9.	International Roaming and Mobile EWG

Ad hoc EWGs established by the BEREC Chair

BEREC Communication Ad Hoc EWG

Table 2: List of BEREC public consultations managed by the BEREC Office in 2018

PC No	Start	End	Topic	Documents subject to consultation	No of contributions
PC 01/18	14 March 2018	25 April 2018	Evaluation of the application of Regulation (EU) 2015/2120 and the BEREC Net Neutrality Guidelines	Consultation paper on the evaluation of the application of Regulation (EU) 2015/2120 and the BEREC Net Neutrality Guidelines	52
PC 02/18	26 March 2018	20 April 2018	The first stage of a two-stage process to form a draft WP 2019	Draft BEREC Work Programme 2019	10
PC 03/18	20 June 2018	19 July 2018	Common position on monitoring mobile coverage	Draft Common Position on monitoring mobile coverage	8
PC 04/18	10 October 2018	7 November 2018	Second stage public consultation on the BEREC Work Programme 2019	Draft BEREC Work Programme 2019	18
PC 05/18	10 October 2018	7 November 2018	Draft BEREC Report on contractual simplification	Draft BEREC Report on contractual simplification	13
PC 06/18	10 October 2018	7 November 2018	Draft BEREC Report on pricing for access to infrastructure and civil works according to the Broadband Cost Reduction Directive	Draft BEREC Report on pricing for access to infrastructure and civil works according to the BCRD	7

PC No	Start	End	Topic	Documents subject to consultation	No of contributions
PC 07/18	10 October 2018	21 November 2018	BEREC public consultation on the data economy	BEREC public consultation on the data economy	19
PC 08/18	12 December 2018	23 January 2019	Access to physical infrastructure in market analysis	Draft BEREC Report on access to physical infrastructure in the context of market analysis	9
PC 09/18	12 December 2018	18 January 2019	Termination of contracts and switching provider	Draft BEREC Report on termination of contracts and switching the provider	14
PC 10/18	12 December 2018	23 January 2018	Internet of Things indicators	Draft BEREC public consultation on Internet of Things indicators	7
PC 11/18	12 December 2018	18 January 2019	BEREC Common position on mobile infrastructure sharing	Draft BEREC Common Position on mobile infrastructure sharing	21

Table 3: Data collection exercises organised by the BEREC Office for the BEREC EWGs in 2018

EWG	Data collection subject	Addressees
Roaming/mobile EWG	Two questionnaires for the international roaming BEREC benchmark data report (20th and 21st reports) 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
	BEREC report on transparency and comparability of international roaming tariffs BEREC repeats this exercise each year pursuant to Article 19 of the Roaming Regulation, to collect information with which the European Commission can assess the evolution of and advances in increasing the transparency and comparability of tariffs	BEREC member and observer NRAs
	Questionnaire on monitoring mobile coverage	BEREC member and observer NRAs
	Questionnaire on mobile infrastructure sharing	BEREC member and observer NRAs
	BEREC questionnaire on coverage obligations	BEREC member and observer NRAs
	Survey on the best practices report on spectrum authorisation and award procedures with a view to considering their suitability for 5G	BEREC member and observer NRAs
	Questionnaire on the use of service availability when defining mobile network coverage	BEREC member and observer NRAs
Market and Economic Analysis EWG	Questionnaire for the BEREC report on access to physical infrastructures	BEREC member and observer NRAs

EWG	Data collection subject	Addressees
	and dark fibre in the context of market analysis	
	Questionnaire for the BEREC report on geographic market definition	BEREC member and observer NRAs
Regulatory Accounting EWG	Data collection supporting the production of the regulatory accounting in practice report 2018	BEREC member and observer NRAs
Benchmarking EWG	Two data collection exercises for the regular MTR/FTR/SMS reports	BEREC member and observer NRAs
Net Neutrality EWG	Questionnaire on the implementation of the net neutrality provisions of Regulation (EU) 2015/2120 and associated BEREC guidelines	BEREC member and observer NRAs
Remedies EWG	Questionnaire on technical and economic replicability assessment in the context of symmetric access	BEREC member and observer NRAs
	Questionnaire for input into the review of the recommendation on termination rates	BEREC members and observer NRAs

Table 4: BEREC events by type supported by the BEREC Office in 2018 under activities 1.2.1 and 1.2.2 of the BEREC Office WP 2018

Type of event	Number of events supported	Number of experts reimbursed	Number of late payments	Additional comments
Plenary meetings	4 ²⁴	100	0	
Contact Network meetings	4 ²⁵	100	0	
Meetings with the European Commission	0	0	0	
Meetings with the EP or presentations at meetings organised by the Parliamentary committees	0	0	0	
Meetings and workshops with other EU bodies	0	0	0	
Public debriefings and engagement with BEREC stakeholders	5	30	0	Including the organisation of the 6th BEREC Stakeholder Forum meeting.
International events	7	16	3	
Events attended by the BEREC Chair and/or Vice-Chairs on behalf of BEREC and meetings between the Chair and Vice-Chairs or	36	39	6	
Total	56	285	9	

²⁴ 34th BEREC BoR and BEREC Office MC plenary meetings, 7-9.3.2018, Bratislava, Slovakia;
 35th BEREC BoR and BEREC Office MC plenary meetings, 13-15.6.2018, Gdansk-Sopot, Poland;
 36th BEREC BoR and BEREC Office MC plenary meetings, 3-5.10.2018, Portoroz, Slovenia;
 37th BEREC BoR and BEREC Office MC plenary meetings, 6-7.12.2018, Prague, Czechia.

²⁵ 1st BEREC CN meeting, 7-8.2.2018, Bonn, Germany;
 2nd BEREC CN meeting, 24-25.5.2018, Riga, Latvia;
 3rd BEREC CN meeting, 13-14.9.2018, Dublin, Ireland;
 4th BEREC CN meeting, 15-16.11.2018, Luxembourg, Luxembourg.

Table 5: Overview of the 2018 ordinary plenary meetings of the BoR and the MC, CN meetings, high-level events with stakeholders and public debriefings

Date and place	Event	Agenda (if applicable)	Conclusions (if applicable)
7-8 February 2018, Bonn, Germany	1st CN meeting in 2018	BEREC CN (18) 01	BEREC CN (18) 27
7-9 March 2018, Bratislava, Slovakia	34th BEREC BoR plenary meeting	BoR (18) 21	BoR (18) 70
9 March 2018, Bratislava, Slovakia	34th MC of the BEREC Office plenary meeting	MC (18) 17	MC (18) 29
14 March 2018, Brussels, Belgium	Public debriefing on the outcomes of the 34th BEREC plenary meetings	n/a	n/a
24-25 May 2018, Riga, Latvia	2nd BEREC CN meeting in 2018	BEREC CN (18) 29	BEREC CN (18) 56
13-15 June 2018, Gdansk-Sopot, Poland	35th BEREC BoR plenary meeting	BoR (18) 102	BoR (18) 138
15 June 2018, Gdansk-Sopot, Poland	35th MC of the BEREC Office plenary meeting	MC (18) 40	MC (18) 50
20 June 2018, Brussels, Belgium	Public debriefing on the outcomes of the 35th BEREC plenary meetings	n/a	n/a

Date and place	Event	Agenda (if applicable)	Conclusions (if applicable)
13-14 September 2018, Dublin, Ireland	3rd BEREC CN meeting in 2018	BEREC CN (18) 57	BEREC CN (18) 88
3-5 October 2018, Portoroz, Slovenia	36th BEREC BoR plenary meeting	BoR (18) 158	BoR (18) 204
5 October 2018, Portoroz, Slovenia	36th MC of the BEREC Office plenary meeting	MC (18) 63	MC (18) 74
11 October 2018, Brussels, Belgium	Public debriefing on the outcomes of 36th BEREC plenary meetings	n/a	n/a
17 October 2019, Brussels, Belgium	6th BEREC Stakeholder Forum	BoR (18) 178	BoR (18) 221
15-16 November 2018, Luxembourg, Luxembourg	4th BEREC CN meeting in 2018	BEREC CN (18) 89Rev2	BEREC CN (18) 133
6-7 December 2018, Prague, Czechia	37th BEREC BoR plenary meeting	BoR (18) 212	BoR (18) 266
6-7 December 2018, Prague, Czechia	37th MC of the BEREC Office plenary meeting	MC (18) 76	MC (18) 83
12 December 2018, Brussels, Belgium	Public debriefing on the outcomes of 37th BEREC plenary meetings	n/a	n/a

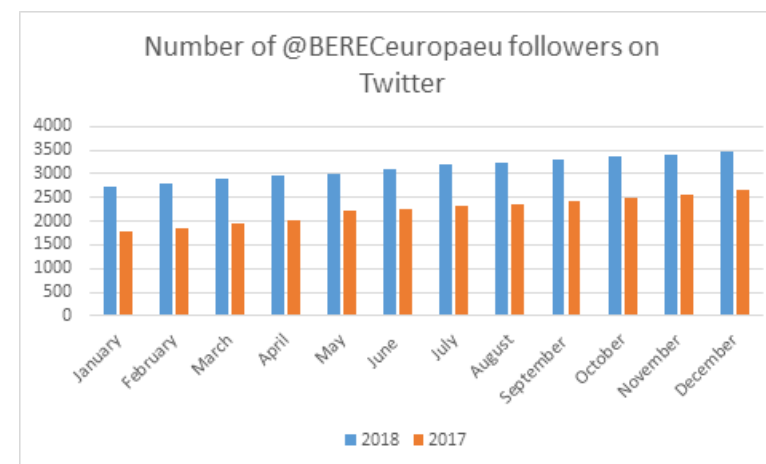
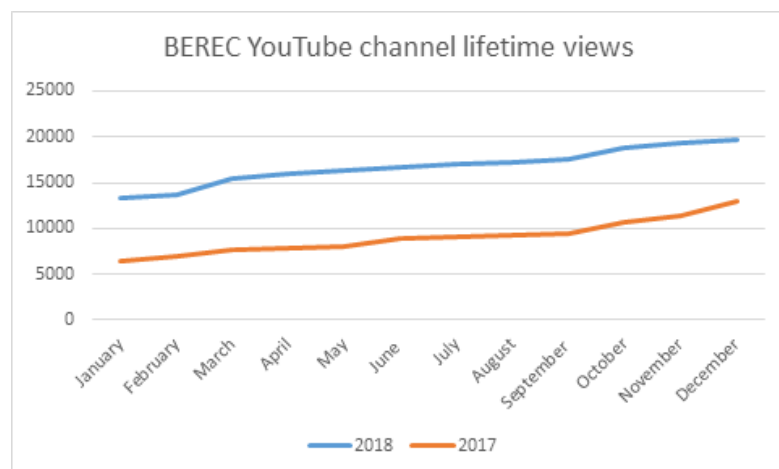
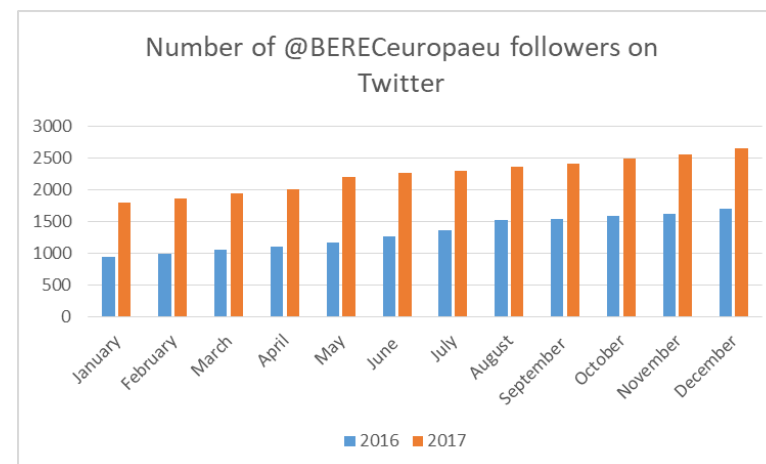
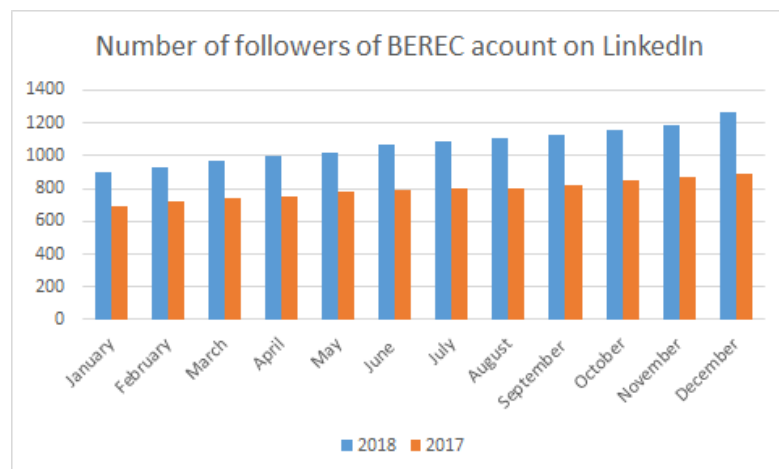
Table 6: Data regarding BEREC official accounts on social media and the BEREC website

Table 7: Number of uploaded links per section of the ISP in 2018

By the end of 2018, 34 NRAs had uploaded 1 134 links to documents. The material most frequently uploaded by the NRAs was statistics and publications (43%), followed by news/other (19%).

No	Organisation	Total (active)
1	Decision	177
2	Consultation	165
3	News/other	217
4	Analysis	85
5	Statistics/statistical reports/publications	488
6	CIRCA	1
7	EFIS	1
	TOTAL ACTIVE	1 134

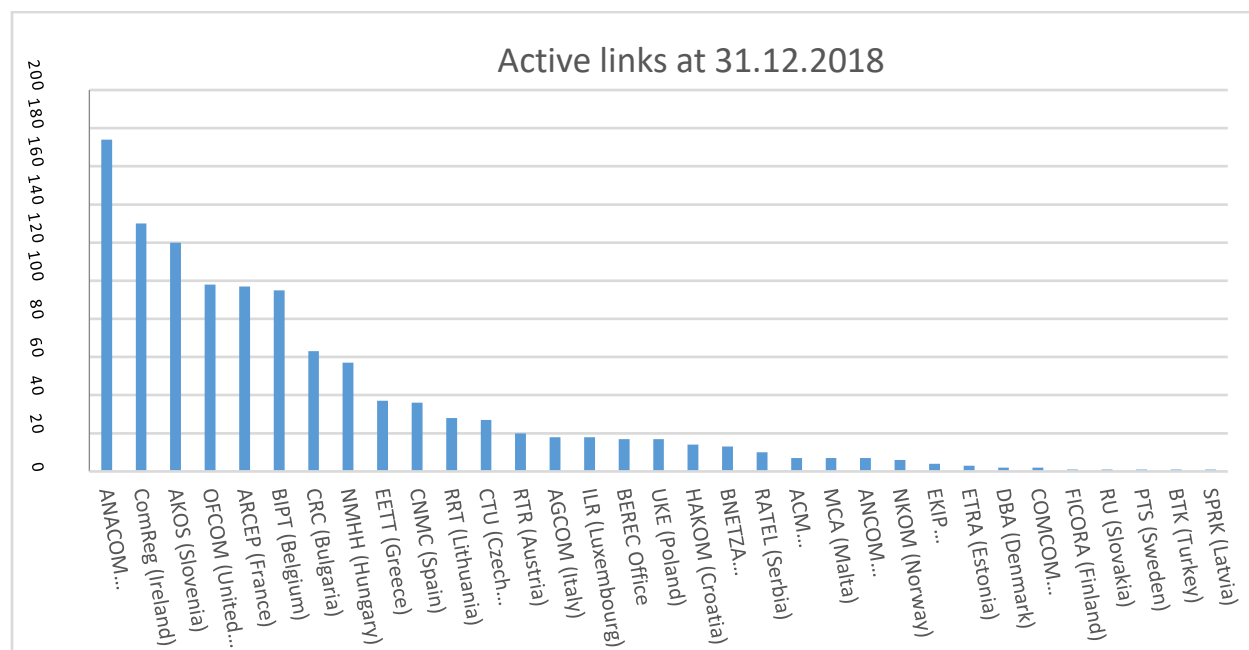
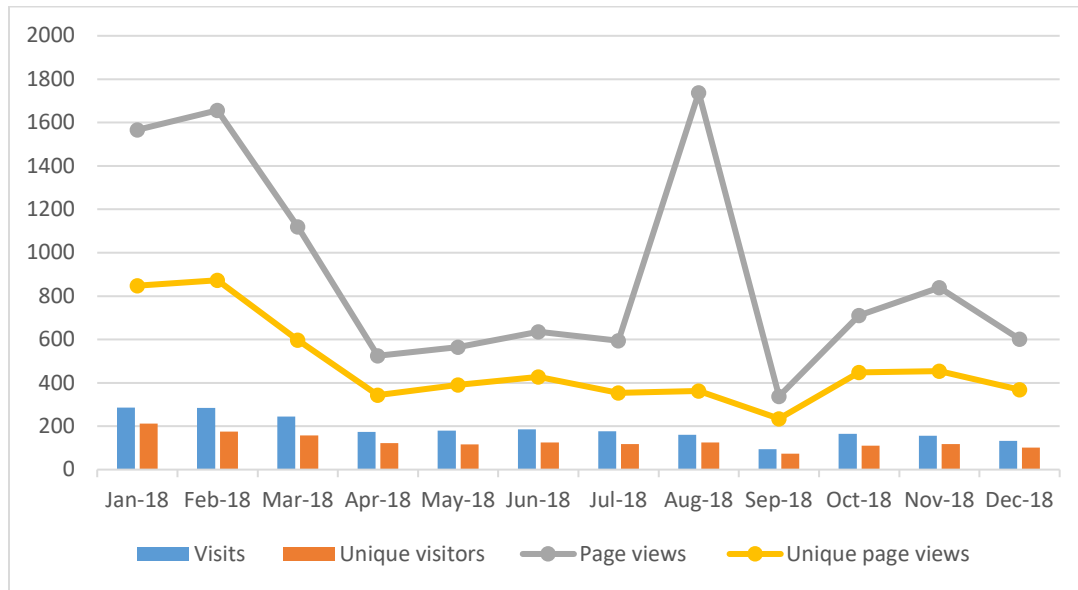
Figure 1: Links uploaded during 2018 by NRAs

Table 12: Interest in and visits over time to the ISP

The number of visits to the ISP between January 2018 and December 2018 reached 2 238, with 1 555 unique visitors. January and February 2018 were months showing increased activity, during which 25% of total visits to the ISP were made.

**Figure 2: Number of visits to and page views of the ISP, 2018**

The number of page views followed the same trend as the number of visits, increasing in the last months of the year. On average, the number of page views in 2018 was 908 per month.

Figure 3: Most viewed documents





















PAGE URL	PAGEVIEWS	UNIQUE PAGEVIEWS	BOUNCE RATE	AVG. TIME ON PAGE	EXIT RATE	AVG. GENERATION TIME
 view-doc	2,335	1,558	40%	00:00:32	22%	0.11s
 /3-6-ghz-band-spectrum-aw...	64	46	39%	00:00:40	52%	0.13s
 /the-swedish-telecommunica...	49	42	45%	00:00:49	43%	0.28s
 /circa	54	31	0%	00:00:21	0%	0.09s
 /the-general-authorisation-re...	36	29	68%	00:01:54	62%	0.09s
 /spectrum-allocations	44	27	50%	00:01:02	22%	0.07s
 /71	33	24	0%	00:00:16	0%	0.09s
 /market-review-wholesale-hi...	28	23	25%	00:01:33	26%	0.1s
 /contribution-to-the-europea...	29	21	0%	00:00:23	29%	0.1s
 /net-neutrality-annual-report...	26	20	38%	00:00:18	45%	0.13s
 /guidelines-and-analysis-of-...	27	19	14%	00:01:58	26%	0.13s
 /43	25	17	0%	00:01:28	24%	0.1s
 /net-neutrality-annual-report...	22	17	36%	00:00:27	47%	0.15s
 /fixed-price-trends	22	16	0%	00:00:24	0%	0.08s
 /net-neutrality-annual-report...	26	14	30%	00:01:45	43%	0.07s
 /net-neutrality-annual-report...	19	14	50%	00:01:08	64%	0.17s
 /access-and-call-origination-...	14	12	75%	00:00:15	58%	0.23s
 /net-neutrality-annual-report...	13	12	56%	00:00:09	50%	0.09s
 /ofcom-annual-reports	16	12	100%	00:00:05	17%	0.09s
 /consultation-regarding-the-...	12	11	0%	00:00:19	0%	0.08s
 /net-neutrality-annual-report...	14	11	63%	00:00:20	55%	0.17s

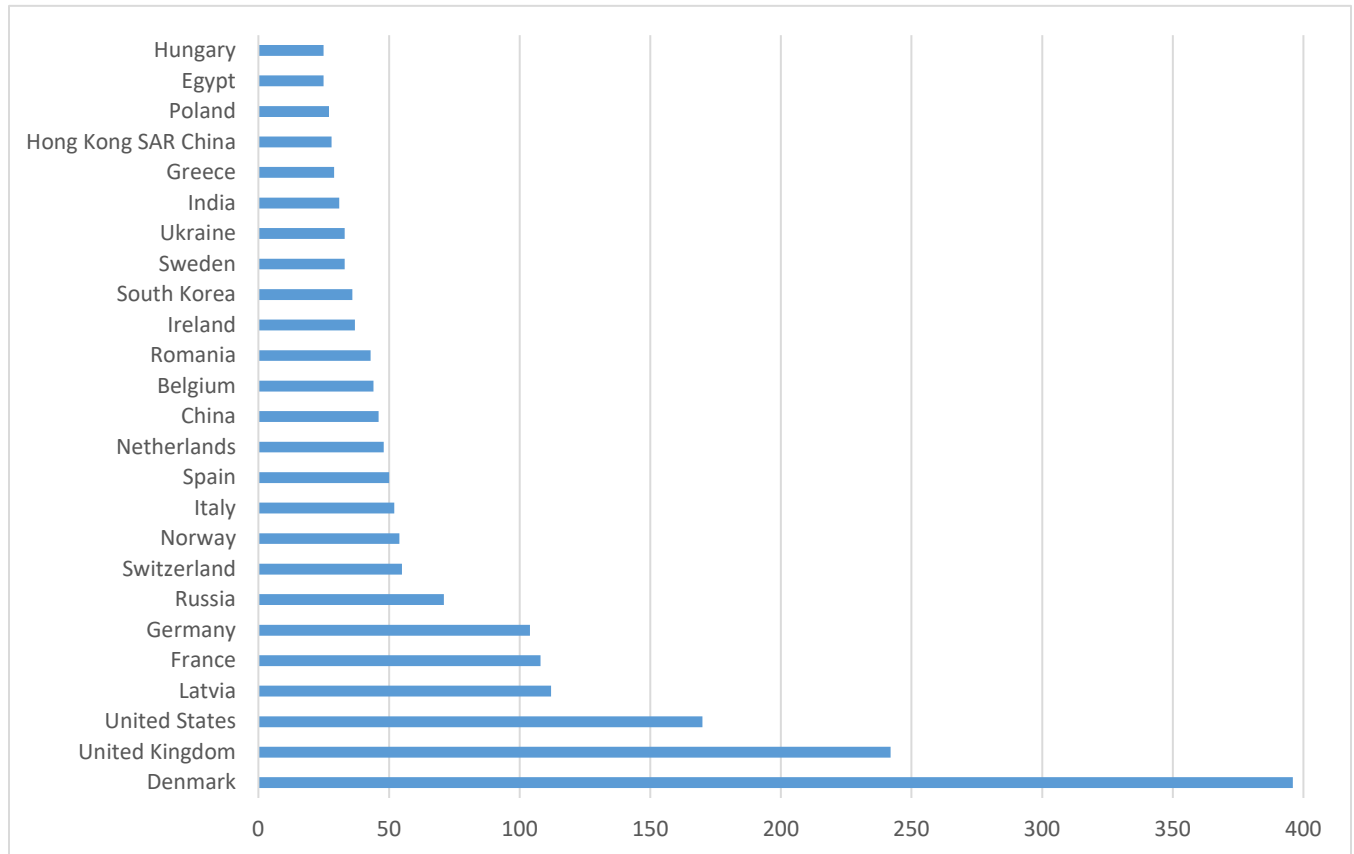
Figure 4: Visits by country (top 25)

Table 13: EWG deliverables in 2018

No	Document No	Documents on BEREC website
1	BoR (18) 23	Study on Implications of 5G Deployment on Future Business Models
2	BoR (18) 24	Assessment of the need to review the BEREC Common Positions on Markets 3a, 3b and 4
3	BoR (18) 30	Report on NRAs' practices for ensuring equivalence of access and choice for disabled end-users
4	BoR (18) 31	International Roaming BEREC Benchmark Data Report April 2017-September 2017
5	BoR (18) 34	BEREC report on the outcome of the public consultation on the impact of premium content on ECS markets and the effect of devices on the open use of the Internet
6	BoR (18) 35	BEREC report on the impact of premium content on ECS markets and the effect of devices on the open use of the Internet
7	BoR (18) 103	BEREC Report on Termination rates at European level — January 2018
8	BoR(18)104	BEREC Annual Reports 2017
9	BoR (18) 106	BEREC Report on the outcome of the public consultation on the Draft Preliminary report in view of a Common Position monitoring mobile coverage
10	BoR (18) 116	BEREC Report on infrastructure sharing
11	BoR (18) 119	BEREC Report on Post-Merger Market Developments — Price Effects of Mobile Mergers in Austria, Ireland and Germany
12	BoR (18) 120	Layer 2 wholesale access products excluding Ethernet-based leased lines on Market 4
13	BoR (18) 159	BEREC Report on the location of the network termination point

No	Document No	Documents on BEREC website
14	BoR (18) 160	International Roaming BEREC Benchmark Data Report October 2017-March 2018
15	BoR (18) 161	BEREC Report on Open Data policy
16	BoR (18) 167	BEREC Position Paper - Input to the Commission's WACC consultation 2018
17	BoR (18) 170	Report on the implementation of Regulation (EU) 2015/2120 and BEREC Net Neutrality Guidelines
18	BoR (18) 171	European Benchmark of the pricing of bundles — methodology guidelines
19	BoR (18) 213	BEREC Report on the application of the Common Position on geographic aspects of market analysis
20	BoR (18) 214	Technical and economic replicability assessment in the context of symmetric access
21	BoR (18) 215	BEREC Report Regulatory Accounting in Practice 2018
22	BoR (18) 216	BEREC Report on the outcome of the public consultation on the draft BEREC Report on Contractual Simplification
23	BoR (18) 217	BEREC Report on contractual simplification
24	BoR (18) 218	Termination rates at European level July 2018
25	BoR (18) 219	BEREC Report on the outcome of the consultation on the Draft Preliminary report in view of a common position on monitoring mobile coverage
26	BoR (18) 220	BEREC Report on Transparency and Comparability of International Roaming Tariffs

Table 14: Register of applications for access to BEREC Office documents, 2018

No	Receipt of the initial application (date)	Receipt of the confirmatory application, if applicable (date)	Decision taken (full disclosure, partial disclosure, refusal)		Reason(s) for refusal, if applicable
1	16.1.2018	n/a	Full disclosure	n/a	

Table 15: Register of applications for access to BEREC documents, 2018

No	Receipt of the initial application (date)	Receipt of the confirmatory application, if applicable (date)	Decision taken (full disclosure, partial disclosure, refusal)	Reason(s) for refusal, if applicable
1	22.1.2018		Partial disclosure	Some of the documents not available Protection of commercial interests of a legal entity (Regulation (EC) No 1049/2001, Art. 4(2))
2	25.1.2018		Full disclosure	
3	3.2.2018	19.3.2018	Partial disclosure	Initial application: Protection of privacy and integrity of individuals (Regulation (EC) No 1049/2001, Art. 4(1)(b)) Institution's decision-making process (Regulation (EC) No 1049/2001, Art. 4(3), 1st and 2nd indents) Confirmatory application: Protection of privacy and integrity of individuals (Regulation (EC) No 1049/2001, Art. 4(1)(b))

No	Receipt of the initial application (date)	Receipt of the confirmatory application, if applicable (date)	Decision taken (full disclosure, partial disclosure, refusal)	Reason(s) for refusal, if applicable
				Institution's decision-making process (Regulation (EC) No 1049/2001, Art. 4(3), 2nd indent)
4	13.2.2018	28.3.2018	Partial disclosure	Institution's decision-making process (Regulation (EC) No 1049/2001, Art. 4(3), 2nd indent) Protection of privacy and integrity of individuals (Regulation (EC) No 1049/2001, Art. 4(1)(b))
5	12.3.2018		Partial disclosure	Protection of privacy and integrity of individuals (Regulation (EC) No 1049/2001, Art. 4(1)(b))
6	16.3.2018		Refusal	Protection of commercial interests of natural and legal persons (Regulation (EC) No 1049/2001, Art. 4(2), 1st indent)
7	12.4.2018	25.5.2018	Partial disclosure	Institution's decision-making process (Regulation (EC) No 1049/2001, Art. 4(3), 2nd indent)
8	17.4.2018		Refusal	Institution's decision-making process (Regulation (EC) No 1049/2001, Art. 4(3), 1st indent)
9	26.4.2018	20.5.2018	Refusal	Institution's decision-making process (Regulation (EC) No 1049/2001, Art. 4(3), 2nd indent)
10	22.6.2018		Partial disclosure	Protection of privacy and integrity of individuals (Regulation (EC) No 1049/2001, Art. 4(1)(b))

Annex II: Statistics on financial management

Table 1: Revenue — appropriations

Revenue sources	Budget 2018 (EUR)	Corrigendum (EUR)	New appropriations 2018 (EUR)
1. Revenue from fees and charges			
2. EU subsidy	4 331 000	0	4 331 000
2.a. of which 'fresh' contributions in 2018	4 124 336	0	4 124 336
2.b. of which assigned revenues deriving from 2016 surplus	206 664	0	206 664
3. Other contributions ²⁶	p.m.	0	p.m.
4. Administrative operations	p.m.	0	p.m.
Of which interest generated by funds paid by the Commission by way of the EU contribution (FFR, Art. 58)	p.m.	0	p.m.
5. Revenues from services rendered against payment	0	0	0
6. Correction of budgetary imbalances		90 ²⁷	
Total revenues	4 331 000	90	4 331 090

²⁶ Estimated voluntary contributions from Member States or from their NRAs. These contributions are to 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.

²⁷ Rounded from EUR 89.80; the amount is for overpaid 2017 mission expenses for a staff member and is not assigned revenue. The amount received is to be returned together with the surplus and, therefore, will reduce the fresh credit for the year $n+2$.

Table 2: Expenditure — summary of transfers

	Budget item description	Budget 2018 approved by budg. authority	10%	Transfers, January 2018 (1)	Transfers, July 2018 (2)	Transfers, October 2018 (3)	Transfers, November 2018 (4)	Transfers, December 2018 (5)	Budget with transfers
	Budget	4 331 000.00							4 331 000.0
1	STAFF	2 489 045.00	0	0	-20 164.00	0	-26 413.41	6 155.63	2 448 623.22
1 1	STAFF IN ACTIVE EMPLOYMENT	1 850 521.00		0	0	0	4 806.56	-222.31	1 855 105.25
1 1 0	Staff in active employment	1 136 335.00		0	0	0	9 325.33	0	1 145 660.33
1 1 0 0	Basic salaries	820 790.00	82 079.00	0	0	0	4 601.25	0	825 391.25
1 1 0 1	Family allowances	160 392.00	16 039.20	0	0	0	6 863.44	0	167 255.44
1 1 0 2	Expatriation and foreign-residence allowances	155 153.00	15 515.30	0	0	0	-2,139.36	0	153 013.64
1 1 1	Contract staff and other staff	625 818.00		0	0	0	-940.32	-222.31	624 655.37
1 1 1 0	Contract staff	447 179.00	44 717.90	0	0	0	10 222.25	0	457 401.25
1 1 1 1	Seconded national experts	178 639.00	17 863.90	0	0	0	-11 162.57	-222.31	167 254.12
1 1 2	Employer's social security contributions	57 700.00		0	0	0	466.16	0	58 166.16
1 1 2 0	Insurance against sickness	37 116.00	3 711.60	0	0	0	1 786.05	0	38 902.05
1 1 2 1	Insurance against accidents and occupational disease	5 072.00	507.2	0	0	0	-704.41	0	4 367.59
1 1 2 2	Insurance against unemployment	15 512.00	1 551.20	0	0	0	-615.48	0	14 896.52
1 1 2 3	Constitution or maintenance of pension rights	0	0	0	0	0	0	0	0
1 1 3	Miscellaneous allowances and grants	30 668.00		0	0	0	-4 044.61	0	26 623.39
1 1 3 0	Childbirth and death allowances and grants	398	39.8	0	0	0	-398	0	0
1 1 3 1	Travel expenses for annual leave	30 270.00	3 027.00	0	0	0	-3 646.61	0	26 623.39
1 1 3 9	Other allowances	0	0	0	0	0	0	0	0

	Budget item description	Budget 2018 approved by budg. authority	10%	Transfers, January 2018 (1)	Transfers, July 2018 (2)	Transfers, October 2018 (3)	Transfers, November 2018 (4)	Transfers, December 2018 (5)	Budget with transfers
1 1 9	Salary weightings	0		0	0	0	0	0	0
1 1 9 0	Salary weightings	0	0	0	0	0	0	0	0
1 1 9 1	Adjustments to remunerations	0	0	0	0	0	0	0	0
1 2	MISCELLANEOUS EXPENDITURE ON STAFF RECRUITMENT AND TRANSFER	48 403.00		0	0	0	-30 403.00	7 717.96	25 717.96
1 2 0	Recruitment expenses	15 000.00		0	0	0	3 000.00	7 717.96	25 717.96
1 2 0 0	Travel expenses	15 000.00	1 500.00	0	0	0	3 000.00	7 717.96	25 717.96
1 2 0 1	Miscellaneous expenditure on staff recruitment	0	0	0	0	0	0	0	0
1 2 1	Expenses on entering/leaving	33 403.00		0	0	0	-33 403.00	0	0
1 2 1 0	Travel expenses on entering/leaving	4 982.00	498.2	0	0	0	-4 982.00	0	0
1 2 1 1	Installation, resettlement and transfer allowances	9 800.00	980	0	0	0	-9 800.00	0	0
1 2 1 2	Removal expenses	10 120.00	1 012.00	0	0	0	-10 120.00	0	0
1 2 1 3	Daily subsistence allowances	8 501.00	850.1	0	0	0	-8 501.00	0	0
1 3	MISSIONS AND DUTY TRAVEL	198 000.00		0	-16 132.80	0	-3 667.20	-3 300.00	174 900.00
1 3 0 0	Mission expenses, duty travel expenses and other ancillary expenditure	198 000.00	19 800.00	0	-16 132.80	0	-3 667.20	-3 300.00	174 900.00
1 4	SOCIOMEDICAL SERVICES	4 060.00		0	2 660.00	0	1 100.00	0	7 820.00
1 4 0 0	Medical service	4 060.00	406	0	2 660.00	0	1 100.00	0	7 820.00
1 5	TRAININGS	76 912.00		0	-6 691.20	0	7 200.00	2 345.45	79 766.25
1 5 0 0	Training	76 912.00	7 691.20	0	-6 691.20	0	7 200.00	2 345.45	79 766.25
1 6	EXTERNAL SERVICES	299 029.00		0	0	0	-9 085.04	-385.47	289 558.49
1 6 0 0	External services	299 029.00	29 902.90	0	0	0	-9 085.04	-385.47	289 558.49

	Budget item description	Budget 2018 approved by budg. authority	10%	Transfers, January 2018 (1)	Transfers, July 2018 (2)	Transfers, October 2018 (3)	Transfers, November 2018 (4)	Transfers, December 2018 (5)	Budget with transfers
1 7	REPRESENTATION AND MISCELLANEOUS STAFF COSTS	12 120.00		0	0	0	3 635.27	0	15 755.27
1 7 0 0	Representation, receptions and events, and miscellaneous staff expenses	12 120.00	1 212.00	0	0	0	3 635.27	0	15 755.27
2	BUILDINGS, EQUIPMENT AND MISCELLANEOUS OPERATING EXPENDITURE	452 624.00		19 893.43	20 164.00	0	26 413.41	-2 163.43	516 931.41
2 0	RENTAL OF BUILDINGS AND ASSOCIATED COSTS	108 285.00		19 893.43	0	0	6 687.92	-836	134 030.35
2 0 0	Buildings and associated costs	108 285.00		19 893.43	0	0	6 687.92	-836	134 030.35
2 0 0 0	Rent	61 838.00	6 183.80	0	0	0	10 369.98	0	72 207.98
2 0 0 1	Insurance	2 020.00	202	0	0	0	-263.72	0	1 756.28
2 0 0 2	Water, gas, electricity and heating	28 817.00	2 881.70	0	0	0	-1 437.86	-100	27 279.14
2 0 0 3	Cleaning	0	0	0	0	0	0	0	0
2 0 0 4	Water, gas, electricity and heating	2 610.00	261	0	0	0	-535	0	2 075.00
2 0 0 5	Security and surveillance of buildings	13 000.00	1 300.00	19 893.43	0	0	-1 445.48	-736	30 711.95
2 0 0 9	Other expenditure relating to the acquisition, construction or maintenance of a building	0	0	0	0	0	0	0	0
2 1	INFORMATION TECHNOLOGY PURCHASES	217 000.00		0	0	-384.11	21 959.07	-322.43	238 252.53
2 1 0	Information technology purchases	217 000.00		0	0	-384.11	21 959.07	-322.43	238 252.53
2 1 0 0	Computer equipment	15 400.00	1 540.00	0	0	3 324.95	12 328.48	-108.47	30 944.96
2 1 0 1	Software	15 000.00	1 500.00	0	0	-3 709.06	-3 754.81	-213.96	7 322.17

	Budget item description	Budget 2018 approved by budg. authority	10%	Transfers, January 2018 (1)	Transfers, July 2018 (2)	Transfers, October 2018 (3)	Transfers, November 2018 (4)	Transfers, December 2018 (5)	Budget with transfers
2 1 0 2	Other external data processing services	186 600.00	18 660.00	0	0	0	13 385.40	0	199 985.40
2 2	MOVABLE PROPERTY AND ASSOCIATED COSTS	5 073.00		0	0	0	-1 208.89	0	3 864.11
2 2 0	Technical installations and electronic office equipment	0		0	0	0	0	0	0
2 2 0 0	Technical installations and electronic office equipment	0	0	0	0	0	0	0	0
2 2 1	Furniture	4 525.00		0	0	0	-660.89	0	3 864.11
2 2 1 0	Furniture	4 525.00	452.5	0	0	0	-660.89	0	3 864.11
2 2 9	Other movable property and associated costs	548		0	0	0	-548	0	0
2 2 9 0	Books, newspapers and documentation	548	54.8	0	0	0	-548	0	0
2 2 9 1	Cars, transport vehicles, and maintenance and repairs	0	0	0	0	0	0	0	0
2 2 9 9	Other movable property, and maintenance and repairs	0	0	0	0	0	0	0	0
2 3	CURRENT ADMINISTRATIVE EXPENDITURE	96 726.00		0	20 164.00	3 434.00	653.59	-1 005.00	119 972.59
2 3 0	Stationery and office supplies	15 645.00		0	0	0	-931.41	0	14 713.59
2 3 0 0	Stationery and office supplies	15 645.00	1 564.50	0	0	0	-931.41	0	14 713.59
2 3 2	Financial charges	0		0	0	0	0	0	0
2 3 2 0	Bank charges	0	0	0	0	0	0	0	0
2 3 2 1	Exchange rate losses	0	0	0	0	0	0	0	0
2 3 2 9	Other financial charges	0	0	0	0	0	0	0	0
2 3 3	Legal expenses	2 525.00		0	0	0	-2 525.00	0	0

	Budget item description	Budget 2018 approved by budg. authority	10%	Transfers, January 2018 (1)	Transfers, July 2018 (2)	Transfers, October 2018 (3)	Transfers, November 2018 (4)	Transfers, December 2018 (5)	Budget with transfers
2 3 3 0	Legal expenses	2 525.00	252.5	0	0	0	-2 525.00	0	0
2 3 3 1	Damages	0	0	0	0	0	0	0	0
2 3 5	Other operating expenses	78 556.00		0	20 164.00	3 434.00	4 110.00	-1 005.00	105 259.00
2 3 5 0	Miscellaneous insurances	0	0	0	0	0	0	0	0
2 3 5 9	Other operating expenses	78 556.00	7 855.60	0	20 164.00	3 434.00	4 110.00	-1 005.00	105 259.00
2 4	POSTAGE AND TELECOMM.	14 110.00		0	0	-930	-1 678.28	0	11 501.72
2 4 0 0	Postage and delivery charges	1 500.00	150	0	0	0	-500	0	1 000.00
2 4 1 0	Telecommunication charges	12 610.00	1 261.00	0	0	-930	-1 178.28	0	10 501.72
2 5	EXPENDITURE ON FORMAL AND OTHER MEETINGS	11 430.00		0	0	-2 119.89	0	0	9 310.11
2 5 0 0	Meetings in general	11 430.00	1 143.00	0	0	-2 119.89	0	0	9 310.11
3	OPERATIONAL EXPENDITURE	1 389 331.00		-19 893.43	0	0	0	-3 992.20	1 365 445.37
3 0	Support to implementation of BEREC WP 2018	600 000.00		-19 893.43	0	0	-199 207.85	-7 892.20	373 006.52
3 0 0	Support to implementation of BEREC WP 2018	600 000.00		-19 893.43	0	0	-199 207.85	-7 892.20	373 006.52
3 0 0 1	Support to the BEREC EWGs	585 000.00	58 500.00	-19 893.43	0	0	-199 207.85	-2 492.20	363 406.52
3 0 0 2	Activities under Articles 7 and 7a Framework Directive	15 000.00	1 500.00	0	0	0	0	-5 400.00	9 600.00
3 1	Support to BEREC and NRAs	789 331.00		0	0	0	199 207.85	3 900.00	992 438.85
3 1 0	Support to BEREC and NRAs	789 331.00		0	0	0	199 207.85	3 900.00	992 438.85
3 1 0 1	Other support activities to BEREC and NRAs	789 331.00	78 933.10	0	0	0	199 207.85	3 900.00	992 438.85

Table 3: Revenue

Revenues	Budget 2018 (EUR)	Revenue received (EUR)	%
1. Revenue from fees and charges			
2. EU subsidy	4 331 000	4 331 000	100.00
3. Third countries' contribution (incl. EFTA and candidate countries)	p.m.	0	
4. Other contributions*	p.m.	0	
5. Administrative operations	p.m.	0	
<i>Of which interest generated by funds paid by the Commission by way of the EU contribution (FFR, Art. 58)</i>	<i>n/a</i>	<i>n/a</i>	
Total revenues	4 331 000	4 331 000	100.00

* Estimated voluntary contributions from Member States or from their NRAs.

Table 4: Expenditure (C1 and C8)**1. Commitment and payment appropriations — C1 credits****TITLE 1 — STAFF**

Official budget item	Budget item description	Credit available: commitment/ payment amount (EUR)	Commitment accepted amount (EUR)	% committed	Payment accepted amount (EUR)	% payment
A-1100	Basic salaries	825 391.25	825 391.25	100.00	825 391.25	100.00
A-1101	Family allowances	167 255.44	167 255.44	100.00	167 255.44	100.00
A-1102	Expatriation allowance and foreign-residence allowance	153 013.64	153 013.64	100.00	153 013.64	100.00
A-1110	Contract staff	457 401.25	457 401.25	100.00	457 401.25	100.00
A-1111	Seconded national experts	167 254.12	167 254.12	100.00	166 968.12	99.83
A-1120	Insurance against sickness	38 902.05	38 902.05	100.00	38 902.05	100.00
A-1121	Insurance against accidents and occupational disease	4 367.59	4 367.59	100.00	4 367.59	100.00
A-1122	Insurance against unemployment	14 896.52	14 896.52	100.00	14 896.52	100.00
A-1130	Childbirth and death allowances and grants	0.00	0.00	0.00	0.00	0.00
A-1131	Travel expenses for annual leave	26 623.39	26 623.39	100.00	26 623.39	100.00

A-11	STAFF IN ACTIVE EMPLOYMENT	1 855 105.25	1 855 105.25	100.00	1 854 819.25	99.98
A-1200	Travel expenses	25 717.96	24 717.96	96.11	21 374.19	83.11
A-1210	Travel expenses entering/leaving service	0.00	0.00	0.00	0.00	0.00
A-1211	Installation resettlement and transfer allowances	0.00	0.00	0.00	0.00	0.00
A-1212	Removal expenses	0.00	0.00	0.00	0.00	0.00
A-1213	Daily subsistence allowances	0.00	0.00	0.00	0.00	0.00
A-12	MISCELLANEOUS EXPENDITURE ON STAFF RECRUITMENT AND TRANSFER	25 717.96	24 717.96	96.11	21 374.19	83.11
A-1300	Mission expenses	174 900.00	174 900.00	100.00	167 221.08	95.61
A-1400	Medical services	7 820.00	7 820.00	100.00	3 668.00	46.91
A-1500	Training/language courses	79 766.25	79 766.25	100.00	47 538.05	59.60
A-1600	External services and temporary assistance	289 558.49	289 254.92	99.90	249 884.74	86.30
A-1700	Representation and miscellaneous staff costs	15 755.27	15 651.16	99.34	11 983.25	76.06
TOTAL TITLE 1 C1 from 2018 credits		2 448 623.22	2 447 215.54	99.94	2 356 488.56	96.23

TITLE 2 — BUILDINGS, EQUIPMENT AND MISCELLANEOUS OPERATING EXPENDITURE

Official budget item	Budget item description	Credit available: commitment/payment amount (EUR)	Commitment accepted amount (EUR)	% committed	Payment accepted amount (EUR)	% payment
A-2000	Rent	72 207.98	72 207.98	100.00	55 089.78	76.29
A-2001	Insurance	1 756.28	1 756.28	100.00	1 756.28	100.00
A-2002	Water, gas, electricity and heating	27 279.14	27 279.14	100.00	23 564.25	86.38
A-2004	Fitting-out and maintenance of premises	2 075.00	2 075.00	100.00	2 075.00	100.00
A-2005	Security & surveillance of buildings	30 711.95	30 711.95	100.00	25 086.90	81.68
A-20	RENTAL OF BUILDINGS AND ASSOCIATED COSTS	134 030.35	134 030.35	100.00	107 572.21	80.26
A-2100	Computer equipment	30 944.96	30 944.96	100.00	18 477.30	59.71
A-2101	Software	7 322.17	7 322.03	100.00	6 817.99	93.11
A-2102	Other external data processing services	199 985.40	199 985.40	100.00	191 795.40	95.90
A-21	IT PURCHASES	238 252.53	238 252.39	100.00	217 090.69	91.12
A-2200	Technical installation	0.00	0.00	0.00	0.00	0.00
A-2210	Furniture	3 864.11	3 864.11	100.00	3 864.11	100.00
A-2290	Books and publications	0.00	0.00	0.00	0.00	0.00

Official budget item	Budget item description	Credit available: commitment/payment amount (EUR)	Commitment accepted amount (EUR)	% committed	Payment accepted amount (EUR)	% payment
A-22	MOVABLE PROPERTY AND ASSOCIATED COSTS	3 864.11	3 864.11	100.00	3 864.11	100.00
A-2300	Stationery and Office supplies	14 713.59	14 669.57	99.70	13 686.12	93.02
A-2330	Legal expenses	0.00	0.00	0.00	0.00	0.00
A-2359	Other operating expenses	105 259.00	104 206.36	99.00	73 206.36	69.55
A-23	CURRENT ADMINISTRATIVE EXPENDITURE	119 972.59	118 875.93	99.09	86 892.48	72.43
A-2400	Postage and delivery charges	1 000.00	1 000.00	100.00	905.49	90.55
A-2410	Telecommunication charges	10 501.72	10 501.72	100.00	9 717.86	92.54
A-24	POSTAGE TELECOMMUNICATIONS AND	11 501.72	11 501.72	100.00	10 623.35	92.36
A-25	MEETINGS IN GENERAL	9 310.11	9 310.11	100.00	9 310.11	100.00
TOTAL TITLE 2 C1 from 2018 credits		516 931.41	515 834.61	99.79	435 352.95	84.22

TITLE 3 — OPERATIONAL EXPENDITURE

Official budget item	Budget item description	Credit available: commitment/payment amount (EUR)	Commitment accepted amount (EUR)	% committed	Payment accepted amount (EUR)	% payment
B3-001	Support to the BEREC EWGs	363 406.52	363 406.52	100.00	234 578.40	64.55
B3-002	Activities under Articles 7 and 7a Framework Directive	9 600.00	6 035.40	62.87	6 035.40	62.87
B3-0	SUPPORT TO THE BEREC EWGS	373 006.52	369 441.92	99.04	240 613.80	64.51
B3-101	Other support activities to BEREC and NRAs	992 438.85	992 266.63	99.98	548 349.15	55.25
B3-1	OTHER SUPPORT ACTIVITIES TO BEREC AND NRAS	992 438.85	992 266.63	99.98	548 349.15	55.25
TOTAL TITLE 3 C1 from 2018 credits		1 365 445.37	1 361 708.55	99.73	788 962.95	57.78
Total	Titles 1-3	4 331 089.80²⁸	4 324 758.70	99.85	3 580 804.46	82.68

²⁸ Additional increase of EUR 89.80; the amount is for overpaid 2017 mission expenses for a staff member and is not assigned revenue. The amount will be returned together with the surplus and, therefore, will reduce the fresh credit for the year $n+2$

1. Commitment and payment appropriations — C8 credits

Official budget item	Budget item description	Automatic carry-over of commitment and payment appropriations to 2018 (EUR)	Commitment accepted (EUR)	% committed/ available	Payment request accepted (EUR)	% Paid / Available
TITLE 1 — STAFF						
A-13	A-1300 MISSION DUTY AND TRAVEL EXPENSES	17 687.30	16 752.57	94.72	16 752.57	94.72
A-14	A-1400 MEDICAL SERVICES	1 594.80	1 370.10	85.91	1 370.10	85.91
A-15	A-1500 TRAINING AND LANGUAGE COURSES	33 140.00	32 091.70	96.84	32 091.70	96.84
A-16	A-1600 EXTERNAL SERVICES AND TEMPORARY ASSISTANCE	53 742.90	53 582.07	99.70	53 582.07	99.70
A-17	A-1700 REPRESENTATION AND MISCELLANEOUS STAFF COSTS	550.00	410.06	74.56	410.06	74.56
Total TITLE 1 C8 2018 credits:		106 715.00	104 206.50	97.65	104 206.50	97.65
TITLE 2 — BUILDINGS, EQUIPMENT AND MISCELLANEOUS OPERATING EXPENDITURE						
A-20	A-2000 RENT	17 118.20	17 118.20	100.00	17 118.20	100.00
	A-2002 WATER GAS ELECTRICITY AND HEATING	2 922.68	2 719.36	93.04	2 719.36	93.04

Official budget item	Budget item description	Automatic carry-over of commitment and payment appropriations to 2018 (EUR)	Commitment accepted (EUR)	% committed/ available	Payment request accepted (EUR)	% Paid / Available
	A-2005 SECURITY AND SURVEILLANCE OF BUILDINGS	825.60	825.60	100.00	825.60	100.00
A-21	A-2100 COMPUTER EQUIPMENT	32 387.46	32 387.46	100.00	32 387.46	100.00
	A-2101 SOFTWARE	504.04	504.04	100.00	504.04	100.00
	A-2102 OTHER EXTERNAL DATA PROCESSING SERVICES	35 276.00	35 276.00	100.00	35 276.00	100.00
A-22	A-2290 BOOKS AND PUBLICATIONS	15 000.00	15 000.00	100.00	15 000.00	100.00
A-23	A-2300 STATIONERY AND OFFICE SUPPLIES	1 568.84	1 568.84	100.00	1 568.84	100.00
	A-2359 OTHER OPERATING EXPENSES	64 056.00	63 856.00	99.69	63 856.00	99.69
A-24	A-2400 POSTAGE AND DELIVERY CHARGES	104.18	104.18	100.00	104.18	100.00
	A-2410 TELECOMMUNICATION CHARGES	1 086.09	808.86	74.47	808.86	74.47
Total TITLE 2 C8 2018 credits:		170 849.09	170 168.54	99.60	170 168.54	99.60

Official budget item	Budget item description	Automatic carry-over of commitment and payment appropriations to 2018 (EUR)	Commitment accepted (EUR)	% committed/ available	Payment request accepted (EUR)	% Paid / Available
TITLE 3 — OPERATIONAL EXPENDITURE						
B3-001	SUPPORT TO BEREC EWGs	66 177.50	56 407.60	85.24	56 407.60	85.24
B3-101	OTHER SUPPORT ACTIVITIES TO BEREC AND NRAS	209 049.28	204 892.58	98.01	204 892.58	98.01
TOTAL TITLE 3 C8 2018 credits		275 226.78	261 300.18	94.94	261 300.18	94.94
Total	Titles 1-3 C8 credits 2018	552 790.87	535 675.22	96.90	535 675.22	96.90

Table 5: Payment times**Legal times**

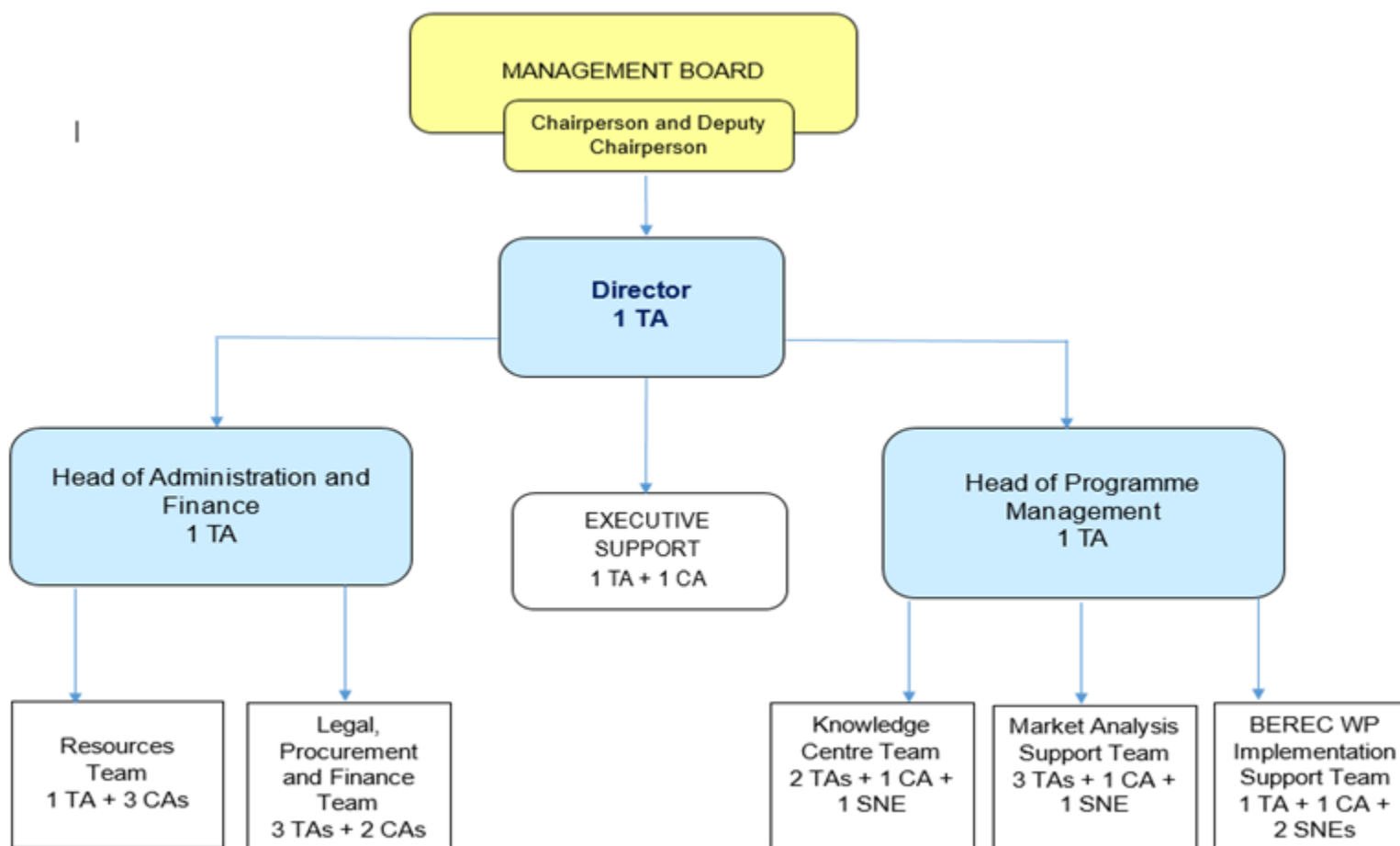
Maximum payment time (days)	Total number of payments	No of payments within time limit	Percentage	Average payment time (days)	No of late payments	Percentage	Average payment time (days)
30	596	568	95.3	13	28	4.70	46
45	1	1	100	27	n/a	n/a	n/a
60	62	62	100	13	n/a	n/a	n/a
Total no of payments	659	631	95.8	13	28	4.2	46
Average net payment time	14.35	n/a	n/a	12.97	n/a	n/a	45.39
Average gross payment time	15.04	n/a	n/a	13.44	n/a	n/a	51.28

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	23	20	3.03	659	52,384.12	1.88	2,780,037.50

Late interest paid in 2018			
Agency	GL account	Description	Amount (EUR)
BEREC Office	n/a	n/a	0.00

Annex III: Organisational chart of the BEREC Office



* The accounting officer function has been outsourced.

Annex IV: Establishment plan**Table 1: Information about authorised and filled posts in 2016-2018**

Temporary agents						
Function group and grade	2016		2017		2018	
	Authorised under the EU budget	Filled as of 31.12.2016	Authorised under the EU budget	Filled as of 31.12.2017²⁹	Authorised under the EU budget	Filled as of 31.12.2018
AD 16						
AD 15						
AD 14	1	1	1	1	1	1
AD 13						
AD 12						
AD 11					1	
AD 10	1	1	1	1	1	1
AD 9	1	1	1	1	2	1
AD 8	2	2	2	2	1	3
AD 7	1	1	1	1	2	
AD 6	2	1	4	3	3	5
AD 5	3	4	1	2		
Total grade AD	11	11	11	11	11	11
AST 11						

²⁹ 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	2016		2017		2018	
	Authorised under the EU budget	Filled as of 31.12.2016	Authorised under the EU budget	Filled as of 31.12.2017 ²⁹	Authorised under the EU budget	Filled as of 31.12.2018
AST 10						
AST 9						
AST 8						
AST 7						
AST 6						
AST 5					1	1
AST 4	2	1	3	1	2	
AST 3	2	2		2		2
AST 2						
AST 1						
Total grade AST	4	3	3 ³⁰	3	3	3
AST/SC6						
AST/SC 5						
AST/SC 4						
AST/SC 3						
AST/SC 2						
AST/SC 1						

³⁰ 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.

Temporary agents						
Function group and grade	2016		2017		2018	
	Authorised under the EU budget	Filled as of 31.12.2016	Authorised under the EU budget	Filled as of 31.12.2017 <small>29</small>	Authorised under the EU budget	Filled as of 31.12.2018
Total grade AST/SC						
GRAND TOTAL	15	14	14	14	14	14

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 of if the function is dedicated to administration support or policy (operational)
CORE FUNCTIONS			
Administrative Manager (Level 1)	TA	AD 14	TOP OPERATIONS — FIN/CONT
Head of Administration and Finance Unit (Level 2)	TA	AD 9	RES DIR/HoA — FIN/CONT
Head of Unit — Head of Programme Management Unit (Level 2)	TA	AD 9	TOP OPERATIONS
Senior Officer — Senior Programme Manager (Level 3)	TA	AD 7	GEN OPER
Officer — Programme Manager (Level 3)	TA	AD 5	PGM
Officer — HR Officer (Level 3)	TA	AD 6	HR
Officer — Legal and Procurement Officer, DPO (Level 3)	TA	AD 6	FIN/CONT — LEGAL
Officer — Executive Support Officer (Level 2, reporting directly to Level 1)	TA	AD 5	GEN OPER
SNE — Programme Management	SNE	SNE	PGM
Officer — Communication Officer (Level 2, reporting directly to Level 1)	CA	FG IV	PGM
Officer — Support Officer in Programme Management Unit (Level 3)	CA	FG IV	PGM

Officer — Support Officer, Finance and Administration (Level 3)	CA	FG IV	FIN/CONT
Officer — Support Officer, Legal and Administration	CA	FG IV	FIN/CONT — GEN OPER
Assistant — Programme Management Assistant (Level 3)	TA	AST 5	PGM
Assistant — Executive Support Assistant (Level 3)	TA	AST 3	GEN OPER — FIN/CONT
Officer — Budget and Finance Support Officer (level 3)	CA	FG IV	FIN/CONT — PGM
Assistant — Financial and Accounting Assistant (Level 3)	TA	AST 3	FIN/CONT
Officer – IT Support Officer (Level 3)	CA	FG IV	ICT/PGM
Assistant — ICT, Logistics and Security Assistant (Level 3)	CA	FG II	LOG/ICT

Table 3: Benchmarking against previous year's results

Job type (sub)category	2017³¹ (%)	2018 (%)
Administrative support and coordination	12.06	9.26
Administrative support	10.34	7.41
Coordination	1.72	1.85
Operational	67.24	74.07
Top-level operational coordination	5.17	7.41
Programme management and implementation	15.38	46.3
Evaluation and impact assessment	0	0
General operational	46.45	20.36
Neutral	20.68	16.67
Finance/control	20.68	16.67
Linguistics	0	0

³¹ The data take into account the redistribution of tasks and the reorganisation of work implemented in 2017.

Annex V: Human and financial resources by operational activity

Operational activities 2018	Budget (EUR)	FTE posts
<i>Support to BEREC EWGs</i>	369 442	14.54
Setting up EWGs and providing support	363 407	13.11
BEREC Office activities under market analysis and notifications	6 035	1.43
<i>Other support activities to BEREC and NRAs</i>	992 367	7.24
Support to the BEREC Chair and Vice-Chairs and organisation of CN and BoR and MC plenary meetings and BEREC stakeholder and international events	538 862	3.35
Public transparency, accountability and integrity and support to BEREC and NRAs	453 405	3.89
TOTAL:	1 361 709	21.78

ANNEX VI: Specific annexes related to Part II

Table 1: 2018 electronic voting procedures of the BEREC Office MC

№	Subject	Comments Round		Voting Round	
		Start (link to launch)	End	Start (link to launch)	End (link to report)
1.	MC Decision on the adoption of the draft Annual and Multiannual Programming of the BEREC Office Activities for the period 2019-2021	15 January 2018	22 January 2018	23 January 2018	30 January 2018
2.	BEREC Office Consolidated Annual Activity Report 2017	13 June 2018	20 June 2018	22 June 2018	29 June 2018
3.	MC Decision referring to the signature of the MoU between BEREC and FCC	6 July 2018	9 July 2018	9 July 2018	10 July 2018
4.	MC Decision on the reply to the preliminary observations of the ECA with a view to a report on the BEREC Office annual accounts for the financial year 2017	10 August 2018	17 August 2018	20 August 2018	27 August 2018

Table 2: Overview of public documents adopted in 2018 by the BEREC Office MC

Decisions

Document number	Document date	Document title/hyperlink to document
MC/2018/01	30 January 2018	BEREC Office MC Decision on the adoption of the draft Annual and Multiannual Programming of the BEREC Office Activities for the period 2019-2021
MC/2018/02	9 March 2018	BEREC Office MC Decision on amending Decision No MC/2016/08 of the Management Committee of the BEREC Office on the Rules Governing the Traineeship Programme of the BEREC Office
MC/2018/03	9 March 2018	BEREC Office MC Decision concerning the decision on IT security
MC/2018/04	9 March 2018	BEREC Office MC Decision on the implementation of measures of a social nature at the BEREC Office
MC/2018/05	10 July 2018	BEREC Office MC Decision authorising the Chair of the MC and the AM of the BEREC Office to co-sign the Memorandum of Understanding between the United States Federal Communications Commission and BEREC
MC/2018/06	27 August 2018	BEREC Office MC Decision on the reply to the preliminary observations of the European Court of Auditors with a view to a report on the BEREC Office annual accounts for financial year 2017
MC/2018/07	4 October 2018	BEREC Office MC Decision on the designation of two Reporting Officers to appraise the AM of the BEREC Office
MC/2018/08	4 October 2018	BEREC Office MC Decision laying down implementing rules on temporary occupation of management posts

Document number	Document date	Document title/hyperlink to document
MC/2018/09	4 October 2018	BEREC Office MC Decision on the establishment of a reserve list for the posts of Team Leaders (TA — AD6) and Programme Management Assistant (TA — AST4)
MC/2018/10	4 October 2018	BEREC Office MC Decision on the Internal Control Framework applicable to the BEREC Office as of 2019
MC/2018/11	7 December 2018	BEREC Office MC Decision laying down guidelines on whistleblowing of the BEREC Office
MC/2018/12	7 December 2018	BEREC Office MC Decision on financing for the purchase of a study on 'The Determinants of Investment in Very High Capacity Networks — A System Dynamics Approach'

BEREC Office MC opinion

Document number	Document date	Document title/hyperlink to document
MC (18) 46	29 June 2018	Opinion of the MC of the BEREC Office concerning the final accounts of the year 2017

BEREC Office Work Programme

Document number	Document date	Document title/hyperlink to document
MC (18) 11	30 January 2018	Draft Annual and Multiannual Programming of the BEREC Office Activities 2019-2021

BEREC Office Consolidated Activity Report 2017

Document number	Document date	Document title/hyperlink to document
MC (18) 45	29 June 2018	2017 Consolidated Annual Activity Report of the BEREC Office

Agendas for the 2018 meetings of the BEREC Office MC

Document number	Document date	Document title/hyperlink to document
MC (18) 17	15 February 2018	Draft Agenda for the 34th MC plenary meeting (9 March 2018, Bratislava, Slovak Republic)
MC (18) 40	28 May 2018	Draft Agenda for the 35th ordinary plenary meeting of the Management Committee (MC) of the BEREC Office
MC (18) 63	19 September 2018	Draft Agenda for 36th MC plenary meeting
MC (18) 76	26 November 2018	Draft Agenda for the 37th MC plenary meeting

Conclusions of the 2018 meetings of the BEREC Office MC

Document number	Document date	Document title/hyperlink to document
MC (18) 29	9 March 2018	Conclusions of the 34th ordinary plenary meeting of the BEREC Office Management Committee on 9 March 2018 in Bratislava, Slovak Republic
MC (18) 50	15 June 2018	Conclusions from the 35th MC plenary meeting
MC (18) 74	4 October 2018	Conclusions from the 36th BEREC Office MC plenary meetings
MC (18) 83	7 December 2018	Conclusions from the 37th BEREC Office MC plenary meeting

ANNEX VII: Final annual accounts

Presented in a separate file.