

MB DECISION

Decision n°: 2020/04

Subject: Consolidated Annual Activity Report 2019

THE MANAGEMENT BOARD OF THE EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS

HAVING REGARD to

- a) the Council Regulation (EC) No 168/2007 of 15 February 2007 establishing a European Union Agency for Fundamental Rights, and in particular article 12§6(b), and
- b) Management Board decision of 17 May 2019 on the Financial Rules applicable to the budget of the European Union Agency for Fundamental Rights, and in particular article 48;
- c) the Agency's Rules of Procedure, and in particular article 10 paragraphs 1 and 2, a written procedure was launched on 18 May 2020 and concluded successfully on 25 May 2020.

Whereas:

The Management Board assessed the authorising officer report on the performance of his duties and concluded that:

- the implementation of the Annual Work Programme contributed towards the achievement of the operational objectives, and
- the internal controls were adequate and effective.

HAS DECIDED AS FOLLOWS:

Article 1

To adopt the Consolidated Annual Activity Report 2019 together with its annexes.

Done on 26.05.2020

For the European Union Agency for Fundamental Rights



Sirpa Rautio
Chairperson of the Management Board

Annex: Consolidated Annual Activity Report for 2019 including all its annexes

**ANNUAL ACTIVITY
REPORT 2019**



Consolidated Annual Activity Report of the European Union Agency for Fundamental Rights

2019



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More information on the European Union is available on the Internet (<http://europa.eu>).

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Consolidated Annual Activity Report of the European Union Agency for Fundamental Rights 2019

[Pursuant to Article 47 of the Agency's financial rules]

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Executive summary

The *Consolidated Annual Activity Report (CAAR) 2019* provides an overview of the activities and achievements of the European Union Agency for Fundamental Rights (FRA) in that year. It follows the guidelines established by the European Commission.

Key conclusions

Publications

In 2019, FRA focused on various fundamental rights challenges in the European Union (EU) and produced a high number of publications in English and other EU languages that contribute and feed into the work of different EU bodies.

FRA published its research findings in an accessible and user-friendly way that included handbooks, reports, summaries, conference papers, checklists, an innovative 'Charter Box' and online publications. FRA distributed in total 99 941 print publications through the EU's main portal. FRA topped the 2019 ranking in terms of publication orders at the EU Publications Office among all EU Agencies.

FRA issued its annual *Fundamental Rights Report 2019*, which reviews major developments in the field, identifying both achievements and remaining areas of concern. This report presents FRA's opinions on the main developments in the thematic areas covered, and a synopsis of the evidence supporting these opinions. This year, in a dedicated chapter, FRA explores the interrelationship between the human and fundamental rights framework and the Sustainable Development Goals (SDGs) of the global Agenda 2030 in the context of Member States' and the EU's internal policies.

FRA published a *report on Migrant women* based on the results of the Second European Union Minorities and Discrimination survey. This report examines the situation of migrant women as compared to that of men and women in the general population in the areas of legal status and main reason for migrating. Drawing on the Second European Union Minorities and Discrimination survey data, FRA also released a *report on Roma women in nine EU Member States*, highlighting the disadvantageous position of Roma women in education, employment and health.

Upon request by the European Commission, FRA published a report on *Rights in practice: access to a lawyer and procedural rights in criminal and European arrest warrant proceedings*, which was also issued as a Council document (12802/19).

FRA finalised the handbook *Children deprived of parental care found in an EU Member State other than their own*, a guide to enhance child protection with a focus on victims of trafficking.

FRA published a focus paper on *Data quality and artificial intelligence (AI)*, highlighting the awareness and avoidance of poor data quality. In 2019, the report on *Facial recognition technology (FRT): fundamental rights considerations in the context of law enforcement* was published. This paper looks at the fundamental rights implications of live FRT, focusing on its use for law enforcement and border-management purposes.

FRA launched the report on *Protecting migrant workers from exploitation in the EU: workers' perspectives* describing the severe labour exploitation of third-country national workers with diverse legal status and of mobile EU nationals. Additionally, FRA published a *report on the Integration of young refugees in the EU*. The report reveals that measures taken in one policy field often affect the degree to which people can enjoy their rights in other fields.

Aiming to support the work of practitioners, academia, partners, institutions and networks for a fundamental rights-based EU, FRA updated its Charterpedia and launched the *European Union Fundamental Rights Information System (EFRIS)* – 'the human rights gateway'.

On the 10th anniversary EU Charter of Fundamental Rights, FRA published a *conference paper on views of civil society and National Human Rights Institutions (NHRIs)* on awareness and use of the Charter at national level.

Opinions and evidence-based advice

FRA continued to inform the EU institutions' legislative work, by providing assistance and evidence-based advice to the EU institutions and Member States.

Upon request by the European Parliament, FRA issued an *opinion on the proposed revision of the Return Directive*, which supported the co-legislators in identifying fundamental rights risks emerging from an implementation of the proposals. Additionally, FRA issued an *opinion on the proposed regulation on terrorist content online*, responding to the request of the European Parliament for support on the specific legislative file in the field of internal security.

FRA contributed to the *EU's submission to the report on antisemitism* published in September by the United Nations (UN) Special Rapporteur on freedom of religion

or belief. Upon a request by the Commission, FRA commissioned a *study on the perceptions and experiences of young Jews with respect to antisemitism* based on FRA's second large-scale survey on experiences and perceptions of antisemitism. The report was prepared by the Jewish Policy Research Institute and published by FRA in July.

FRA released an *online compendium of practices on improving the collection and use of equality data*, facilitating the work of the Subgroup on Equality Data under the High Level Group on Non-Discrimination, Equality and Diversity.

FRA published a *focus paper looking at how the GDPR (General Data Protection Regulation) has affected the daily work of civil society organisations (CSOs)*, which fed the Commission GDPR assessment launched in June.

FRA also released an on-line database on conditions of criminal detention and accompanying *report Criminal detention conditions in the European Union: rules and reality*, responding the Commission's request.

FRA provided advice to EU Member States on the implementation of the Procedural Safeguards Directive for children suspected or accused in criminal proceedings (EU 2016/800) based on its findings on child-friendly justice and minimum age requirements in judicial proceedings.

These findings also fed into input given to the new national child protection strategy in France and the new youth strategy in Ireland.

The *European Border and Coast Guard (EBCGA) Regulation* adopted in November incorporated a significant number of the safeguards proposed by FRA. FRA also signed a service-level agreement to support Frontex (European Border and Coast Guard Agency) in the implementation of the new Regulation, specifically advising Frontex on how to establish fundamental rights monitors.

During the meeting of the Information Justice and Home Affairs Council in July, the Council adopted conclusions on the application of the EU Charter of Fundamental Rights explicitly referring to FRA's Fundamental Rights Report 2019 as well as to the 2018 European Commission report on the application of the Charter. The Commission report also reflects FRA's findings on the use of the Charter by national courts.

FRA provided *input to the mid-term evaluation of the Council of Europe's Strategy for the Rights of the Child (2016-2012)*. On international level, FRA contributed to the *UN Global Study on Children deprived of*

liberty - launched in November 2019, focusing on immigration detention of children.

Expert meetings and presentations

FRA's Director gave a speech at the EU Presidency conference on the rule of law, democracy and human rights and addressed the Ministers in the General Affairs Council on the rule of law in November.

FRA's Director spoke at a *high-level conference* of the Finnish Presidency of the Council of Europe Committee of Ministers and the Council of Europe on the impact of AI-powered techniques on such human rights as privacy and freedom of expression.

The Director also delivered a keynote speech at the High Level Conference of the European Parliament celebrating the 30th anniversary of the Convention on the Rights of the Child, addressing the main barriers to the enjoyment of child rights and most urgent actions needed.

FRA made presentations on the connections between the SDGs and human rights to the Council of the EU Working Party on the Agenda 2030, contributing to discussions leading to Council Conclusions on the SDGs.

To explore the link between national human rights action planning and EU level fundamental rights commitments, FRA hosted a governmental expert meeting on National Human Rights Action Plans in an EU context.

In addition, FRA intensified its work at national level with European human rights cities. FRA convened a meeting of human rights experts and city representatives in Brussels to discuss and conceptualise a 'framework of commitments' for European cities that are or aim to become human rights cities. The Director addressed for the first time the plenary of the EU's Committee of the Regions on fundamental rights and EU values, illustrating how cities and regions contribute to protect fundamental rights in the EU.

Training and capacity building

FRA provided support to the European Commission, the National Roma Contact Points and other stakeholders on monitoring Roma integration. FRA also facilitated a workshop with National Roma Contact Points in Brussels providing individual coaching and technical assistance on reporting of Roma integration measures implemented in some individual Member States.

Several activities took place to build capacities of key partners, such as staff of the European Parliament and

European Commission, to mainstream rights of the child in EU policies addressing areas such as poverty, justice, migration and asylum or participation. FRA also contributed to capacity building of legal practitioners and law enforcement in the area of juvenile justice.

FRA developed training modules, practical exercises and an accompanying manual on data on children to make FRA findings more visible and accessible.

FRA continued to promote findings from its report *From institutions to community living: perspectives from the ground* with capacity building seminars in several EU Member States. Key findings fed into the closing seminar by the European Commission on building Member States' capacities to use EU funding instruments to support the development of community-based services.

On the Greek islands, FRA co-organised training events on improving identification and referral of victims of trafficking in human beings. In Spain, FRA completed a series of awareness-raising sessions on identification and referral of vulnerable people for staff working at first reception facilities.

As part of its cooperation arrangement with the European Asylum Support Office (EASO), FRA supported a training workshop for judges on detention of applicants for international protection.

Communication and awareness raising

FRA continued to effectively communicate and promote fundamental rights and freedoms. In 2019, four communication priorities were set: celebrating the 10-year anniversary of the Charter, promoting the results of FRA research on severe forms of labour exploitation, highlighting evidence to fight antisemitism and fostering a fundamental rights compatible migration narrative.

In this context, the European Commission, jointly with the Finnish Presidency of the Council of the EU and FRA, organised a major event in Brussels in December on the occasion of the 10th anniversary of the EU Charter of Fundamental Rights.

To promote the results of FRA's report on *Protecting migrant workers from exploitation in the EU: workers' perspectives*, FRA together with the Romanian Presidency of the Council of the EU, the EEA and Norway Grants and the Council Secretariat, organised a conference entitled: *'From wrongs to rights – Ending severe labour exploitation'* in Brussels on 25 June 2019.

Based on its report *'Experiences and perceptions of antisemitism – Second survey on discrimination and hate crime against Jews in the EU'*, FRA hosted a round-table discussion on fighting antisemitism in Austria,

gathering representatives from national authorities, Jewish community organisations, civil society organisations, law enforcement and other stakeholders.

Finally, in line with its communication priorities, FRA released an e-media toolkit on migration to enhance quality journalism on this topic.

FRA continued its role as secretariat for the EU Framework for the UN Convention on the Rights of Persons with Disabilities (CRPD). To maximise outreach and dissemination of the findings of *'The right to independent living of persons with disabilities'*, FRA developed country fiches, which were used for national stakeholder meetings during 2019.

In line with FRA's work on mainstreaming child rights FRA produced a brochure to raise awareness about its work on child rights in Europe.

During 2019 FRA has continued cooperating with EU Institutions and Member States, networks and partners to support key values contained in the EU treaties, as well as the protection and promotion of the fundamental rights contained in the EU Charter. FRA is currently chairing the EU Agencies Network on Scientific Advice (ANSA), which brings together 15 EU agencies and operates under the Heads of EU agencies network. During the meeting held in 2019, possible opportunities for greater engagement of EU agencies in the institutional policymaking process, data protection specific challenges for research and research challenges and opportunities in specific areas were discussed.

In terms of publications, FRA disseminated 99 941 print publications and it topped the 2019 ranking in terms of publication orders at the EU Publications Office among all EU Agencies with 9 232 copies orders. FRA published 238 publications in English and other EU languages, including reports, papers, handbooks, easy-to-read and online publications, which were widely downloaded from FRA's website

From the top 10 FRA publications, there were 63 887 downloads. Due to the relevance of FRA's findings, publications in the area of justice, equality and privacy were downloaded the most (see Annex I).

FRA maintained its presence on social media platforms with increased numbers of followers on Facebook (57 441), Twitter (50 998) and LinkedIn (21 778).

Financial management and internal control

In accordance with the terms of its statutory governance, FRA conducts its operations in compliance with the applicable laws and regulations, by working in an

open and transparent manner and meeting the high level of professional and ethical standards expected of an EU agency.

To ensure the achievement of policy and management objectives, FRA has adopted a set of internal control principles, based on international good practice.

The financial regulation requires that the organisational structure and the internal control systems used to implement the budget be set up in accordance with these principles. FRA has assessed its internal control systems during the reporting year and has concluded that it is effective and the components and principles are present and functioning well overall, but some minor improvements are needed in principles 4 and 14. The relevant corrective actions are being undertaken. Please refer to Part III for further details.

In addition, FRA has systematically examined the available control results and indicators as well as the observations and recommendations issued by the Internal Audit Service and the European Court of Auditors (ECA). These elements were assessed to determine their impact on the Management assurance as regards achievement of its control objectives. Please refer to Part III for further details.

In conclusion, the management team is reasonably assured that, overall, suitable controls are in place and working as intended; risks are being appropriately monitored and mitigated; and necessary improvements and reinforcements are being implemented. The Director, in his capacity as Authorising Officer by delegation, has signed the Declaration of Assurance.



Introduction

FRA is one of the decentralised agencies of the EU. These agencies are set up to provide expert advice on a range of issues to EU institutions and EU Member States. FRA provides the EU institutions and EU Member States with independent, evidence-based advice on fundamental rights, to ensure full respect for fundamental rights across the EU. To achieve this goal, FRA performs the following main tasks:

- collecting and analysing information and data;
- providing assistance and expertise;
- communicating and raising awareness of fundamental rights.

FRA fulfils its tasks by implementing activities within the thematic areas of its 5-year multiannual framework, which fall under the Charter of Fundamental Rights of the European Union, to strengthen the protection of fundamental rights in the EU in light of societal changes and progress, and scientific and technological developments.

FRA carries out its tasks in consultation and cooperation with its partners. This allows FRA to:

- define its areas of work to ensure that its research responds to specific gaps and needs in the fundamental rights field;
- ensure that its advice and research reach policy-makers at the right levels of government and EU institutions;
- develop communication, multimedia and information resources based on FRA's Stakeholder Communication Framework Strategy to raise awareness and bring knowledge of fundamental rights to specific target groups and to European citizens in general;
- share expertise, coordinate research in different areas and work with its partners to communicate its results and to update stakeholders in the EU and in Member States. This allows FRA to create synergies and support other bodies by delivering clear opinions on how to improve fundamental rights protection.

FRA maintains particularly close links with:

- the European Commission, the European Parliament and the Council of the European Union;

- other EU bodies and agencies;
- other international organisations, such as the Council of Europe, the UN and the Organization for Security and Co-operation in Europe (OSCE);
- governments, national parliaments, civil society organisations, academic institutions, equality bodies and NHRIs.

The year in brief

Human Resources

Following the roll out of the restructuring on 16 November 2018, in 2019 FRA concentrated its work in the area of Human Resources on consolidating the roles and responsibilities of staff and units, through the definition of job descriptions and the provision of information to the staff. The changes reflected the recommendation of the external evaluation to clearly 'delineate and communicate the roles and responsibilities of staff' and 'to continue to be responsive to requests [from stakeholders], while not neglecting on-going research projects', and the Management Board's recommendation that 'the Director should take the necessary actions to clarify and fine-tune the alignment of roles and responsibilities of staff and departments'.

The reorganisation provided opportunities for FRA that has been demonstrated through an increase of the organisation's effectiveness and efficiency, of staff mobility and of the clarity of staff roles and responsibilities. The change in FRA's structure has brought a gender balance at management level (50%-50%), currently counting three women and three men.

In 2019, FRA has continued its efforts to adopt SYSPER, managing to complete all the steps for arriving at 'onboarding' status. It is envisaged that SYSPER will be functioning in 2020.

Authorising officers by delegation and sub-delegation

No changes in the Authorising officers by delegation or sub-delegation took place during the year. The Director had delegated its powers as Authorising Officer to the heads of the five units of FRA. On top of that, the Head of Corporate Services unit had sub-delegated a part of his power to the Head of Sector Finance and Contracting. All delegations and sub-delegations mentioned above continued to be in force in 2019.

Management Board

In December 2019, the Management Board renewed the mandate of the Chair, Vice-Chair and two members of the Executive Board not appointed ex officio.



1

Achievements of the year



Part I describes FRA's achievements in terms of its strategic pillars, objectives and area of activities.

FRA's strategic pillars and objectives are defined in detail in its Strategic Plan that spans the period of 2018–2022.

Its strategic area of activities is divided into nine thematic areas. They have been approved in the 5-year Multiannual Framework (MAF) adopted by the Council of the European Union on the proposal of the European Commission, for the period of 2018–2022.

The strategic pillars describe the actions and steps to be taken to achieve FRA's essential objectives to promote and defend fundamental rights across the EU.

1.1. Achievements by strategic pillars, objectives and area of activities

1.1.1. Identifying trends: collecting and analysing comparable data and evidence

FRA's objectives for 2018–2022 are to:

- generate comparable, robust and reliable data and evidence to identify trends in the fulfilment of fundamental rights;
- develop and use fundamental rights indicators to benchmark gaps and achievements;
- use analyses of collected data and evidence to generate fundamental rights assessments on the implications of mainstream policies and interventions at EU and national level.

FRA launched the **Second survey on discrimination and hate crime against LGBTI (Lesbians, Gay, Bisexual, Transsexual and Intersex) persons** covering the then 28 EU Member States, North Macedonia and Serbia, and for the first time, covered the experiences of intersex persons and young people between the age of 15 to 17. The data will allow EU institutions and Member States to identify the challenges LGBTI people face. The results will also provide a basis for the development of targeted European and national legal and policy responses that ensure the protection of LGBTI people's fundamental rights. Together with the European Commission, FRA initially planned to launch the survey's results on 17 March 2020, in a high-level event in Brussels. This event was cancelled as a precautionary measure in response to the spread of the novel Coronavirus (Covid-19). Activities for the launch of the survey's results include a social media campaign and a national rollout plan.

In November, FRA published its annual update on the **situation of data collection on antisemitism in the EU**, which, for the first time, included a section on how Member States (intend to) use the working definition of antisemitism adopted by the International Holocaust Remembrance Alliance (IHRA). Upon a request by the European Commission, FRA commissioned a study on the **perceptions and experiences of young Jews with respect to antisemitism** based on FRA's second large-scale survey on experiences and perceptions of antisemitism. It looks at how safe young Jewish Europeans feel, and if they believe that governments are effectively combating antisemitism.

Based on the results of the Second European Union Minorities and Discrimination survey, in September FRA published a report on **migrant women**. This report examines the situation of migrant women as compared to that of men and to that of women in the general

population in the areas of legal status and main reason for migrating; education; employment; discrimination, harassment, violence and rights awareness; values and attitudes. The report summarises some of the most relevant survey findings, which show the need for targeted, gender-sensitive measures that promote the integration of women who are immigrants or descendants of immigrants. Invited by UN Women, FRA shared the results of the survey concerning the experiences of women and girls of African descent at the 63rd session of the United Nations Commission on the Status of Women in March 2019.

In the area of **Racism, xenophobia and related intolerance**, FRA updated the **anti-Muslim Hatred Database** with new data covering the period 2018 – 2019, collected via desk research by FRA's FRANET network. The database was launched in December 2018, being the first dedicated database on anti-Muslim hatred. It contains recent surveys, case law and reports. The database provides information on important international, European and national case law and rulings, alongside other relevant reports and related material by international and national bodies. It further provides information on victims' support organisations in the EU Member States.

On 29 March, FRA delivered **six thematic reports requested by the European Commission on Integration and social inclusion of Roma**. Based on the information from the National Roma Contact Points, the reports analyse a set of process indicators comparable across countries and include summaries of outcome indicators drawn from the Minorities and Discrimination survey data. The thematic reports provide a comprehensive overview of what Member States have done with regard to Roma integration in 2017, in the areas of education, employment, housing, health, antidiscrimination and poverty reduction (priority areas specified in the Council Recommendation of December 2013).

FRA also released **a report on Roma women in nine EU Member States**, based on the Minorities and Discrimination survey data. The report highlights the disadvantageous position of Roma women in education, employment and health compared to Roma men, and women in the general population, as well as the extent to which they experience hate-motivated discrimination, harassment and physical violence. It also stresses the dire consequences of early marriages affecting many Roma women.

In July, FRA completed **the fieldwork of the Roma and Travellers Survey** in six EU Member States (BE, FR, IE, NL, SE, UK) collecting comparable data on Roma and Travellers in core areas of life: employment, education, housing and health, as well as discrimination, hate crime and rights awareness. The survey results will be

comparable with the nine Member States surveyed in the Minorities and Discrimination survey and, for core indicators, with the general population in the respective countries. Initial results will be published in the first half of 2020.

In addition, FRA advanced its preparatory work for the implementation of its Roma Survey 2020, which will collect data in 10 countries (CZ, EL, ES, HR, HU, IT, PT, RO, MK, RS). The Survey aims to collect comparable 'equality data' to support EU Member States, observer countries and EU institutions in effectively assessing the impact of policy measures in the policy areas of equality and non-discrimination, racism, xenophobia and other related intolerance (including hate crime), Roma inclusion, Europe 2020 and the UN SDGs. The fieldwork is planned for the autumn 2020 and the results for the second half of 2021.

Three months ahead of the 2019 European Parliament elections, and following a request from the European Commission, FRA published an **update of its human rights indicator on the right to vote of people deprived of legal capacity**. The paper looks at developments in the right to vote of people deprived of legal capacity in EU Member States since FRA last looked at this issue in 2014. FRA presented the results at two events in the European Parliament and an op-ed on the topic by the FRA Director was published in the EUobserver.

Regarding FRA's work in the area of **victims of crime and access to justice**, FRA published in April four reports containing the findings from its fieldwork research on justice for victims of violent crime. These reports clarify relevant legal standards (Part I) and present the findings from fieldwork research on procedural aspects of justice for victims of violent crime (Part II), findings relating to the outcomes of the proceedings (Part III) and results shedding light on the situation and rights of women as victims of partner violence (Part IV).

Additionally, FRA published findings of two projects dealing with the criminal justice. In September 2019, the report on Access to a Lawyer and other procedural rights in criminal and European arrest warrant proceedings was published. The report presents findings from interviews with practitioners and defendants in eight EU Member States (AT, BG, DK, EL, FR, NL, PL and RO). In December, FRA released the online database on conditions of criminal detention, where it included information on national standards concerning 8 criminal detention aspects as well as international case-law and monitoring reports. To accompany the database, FRA published also a report focusing on selected aspects of the detention conditions.

In the area of information society, FRA continued to implement **its research project 'Artificial Intelligence,**

Big Data and Fundamental Rights’. The project is collecting information on concrete case studies of the use of artificial intelligence (AI) in five EU member states (FI, EE, NL, FR, ES), and maps applicable national laws and policy developments in those countries in selected areas including health services, retail and marketing, finance and insurance, energy, as well as public administration in general and in law enforcement in particular. The main results will be published at the end of 2020.

In June, FRA published a **focus paper on data quality and artificial intelligence**, highlighting the awareness and avoidance of poor data quality. Algorithms used in machine learning systems and AI can only be as good as the data used for their development. Therefore, high quality data are essential for high quality algorithms. Yet, the call for high quality data in discussions around AI often remains without any further specifications and guidance as to what this actually means. The paper was, among others, presented to the Council Working Party on Information Exchange and Data Protection (DAPIX) on 3 September 2019. With respect to **business and human rights**, FRA published a Focus Report that summarises the results of the first phase of its latest project on business and human rights. The report gives an overview of business-related human rights abuse, focusing on selected examples identified through desk research that refer to the types of business sectors involved and complaints mechanisms used. FRA also launched **the second phase of the project ‘Improving access to remedies – business and human rights’**. It involves the fieldwork (interviews with experts) in eight EU Member States (Finland, France, Germany, Italy, Poland, the Netherlands, the United Kingdom and Sweden). The aim is to capture more hands-on experiences of persons involved in facilitating access to remedy, aiming at providing clear guidance on measures most needed for access to justice to be improved in cases of business-related human rights abuse.

In the area of **migration, borders, asylum and integration of refugees and migrants**, FRA published the **Fundamental Rights Report 2019**. The report highlights allegations of violations of the non-refoulement principle along different parts of the EU external borders with push-backs sometimes accompanied by excessive use of force.

FRA published **updated information on legal procedures initiated against civil society actors** deploying search and rescue vessels. The update shows that eight out of the eleven assets NGOs had deployed for search and rescue in June 2019 had their vessels temporarily seized or legal procedures were initiated against their captain or crew members. FRA identified at least 16 cases where in 2018 rescued people had to remain on board of rescue vessels until the national authorities allowed the rescue ship to dock. FRA also updated its

overview of national forced return monitoring systems under the Return Directive and analysed reports by monitoring bodies. Insufficient attention to medical issues, the proportionality of use of force and delayed notification to returnees of the day of removal remain recurrent challenges.

FRA issued on a quarterly basis its **regular overviews of migration-related fundamental rights concerns** covering 15 EU Member States as well as North Macedonia and Serbia. FRA released the first report in February (covering November - December 2018). In March, FRA published a report on the main persisting challenges since the FRA began its regular reporting in early 2016. It focuses on fundamental rights challenges at borders, including *non-refoulement*, rescue at sea and border police violence. The report notes that political hate speech contributed to creating an environment conducive to fuelling hate crime. It also highlights how asylum laws and policies became more restrictive. The other updates were issued in May, July and November. The quarterly reports also feed into the restricted Integrated Situation Awareness and Analysis, which the European Commission and the European External Action Service prepare to inform Member States and other key actors of developments at borders.

In June, FRA launched the **report on Protecting migrant workers from exploitation in the EU: workers’ perspectives**. This report describes the severe labour exploitation of third-country national workers with diverse legal status and of mobile EU nationals. It also identifies the factors that facilitate exploitation and outlines what can be done to help exploited workers access justice.

In the field of asylum, after presenting it in the Council’s Strategic Committee on Immigration, Frontiers and Asylum, FRA published in November a **report on the integration of young refugees**. The report reveals that measures taken in one policy field (e.g. housing or social assistance) often affect the degree to which people can enjoy their rights in other fields (e.g. education). This requires better coordination between ministries and between levels of governance – national, regional and local. Two critical moments recurring across the policy areas need much more attention: the transition from asylum applicant to a person granted international protection and the transition from childhood to adulthood upon turning 18 years old.

In November, FRA published its **report on Facial recognition technology (FRT): fundamental rights considerations in the context of law enforcement**. Ahead of the publication of the paper, FRA organised an expert meeting discussing the draft paper in September 2019. This meeting gathered several relevant experts from policy, academia, business and civil society, indicating a very high policy relevance of the topic. FRT makes it possible

to compare digital facial images to determine if they are of the same person. This paper looks at the fundamental rights implications of live FRT, focusing on its use for law enforcement and border-management purposes. The paper provides ways forward on how to better address fundamental rights when public authorities are planning to use facial recognition technology. FRA presented the paper at several occasions, including the DAPIX Council Working Party on 5 December 2019.

FRA updated its **Charterpedia** and launched the **European Union Fundamental Rights Information System (EFRIS)** – ‘the human rights gateway’. EFRIS is now operational and will continue to be improved and expanded through iterations in the coming months and years. In October, FRA hosted an event with the European Coordination Committee on Human Rights Documents (ECCHRD) in order to receive targeted input on EFRIS from professionals.

On the 10th anniversary EU Charter of Fundamental Rights, FRA published a conference paper on views of civil society and NHRIs on awareness and use of the Charter at national level. An innovative ‘Charter Box’ including individual Country information sheet, in EU national languages, was also sent to Members of European Parliament, a unique action taken by an EU agency in 2019.

Continuing on its work on the **EU Charter of Fundamental Rights**, in October FRA completed the mainstage data collection of FRA’s Fundamental Rights Survey, resulting in a data set of around 35 000 respondents in the 28 EU Member States and North Macedonia. The survey addresses different areas where people in Europe may face challenges with respect to their fundamental rights, including personal security and safety, equality and discrimination, data privacy and protection, rights awareness and access to justice. The results will be communicated in 2020.

FRA is the current chair of the EU ANSA, which brings together 15 EU agencies and operates under the Heads of EU agencies network. During the 14th meeting held in November in Brussels, the participants discussed possible opportunities for greater engagement of EU agencies in the institutional policymaking process, data protection specific challenges for research, and research challenges and opportunities in specific areas (scientific foresight, engagement with other EU agencies, exchanges of good practices on surveys, and challenges raised by scientific uncertainty).

1.1.2. Contributing to better lawmaking and implementation with independent advice

FRA’s objectives for 2018-2022 are to:

- strengthen FRA’s role as an independent core actor in informing EU law and policymaking;
- provide, on request from EU institutions, opinions on the compatibility of legislative proposals with fundamental rights;
- provide fundamental rights advice to EU Member States when they are implementing EU law drawing on FRA expertise and evidence.

In the area of **racism, xenophobia and related intolerance**, on 26 March 2019, the European Parliament adopted a resolution on the fundamental rights of people of African descent in Europe, drawing on FRA’s expertise and evidence from its report *Being Black in the EU*.

On 6 December 2018, the Council of the EU unanimously adopted a declaration on the fight against antisemitism and the development of a common security approach to better protect Jewish communities. On 22 January 2019, the European Commission set up a **working group following up on the implementation of the Council declaration**, to which FRA participates. FRA joined the European Commission and representatives of all 28 Member States, international organisations and Jewish communities at the two meetings of the working group, which took place in June and December. FRA also **contributed to the EU’s submission to the report on antisemitism** published in September 2019 by the UN Special Rapporteur on freedom of religion or belief, as well as it hosted a regional consultation with the Special Rapporteur.

FRA continues to **support the work of the EU High Level Group on combating racism**, xenophobia and other forms of intolerance. The EU High Level Group and FRA will facilitate the activities of the newly formed working group on encouraging reporting and improving hate crime recording and data collection. The working group met for the first time in November and agreed on its terms of reference and activities.

The working group will update the online compendium of practices to prevent and combat hate crime, develop key guiding principles on encouraging reporting and on improving cooperation between authorities and civil society, provide technical assistance to national authorities and organise study visits. FRA will also support the activities of two other expert groups under the High Level Group: one on support to victims of hate crime and another on training.

FRA provided **input to the Council of Europe's upcoming online HELP training for legal professionals on hate crime**. In October, FRA presented its work on hate crime against Roma during the Council of Europe's Ad Hoc meeting of expert on Roma issues (CAHROM).

In the area of **non-discrimination**, FRA released an **online compendium of practices on improving the collection and use of equality data** on 21 March, as part of its role to facilitate the work of the Subgroup on Equality Data under the High Level Group on Non-Discrimination, Equality and Diversity. The compendium is linked to the Guidelines on improving the collection and use of equality data, released in 2018 and developed by the Subgroup under FRA's guidance.

In addition, FRA assisted the Subgroup in **developing a diagnostic mapping tool**, released on 21 March, which Member States can use to assess their situation on equality data, identify areas for improvement and develop a data hub compiling available equality data. FRA facilitated a study visit to the United Kingdom for representatives of the Subgroup, hosted by the Office for National Statistics. It provided practitioners with a better understanding of how authorities in the UK collect and use equality data and how they cooperate with each other in the process.

FRA supported the efforts of Finland's Presidency of the Council of the EU to break a deadlock on the proposed Equal Treatment Directive. FRA's Director participated in the policy debate on 'Enhancing anti-discrimination in the European Union' held on 24 October at a meeting of the EU Employment, Social Policy, Health and Consumer Affairs Council (EPSCO). FRA prepared **a background paper informing the debate, on 'Equal treatment in the EU: mind the protection gaps'**.

Upon a request of the Commission, FRA reviewed **the full Second European Union Minorities and Discrimination Survey questionnaire** and re-analysed selected indicators to be used for monitoring progress on policies for Roma inclusion. In October, FRA presented a first draft of a post-2020 Roma inclusion indicators framework (process and outcomes) at a workshop on future policies for Roma equality and inclusion. After feedback from National Roma Contact Points and other stakeholders, the framework will be finalised in early 2020 and will inform the process of shaping post-2020 Roma Integration policies.

Moreover, in October, FRA completed the **update of the online reporting tool** EU Member States are using to report on the measures undertaken in the area of Roma integration. The information collected during the previous reporting cycles was used for the 2019 Communication and Staff Working Document on Roma, which was

released in September 2019, to which FRA contributed the thematic report and country summaries.

FRA also contributed to ongoing policy processes on Artificial Intelligence at the EU level. FRA is a member of the European Commission's High Level Expert Group on AI and contributed to the **development of the two deliverables** published by the group in April and June: the ethics guidelines on trustworthy AI, and the policy and investment recommendations for AI. Both the European Commission Communication 'Building Trust in Human-Centric Artificial Intelligence' and the High-Level Expert Group's Ethics Guidelines refer to FRA's work. FRA also continued to observe the Council of Europe Committee of experts on Human Rights Dimensions of automated data processing and different forms of artificial intelligence (MSI-AUT) and was appointed as a participant of the Council of Europe's (CoE's) newly established Ad Hoc Committee on Artificial Intelligence (CAHAI). FRA participated at the first meeting of the committee in November 2019.

FRA has also co-organised with the Council of Europe panel sessions dealing with artificial intelligence and human rights, including sessions at RightsCon 2019 in June in Tunis and at the Internet Governance Forum 2019 in Berlin in November.

In January, FRA **contributed to the International Computers, Privacy and Data Protection Conference** in Brussels. FRA hosted a panel on data quality, an often-overlooked aspect in fundamental rights compliant data processing, and spoke on a panel on 'digital crime control: the impact of predictive policing on democracy'. On 7 November, the Director spoke on data rights at a panel debate at the Web Summit 2019 in Lisbon. In April, FRA **presented an overview of relevant case law** of the Court of Justice of the EU and the European Court of Human Rights for the discussions on data retention of the Council Working Party on Information Exchange and Data Protection, and Friends of the Presidency (data retention).

FRA published a **focus paper looking at how the GDPR** has affected the daily work of CSOs. The FRA data, based on the consultation of the Fundamental Rights Platform, fed the Commission GDPR assessment and was launched in June at the occasion of the European Commission's event on the GDPR's date of application first anniversary.

FRA responded to a request of the European Parliament for support on the specific legislative file in the field of internal security. In February, FRA **issued an opinion on the proposed regulation on terrorist content online**. The legislative process on this file is ongoing.

With four key publications on **victims of crime** in April, FRA continued contributing to the work of relevant policy makers at EU and national level. The Finnish Presidency started an assessment of the current state of play of victims' rights to enable the Justice and Home Affairs (JHA) Council to task the Commission with drafting a five-year strategy for the future of victims' rights in 2020 to 2024. FRA's four reports presented at a high-level meeting organised by the Commission on 6 November 2019, informed this process with respect to the shortcomings that should be addressed; providing information to victims more effectively, ensuring that the effective victims support organisations are safeguarded at national level, and stepping up the cooperation between government and civil society actors. The JHA Council conclusions adopted on 3 December 2019 recognise 'the significant work' carried out by FRA related to victims' rights, 'e.g. the set of four reports on justice for victims of violent crime published in April 2019. Based on the views presented in the aforementioned reports, the Council considers it evident that measures to improve victims' access to justice and to compensation are required.' In addition, Member State representatives were informed at a meeting of the working group on Fundamental Rights, Citizens Rights and Free Movement of Persons (FREMP) on 23 October and at a conference of the European Network on Victims' Rights (ENVR) on 24 October. To wider audiences of experts and political actors the reports were presented in Vienna on 26 June 2019 and in Berlin on 11 February 2020.

In response to a request by the European Commission, FRA continued with its research into the practical application of the procedural rights of suspected or accused persons and those targeted by a European Arrest Warrant, as well as regarding standards of detention conditions in the EU. The report '**Rights in practice: access to a lawyer and procedural rights in criminal and European arrest warrant proceedings**' was published in September 2019 and was also issued as a Council document (12802/19). FRA also provided advice to EU Member States on the implementation of the Procedural Safeguards Directive for children who are suspects or accused in criminal proceedings (EU 2016/800) based on its findings on **child-friendly justice and minimum age requirements in judicial proceedings**. Those findings also fed into input given to the new national child protection strategy in France in May and the new youth strategy in Ireland in April.

Also, responding the European Commission's request, FRA collected data regarding selected aspects of conditions of criminal detention. The on-line database including national standards, international jurisprudence and monitoring reports, and the accompanying report '**Criminal detention conditions in the European Union: rules and reality**' were published in December 2019. FRA

presented the preliminary findings from this research to Council Working Party on Cooperation in Criminal Matters (COPEN) already in September 2019 while the final results were presented to COPEN on 11 December. Additionally, FRA presented the preliminary findings together with the report 'Rights in practice: access to a lawyer and procedural rights in criminal and European arrest warrant proceedings' during the training session for judges and prosecutors organized in October 2019 by the European Judicial Network.

FRA provided its expertise to support EU legislative and policy work and to promote a fundamental rights implementation of EU law in the area of **migration, borders, asylum and integration of refugees and migrants**. In January, FRA issued **an opinion on the proposed revision of the Return Directive**, upon request by the European Parliament. The opinion supported the co-legislators in identifying fundamental rights risks, which would emerge from an implementation of the proposals. The legislative procedure is still ongoing.

FRA continued to support the European Commission in Schengen evaluations, accompanying four **on-site missions** to Czech Republic, Hungary, Poland, Slovenia and Slovakia. It advised members of on-site mission on fundamental rights issues relating to the implementation of the return *acquis*. In June, FRA organised a fundamental rights refresher for Commission and Member State officials who train the experts deployed as part of on-site teams, enhancing also the way fundamental rights are covered in Schengen evaluation training. As every year, in September, the European Commission invited FRA to present the main fundamental rights issues relating to border management and return in the EU Member States subject to Schengen evaluations in 2020.

In April, FRA attended a meeting on civic integration of the working group on integration of the Inter-Governmental Consultations Forum (IGC). FRA presented data of the Second European Union Minorities and Discrimination survey related to legal status, language skills and trust, sense of belonging and social distance of immigrant groups. In 2019, FRA also contributed to the work of the Inter-Service Group of the European Commission on integration of third country nationals drawing the attention on recent work of FRA relevant for immigrant and refugee integration (e.g. report on migrant women, report on the integration of young refugees). FRA also provided advice and input for a European Migration Network study on pathways to citizenship for third country nationals.

In 2019 FRA, drawing on its data and the report on combating child poverty in the EU, participated and provided input during the roll out of the feasibility study of the European Commission on the proposal by the European Parliament for a future EU child guarantee. FRA also

joined the discussion at the Council of Europe on how to tackle child poverty. FRA brought the EU dimension before the relevant Sub-Committees of the Parliamentary Assembly and the European Platform on Social Cohesion (PECS). FRA's expertise and evidence on child poverty has also been feeding into the preparation of conferences on children's rights in the context of social exclusion and poverty planned by the Croatian and German presidencies in 2020.

During 2019, FRA continued to prioritise its work relating to fundamental rights risks and opportunities of large-scale information technology systems. At the International Computers, Privacy & Data Protection Conference, FRA's intervention on providing fundamental rights advice into the discussions relating to interoperability of information systems was appreciated. On 18 March, the Romanian Presidency requested FRA to present operational fundamental rights implications when implementing the Interoperability Regulations in the Law Enforcement Working Party. On the legislative side, the revised founding regulation of eu-LISA (the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice) mentions FRA among the EU agencies eu-LISA should cooperate with, making it the sixth instrument of secondary EU law formally referring to FRA, besides FRA's founding regulation.

In the field of **border management**, the Regulation on the European Border and Coast Guard which was adopted in November incorporates a significant number of the safeguards proposed by FRA. At year-end FRA signed a service-level agreement to support Frontex in the implementation of the new Regulation. More specifically, FRA agreed to advise Frontex on how to establish fundamental rights monitors.

FRA continued to be actively involved in the **Frontex Consultative Forum, which published its sixth Annual Report on 1 March 2019** and prepared two sets of recommendations: the first on the fundamental rights implications of Frontex' enhanced engagement with third countries and the second on returns.

In the area of migration more generally, FRA **took part in various expert group meetings** organised by the European Commission with Member States on combating migrant smuggling, children in migration and selected meetings organised by the European Migration Network. In some of these meetings, FRA is the only independent fundamental rights actor and thus plays a critical role in flagging possible negative implications of suggested courses of action. In March, FRA also **contributed to a European Migration Network workshop** with managers and representatives of immigration detention facilities. In September, the Finnish Presidency of the EU Council invited FRA to the Council Working

Party on Integration, Migration and Expulsion to speak about effective alternatives to immigration detention.

Focusing particularly on the rights of the child in the context of migration, FRA published in September a **focus paper on fundamental rights considerations when returning unaccompanied children or identifying other durable solutions, such as granting the right to stay**. The paper intends to support Member States and Frontex in giving primary consideration to the best interests of the child in all their return-related actions.

FRA finalised the handbook on **Children deprived of parental care found in an EU Member State other than their own – A guide to enhance child protection with a focus on victims of trafficking**. The handbook was launched on 13 June in Brussels at a meeting of the EU civil society platform against human trafficking. It was developed in cooperation with the European Commission Office of the EU Anti-Trafficking Coordinator. The handbook targets professionals who may come in direct contact with children deprived of parental care and found in need of protection in a Member State other than their own, including child victims of trafficking.

During the meeting of the information JHA Council in July 2019, FRA's Director opened the discussion on cooperation in criminal matters (detention and its alternatives). During the meeting of the JHA Council held on 7-8 October, FRA's Director presented a paper on the fundamental rights challenges in the area of justice in 2020. During the same meeting, the Council adopted conclusions on the application of the EU Charter of Fundamental Rights. The conclusions explicitly refer to FRA's Fundamental Rights Report 2019 as well as to the 2018 European Commission report on the application of the Charter. The Commission report also reflects FRA's findings on the use of the Charter by national courts. FRA was also represented at the EU-Western Balkans Ministerial Forum on JHA on 18-19 November in Skopje.

1.1.3. Supporting rights-compliant policy responses: providing real-time assistance and expertise

FRA's objectives for 2018-2022 are to:

- strengthen the delivery of real-time advice, assistance and expertise to EU institutions and Member States;
- inform EU and national authorities on fundamental rights risks in priority areas;
- support and improve responses to fundamental rights challenges.

In the area of **racism, xenophobia and related intolerance**, upon a request by the European Commission, FRA commissioned a **study on the perceptions and experiences of young Jews with respect to antisemitism based on FRA's second large-scale survey on experiences and perceptions of antisemitism**. The Jewish Policy Research Institute prepared the report, which FRA published in July. This report focuses on young Jewish (aged 16-34) Europeans' experiences and perceptions of antisemitism in 12 EU Member States. It looks at how safe young Jewish Europeans feel, and if they believe that governments are effectively combating antisemitism. It takes a look at defining antisemitism and understanding the place of Israel in it.

FRA continued to **facilitate the activities of the Working group on hate crime recording and data collection**, under the EU High Level Group on combating racism, xenophobia and other forms of intolerance. As part of these activities in November, FRA together with the Dutch National Police organised a **study visit** for the Group's members to NL. FRA together with the OSCE Office for Democratic Institutions and Human Rights (ODIHR) led **two national workshops (ES, BG)**, aiming at changing policies and structures to improve hate crime recording and data collection practices.

In April, FRA facilitated a study visit to Finland of representatives from 12 Member States, which enabled them to exchange practices and learn from the Finnish framework to combat hate crime. FRA also led a workshop during the visit to raise awareness on hate crime, in which 60 Finnish police officers and prosecutors participated.

FRA's work related to technical assistance and capacity building on **Roma integration and social inclusion**, continued by providing support to the European Commission, the National Roma Contact Points and other stakeholders on monitoring Roma integration. On 20 March, FRA **facilitated a workshop with National Roma Contact Points** in Brussels. FRA provided individual coaching and technical assistance on reporting of Roma integration measures implemented in individual Member States such as Greece, Ireland, Romania and Slovakia.

As part of the FRA's work in the area of **the rights of the child**, several activities took place to build capacities of key partners, such as **staff of the European Parliament and European Commission**, to mainstream rights of the child in EU policies addressing areas such as poverty, justice, migration and asylum or participation. FRA developed training modules, practical exercises and an accompanying manual on data on children to make FRA findings that address young age groups more visible and accessible. FRA also provided input to the mid-term

evaluation of the **Council of Europe's Strategy for the Rights of the Child (2016-2012)** and spoke at the related high-level conference in Strasbourg in November. This cooperation with key partners was accompanied by partnership meetings and a visit by the Commission's coordinator on Rights of the Child to discuss about FRA's work across programmes and units.

On international level, FRA contributed to the **UN Global Study on Children deprived of liberty** - launched on 18 November 2019 - focusing on immigration detention of children. Input was provided to the CEDAW (Committee on the Elimination of Discrimination Against Women) General Recommendation on trafficking in women and girls in the context of global migration. FRA also submitted relevant findings to the Committee on Rights of the Child (CRC) for the next concluding observations on Austria, Belgium, Czech Republic, Italy and Malta. Furthermore, FRA co-hosted the **UNICEF TransMonEE conference and meetings** in Vienna from 25 to 29 November where national statistical offices and representatives of relevant ministries worked on increasing the availability and use of disaggregated data during childhood and adolescence..

In the **area of criminal justice**, FRA contributed to capacity building of legal practitioners and law enforcement in the area of juvenile justice, drawing on its research on child-friendly justice and minimum age requirements in judicial proceedings. FRA provided inputs to the European Judicial Training Network and a training module to staff of the European Parliament, secretariats of relevant parliamentary committees, parliamentary assistants, and advisors to political groups, including practical exercises on reviewing policy files from a rights of the child perspective. In addition, FRA provided inputs to a CEPOL webinar, the Council of Europe HELP online course on child friendly justice.

FRA participated in the Council of Europe's Octopus Conference on cybercrime in Strasbourg in November. It presented its work on the handbook on European Law relating to cybercrime and fundamental rights that will be produced jointly with the Council of Europe. Earlier, FRA attended various events discussing challenges in relation to cybercrime, such as the annual Interpol-Europol cybercrime conference in October 2019.

FRA **provided fundamental rights expertise** in the implementation of the hotspot approach. Upon request by the European Parliament, FRA published in March an update of its November 2016 fundamental rights analysis of the situation in the hotspots. The FRA Director presented the main points during a Civil Liberties, Justice and Home Affairs (LIBE) hearing on 21 March and he shared his experience during a LIBE Committee of the European Parliament hearing in November. Despite

genuine efforts to improve the situation since November 2016, many of the suggestions FRA formulated at the time remain valid. Whereas the hotspots in Italy remain largely within capacity, the situation on the Greek islands remains challenging. On some islands, reception conditions remain below EU law requirements. Unaccompanied children and other vulnerable people face serious protection risks. The new European Border and Coast Guard Regulation will enable a more structured FRA involvement in migration management support teams the EU deploys to support Member States that face large number of unauthorised arrivals.

On the Greek islands, **FRA co-organised training events** on improving identification and referral of victims of trafficking in human beings, supporting an initiative by the National Centre for Social Solidarity (EKKA). In Spain, FRA completed a series of awareness-raising sessions on identification and referral of vulnerable people for staff working at first reception facilities.

FRA completed field research with Pakistani unaccompanied children in Greece. The research findings were discussed at a meeting in Athens in November 2019. The research will support FRA to better understand the protection risks this large group of children in Greece is exposed to. FRA expects to use the findings in the context of its inter-agency cooperation work in Greece.

As part of its cooperation arrangement with EASO, FRA **supported a training workshop for judges on detention of applicants for international protection**. FRA and EASO also co-organised activities in Spain such as a round table in Madrid on age assessments and, together with the United Nations High Commissioner for Refugees (UNHCR), a workshop in a reception facility for new arrivals in Southern Spain.

1.1.4. Effectively promoting rights, values and freedoms

FRA's objectives for 2018-2022 are to:

- raise systematic awareness of the need to respect, protect, promote and fulfil fundamental rights in the EU;
- create a safe and inclusive space for dialogue with key actors to respond to pressing human rights challenges, and shape critical agendas;
- ensure smart communications to maximise the effect of FRA outputs.

In 2019, four communication priorities were set: celebrating the 10-year anniversary of the Charter, promoting the results of FRA research on severe forms of

labour exploitation, highlighting evidence to fight anti-semitism and fostering a fundamental rights compatible migration narrative.

Leading up to the 10th anniversary of the **Charter** becoming legally binding in December 2019, FRA with key partners launched a campaign to promote the Charter. On 12 November 2019, the European Commission, jointly with the Finnish Presidency of the Council of the EU and FRA, organised a major event in Brussels on **Making the EU Charter of Fundamental Rights a reality for all: 10th anniversary of the Charter becoming legally binding**. The conference brought together a variety of organisations that use and could improve their use of the Charter. FRA's Director spoke during the opening session to the 'Awareness and use of the Charter throughout the enforcement chain'. As part of the Charter's 10-year anniversary – a key communication priority in 2019 – FRA developed a 'Charter Box', comprising nine FRA tools in different EU languages for practitioners. Moreover, FRA supported the 10-year anniversary celebrations with a series of social media activities, including short videos. The Charter promotion through FRA's social media channels will continue in 2020.

To promote the results of FRA's report on **Protecting migrant workers from exploitation in the EU: workers' perspectives**, FRA together with the Romanian Presidency of the Council of the EU, the EEA and Norway Grants and the Council Secretariat, organised a conference in Brussels entitled '**From wrongs to rights – Ending severe labour exploitation**' on 25 June 2019. To tell the stories of severely exploited migrant workers, FRA produced three social media videos – each of these building on rights holders' perspectives of severe labour exploitation and the report findings.

Based on its report '**Experiences and perceptions of antisemitism - Second survey on discrimination and hate crime against Jews in the EU**', FRA hosted a round-table discussion on fighting antisemitism in Austria on 30 April 2019. Representatives of national authorities, Jewish community organisations, civil society organisations, law enforcement and other stakeholders focused their discussions on the security needs of Jewish communities; rethinking Holocaust remembrance and education; and improving data collection on anti-Semitic incidents.

FRA released its **e-media toolkit on migration** in June 2019 to enhance quality journalism on this topic. It is an online platform for journalists to learn from and train on factual reporting examples from The Guardian, The Financial Times, the BBC, Le Monde, Radio France International, France TV and Agence France Press. By November 2019, almost 300 journalists across the EU

and beyond have registered and used the toolkit; a substantial number of journalists have also attended face-to-face training FRA organised, including one at Reuter's newsroom in London.

The **Fundamental Rights Report** continues to feed prominently into relevant work of the three main EU institutions. FRA's focus in its Fundamental Rights Report 2019 was on the interrelationship between the human and fundamental rights framework and SDGs of the global Agenda 2030 in the context of Member States' and the EU's internal policies.

Along with the Fundamental Rights Report, FRA also compiled its **Key Opinions** publication, which presents FRA's opinions on the main developments in the thematic areas covered, and a synopsis of the evidence supporting these opinions.

FRA's Director presented the Fundamental Rights Report 2019 at the FREMP Working Party in June and to the European Parliament's LIBE Committee in September.

On **equality and non-discrimination**, following an invitation of the acting Vice-President and Minister for Equality of the Spanish Government, FRA's Director delivered a **keynote speech on 'Fostering equality in the EU – legislation, policies and practice'** at a seminar on 'Building the present, designing the future: public policies for a more equal society', which the International University Menéndez Pelayo organised in Santander, Spain on 17 June. The Director met with the Spanish acting Vice-President and Secretary of State for Equality to discuss issues related to equality, such as planned initiatives for a new equality law and a new human rights action plan.

On 23 September 2019, **FRA's Director took part in a plenary panel during the Finland's Presidency High Level conference on LGBTI issues**. The conference focused on 'Advancing LGBTI equality in the EU: from 2020 and beyond'; the results of which will feed into the forthcoming LGBTI strategy of the European Commission. The Director called on the EU and its Member States to actively protect their LGBTI people and their communities and activists to use existing human rights systems to report incidents of hate and violence. On 13-14 February 2019 and 9 July 2019, FRA was invited by the UNDP to contribute to expert consultations on privacy, safety and security in collection, storage, and use of data of LGBTI people and other marginalised populations.

In the area of the **rights of persons with disabilities**, FRA continued to promote findings from its **report 'From institutions to community living: perspectives**

from the ground' with capacity building seminars taking place in Austria, Belgium, Finland, Ireland, Romania and Slovakia. Key findings fed into the closing seminar by the European Commission on building Member States' capacities to use EU funding instruments to support the development of community-based services. In March, FRA's director contributed to the informal meeting of EU ministers responsible for persons with disabilities in Paris.

In addition, FRA continues its role **as secretariat for the EU Framework for the UN CRPD**. FRA was invited to present key findings from the independent living project on the situation of persons with disabilities and respective policies and legislation in Slovakia at the CRPD pre-session for its respective country report. To maximise outreach and dissemination the findings of 'The right to independent living of persons with disabilities', FRA developed country fiches, which were used for national stakeholder meetings during the course of 2019.

In September 2019, **FRA's Director contributed to the discussions at the high level conference on the 'Economy of Wellbeing' organised by the Finnish Presidency of the Council of the EU**. The Director pointed out the need to include those most vulnerable and most at risk to be left behind, including children in poverty, persons with disabilities and Roma. He also called for the rule of law and the implementation of fundamental rights to be considered as core to the economy of wellbeing. Many of these elements are reflected in the EU Council's Conclusions on the economy of wellbeing, which were adopted in October 2019.

In the context of SDGs work of FRA and specifically related to the rights of the child, FRA **attended the United Nations Economic Commission for Europe (UNECE) Forum on SDGs and spoke in a side event by the United Nations Committee on the Rights of the Child (UNICEF) and the World Bank**, highlighting the need for disaggregated data on the human rights situation of children. On 15 January, FRA discussed with UNICEF the possibility for the Committee's recommendations to be considered in national SDG implementation plans.

The Director also spoke at the **12th European Forum on Rights of the Child** about progress and key challenges, particularly addressing the need for continued efforts to protect children's rights in migration and asylum, justice, digital environment and political participation. In November 2019, FRA's Director participated in the **High Level Conference of the European Parliament celebrating the 30th anniversary of the Convention on the Rights of the Child**. FRA's Director delivered a keynote speech addressing the main barriers to the

enjoyment of child rights and most urgent actions needed in Europe. Those points also fed into the draft resolution on children's rights adopted in December by the European Parliament.

In line with FRA's work on mainstreaming child rights **FRA produced a brochure to raise awareness about its work on child rights in Europe.** The brochure guides stakeholders and target groups to relevant FRA reports and tools to support them when promoting and protecting the rights of children in the EU.

In the area of **information society**, FRA's Director spoke at a high-level conference of the Finnish Presidency of the Council of Europe Committee of Ministers and the Council of Europe on the impact of **AI-powered techniques on such human rights as privacy and freedom of expression.** The conference took place from 26 to 27 February in Helsinki and brought together experts from governments, international organisations, businesses, technology, academia and research, civil society and the media.

During the reporting period, FRA launched **additional language versions – BG, DE, EL, ES, FR, HU, IT – of the 2018 edition of the 'Handbook on European data protection law'** to allow practitioners at national level to use it. The Council of Europe also issued the handbook in **Georgian**. Other language versions – **ET, HR, NL, PL, PT, RO** – are being finalised. FRA presented the handbook at several stakeholder events. Civil servants belonging to Finnish ministries and public authorities also received a presentation of the handbook during a national training on 'Applying the Charter of Fundamental Rights of the European Union in law and policy-making at national level', on 16 January 2019. The handbook was widely distributed at key data protection conferences, such as the Spring Conference of Data Protection Authorities in May, RightsCon in June, a EDPS conference on Data Protection and Competitiveness in July, and at the 41th International Conference of Data Protection and Privacy Commissioners in October. In 2019, almost 40 000 copies of the handbook in different languages were downloaded, and almost 7 000 paper versions disseminated.

FRA continued to promote its updated **'Guide on preventing unlawful profiling today and in the future'**. The guide was published on 5 December 2018 and explains what profiling is, the legal frameworks that regulate it, and why conducting profiling lawfully is both necessary to comply with fundamental rights and crucial for effective policing and border management. FRA presented the guide to different stakeholders: to members of the Council's Law Enforcement Working Party, to data protection experts at the 12th International Computers, Privacy and Data Protection Conference on 1 February

2019 and to the United Nations Committee on the Elimination of Racial Discrimination in August. The guide is now available in English, French, German, Italian, Polish and Spanish. The guide was also used in two capacity-building events, co-organised with the European Network of Equality Bodies (Equinet) and the Independent Police Complaints Authorities' Network (IPCAN)

Under cross-cutting **projects and activities covering all MAF areas**, FRA has continued cooperating with EU Institutions and Member States, networks and partners to support key values contained in the EU treaties, as well as the protection and promotion of the fundamental rights contained in the EU Charter.

In cooperation with the Finnish Presidency of the Council and the incoming Presidencies in 2020, FRA supported the fundamental rights dimensions of the rule of law process in the Council of the EU. For instance, FRA's Director gave a speech at the EU Presidency conference on the rule of law, democracy and human rights, in September and addressed the Ministers in the General Affairs Council on the rule of law in November. Similarly, under the Finnish Presidency, FRA co-organised the seminar on 'Democracy, Human Rights and the Rule of Law: How best to protect and promote the founding values of the European Union' in October in Vienna.

Another important aspect of cooperation concerned parliaments at national and EU level, and beyond. The European Parliament's Human Rights Week in 2018 set the scene, also marking the 70th anniversary of the Universal Declaration of Human Rights. For instance, the Director of FRA spoke at the plenary meeting of the Conference of **Parliamentary Committees for Union Affairs of Parliaments of the EU (COSAC)** held in Helsinki under the Finnish Presidency. COSAC devoted a session to 'Promoting the Rule of Law in the EU and the EU Charter of Fundamental Rights'. The Director's intervention and the exchange of views with parliamentarians from EU Member States, which followed, highlighted the innovative and transformative role of the EU's Fundamental Rights Charter for the work of national parliaments.

The importance of the Charter was also highlighted during the Director's participation in a hearing of the Italian Parliament in May. The Parliamentary Committee on Human Rights of the Chamber of Deputies exchanged views with FRA on the situation of human rights in the EU and FRA's support for the establishment of national human rights institutions. FRA's cooperation with national and local institutions, civil society organisations and practitioners was also discussed.

In addition, FRA contributed to national parliamentary debates on specific fundamental rights concerns. At the conference on 'Racism, Xenophobia and Ethnic and Racial Discrimination' organised by the Portuguese Parliament's Subcommittee for Equality and Non-discrimination of the Committee of Legal Affairs, Rights, Freedoms and Guarantees in July, parliamentarians discussed issues relating to the elaboration of the new census in Portugal. Finally, FRA also presented its work generally to the Council of Europe Parliamentary Assembly's Committee on rules of procedure, immunities and institutional affairs.

Furthermore, the Director of FRA addressed for the first time the plenary of the EU's **Committee of the Regions** in April. The Committee organised a debate on fundamental rights and EU values, where the Director illustrated how cities and regions contribute to protect fundamental rights in the EU, e.g. through local initiatives on migrant reception and Roma inclusion.

In March the Director also gave a keynote speech at the 47th European Conference of Presidents of Bar Associations and Law Societies on the fundamental rights aspects of the rule of law.

Finally, during 2019 FRA also intensified its cooperation with **academia**. Together with academic partners, FRA, in cooperation with the Court of Justice of the European Union organised an event on the application of the Charter nationally in each of the 28 EU Member States and by the Court of Justice of the European Union at Oxford University in March. In June, the Director of FRA participated in a rule of law event at the European University Institute in Florence.

Aiming to support the work of practitioners, academia, partners, institutions and networks for a fundamental rights-based EU, during 2019 FRA launched **the European Union Fundamental Rights Information System**, which became operational and will continue to be improved and expanded. The tool was presented to the Council's Working Party on FREMP, to Equinet and ENNHRI (the European umbrella organisations for equality bodies and National Human Rights Institutions), to staff members of DG JUST and the European Parliament (LIBE, legal secretariat, research).

Still, during 2019, FRA made ten regular submissions to the UN Treaty Bodies, Special Procedures and the Universal Periodic Review, as well as to selected Council of Europe mechanisms with targeted compilations of data relevant by topic and country.

Similarly, supporting the implementation of the **SDGs** within the EU, in January the Director of FRA acted as rapporteur at the Human Rights Council Inter-Sessional event on 'Empowering people and ensuring

inclusiveness and equality', which explored how promoting and protecting human rights can feed into the implementation of the SDGs. In February and in October, FRA made presentations on the connections between the SDGs and human rights to the Council of the EU Working Party on the Agenda 2030, contributing to discussions leading to Council Conclusions on the SDGs. FRA also organised jointly with the Office of the High Commissioner for Human Rights (OHCHR), the Danish Institute for Human Rights and the Global Alliance of National Human Rights Institutions (GANHRI) a side event on Human rights and the 2030 Agenda as mutually reinforcing: Ensuring no one is left behind while accelerating SDG implementation' at the High Level Political Forum in New York in July.

FRA also made a presentation at the **Equinet** Working Group on Policy Formation with concrete suggestions as to how national Equality Bodies could contribute to the national SDGs work. In May, FRA provided input to the UN OHCHR report on child rights and SDGs for the 2019 high level political forum. FRA also co-organised a side event to UNECE Regional Forum on Sustainable Development in cooperation with the EU Romanian Presidency, UN's Human Rights Office, ENNHRI and Equinet. The title of the event was 'Leave no one behind: driving policies through data and a human rights-based'.

Collaboration with the **UN Human Rights Office** also increased. The Director of FRA met with the Chair of the Committee on the Elimination of Racial Discrimination in May in Geneva. The Secretary of the UN's trust fund on slavery visited FRA in May. FRA co-organised with the United Nations Office on Drugs and Crimes (UNODC) a side-event at the annual session of the United Nations Commission on Crime Prevention and Criminal Justice, focusing on hate crime. Several UN human rights related mechanisms consulted FRA in preparation of missions to EU Member States. FRA's work was presented to the UN Special Procedures during their annual meeting in Geneva in May. Throughout the year, close consultations continued related to the European Union Fundamental Rights Information System, both with the UN Human Rights Office and with the Council of Europe.

FRA continued its co-operation with the **OSCE Office for Democratic Institutions and Human Rights** regarding hate crime recording and data collection. Similarly, FRA's support of the OSCE field operations work on violence against women and hate crime victimisation surveys also continued. FRA's Director visited ODIHR for the first time on 25 November, meeting ODIHR's Director, senior management and staff to discuss how to strengthen cooperation.

Aiming at increasing synergies between FRA's work and that of other international organisations working in the



human rights field, and the **Council of Europe** in particular, on 10 and 11 October delegations of the Council of Europe and FRA's management met to exchange views on their respective current and future priorities and to discuss how to strengthen cooperation, in particular, how FRA's data could be used in the framework of the CoE's monitoring procedures. FRA participated in the event marking the 20th anniversary of the Council of Europe's Commissioner for Human Rights in January. Following a visit by the Secretariat of the Council of Europe's Department of the European Social Charter in April, FRA compiled data and information related to the Committee's collective complaints procedure in order to facilitate the Committee's work.

To support greater awareness of EU internal fundamental rights issues and existing good practices, FRA also contributed to activities in support of the EU's external relations. FRA participated in an event organized by the European Investment Bank, stressing the importance of rights in lending activities. On invitation by the European External Action Service (EEAS), FRA also shared practices from the EU on human rights indicators and National Human Rights Institutions with the Ministry of Justice of Taiwan in January. In April, FRA took part in the Annual Human Rights Dialogue with the People's Republic of China. In addition, the human rights mechanism of the Association of Southeast Asian Nations (ASEAN) visited FRA in November.

In addition, the Director and FRA staff gave several speeches and expert level inputs in different fora on communicating rights, including:

- **The Wilton Park conference 'Re-energising the narrative: human rights in the digital age':** The director addressed experts, practitioners, leadership and academia in the areas of human rights, communications and the digital world (including high-level representative of Microsoft and Facebook).
- **At the 2nd Global Constructive Journalism Conference,** FRA staff met with professional media organisations, and further explored opportunities for strengthening cooperation on 'communicating rights' with the United Nations in Geneva.
- **During the Council of Europe's Parliamentary Assembly** in April, FRA, the EU Delegation to the Council of Europe, and the Council of Europe hosted a side event on communicating rights. The FRA Director, EU Ambassador, Council of Europe Human Rights Commissioner and other key experts discussed the challenges on communicating rights in increasing complex situations in order to find ways of framing and explaining human rights.

With regard to the **Human Rights Communicators' Network** launched in September 2018 on Facebook, it now numbers more than 240 members, ranging from communication experts in marketing and PR, human rights advocates in civil society, EU institutions and bodies, national and international human rights bodies. The Network provides to communicators with a platform for sharing information, good practices, lessons learned and know-how. FRA seeks to increase the network's impact through its Fundamental Rights Platform and National Liaison Officers network. Over 80 human rights communicators from the network convened in Vienna in October 2019 to share smart and impactful practices and strategies for effectively communicating rights. A series of inspiring videos and other materials focusing on strategy and tactics of effective grass roots communication were released on the FRA website and in the Human Rights Communicators' Cloud space of FRA.

FRA was for the third year partner of the **international human rights film festival 'this human world'**, taking place in Vienna from 28 November to 10 December. FRA emphasised the power of filmmaking to tell stories that matter, in line with its [10 keys to effectively communicating human rights](#). It also built on the festival's goal to provide audiences with the chance to engage with some pressing issues affecting Europe. FRA was the patron of two screenings, followed by panel discussions, facilitated and moderated by FRA. These were attended by more than 280 people.

During 2019, FRA regularly received **visitor groups and gave presentations about its work**. The Agency welcomed 341 people, from 19 groups, including: delegations from the Association for Swedish speaking law students, the Austrian Association of Social Work, the Department of International Law at the University of Erfurt in Germany, the Diplomatic Academy Wien, young teachers under the programme in human rights education from Germany, students of the Executive Master in EU studies in Berlin, students of the young lawyers training programme on refugee and asylum law area in Munich, and citizens to raise awareness on human rights at local level.

In terms of publications, FRA disseminated 99 941 print publications and it topped the 2019 ranking in terms of publication orders at the EU Publications Office among all EU Agencies with 9 232 copies orders. FRA published 238 publications in English and other EU languages, including reports, papers, handbooks, easy-to-read and online publications, which were widely downloaded from FRA's website.

From the top 10 FRA publications, there were 63 887 downloads. Due to the relevance of FRA's findings, publications in the area of justice, equality and privacy were downloaded the most (see Annex I). They included

'Violence against women survey - main results report', 'Second survey on discrimination and hate crime against Jews in the EU' and the 'Handbook on European data protection law – edition 2018'.

FRA maintained its presence on social media platforms with increased numbers of followers on Facebook (57 441), Twitter (50 998) and LinkedIn (21 778).

1.1.5. Strengthening cooperation with national and local fundamental rights' actors: working with communities of support

FRA's objectives for 2018-2022 are to:

- enhance the relevance and impact of FRA evidence and advice on fundamental rights at national and local level;
- support further the strengthening of the capacity of national and local human rights actors;
- assist national authorities in developing data collection to create evidence-based approaches to rights protection and promotion across Member States.

FRA continued to encourage strong and effective independent human rights mechanisms at national level. In April, FRA participated in the CoE-FRA-ENNHRI-EQUINET collaborative platform meeting on social and economic rights exploring equality and human rights in times of economic and financial turbulences. In November, FRA joined the 9th meeting of this collaborative platform to discuss the justiciability of social rights. FRA focused its intervention on the EU legal order and the social rights as enshrined in the EU Charter of Fundamental Rights. FRA also addressed the annual meeting of **Equinet** and FRA's Director spoke at the annual conference of the **European Network of National Human Rights Institutions** in November.

The support for a stronger civil society continued, in particular through FRA's almost 800-organisations strong **Fundamental Rights Platform (FRP)**. The FRP contributed to the work of FRA throughout the year, including by responding to a number of surveys and feeding into research (e.g. consultations on the awareness, use and implementation of the **GDPR** and of the **Charter**, on the cooperation with NHRIs etc.). Civil society organisations received targeted information about FRA's new research findings, tools and events, and contributed to specific projects and events of FRA in various forms. For instance, drawing on the FRP, FRA organised a two-day strategic litigation exchange workshop in May.

FRA's Director gave a keynote speech at the European Trade Unions Confederation (ETUC). In May, FRA participated in the Global Summit of the Open Government Partnership in Ottawa, a platform that brings together national governments and civil society to create inclusive, responsible and accountable action plans. In June, FRA's Director addressed the civil society days of the European Economic and Social Committee (EESC).

Within the framework of FRA's ongoing research on NHRIs, in June 2019, FRA organised a three-day workshop with NHRIs (out of which many are also Equality bodies and ombuds institutions). FRA's 2020 report on Challenges and opportunities of NHRIs in the EU (due to be published in May 2020), is mapping the current situation across the EU, following up on an earlier FRA report of 2010.

To explore the link between national human rights action planning and EU level fundamental rights commitments, FRA hosted a governmental expert meeting on National Human Rights Action Plans in an EU context in March. The meeting was attended by NLOs, national experts from Member State and Observer State governments, Council of Europe and the Open Government Partnership. The meeting highlighted that only a small number of States include specific references to the Charter in their national actions plans (where existing).

FRA took part in consultations on updating the Council of Europe Recommendations on ombudsman institutions by the Steering Committee for Human Rights (CDDH). FRA also participated in the annual meeting of GANHRI in Geneva in March. Additionally, trainings on the Charter of Fundamental Rights were conducted in close cooperation with National Human Rights Institutions.

In addition, FRA intensified its work at national level with **European human rights cities**. Following up on a 'Policy Lab' on human rights cities organised by FRA in cooperation with the City of Vienna in 2018, in November 2019, FRA convened a meeting of human rights experts and city representatives in Brussels to discuss and conceptualise a 'framework of commitments' for European cities that are or aim to become human rights cities.

FRA provided input on civil society engagement and civic space issues to the UN Human Rights Office, the European Investment Bank and the Organisation for Economic Cooperation and Development (OECD). FRA also cooperates closely on the issue of the protection of **human rights defenders** with the European Commission, the Council of Europe, OSCE, ODIHR and EESC. FRA repeated its annual consultation of the Fundamental Rights Platform on civic space challenges at the end of

the year. The results will be published in the course of 2020. In addition, FRA and ODIHR will meet regularly with EU and international organisations working on human rights defenders in Europe: a 'Contact group on human rights defenders' was convened for the first time early in the year.

FRA's intense cooperation with the **EEA and Norway Grants** to support programmes and projects in EU Member States covered under the Grants continued. In the framework of the Roma programme in the Czech Republic, FRA provided technical advice on data collection, including sampling frames, etc. Through its engagement, FRA contributed to ensure cooperation of the authorities with Roma communities and civil society in programme implementation. In addition, the Ministry of Justice of the Czech Republic Government Agent before the European Court of Human Rights and FRA agreed to partner in the project 'Awareness Raising on the jurisprudence of the European Court of Human Rights and other international human rights obligations of the Czech Republic' under the Grants in October. FRA also continued to advise on the development of the Roma Programme in Greece in its capacity of international partner organisation, including regarding the development of the programme agreement.

Under the Grants Programme 'Local Development, Poverty Reduction and Enhanced Inclusion of Vulnerable Groups' in Bulgaria, FRA started cooperation with the Bulgarian National Statistical Institute in the project: 'Novel approaches to generating data on hard-to-reach populations at risk of violations of their rights'. In the course of the year, FRA also started preparations to become international project partner in other projects in EU countries covered by the Grants. In June, FRA participated in the second International Partner Organisation coordination meeting the Financial Mechanism Office organised on the 2014-2021 Programme Cycle in Brussels. The Norwegian Ministry Foreign Affairs Ministry and the Financial Mechanism Office also visited FRA for an annual review meeting in September. Part of that review concerned the positive outcome of the cooperation in organising the joint event under the Romanian Presidency of the Council of the EU on severe forms of labour exploitation in June. The communication teams of the FMO and FRA met in the margins of the review meeting to discuss synergies in their work and ways to intensify cooperation. Future FRA cooperation regarding the civil society programmes under the Grants was also discussed.

1.2. Economy and efficiency of spending and non-spending activities

According to FRA's financial rules (Article 29), the principle of economy requires that the resources used by FRA in the pursuit of its activities shall be made available in due time, in appropriate quantity and quality, and at the best price. The principle of efficiency concerns the best relationship between resources employed and results achieved.

Respect for these principles is pursued through the implementation of internal procedures and predefined practices. These procedures ensure that activities are executed in an efficient manner (e.g. the different workflows contribute to efficient cooperation between staff, units, etc.) and according to the principle of economy (e.g. the procurement rules ensure procurement in optimal conditions).

FRA is continuously fine-tuning its internal arrangements to improve the efficiency and economy of its operations. The following initiatives show how these principles are put into practice.

FRA decided to insource the development of two information systems linked to document management and to programme and project management. This approach resulted to savings of approximately 300 000 EUR linked to upfront development costs of those systems, comparing with the case if the developments were outsourced. Further savings are expected. These relate to the subsequent annual maintenance costs of the two information systems.

In 2019, FRA continued the use of the practices adopted in the last years in reducing the costs linked to the general building maintenance costs.

Furthermore, staff continued to use video conferencing, when meetings were possible and hence avoiding mission costs. In 2019, the number of video and web conferences was slightly increased by 5 % in comparison with 2018.

2

Management



Assurance is an objective examination of evidence to provide an assessment of the effectiveness of risk management, control and governance processes.

This examination is carried out by management, which monitors the functioning of the internal control systems on a continuous basis, and by internal and external auditors. Its results are explicitly documented and reported to the director. The reports produced are:

- activity-based management:
 - the management of the financial resources (including planned and actual, as well as deviations),
 - the management of human resources (including planned and actual, as well as deviations),
 - activity-based costing;
- *ex post* controls;
- internal control standards (ICS) gap analysis;
- observations and recommendations reported by the Internal Audit Service (IAS) of the European Commission;
- observations and recommendations reported by the European Court of Auditors (ECA);
- recommendations of the European Parliament.

This part outlines the control results and other relevant elements that support management's assurance on the achievement of the internal control objectives. They include the following aspects:

- effectiveness, efficiency and economy of operations;
- reliability of reporting;
- safeguarding of assets and information;
- prevention, detection, correction and follow-up of fraud and irregularities;
- adequate management of the risks relating to the legality and regularity of the underlying transactions, taking into account the multiannual character of programmes, as well as the nature of the payments (FRA financial rules, Article 32).

It looks at the management of FRA's financial and human resources, and assesses the results of internal and external audits, including the implementation of audit recommendations.

2.1. Management Board

FRA carries out an annual risk assessment exercise, which includes an evaluation of potential risks, their likelihood of occurrence and potential impact. The results of the exercise are summarised in a risk register. An extract of the risk register is annexed to the Programming Document. This annex presents the risks that the management team considers relevant to the implementation of the Programming Document. It also presents the corresponding preventative mitigating actions.

In 2019, no significant risks materialised that would have required a Management Board decision.

2.2. Major events

Restructuring

The new organisational structure introduced at the end of 2018 has been consolidated in 2019, by defining the job descriptions and the clear responsibilities assigned to the new posts, like for example the Programme managers.

The new structure of FRA consists of five units:

- Unit 1. Corporate Services;
- Unit 2. Technical Assistance and Capacity Building;
- Unit 3. Research and Data;
- Unit 4. Communication and Events;
- Unit 5. Institutional Cooperation and Networks.

Two advisers — under the direct supervision of the Director — have been recruited to contribute to the operational excellence of FRA. Also, the Director's office contains fewer staff members within the new structure.

The significant element of the reorganisation is that it addresses the European Parliament's comment on the gender balance in management positions. The percentage of women in these positions increased from 20 % to 50 %.

Authorising officers by delegation and subdelegation

Following the reorganisation mentioned above, the newly appointed heads of unit were delegated authorising officers' roles for the maximum amount of EUR 170 000. Consequently, the delegations of the previous authorising officers by delegation who moved to a new role in FRA and are no longer heads of unit were revoked. In addition, the maximum amount for the existing authorising officer by subdelegation was also increased to EUR 170 000.

2.3. Compliance regarding transparency, accountability and integrity

EU institutions, bodies and Member States hold the agencies politically, financially and judicially accountable for their activities. These include the European Parliament, Council and Commission, as well as the

Court of Justice, the ECA, the IAS, the European Anti-Fraud Office (OLAF) and the European Ombudsman.

The European Parliament, the Council and the Commission agreed FRA's governance structure in its founding act.

Three European Parliamentary committees regularly assess the work of FRA and oversee its general development. These are the LIBE Committee, the Committee on Budgets and the Budgetary Control Committee. They determine FRA's annual budget and scrutinise how FRA has spent the money, before deciding if the budget can be discharged. In short, parliamentary oversight over the EU agencies may include questions, inquiries, hearings, budget discharge, visits and committee contact.

The specialised European Parliamentary LIBE Committee follows FRA's work. The committee prepares the legislative framework, negotiates with the Council of the European Union, and follows up on evaluations, enquiries from EU citizens and reports from the Court of Auditors. It also issues an opinion on budgetary requests of FRA and discharging the budget.

Stakeholders also work very closely with FRA, providing valuable input to the tasks being carried out (e.g. research projects). This includes helping to steer preliminary preparations, providing feedback on interim and final results and aiding in the dissemination and uptake of findings. In addition, FRA has established consultative fora to engage with civil society organisations (i.e. the Fundamental Rights Platform).

Furthermore, FRA is forging ever-closer ties to Member States through focal points in national administrations, national parliaments and corresponding national bodies. Such vital mechanisms ensure that there is a constant dialogue as the basis of a strong working partnership, which guarantees that information is shared and national needs are recognised and addressed.

FRA is overseen by a Management Board composed of independent representatives from each Member State as well as the European Commission and the Council of Europe, which meets at least twice per year. The minutes from the Management Board meetings are published on FRA's website.

The functions of the Management Board, Executive Board and Scientific Committee are described within a unique document, the 'Rules of procedure', which is published on FRA's website.

The director's reports addressed to the Management Board provide it with a fair and balanced assessment of FRA's activities. The director releases a report before every Management Board meeting, ensuring transpar-

ency and accountability of the executive function, i.e. FRA director, towards the board.

The independent review of FRA is subject to internal audits carried out by the IAS, which oversees FRA's compliance with the provisions of the Internal Control Framework of the European Commission. The ECA reviews the legality and regularity of the transactions, and gives assurance on the truth and fairness of the financial statements. In response to these, FRA developed an internal mechanism to ensure good cooperation with the auditing bodies, and to ensure that further developments of the system consider the results of the audits without exception.

FRA continues to implement and further enhance its activity-based management. Moreover, FRA's budget nomenclature follows the principles of activity-based budgeting (ABB). It complies with the principles of specification, transparency and sound financial management, providing the clarity and transparency necessary for the budgetary process, facilitating the identification of the main objectives as reflected in its Programming Document, making possible choices on political priorities, and enabling efficient and effective implementation.

In its Programming Document, FRA follows a results-based allocation of resources based on priorities. It also includes an annex on risk management, which helps to identify potential risks and how to respond in order to mitigate them. In addition, it provides performance indicators that facilitate an effective evaluation. These aspects facilitate the assessment of whether or not FRA is achieving its objectives and increase accountability, transparency and openness.

In accordance with its financial rules, FRA conducts *ex ante* and *ex post* evaluations of its projects. In addition, a carefully selected evaluator (i.e. contractor) conducts an independent external evaluation of FRA. Evaluation is the main tool that FRA uses to assess the extent to which its activities reach the set objectives and how their performance can be improved in the future. Among other effects, the results of evaluations may have an impact on increasing the transparency and accountability of EU expenditure.

Through the CAAR and the *Report on budgetary and financial management*, FRA reports on its performance in managing its budget. These reports outline the achievements for the year and the resources used, with the primary aim of increasing the accountability and transparency of FRA. The CAAR is the tool used to monitor and report on the implementation of FRA's activities and serves as a mirror image of the Programming Document.

FRA's communication strategy and its presence on social media increase openness and transparency.

FRA has placed emphasis on developing a culture of integrity, loyalty and trust. It achieves this through the instruments put in place to ensure ethical behaviour. FRA avoids situations that might impair its independence or impartiality, through its comprehensive rules on prevention and management of conflicts of interest for its Management Board and Scientific Committee. In addition to the staff regulations, FRA has in place a code of good administrative behaviour for its staff as well as a practical guide on management and prevention of conflicts of interest, which offer comprehensive information and advice on a variety of issues, ranging from behavioural tips to compliance with legal obligations. FRA provides compulsory training for staff on anti-harassment, ethics and integrity, and publishes the CVs and declarations of interests of all active members of the Management Board, the Scientific Committee and the management team. FRA has specific procedures in place for external activities, publications and speeches, gifts, missions and relations with interest groups. FRA organises regular training on preventing wrongdoing and applies by analogy the Commission's policy on whistle-blowing.

It is essential for all staff members to observe ethical principles and standards of integrity and conduct. Adherence to these fundamental values requires continuous awareness-raising, guidance and training. To this end, FRA appointed an ethics officer serving as a single point of contact and who ensures that ethics-related policies, procedures and action plans are implemented, monitored and updated in a timely manner.

FRA implemented its anti-fraud strategy, which was based on a risk assessment exercise, taking into account the OLAF guidelines and in consultation with OLAF. It achieved a significant result in terms of awareness-raising by preparing and delivering internal training on fraud prevention according to materials provided by OLAF.

FRA has developed a culture of integrity in which related risks are identified, assessed and addressed. Compliance with rules and maintaining a high level of ethical standards are shared responsibilities of FRA's staff, creating an environment of trust, loyalty, responsibility and respect in the workplace. To this end, FRA has in place a number of tools for protection of staff in general, and whistle-blowers in particular. It applies specific guidelines on whistle-blowing, adopted by FRA's Executive Board (Decision No 2018/03), which can be found on FRA's website.

FRA applies Regulation 1049/2001 on public access to documents and has in place a register of the documents

on its website, where the public may consult and scrutinise not only operational, but also administrative documents of importance to its governance. In addition, to further increase transparency, FRA has an online tool where EU citizens may request access to documents related to the work of FRA.

2.4. Budgetary and financial management

The implementation rate of C1 appropriations maintained last years' trend and remained at 100 %. Similarly, the cancellation rate of C8 commitment appropriations remained low at 2.4 %.

The implementation rate of C1 payment appropriations under Title III was 40 %. *This is in line with FRA's planning for automatic carrying forward, i.e. C8s, similar to previous financial years. In total, 21 % of the appropriations were automatically carried forward from 2019 to 2020.*

It should be noted that most of FRA's operational projects have an implementation period of at least 1 year. In these cases, FRA is compelled to automatically carry forward a high level of outstanding amounts at the end of the financial year.

In 2019, two budgetary transfer was submitted to the Management Board for adoption. In addition, the director authorised seven budgetary transfers. The total

amount transferred among titles amounted to EUR 791 137.

The Report on budgetary and financial management provides further information.

2.5. Activity-based budgeting

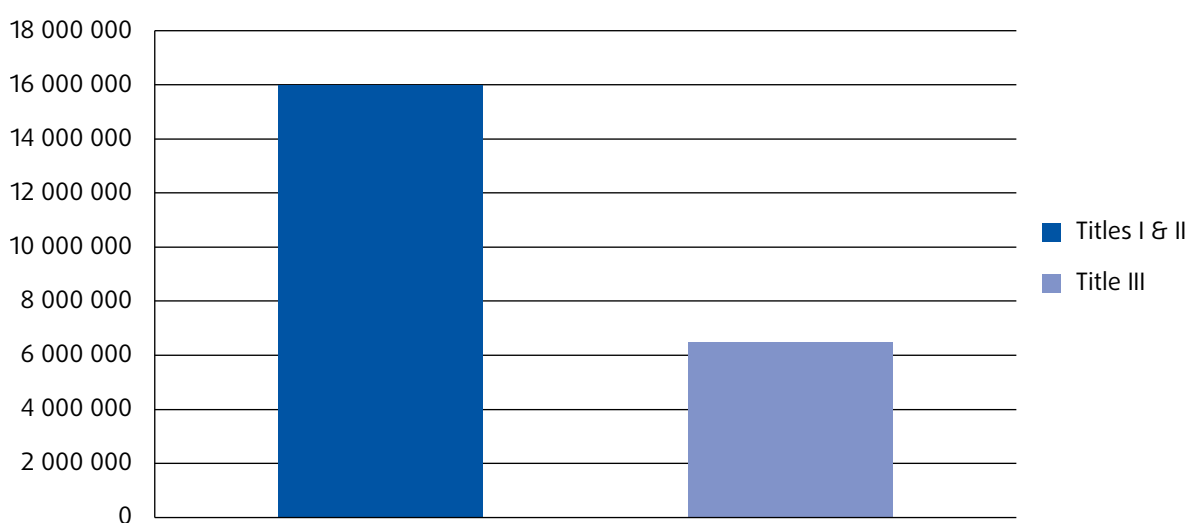
In 2019, FRA executed in commitment appropriations EUR 23 002 414 consisting of C1 and Ro funds under Titles I, II and III and IV. Based on the traditional presentation of budget execution, i.e. Titles I, II and III EUR 16 009 863 was spent on overheads (Titles I and II), representing 71 % of the overall expenditure. The amount of EUR 6 436 137 was spent on operational expenditure (Title III), representing 29 %, as shown in Figure 1.

Figure 2 presents the ABB of the budget execution. FRA's expenditure is split as follows, compared with the traditional presentation:

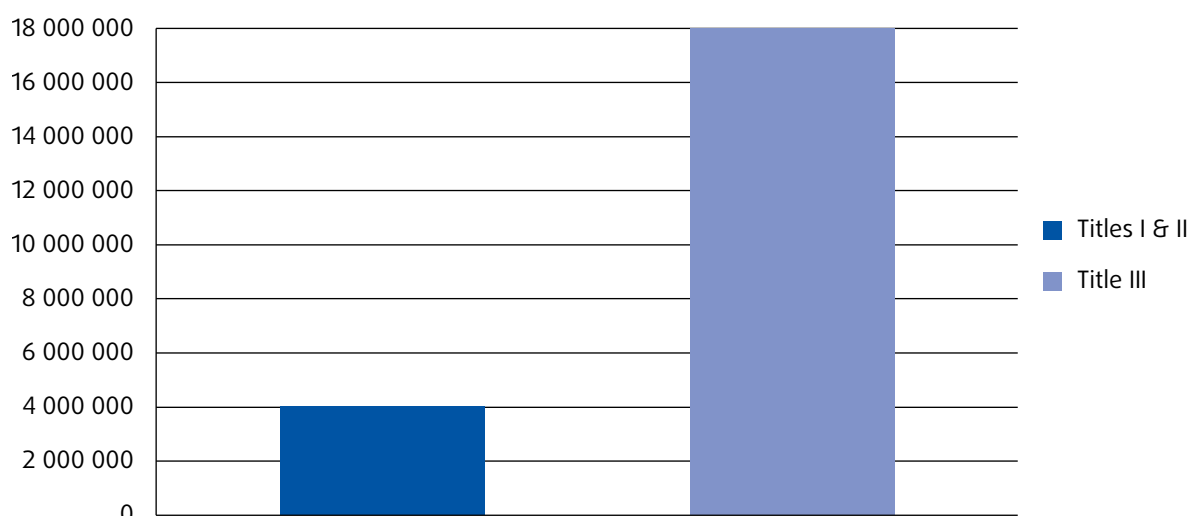
- 82 % for operational expenditure instead of 29%;
- 18 % for support expenditure, i.e. overheads, instead of 71 %.

Compared to 2018, the proportion of person days worked in support activities increased by 9 % in 2019. Further details are provided in Annex V.

Figure 1: Traditional presentation of budget execution (EUR)



Source: FRA, 2019.

Figure 2: Activity-based budgeting presentation of budget execution (EUR)

Source: FRA, 2019

2.6. Human resource management

In 2019, the harmonisation of the job titles was finalised, thus reflecting the 2018 re-allocation of staff in the context of the restructuring. The process of redefining all job descriptions has started and it is envisaged to be finalised in the first quarter 2020 and consolidated in the fourth quarter 2020, following the entry into production of the Job Information System (JIS) module of SYSPER.

FRA is in the first cluster of the European Commission's HR system – SYSPER – that was launched in 2016 to centralise and harmonise the HR information systems.

The building blocks of SYSPER are integrated modules that share common data and functions. Each of these modules supports a specific HR process by delivering paperless functionalities and services to:

- individual staff members,
- their line managers, and
- HR staff members.

It is expected, once the migration of data to SYSPER is complete, to streamline and automate certain management processes, with paperless workflow activities and an electronic validation system. The introduction of SYSPER will contribute to increased efficiency through a better utilisation of human and financial resources.

In 2019 FRA continued Learning and Development activities targeted at the workforce for the enhancement of skill and attitudes. Key training activities during this

period included the 'Women in Leadership and Management' which is part of FRA's Equality and Diversity Strategic Action Plan 2015-2020. Other key HR Wellbeing related activities was the contracting of the Wellbeing Survey for 2020 as well as the Workload Assessment analysis and, finally, the contracting for the development of FRA's Competency Framework which will serve as the HR reference point for skills and attitudes with regards to Learning and Development; Selection and Recruitment, Career Advancement and Workforce Planning.

Following the update of the legal framework related to fraud prevention and detection as well as compliance with ethical standards in 2018, and the adoption of the new decisions by the Executive Board on the implementation of FRA guidelines on whistle-blowing (Decision No 2018/03) and on outside activities and assignments and on occupational activities after leaving the service (Decision No 2018/06), FRA has focused on the implementation of the strategy and it has organised through its Ethical Officer a series of info sessions with the aim to raise awareness on the importance of following the adopted provisions.

Furthermore, FRA's Executive Board adopted implementing rules concerning the Policy on protecting the dignity of the person and preventing psychological harassment and sexual harassment (Decision No 2019/02) and the conditions of employment of contract staff (Decision No 2019/03).

Finally, the Executive Board has decided to derogate from application by analogy of the implementing rules on the conduct of administrative inquiries and disciplinary proceedings (Decision No 2019/04) pending the Commission's agreement on the respective model decision on this matter for agencies.

FRA undertook the 2019 benchmarking exercise using the methodology approved for the EU Agencies. The results of this exercise are shown in Annex IV.

2.7. Assessment by management

This section reports on and assesses the elements identified by management that support the assurance of the achievement of the internal control objectives. FRA's assurance-building and materiality criteria are outlined in Annex VI. Section B of Annex VI outlines the main risks together with the control processes aimed to mitigate them, and the indicators used to measure the performance of the relevant control systems.

2.7.1. Control effectiveness as regards legality and regularity

FRA has set up internal control processes intended to ensure the adequate management of risks relating to the legality and regularity of the underlying transactions, taking into account the multiannual character of programmes as well as the nature of the payments concerned. The control objective is to ensure a reasonable assurance that the total amount of any financial operation authorised during the reporting year which would not be in conformity with the applicable contractual or regulatory provisions does not exceed 2 % of the authorised commitments.

In the context of the protection of the EU budget no overall amounts at risk were identified.

Summary of materiality criteria

Regarding the legality and regularity of the underlying transactions, the objective is to ensure that the estimated residual risk of error is less than 2 % at the end of the financial year. The residual risk of error is estimated by the residual error rate obtained from an examination of a representative sample of transactions less any corrections made resulting from the supervisory and control systems in place.

Recoveries resulting from *ex post* controls

At the end of the reporting period, the results of *ex post* controls did not reveal any amounts to be recovered.

Risk at payment

FRA does not have any estimated risk at payment. The only payments that could be considered at risk of not receiving in exchange to the payment the corresponding deliverables could be the pre-financing provided.

This type of payments amounted to 89 558 euros at the end of the year 2019 and referred to three different economic operators. As in none of the cases the amounts were significant, no bank guarantees were requested. Therefore, no risk was considered and we do not expect any future problem with these advance payments.

2.7.2. Control efficiency and cost-effectiveness

The principle of efficiency concerns the best relationship between resources employed and results achieved. The principle of economy requires that the resources used by FRA in the pursuit of its activities be made available in due time, in appropriate quantity and quality, and at the best price. This subsection outlines the indicators used to monitor the efficiency of the control systems, including an overall assessment of the costs and benefits of controls.

Qualitative analysis of the management review of the registry of exceptions and internal control weaknesses

The exceptions registered are analysed to identify specific areas of concern and actions for improvement, assisting the decision-making process. In addition, they enable the management team to handle exceptional circumstances with a reasonable degree of flexibility and in a transparent and justified way. IAS and ECA examined the exceptions during their audits and raised no observations.

The annual analysis of the level of compliance with the ICF includes qualitative analysis and recommendations for improvement which are communicated to the management team.

FRA regularly implements preventive measures together with internal awareness-raising activities, such as regular presentations and training for staff members.

In 2019, two exceptions were registered with a value greater than EUR 5 000. The exceptions referred to a-posteriori commitment.

Qualitative analysis of the results of the supervisory controls on the procurement procedures

All procurement procedures were subject to a supervisory review before the launch of the call for tenders. The minutes of these controls are recorded on paper and corrective actions are introduced where necessary.

FRA has set up measures to quantify the costs of the resources and input required to carry out significant controls, as described in Section B of Annex VI, and,

insofar as it is possible, estimate their benefits in terms of the amount of errors and irregularities prevented, detected and corrected by these controls.

Overall, in 2019, the checks that FRA carried out for the management of the budget appropriations were cost-effective, as the estimated quantifiable benefits exceeded the cost.

In particular, for procurements, an estimated amount of EUR 14 347 was invested in checking 9 procurement procedures for tenders with a total value of EUR 5 437 000. Thus, 0.26 % of the total estimated contract value was spent on checking and each procurement procedure cost an estimated average of EUR 1 594.

The corrective actions included modification of the tender specifications, mainly in terms of the selection and award criteria. This improved the quality of the tenders and, as a result, the efficiency of these procurement procedures.

The procurement procedures are to a large extent a regulatory requirement which cannot be curtailed. In addition, as the risks outlined in Annex VI Section B show, a significant proportion of the appropriations would be at risk if these controls were not in place.

FRA assessed the possibility of recording time for operational initiations, operational verifications and authorisations. However, the time dedicated to these controls was found to be insignificant. Therefore, FRA does not keep a record of this information. Finally, FRA has no additional financial verification function.

Qualitative analysis of the results of the *ex post* supervisory controls

In accordance with Article 46 of its financial rules, in 2019, FRA performed an *ex post* control exercise. A total of 24 transactions in the context of low value procedures between 1 000 and 15 000 EUR (amounting to a total of EUR 43 317) were subject to a supervisory desk review.

The overall conclusion of the *ex post* controls was that the transactions were done respecting the existent regulatory system.

The detected error rate in the sample of the transactions is below 1 % with amounts which can be considered immaterial, minor procedural improvements were implemented.

In conclusion, the analysis of the available control results has not shown any significant weakness, which could have a material impact on the legality and regularity of the financial operations. The control objective for legality and regularity has thus been achieved.

For supervisory measures an estimated amount of EUR 7 324 was invested in checking 24 financial transactions worth EUR 43 317. Each transaction or procedure checked *ex post* cost an estimated EUR 305.

In addition, there are a number of non-quantifiable benefits resulting from the controls aimed at ensuring that the financed projects contributed to the achievement of objectives, and from the deterrent effect of *ex post* controls. Furthermore, FRA considers that the necessity of these controls is undeniable, as the totality of the appropriations could be at risk if they were not in place.

2.7.3. Fraud prevention and detection

The implementation of the internal control systems creates a reinforced overall environment in which fraud is prevented by the integrated application of different measures embedded in FRA processes. Furthermore, the IAS activities and the visits from the Court of Auditors provide an independent assessment on the existing level of assurance.

Aiming to minimise the risk of fraud, FRA continues to raise awareness among staff members and contractors, facilitating detection and prevention of possible fraudulent activities.

FRA has developed and implemented its own anti-fraud strategy since 2014, on the basis of the methodology provided by OLAF. It is updated every four years. Following the adoption of the revised anti-fraud strategy at the Management Board meeting in December 2018, FRA in the reporting year devoted most of the efforts in implementing the relevant action plan.

This resulted in a constant monitoring of the existing legal framework, raising awareness of staff on whistleblowing procedures by organising info sessions, and performing dedicated controls and fraud risk assessment.

2.7.4. Conclusion

Based on the most relevant key indicators and control results, FRA has assessed the effectiveness, efficiency and economy of its control system and reached a positive conclusion on the cost-effectiveness of the controls for which it is responsible.

Where FRA's control environment and control strategy remained stable during the reporting year (compared to previous year(s)), the conclusion on the cost-effectiveness of controls is deemed to be unchanged (e.g. positive conclusion).

2.8. Budget implementation tasks entrusted to other services and entities

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

2.9. Assessment of audit results during the reporting year

This section reports and assesses the observations, opinions and conclusions reported by auditors, as well as the limited conclusion of FRA on the state of control, which could have a material impact on the achievement of the internal control objectives, and therefore on assurance, together with any management measures taken in response to the audit recommendations.

FRA is audited by both internal and external independent auditors: (1) the IAS and (2) the ECA.

Internal Audit Service

In September 2019 the IAS Audit performed an audit on the Research Project Design & Implementation (incl. Procurement); the preliminary advances report is expected for the first quarter 2020. Preliminary

information underlined that no risks were identified which would require urgent mitigating actions.

European Court of Auditors

At the time of preparation of the current Annual Activity Report, FRA has not yet received the final comments from the Court for the 2019 exercise; therefore, FRA mentions in the paragraph below the comments from last year, as well as the replies provided.

2.10. Follow-up of audit plans, audits and recommendations

IAS

The audit report on ethics and governance did not result in the identification of any critical or very important recommendations. All the recommendations were closed except one for which evidences necessary for its closure were provided to IAS. The current state of play does not lead to assurance-related concerns.

ECA

In 2018, the Court had one comment on FRA's annual accounts report.

ECA's comments	FRA's replies
Carry-overs of committed appropriations were high for Title III (operating expenditure) at 4,9 million euros, i.e. 70 % (2017: 5.7 million euros, i.e. 70 %). They mainly reflect the nature of the activities which involve financing studies that span several months, often beyond year-end. FRA has introduced planning procedures to monitor the inevitable delays between the signature of contracts, deliveries and payments. However, part of the carry-over is still unplanned, and FRA should further improve its budget planning.	FRA devotes a great effort to the follow up of the planned carry-overs. The forecast is entered in the system during the first quarter and constantly updated until the end of the year. However, there are certain factors that we can only foresee at a late stage, such as the potential surpluses from Titles I and II transferred to Title III. In this case, the full committed amount is carried over to the next year. In addition, in mid-2018 we had a technical problem with the application used for the follow-up of the budget consumption that led to some inaccurate calculations. Notwithstanding this, the deviation between the initial planned and the final amount carried over was only of around 10 %, which we consider is within the margin of tolerance. In the meantime, the old application for the monitoring of the budget consumption has been replaced by a new one.

2.11. Follow-up of observations from the Discharge Authority

This section presents a summary of the observations and comments by the Discharge Authority (DA) on the implementation of the 2017 budget, as per Article 110(2)

of the financial rules, and the measures taken by FRA. It focuses on the most relevant ones, or on those that are ongoing.

Observations regarding FRA

Observation of DA	FRA's reply and measures	Implementation
Notes with concern that the payment appropriations execution rate was low at 72, 11 % representing a slight decrease of 1.1 % compared with the previous year.	During the last years, FRA has committed all the available appropriations (100 % in commitment appropriations). However, it is never possible to pay all of them before the end of the year (December year N), as some contracts only finish their implementation during the next year (N+1). This case is very common for the Title 3 (Operational Expenditure). Consequently, there is a percentage of carry-overs (Committed appropriations minus Payment appropriations) that need to be paid during year N+1. Only when all the carry-overs have been paid or cancelled, by the end of N+1, it is possible to assess the final level of implementation of the budget of year N (outturn). Every year for the last years FRA's outturn reaches 99 % of the EU appropriations. In view of the above, the percentage of 72.11 % is not a low rate per se and it is similar every year. The relevant figure to be considered is the final outturn.	Completed
Encourages FRA to intensify its co-operation with international organisations, such as the Council of Europe and the United Nations, in order to find and use synergies, whenever possible.	The cooperation with the Council of Europe has continuously been enhanced over the years. Both external evaluations of FRA confirmed the strong synergies between the two Organisations. In practical terms, this 'strong partnership' as it was defined by the CoE Director General of Human Rights in December 2018, takes a multiplicity of forms. It starts at planning stage with regular exchanges with the Council of Europe. It continues at implementation stage, with joint projects, such as a series of successful legal Handbooks prepared with the Council of Europe and the European Court of Human Rights. The collaboration continues during high-level meetings, where CoE standards and FRA findings are discussed. FRA continues to expand its cooperation with the United Nations system and with OHCHR in particular. A particular area of synergy with OHCHR is the promotion of human rights dimension of the 2030 Sustainable Development Goals. This is done via joint events and expert meetings. FRA also collaborates closely with UNHCR in its migration related work.	On going

Observation of DA	FRA's reply and measures	Implementation
Highlights the value of FRA's studies and opinions for the development of Union legislation; stresses that FRA should be able to offer opinions on legislative proposals on its own initiative and that its remit should extend to all areas of rights protected under the Charter, including issues of judicial and police cooperation in criminal matters; regrets that FRA's current mandate limits its possibilities to undertake actions and studies in certain thematic areas; recommends the inclusion of those thematic areas in the new multiannual financial framework.	FRA's external evaluation in 2017 observed that for increased efficiency, effectiveness and relevance it should be clarified that the scope of FRA is EU law. This would enable FRA to work in the areas of police and judicial cooperation in criminal matters on its own initiative, and not only at the request of EU institutions. It would give FRA more independence to plan its work in these areas. Following the evaluation, FRA's independent Management Board recommended to the Commission to propose changes to the FRA Founding Regulation that would a) 'bring the wording in line with the Post-Lisbon reality and thus increase legal clarity'; b) 'make very clear that FRA, in carrying out its tasks, shall refer to all of the fundamental rights and principles as they result from the legally binding Charter of Fundamental Rights of the European Union'; and c) 'allow FRA to deliver non-binding opinions on draft EU legislation on its own initiative' in order 'to make full use of FRA's expertise in the legislative process'.	On going
Regrets that this led to additional administrative overhead for FRA and although it affected the timing of its operations it did not cause any delay to the implementation period of the projects; notes that measures have been taken by FRA to mitigate the risks of unsuccessful tender procedures in the future; notes the request for additional funding of FRA but points out that budgetary constraints should not lead to unsuccessful public procurement procedures; asks therefore FRA to conduct appropriate market research before launching call for tenders for studies and to continue to improve the efficiency of its public procurement procedures.	The types of large studies undertaken by the FRA are fairly unique in the EU, given both the subject matter and the need for them to be undertaken across all EU Member States. Therefore, there are very few economic operators that can bid for the relevant call for tenders. In the meantime, FRA joined a framework contract with the Commission for the use of the Eurobarometer that can be used for large surveys. In addition, FRA will also conduct market research in short.	On going
Notes that according to the Court's report, by the end of 2017, FRA had not yet introduced all of the tools launched by the Commission aimed to introduce a single solution for the electronic exchange and storage of information with third parties participating in public procurement procedures; notes that, according to FRA, it already has some of the tools in place and that it is in the process of introducing the remaining tools by the beginning of 2019; calls on FRA to report to the discharge authority on the implementation of all necessary tools	These tools were only compulsory as of 2019. FRA has introduced all of them, except for e-submission that it is expected to be implemented during 4Q, following EC's planning.	On going
Notes that, according to the Court's report, there is the need to strengthen the accounting officer's independence by making him directly responsible to FRA Director and Management Board; welcomes the fact that such reorganisation is expected to be implemented by the end of 2018; calls on FRA to report to the discharge authority on the implementation of the reorganisation.	Following the reorganisation end of 2018, the Accountant is now reporting directly to the Director.	Completed

Observation of DA	FRA's reply and measures	Implementation
Notes that during recent years, two legal proceedings were brought against FRA concerning allegations of irregular recruitment decisions; notes that the General Court of the European Union dismissed both cases and ordered the applicants to pay the costs; notes the allegations in the press of potential conflict of interest relating to the use of the consulting services of a former stand by temporary judge of the Civil service tribunal; calls on FRA to report to the discharge authority on measures taken to mitigate any risk of potential conflict of interest.	FRA is no longer in a contractual relationship with the Judge at issue and is contracting with other Law firms for different cases in order to avoid one service provider to monopolise FRA's requests for services in this specific field. Hence, FRA has eliminated the risk of potential conflict of interest is preventing it with its current practice.	Completed
Notes FRA's efforts to ensure a cost-effective and environmentally friendly working place; points out, however that FRA does not have additional specific measures in place to reduce or offset CO2 emissions.	FRA is following up on the European Commission activities of the GIME (Groupe inter-institutionnel de management environnemental) and it indicated its interest in the 2019 survey to join a coordinated approach of the GIME members on the actions that will result in the reduction of emissions.	On going

Main observations regarding all EU agencies

Observation of DA	FRA's reply and measures	Implemented
Calls on all agencies to disclose their level of staff turnover and to clearly indicate the positions, which are effectively occupied by 31 December of the relevant financial year, in order to ensure inter-agency comparability;(clarification from CONT - years 2017 and 2018).	31.12.2017: Turnover rate of officials (%): None Turnover rate of temporary agents (%): 97.2 %, 72 authorised, 70 filled in Turnover rate of contract agents (%): 93.8 %, 32 authorised, 30 filled in [86.9 %, actual number of FTE 27.8] 31.12.2018: Turnover rate of officials (%): None Turnover rate of temporary agents (%): 98.6 %, 72 authorised, 71 filled in Turnover rate of contract agents (%): 96.9 %, 32 authorised, 31 filled in [89.7 %, actual number of FTE 28.7]	Completed
Regrets the gender imbalance in some agencies; calls on all agencies to constantly work on a balanced distribution on all levels of staff and report to the discharge authority on implemented measures and progress; What measures did your Agency undertake to address gender imbalance?	In November 2018, a new organisational structure was introduced, to enhance mutual support and further strengthen outputs. One additional operational unit has been established to strengthen inter-departmental cooperation on projects and enhance capacity for real-time responses without endangering multiannual research. The salient element of the reorganisation is that it addresses the European Parliament's comment on the gender balance in management positions. The percentage of women in these positions increased from 20 % to 50 %.	Completed

Observation of DA	FRA's reply and measures	Implemented
Notes with satisfaction that a large majority of the agencies do not present weaknesses in the implementation of their internal control standards concerning their business continuity plans; calls on the remaining agencies to improve their situation in order to mitigate any potential risks and to report to the discharge authority on the measures taken; This question concerns GSA and EASO. The concerned Agencies (EASO, GSA) are invited to provide an update on the state of play of their business continuity plans.	N/A (Question not addressed to FRA)	N/A
Notes moreover the possible impact on the revenue and activities of several non-London based agencies; calls on the agencies to prepare to mitigate any potential risks that may follow and report to the discharge authority on the implementation of such preparatory measures; Did your Agency put in place relevant measures to mitigate any potential risks that may follow from Brexit? Please specify:	Since mid. 2017, potential negative impact of Brexit on the work of FRA is a part of annual risk assessment. FRA closely monitors developments and remains in close contact with the relevant services of the European Commission. FRA has already implemented and / or prepared a number of mitigating measures, in line with applicable legal frameworks e.g. in areas of procurement, employment, data protection, governance, events organisation, stakeholder consultations etc.	On-going

For details on common comments please refer to the [European Parliament resolution of 26 March 2019 on discharge in respect of the implementation of the](#)

[budget of the European Union agencies for the financial year 2017: performance, financial management and control.](#)



3

Assessment of the effectiveness of the internal control systems



FRA has adopted an internal control framework (ICF) based on international good practice, to ensure the achievement of its policy and management objectives. Compliance with the internal control framework is a compulsory requirement.

FRA uses the organisational structure and the internal control systems suited to achieving its policy and internal control objectives, in accordance with the internal control principles and has due regard to the risks associated with the environment in which it operates.

FRA has assessed its internal control system during the reporting year and has concluded that it is effective and the components and principles are present and functioning well overall, but some minor improvements are needed in principles 4 and 14. The relevant corrective actions are being undertaken.

3.1. Risk management

The general risk environment in which FRA operates and the inherent risks of FRA's processes are annually assessed by an exercise involving all members of the management team.

Key risks are identified and assessed in a risk register on the basis of the effectiveness of existing controls; whenever a risk is not considered to be at an acceptable level, specific preventative actions are agreed on and implemented.

During the financial year a quarterly risk assessment follow-up was performed; no risks materialised.

In accordance with the anti-fraud strategy action plan in 2019 a specific fraud risk assessment was introduced in the register.

3.2. Compliance and effectiveness of the internal control framework

FRA has adopted a set of internal control principles, based on the Commission principles, aimed at ensuring the achievement of policy and operational objectives.

FRA conducts various activities with the purpose of assessing the level of implementation and effectiveness of the ICF. The assessment and the consequent prioritising exercise are done on the basis of the following sources: internal assessment, register of exceptions, *ex post* control, risk assessment and audit findings (IAS and ECA).

Internal assessment

In December 2019, FRA started an internal assessment on the level of implementation of the new ICF. The new ICF is based on five components and 17 principles. Each principle is further deployed in specific characteristics.

Before assessing the internal control system, FRA has set (where applicable) its own indicators and baselines for each principle, based on those of the Commission and following the description of each characteristic, as best adapted to its specificities and risks. These baselines were a starting point for regular monitoring and specific assessments.

Following the assessment against the established indicators it can be concluded that the system overall includes all the components of the ICF which are present and are functioning together in an integrated manner.

At the level of principles, we can conclude that all principles are present and functioning as intended with some minor improvements required for principles 4 and 14.

Exceptions

In addition to the internal assessment and following the provisions of principle 12, FRA has in place a process for the registration and authorisation of exceptions, the register being centrally maintained and regularly provided to the external auditing bodies IAS and ECA.

The period under evaluation reveals that the ICF based on strong *ex ante* controls is able to detect the most significant deviations from the financial regulation, leading to the registration of the exceptions and allowing appropriate decision-making.

It has to be noted that the preventative measures agreed on in the past, together with improved communication, have contributed to staff's increased awareness of budgetary and legal commitments, and better clarity of the contents in the procedures.

Ex post controls

An *ex post* control exercise is implemented on an annual basis. The risk-based identification of target areas allows for an efficient use of resources and a clear identification of areas in need of control. In 2019, based on a specific risk assessment, an exercise was completed on a sample of low value contracts between 1 000 and 15 000 Euros in specific budget lines. The activity did not identify critical issues and the relevant corrective actions have been implemented.

Conclusion

FRA has assessed its internal control system during the reporting year and has concluded that it is effective and that the components and principles are present and functioning as intended. Some minor improvements are being undertaken.



4

Management assurance



This part reviews the assessment of the elements reported in Parts II and III, and draws the overall conclusion supporting the declaration of assurance and whether it should be qualified with reservations.

4.1. Review of the elements supporting assurance and possible reservations

The information reported in Parts II and III stems from the results of the management and auditor monitoring contained in the reports listed. These reports result from a systematic analysis of the evidence available. This approach provides sufficient guarantees as to the completeness and reliability of the information reported, and results in a complete coverage of the budget managed by FRA.

In conclusion:

- there were no reservations listed on the previous years' annual activity reports;
- there were no critical or very important IAS recommendations, and the ones of lower importance are being addressed for prompt closure;
- the ECA issued a positive declaration of assurance for the financial year 2018 on legality and regularity of the transactions;
- there are no ongoing observations from the European Parliament, which are expected to be implemented shortly.

4.2. Reservations

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

4.3. Overall conclusion on assurance and reservations (if applicable)

This section reviews the assessment of the elements reported above and draws conclusions supporting the declaration of assurance and whether or not it should be qualified with reservations. In conclusion, the Management Team has a reasonable assurance that, overall, suitable controls are in place and working as intended, risks are being appropriately monitored and mitigated, and necessary improvements and reinforcements are being implemented. The Director, in his capacity as Authorising Officer, and the Head of Corporate Services, in his capacity as authorising officer by delegation, have signed the declaration of assurance.

5

Declaration of Assurance

Declaration of assurance of the Head of Corporate Services

I, the undersigned,

Head of Corporate Services of the European Union Agency for Fundamental Rights,

in my capacity as person in charge of risk management and internal control,

declare that I have reported my advice and recommendations on the overall state of internal control in the Agency to the director.

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

Vienna, 14 May 2020

Constantinos Manolopoulos

Declaration of assurance of the director

I, the undersigned,

Director of the European Union Agency for Fundamental Rights,

in my capacity as authorising officer,

declare that the information contained in this report gives a true and fair view;

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 results of the self-assessment, *ex post* controls, the observations of the Internal Audit Service and the lessons learned from the reports of the Court of Auditors for years prior to the year of this declaration.

I confirm that I am not aware of anything not reported here which could harm the interests of the European Union Agency for Fundamental Rights.

Vienna, 14 May 2020

Michael O'Flaherty



Annex I: Core business statistics

2019 at a Glance



(*) References to FRA's work in policies, legislation, Parliamentary questions, positions/opinions/conclusions, academic papers and various reports of the European Parliament, EU Council, European Commission, International organizations, academia and others

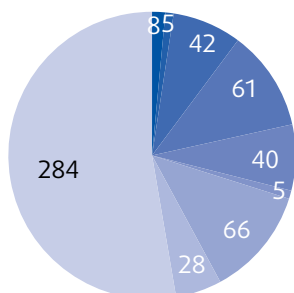
(**) FRA remains in 2019 the Agency with the highest EU Publications orders among all EU Agencies

Core business statistics

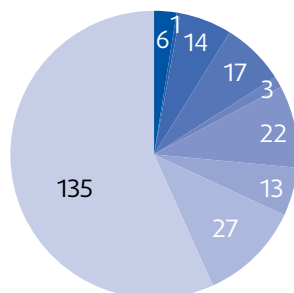
To better monitor and evaluate the performance of FRA and the impact made, based on the activities undertaken, FRA has established a performance management framework (PMF). The PMF consists of intervention

logic and indicators. Below are charts linked to some of the key performance indicators (KPIs) reflecting FRA's performance in 2019.

Hearings and presentations

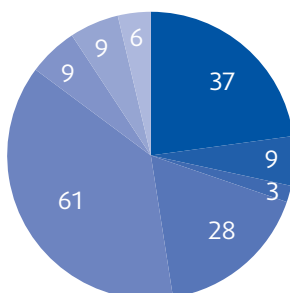


FRA publications in all EU languages



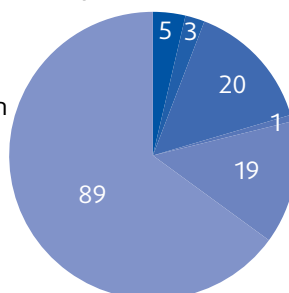
- Victims of crime
- Judicial cooperation
- Information society
- Equality and non-discrimination
- Rights of the child
- Inclusion of Roma
- Migration
- Racism
- Cross-cutting

Research activities



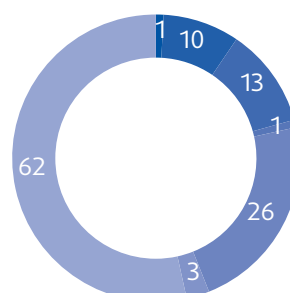
- Victims of crime
- Information society
- Equality and non-discrimination
- Rights of the child
- Inclusion of Roma
- Migration
- Racism
- Cross-cutting

Good practices identified



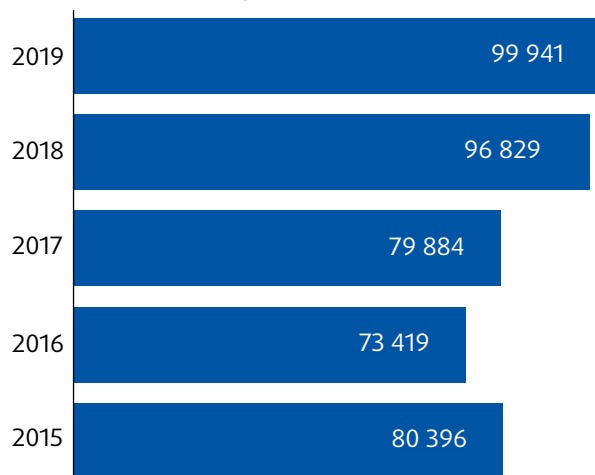
- Victims of crime
- Judicial cooperation
- Information society
- Equality and non-discrimination
- Rights of the child
- Inclusion of Roma
- Migration
- Cross-cutting

Networking events organised by FRA



- Victims of crime
- Information society
- Equality and non-discrimination
- Rights of the child
- Migration
- Racism
- Cross-cutting

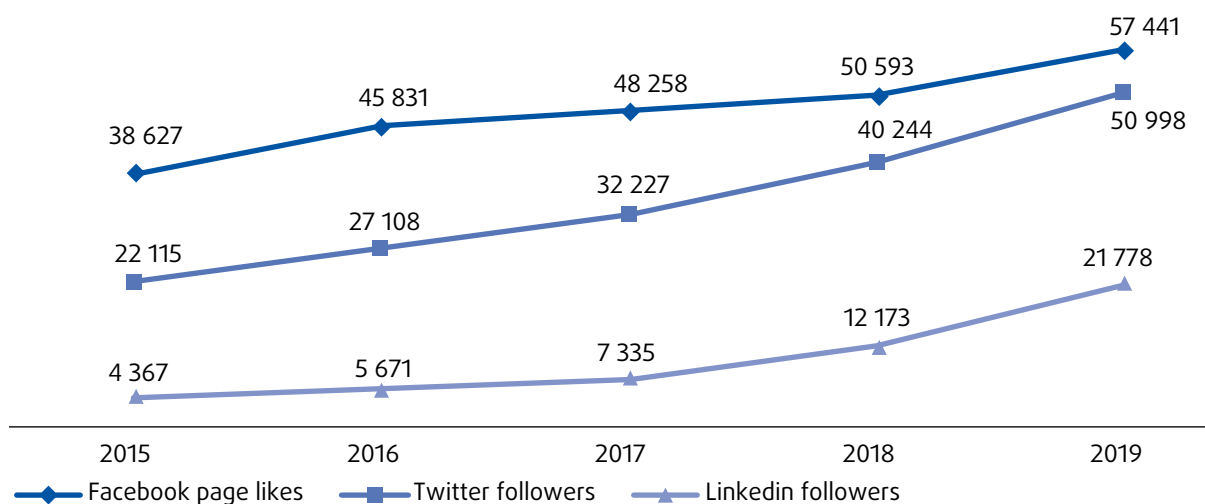
Printed publications disseminated

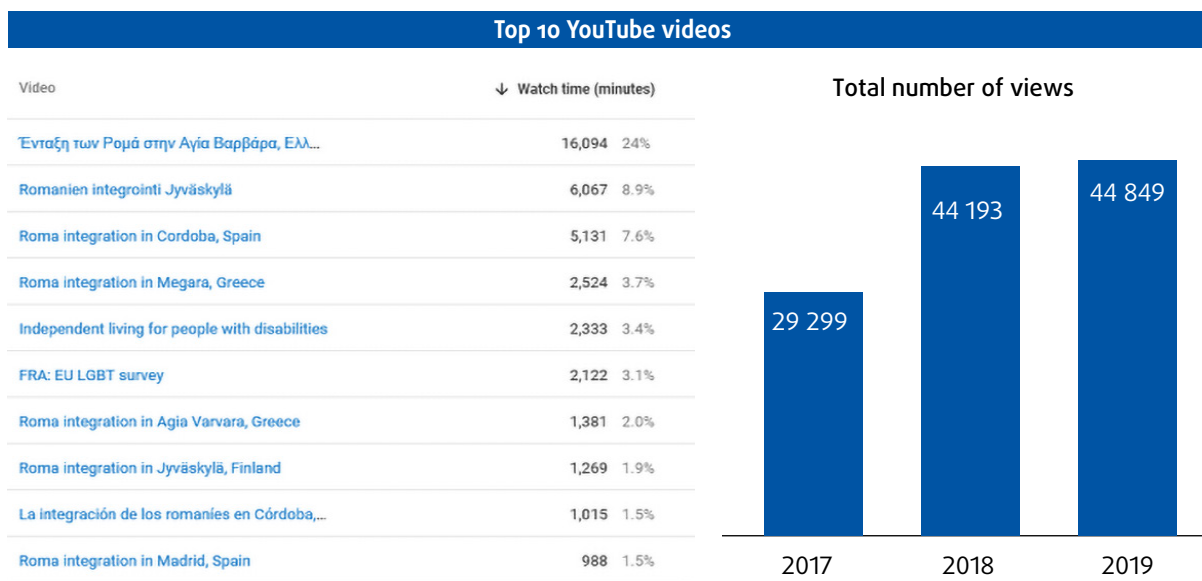


Top 10 FRA Publication downloads 2019

Violence against women -
main results (10,776)Handbook on European data
protection law 2018 - EN (7,596)EU LGBT survey
main results (5,986)Being Black in the
EU (5,463)Violence against
women - at glance
DE (4,958)Hate crime recording
and data collec-
tion practice across
the EU (4,320)Second survey on discrimination
and hate crime against Jews in
the EU (8,899)Violence against women - at
glance ES (7,301)EU LGBT Survey at
glance (4,606)Handbook on
European data
protection law 2018
- IT (3,982)

Social media followers





In line with the Commission Guidelines on key performance indicators (KPI) for directors of EU decentralised agencies, the following objectives, indicators and targets for the FRA's Director are identified:

OBJECTIVE	KPI	TARGET	RESULTS
Work programme fully implemented throughout the year and such implementation is reflected in the Annual Activity Report for such a year	Timely submission of the draft Programming document to the Management Board and to the European Commission	<i>December N-2</i> <i>January N-1</i> <i>December N-1</i>	<i>December N-2</i> <i>January N-1</i> <i>December N-1</i>
	Percentage of completion of the activities of the AWP/Programming document	80 %	95 %
	Timely achievement of objectives of the Programming document	80 %	80 % ¹
	Timely submission of documents foreseen for publication in the AWP/Programming document/Annual activity report and in particular of the (annual) Fundamental Rights Report, in cooperation with the Scientific Committee	80 %	100 %
Swift, timely and full use of the financial and human resources allocated by the budgetary authorities	Rate (%) of implementation of Commitment Appropriations	> 95 %	100 %
	Rate (%) of cancellation of Payment Appropriations N-1	< 5 %	2.4 %
	Rate (%) of outturn (Total payments in year N and carry-forwards to Year N+1, as a % of the total EU funding received in Year N)	> 95 %	99.4 %
	Rate (%) of payments executed within the legal/contractual deadlines	> 80 %	97.9 %

¹ The Mid-term review of FRA objectives is underway and results will be available in 2020

OBJECTIVE	KPI	TARGET	RESULTS
Timely implementation in the adequacy and effectiveness of internal control systems	Rate (%) of external and accepted internal audit recommendations implemented within agreed deadlines (excluding 'desirable')	90 %	100 %
	Average vacancy rate (% of authorised posts of the annual establishment plan which are vacant at the end of the year, including job offers sent before 31st December)	< 5 % of total posts	1.4 %
	Positive result of Agency's deliverables following the internal quality review ²	100 %	100%
	Delivery of positive opinions by the Scientific Committee on Agency publications	100 %	100 %
	Ex-ante and ex-post evaluations of projects are implemented based on the Annual Evaluation plan	80 %	100 %
Evidence of the level of staff wellbeing	Organisation of satisfaction surveys / engagement surveys within FRA	1 every two years	wellbeing survey every 2 years
	Annual average days of short-term sick leave per staff member	< 8	7.5
	Member of staff complaining under Article 90 (2) SR per 100 staff members	< 5	1
External presentation of FRA's activities and effective cooperation with FRA's external stakeholders	Formal presentations to the European Parliament and Council (incl. its preparatory bodies)	> 4	8
	Country visits to present FRA's work	4	4
	Number of interviews or mentions of FRA's Director in different media outlets	12 in a year	Exceeded
	Cooperation meetings with FRA's networks and partners including EU institutions, bodies and agencies, National Liaison Officers, international organisations, public bodies competent for human rights in the Member States (incl. NHRIs), and civil society (incl. participants in the Fundamental Rights Platform)	> 200 bilateral meetings	110
		> 15 stake-holder meetings at FRA	15
		1 NLO meeting	2
		> 6 visits to EU institutions, bodies and agencies	7

² During 2019 the process of internal quality review was revised and as result the indicator „Positive review of Agency publications containing Opinions through the FRA Opinions Committee” has been replaced with the one listed

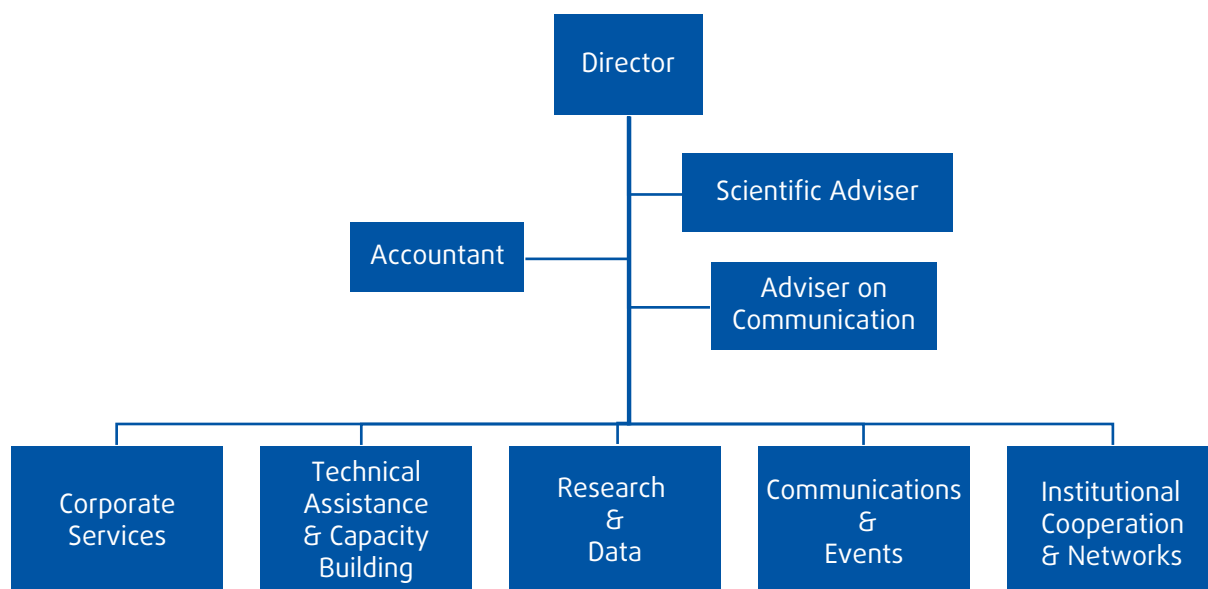
Annex II: Statistics on financial management

Please refer to the *Report on budgetary and financial management* available online at the [FRA webpage on finance and budget](#).

Annex III: Organisational chart

At the end of 2018, FRA's structure comprised the director's office and five units, as shown in Figure A3.1.

Figure A3.1: Organisational chart



Annex IV: Establishment plan

Table A4.1: Establishment plan

Category and grade	Permanent posts		Temporary posts	
	2019 (authorised posts)	2019 (actually filled as of 31.12.2019)	2019 (authorised posts)	2019 (actually filled as of 31.12.2019)
AD 16	-	-	-	-
AD 15	-	-	1	-
AD 14	-	-	1	2
AD 13	-	-	2	2
AD 12	-	-	7	3
AD 11	-	-	5	1
AD 10	-	-	9	5
AD 9	-	-	12	8
AD 8	-	-	8	11
AD 7	-	-	2	11
AD 6	-	-	1	4
AD 5	-	-	-	-
Total AD	-	-	48	47
AST 11	-	-	-	-
AST 10	-	-	1	-
AST 9	-	-	3	2
AST 8	-	-	5	4
AST 7	-	-	7	1
AST 6	-	-	7	6
AST 5	-	-	1	7
AST 4	-	-	-	4
AST 3	-	-	-	-
AST 2	-	-	-	-
AST 1	-	-	-	-
Total AST	-	-	24	24
AST/SC 6	-	-	-	-
AST/SC 5	-	-	-	-
AST/SC 4	-	-	-	-
AST/SC 3	-	-	-	-
AST/SC 2	-	-	-	-
AST/SC 1	-	-	-	-
Total AST/SC	-	-	-	-
Total	-	-	72	71

NB: AST/SC: Secretaries and clerks.

Table A4.2: Benchmarking against previous year results

Job type (sub)category	Year N – 1 (%)	Year N (%)
Administrative support and coordination	16	16
Administrative support	15	15
Coordination	1	1
Operational	73	73
General operational activities	10	10
Programme management and implementation	60	59
Top operational coordination	2	3
Evaluation and impact assessment	1	1
Neutral	11	11
Accounting, finance, non-operational procurement, contract management and quality management, internal audit and control	9	9
Linguistic activities	2	2

NB: The above figures comprise all different types of contracts, i.e. temporary agents, contract agents, seconded national experts, trainees, study visitors and external service providers.



Annex V: Human and financial resources by activity

Table A5.1: Human resources by ABB activity

ABB Activity	Human Resources by ABB activity	
	Total person days	Percentage
Victims of crime and access to justice	831	5 %
Equality and discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation, or on the grounds of nationality	1 274	7 %
Information society and, in particular, respect for private life and protection of personal data	981	5 %
Judicial cooperation, except in criminal matters	225	1 %
Migration, borders, asylum and integration of refugees and migrants	1 938	11 %
Racism, xenophobia and related intolerance	580	3 %
Rights of the child	262	1 %
Integration and social inclusion of Roma	685	4 %
Communication and awareness-raising	3 050	17 %
Cross-cutting activities	1 394	8 %
Consultation and cooperation mechanism	862	5 %
Research and stakeholder cooperation	1 549	8 %
Total operational	13 630	75 %
Support activities	4 634	25 %
Total support activities	4 634	25 %
Total agency days	18 264	

NB: The above data rely on FRA's time recording system, which is a component of the wider implementation of activity-based management in the agency. They represent the actual working time during the reporting year. Therefore, part-time and absences (unpaid and leave other than the regular annual entitlement) are not reported.

Source: FRA, 2019.

Table A5.2: Financial resources by ABB activity

ABB Activity	Direct expenditure	Indirect expenditure (overheads)	Total
Victims of crime and access to justice	364 545	728 579	1 093 124
Equality and discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation, or on the grounds of nationality	717 261	1 116 431	1 833 692
Information society and, in particular, respect for private life and protection of personal data	767 733	859 571	1 627 304
Judicial cooperation, except in criminal matters	186 078	196 800	382 877
Migration, borders, asylum and integration of refugees and migrants	776 407	1 698 846	2 475 253
Racism, xenophobia and related intolerance	157 113	508 320	665 433
Rights of the child	17 882	229 408	247 290
Integration and social inclusion of Roma	61 909	600 858	662 767
Communication and awareness-raising	1 247 448	2 673 277	3 920 726
Cross-cutting activities	677 783	1 221 614	1 899 397
Consultation and cooperation mechanism	291 839	755 912	1 047 751
Research and stakeholder cooperation	1 170 140	1 357 997	2 528 137
Total operational	6 436 137	11 947 613	18 383 751
Support activities	—	4 062 249	4 062 249
Total support activities	—	4 062 249	4 062 249
Total	6 436 137	16 009 863	22 446 000

Source: FRA, 2019.



Annex VI: Specific annexes related to Part II

A. Materiality criteria

Materiality is the basis for defining significant weaknesses in both qualitative and quantitative terms. The materiality criteria used by FRA and the method used to assess their significance are presented below.

Qualitative criteria are linked to failure in achieving FRA's short-term objectives, reputational risks to FRA, significant weaknesses in the FRA control systems and repetitive errors. These involve use of resources, sound financial management, and legality and regularity of transactions. Their significance is judged on the basis of:

- the nature and scope of the weakness;
- the duration of the weakness;
- the existence of compensatory measures (mitigating controls which reduce the impact of the weakness);
- the existence of effective corrective actions to correct the weaknesses (action plans and financial corrections) which have had a measurable impact.

In quantitative terms, as regards legality and regularity, a weakness is considered material in cases where the financial impact or risk of loss is greater than 2 % of FRA's authorised commitments.

B. Internal control template(s) for budget implementation

Stage 1 – Procurement

A – Planning

Main control objectives: effectiveness, efficiency and economy; compliance (legality and regularity).

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency, depth of controls and benefits	Cost-effectiveness indicators (three E's)
Non-applicable, as no medium or high risks were identified under this phase.	—	—	—

B – Needs assessment and definition of needs

Main control objectives: effectiveness, efficiency and economy; compliance (legality and regularity).

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency, depth of controls and benefits	Cost-effectiveness indicators (three E's)
Non-applicable, as no medium or high risks were identified under this phase.	—	—	—

C – Selection of the offer and evaluation

Main control objectives: effectiveness, efficiency and economy; compliance (legality and regularity); fraud prevention and detection.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency, depth of controls and benefits	Cost-effectiveness indicators (three E's)
Conflict of interest/ unequal treatment of tenderers; for example, via biased selection criteria or partial evaluations (relating also to MB and SC)	Formal evaluation process, governed by dedicated internal procedures: Opening Committee and Evaluation Committee including a minimum number of five members in the selection panel for open calls for tenders, and three in case of low and middle-value purchases, reducing the risk of unequal treatment Providing clear rules for low-value purchases	100 % – all calls for tenders Depth: all documents transmitted Benefits: compliance with financial rules Difference between the most onerous offer and the selected one Preventing the unequal treatment of tenderers, and therefore the potential complaints or litigation that may occur	Effectiveness: number of complaints or litigation cases filed Number of requests for clarification regarding the tender Efficiency: average cost of a tendering procedure Costs for closing a complaint/litigation Economy: estimation of costs of staff involved in the evaluation process Estimation of costs for running the website (updating, maintenance, etc.) Estimation of cost of staff involved in supervision and in Steering Committees
	Declarations of conflict of interest are signed by the members of both the opening and evaluation panels	100 % of the members of the Opening Committee and the Evaluation Committee Benefits: amounts of contracts for which the control prevented the risk of litigation or fraud	

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency, depth of controls and benefits	Cost-effectiveness indicators (three E's)
	Declarations of conflict of interest are signed by the members of Management Board and Scientific Committee	100 % of declarations of conflict of interest are signed by the members of Management Board and Scientific Committee Benefits: potential irregularities prevented by avoiding the interference in procurement procedure/contracting	
	Dedicated pages on the FRA website that assure the transparency of the information	100 % of the information is available on the website Depth: compulsory for calls for tenders' middle value Benefits: Participation in competition of a sufficient amount of bidders	
	Exclusion and selection criteria documented and transparent, by including them in technical specifications Existence of the Steering Committee Admin supervision and Authorising Officer approval of tender specifications	100 % of the tender specifications are scrutinised Depth: determined by the amount of the awarded contract Benefits: limiting the risk of litigation Limiting the risk of cancellation of a tender Amount of proposed contracts for which the supervisory and approval detected material error	

NB: AO: Authorising Officer; MB: Management Board; SC: Steering Committee.

Stage 2 – Financial transactions

Main control objectives: Ensuring that the implementation of the contract is in compliance with the signed contract.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency, depth of controls and benefits	Cost-effectiveness indicators (three E's)
All pre-financing, accrual adjustments and guarantees not identified Mistakes in transactions Commitments, payments and recovery orders recorded with delay Incomplete accounting systems	Use of ABAC system for all the accounting records (all pre-financing payments are controlled via ABAC)	100 % of the contracts (via commitments) are entered in ABAC Estimation of costs of staff involved Benefits: centralised control of the payments Access to information for all the participants involved Amount of irregularities, errors, and overpayments prevented by the controls Systematic weaknesses detected and corrected	Effectiveness: % error rate prevented Number of control failures Number/amount of liquidated damages, if any Number of actions for improvement implemented Efficiency: late interest payment Amount of damages paid Costs of the <i>ex post</i> controls with respect to the benefits Average cost of an <i>ex post</i> control Economy: costs for licencing of ABAC users Cost of training activities
	Guarantees controlled via ABAC	100 % of the guarantees are included in ABAC	
	Training on ABAC compulsory for all nominated users	100 % ABAC users	
	Financial workflow based on the 'four eyes' principle (operational and financial checks in accordance with the financial workflow) Centralised financial initiation	100 % of the transactions are controlled Depth: all the transactions checked	
	Each transaction is checked by Authorising Officer by Delegation in their capacity as financial verifying agent	100 % of transactions are verified Depth: riskier operations subject to in-depth controls	
	Each transaction checked by the Accounting Officer (i.e. accrual adjustments)	100 % of the transactions are checked	
	Registration and authorisation of exceptions Review of exceptions reported	Reported exceptions in line with the internal procedure Depth: depending on the reporting of exception. 100 % once a year Depth: look for the weakness in the procedures related to the reported exceptions	
	<i>Ex post</i> controls	Selected transactions Depth: the control sampling is risk-based	

NB: ABAC: Financial Information Systems; AOD: Authorising Officer by Delegation.

Stage 3 – Supervisory measures

Main control objectives: Ensuring that any weakness in the procedures (tender and financial transactions) is detected and corrected.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency, depth of controls and benefits	Cost-effectiveness indicators (three E's)
Incomplete or inaccurate data in the information system related to contracts	Use of the 'four eyes' principle, including the check of the inputted information	100 % verification of the information uploaded in the tool for managing contracts	Effectiveness: number of errors undetected (related to irregularities and errors) Efficiency: cost of undetected errors Costs of the <i>ex post</i> controls with respect to the benefits Economy: estimation of cost of staff involved in running the <i>ex post</i> controls Costs for the running of the tool for managing contracts (maintenance, updates, etc.)
	<i>Ex post</i> controls	Selected transactions Depth: the control sampling is risk-based Benefits: preventing mistakes in drafting and implementing the contracts	

NB: TCM: Tender Contract Maker.

Annex VII: Specific annexes related to Part III

There are no specific annexes related to Part III.

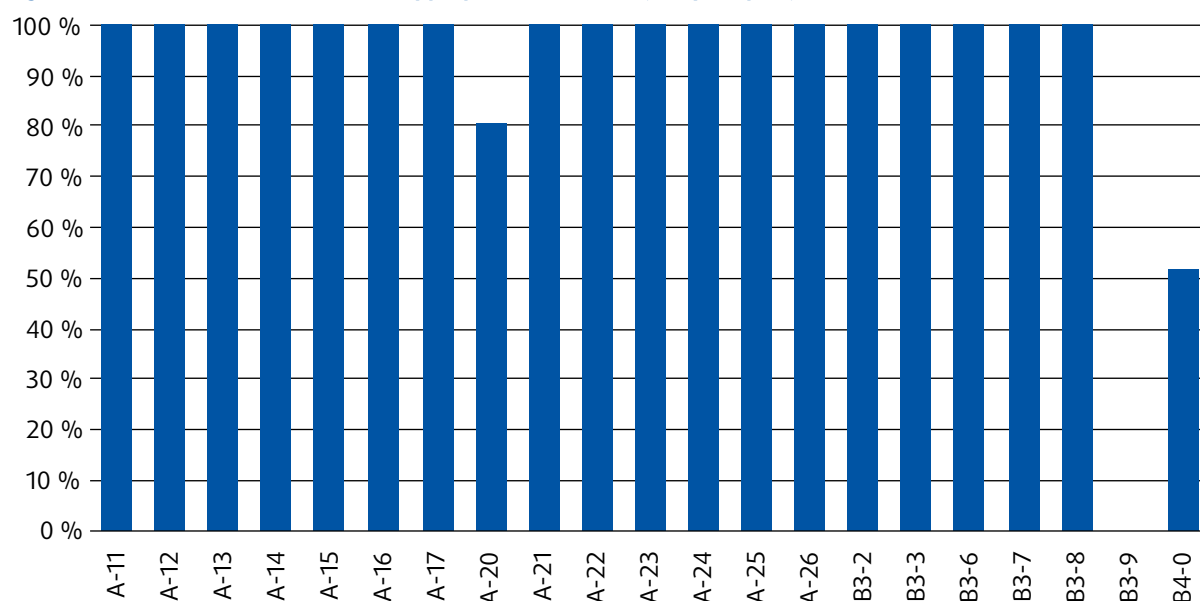
Annex VIII: Draft annual accounts

Table A8.1: Outturn on commitment appropriations in 2019 (in Mio €)

Chapter			Commitment appropriations authorised	Commitments made	%
			1	2	3=2/1
Title A-1 STAFF EXPENDITURE					
A-1	A-11	Staff in active employment	11.32	11.32	100.00 %
	A-12	Expenditure on staff recruitment	0.04	0.04	100.00 %
	A-13	Missions and duty travel	0.10	0.10	100.00 %
	A-14	Sociomedical infrastructure	0.74	0.74	100.00 %
	A-15	Mobility exchanges of civil servants and experts	0.46	0.46	100.00 %
	A-16	Social welfare	1.20	1.20	100.00 %
	A-17	Entertainment and representation	0.0029	0.0029	100.00 %
Total Title A-1			13.87	13.87	100.00 %
Title A-2 BUILDINGS EQUIP. & MISC OPERATING EXPENDITURE					
A-2	A-20	Rental of buildings and associated costs	1.75	1.41	80.36 %
	A-21	Data processing	0.73	0.73	100.00 %
	A-22	Movable property and associated costs	0.05	0.05	100.00 %
	A-23	Current administrative expenditure	0.07	0.07	100.00 %
	A-24	Postage and telecommunications	0.10	0.10	100.00 %
	A-25	Expenditure on meetings	0.01	0.01	100.00 %
	A-26	Studies surveys consultations	0.01	0.01	100.00 %
Total Title A-2			2.72	2.38	87.37 %
Title Bo-3 OPERATIONAL EXPENDITURE					
Bo-3	B3-2	Freedoms	1.54	1.54	100.00 %
	B3-3	Equality	0.95	0.95	100.00 %
	B3-6	Justice	0.55	0.55	100.00 %
	B3-7	Horizontal operational activities	2.83	2.83	100.00 %
	B3-8	Bodies of FRA	0.56	0.56	100.00 %
	B3-9	Reserve for title 3	0	0	0.00 %
Total Title Bo-3			6.44	6.44	100.00 %
Title Bo-4 OTHER OPERATIONAL EXPENDITURE					
Bo-4	B4-0	Cooperation agreements	0.60	0.31	52.00 %
Total Title Bo-4			0.60	0.31	52.00 %
Total FRA			23.63	23.00	97.33 %

Note: * Commitment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous commitment appropriations for the period (e.g. internal and external assigned revenue).

Source: FRA, 2019.

Figure A8.1: Out-turn on commitment appropriations in 2019 (% by chapter)**Table A8.2: Out-turn on payment appropriations in 2019 (in Mio €)**

Chapter			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Title A-1 STAFF EXPENDITURE					
A-1	A-11	Staff in active employment	11.33	11.32	99.97 %
	A-12	Expenditure on staff recruitment	0.06	0.05	81.46 %
	A-13	Missions and duty travel	0.13	0.10	76.66 %
	A-14	Sociomedical infrastructure	0.79	0.33	42.26 %
	A-15	Mobility exchanges of civil servants and experts	0.46	0.46	100.00 %
	A-16	Social welfare	1.20	1.20	99.99 %
	A-17	Entertainment and representation	0.0029	0.0024	82.23 %
Total Title A-1			13.97	13.47	96.40 %
Title A-2 BUILDINGS EQUIP. & MISC OPERATING EXPENDITURE					
A-2	A-20	Rental of buildings and associated costs	1.77	1.40	79.29 %
	A-21	Data processing	0.95	0.62	65.83 %
	A-22	Movable property and associated costs	0.05	0.01	14.69 %
	A-23	Current administrative expenditure	0.07	0.05	72.42 %
	A-24	Postage and telecommunications	0.13	0.09	69.88 %
	A-25	Expenditure on meetings	0.0081	0.0081	100.00 %
	A-26	Studies surveys consultations	0.03	0.02	60.00 %
Total Title A-2			3.01	2.20	73.24 %

Chapter			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Title Bo-3 OPERATIONAL EXPENDITURE					
Bo-3	B3-2	Freedoms	2.24	0.93	41.79 %
	B3-3	Equality	2.37	1.63	68.54 %
	B3-6	Justice	0.64	0.20	31.18 %
	B3-7	Horizontal operational activities	5.51	4.21	76.41 %
	B3-8	Bodies of FRA	0.62	0.47	75.47 %
	B3-9	Reserve for title 3	0	0	0.00 %
Total Title Bo-3			11.38	7.44	65.37 %
Title Bo-4 OTHER OPERATIONAL EXPENDITURE					
Bo-4	B4-0	Cooperation agreements	0.60	0.13	21.03 %
Total Title Bo-4			0.60	0.13	21.03 %
Total FRA			28.96	23.24	80.24 %

Note * Payment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous payment appropriations for the period (e.g. internal and external assigned revenue).

Source: FRA, 2019.

Figure A8.2: Out-turn on payment appropriations in 2019 (% by chapter)

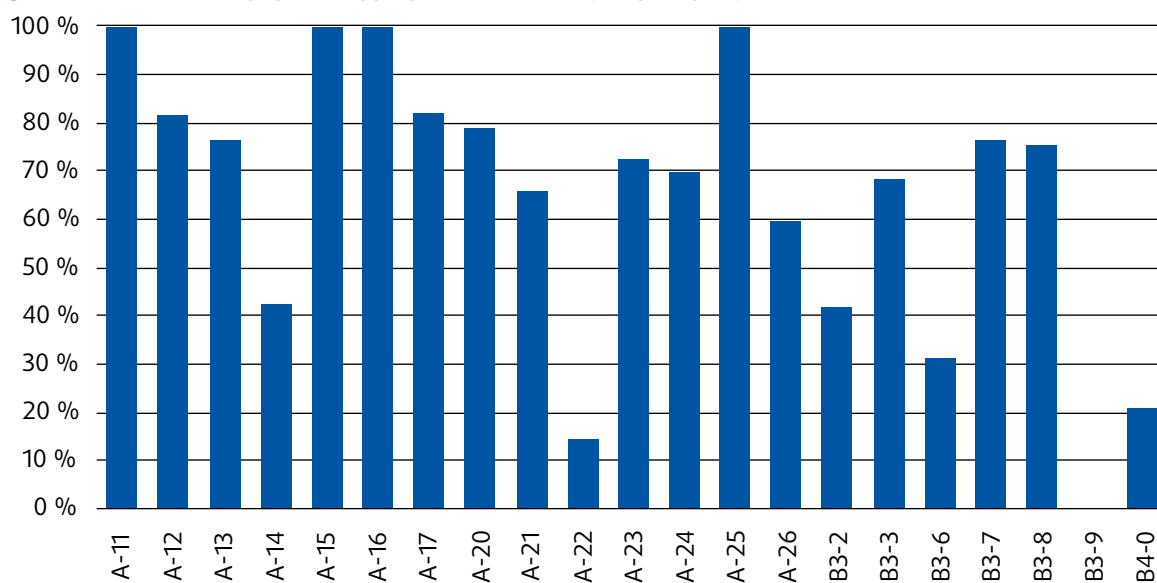


Table A8.3: Breakdown of commitments to be settled at 31 December 2019

Chapter			Commitments	Payments	RAL	% to be settled
			1	2	3=1-2	4=1-2/1
Title A-1 STAFF EXPENDITURE						
A-1	A-11	Staff in active employment	11.32	11.32	0.00	0.03 %
	A-12	Expenditure on staff recruitment	0.04	0.03	0.01	25.66 %
	A-13	Missions and duty travel	0.10	0.07	0.03	29.06 %
	A-14	Sociomedical infrastructure	0.74	0.30	0.44	59.75 %
	A-15	Mobility exchanges of civil servants and experts	0.46	0.46	0.00	0.00 %
	A-16	Social welfare	1.20	1.20	0.00	0.01 %
	A-17	Entertainment and representation	0.00	0.00	0.00	17.77 %
Total Title A-1			13.87	13.39	0.49	3.51 %
Title A-2 BUILDINGS EQUIP. & MISC OPERATING EXPENDITURE						
A-2	A-20	Rental of buildings and associated costs	1.41	1.39	0.02	1.54 %
	A-21	Data processing	0.73	0.42	0.32	43.22 %
	A-22	Movable property and associated costs	0.05	0.01	0.04	85.33 %
	A-23	Current administrative expenditure	0.07	0.05	0.02	30.02 %
	A-24	Postage and telecommunications	0.10	0.06	0.04	38.82 %
	A-25	Expenditure on meetings	0.01	0.01	0.00	0.00 %
	A-26	Studies surveys consultations	0.01	0.00	0.01	100.00 %
Total Title A-2			2.38	1.93	0.45	19.04 %
Title Bo-3 OPERATIONAL EXPENDITURE						
Bo-3	B3-2	Freedoms	1.54	0.25	1.30	83.92 %
	B3-3	Equality	0.95	0.28	0.68	71.07 %
	B3-6	Justice	0.55	0.11	0.44	80.38 %
	B3-7	Horizontal operational activities	2.83	1.55	1.27	45.09 %
	B3-8	Bodies of FRA	0.56	0.41	0.15	26.55 %
	B3-9	Reserve for title 3				
Total Title Bo-3			6.44	2.60	3.84	59.66 %
Title Bo-4 OTHER OPERATIONAL EXPENDITURE						
Bo-4	B4-0	Cooperation agreements	0.31	0.13	0.19	59.73 %
Total Title Bo-4			0.31	0.13	0.19	59.73 %

Source: FRA, 2019.

Figure A8.3: Breakdown of commitments remaining to be settled at 31 December 2019 (in EUR million)

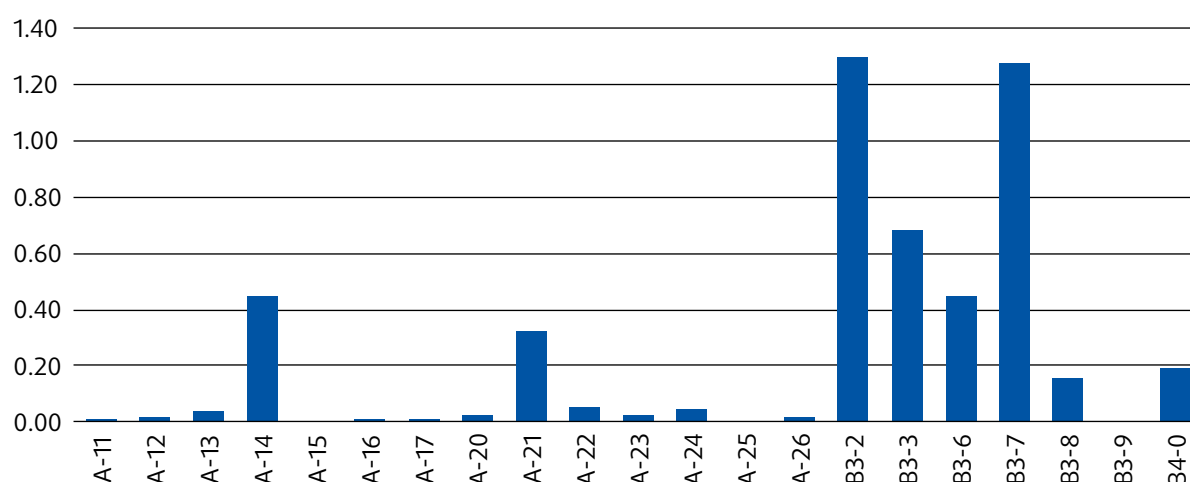


Table A8.4: Draft Balance Sheet as at 31 December 2019

BALANCE SHEET*			
	Note	31 December 2019 (EUR)	31 December 2018 (EUR)
A. NON CURRENT ASSETS		399 117	585 131
Intangible assets		22 520	44 675
Property, plant and equipment		376 597	540 456
Financial assets		-	-
Long-term pre-financing		-	-
Long-term receivables and recoverables		-	-
B. CURRENT ASSETS		6 785 942	6 419 013
Inventories		-	-
Pre-financing		-	28 650
Receivables and recoverables		867 800	191 835
Financial assets		-	-
Cash and cash equivalents		5 918 143	6 198 528
TOTAL ASSETS		7 185 060	7 004 144
C. NON-CURRENT LIABILITIES		-	-
Pension and other employee benefits		-	-
Provisions for risks and liabilities		-	-
Financial liabilities		-	-
Long-term liabilities to consolidated entities		-	-
TOTAL NON-CURRENT LIABILITIES		-	-
D. CURRENT LIABILITIES		-2 632 880	-1 731 445
Employee benefits		-	-
Provisions for risks and liabilities		-	-
Financial liabilities		-	-
Payables		-2 632 880	-1 731 445
TOTAL LIABILITIES		-2 632 880	-1 731 445
E. NET ASSETS/LIABILITIES		4 552 180	5 272 699
Reserves		-	-
Accumulated result		4 552 180	5 272 699
B. Minority interest		-	-
TOTAL NET ASSETS/LIABILITIES		4 552 180	5 272 699

Note * The figures included in Table A8.4 are provisional, since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

Source: FRA, 2019.

Table A8.5: Draft 2019 Statement of Financial Performance:

STATEMENT OF FINANCIAL PERFORMANCE*		
	2019 EUR	2018 EUR
GNI based resources	-	-
VAT resources	-	-
Traditional Own Resources	-	-
Funds transferred from the Commission to other Institutions	-	-
Contributions of EFTA countries belonging to the EEA	-	-
Fines	-	-
Recovery of expenses	-	-
European Union contribution	22 319 997	22 181 711
Other operating revenue	370 190	254 017
TOTAL OPERATING REVENUE	22 690 187	22 435 728
Administrative expenses	-15 289 567	-15 723 424
Staff expenses	-12 226 078	-12 732 513
Fixed asset related expenses	-222 022	-361 003
Pensions	-	-
Other administrative expenses	-2 841 467	-2 629 908
Operating expenses	-8 121 139	-7 543 397
Centralised Direct Management	-	-
Centralised Indirect Management	-	-
Decentralised Management	-	-
Shared Management	-	-
Joint Management	-	-
Other operating expenses	-8 121 139	-7 543 397
TOTAL ADMINISTRATIVE AND OPERATING EXPENSES	-23 410 706	-23 266 821
SURPLUS/(DEFICIT) FROM OPERATING ACTIVITIES	-720 519	-831 093
Financial revenues	-	-
Financial expenses	-	-
Share of net surpluses or deficits of associates and joint ventures accounted for using the equity method	-	-
SURPLUS/(DEFICIT) FROM NON OPERATING ACTIVITIES	-720 519	-831 093
SURPLUS/(DEFICIT) FROM ORDINARY ACTIVITIES		
Minority interest	-	-
Extraordinary gains (+)	-	-
Extraordinary losses (-)	-	-
SURPLUS/(DEFICIT) FROM EXTRAORDINARY ITEMS	-	-
ECONOMIC RESULT OF THE YEAR	-720 519	-831 093

Note * The figures included in Table A8.5 are provisional, since they are, at this date, still subject to audit by the European Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

Source: FRA, 2019.

Table A8.6: Average payment times for 2019

Legal times							
Maximum payment time (days)	Total number of payments	Number of payments within time limit	Percentage	Average payment times (days)	Number of late payments	Percentage late payments	Average payment time (days)
30	1 918	1 875	97.76 %	7	43	2.24 %	59
45	22	22	100.00 %	9	0	0 %	0
60	138	136	98.55 %	23	2	1.45 %	86
Total number of payments	2 078	2 033	97.83 %	-	45	2.17 %	-
Average net payment time	9	-	-	8	-	-	60
Average gross payment time	9	-	-	8	-	-	60

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 (EUR)	% of total amount	Total paid amount
0	54	8	0.38 %	2 078	402 363.87	2.73 %	14 743 987.32

Late interest paid in 2018			
Agency	GL Account	Description	Amount (EUR)
			0

NB: GL: General Ledger.

Source: FRA, 2019.

Table A8.7: Situation on revenue and income in 2019

Title	Description	Year of origin	Revenue and income recognised	Revenue and income cashed	Outstanding balance
20-0	European Union subsidy	2019	22 446 000.00	22 446 000.00	0.00
40-0	Revenue earmarked for a specific purpose	2019	288 719.30	288 719.30	0.00
90-0	Miscellaneous revenue	2019	344 000.00	344 000.00	0.00
TOTAL FRA			23 123 719.3	23 123 719.3	0

Source: FRA, 2019.

Table A8.8: Recovery of undue payments

Income budget recovery orders issued in 2019	Total undue payments recovered		Total transactions in recovery context (incl. non-qualified)		% qualified/ total RC	
Year of origin (commitment)	Nbr	RO amount	Nbr	RO amount	Nbr	RO amount
No Link			0	0		
Sub-Total	0	0.00	0	0	0	0.00

Expenses budget	Error		Irregularity		OLAF notified		Total undue payments recovered		Total transactions in RC (incl. non-qualified)		% qualified/ total RC	
	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount
Income lines in invoices												
Non-eligible in cost claims												
Credit notes												
Sub-Total												
GRAND TOTAL	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00

NB: RC: Recovery Context; RO: Recovery Order.

Source: FRA, 2019.

Table A8.9: Ageing balance of recovery orders at 31 December 2019

Year of origin	Number at 1 January 2019	Number at 31 December 2019	Evolution	Open amount (EUR) at 1 January 2019	Open amount (EUR) at 31 December 2019	Evolution
2018	1	0	-100.00 %	45 000	0	-100.00 %
Totals	1	0	-100.00 %	45 000	0	-100.00 %

Source: FRA, 2019.

Table A8.10: Recovery-order waivers in 2019 > EUR 60 000

Waiver central key	Linked RO central Key	RO accepted amount (EUR)	LE account group	Commission decision	Comments
Total FRA		0.00			
Number of RO waivers		0			

Justifications: N/A

NB: RO: Recovery Order; LE: Legal Entity.

Source: FRA, 2019.

Table A8.11: Census of negotiated procedures

NEGOTIATED PROCEDURES – CONTRACTS > EUR 60 000						
		Count:	0			
		Total amount:	0			
		Contractor(s)				
Number	Name	Address	Type of contract	Description	Amount (EUR)	Legal base
None						

Source: FRA, 2019.

Table A8.12: Building contracts

BUILDING CONTRACTS						
		Count:	0			
		Total amount:	0			
		Contractor(s)				
Number	Name	Address	Type of contract	Description	Amount (EUR)	Legal base
N/A						

Source: FRA, 2019.

Table A8.13: Contracts declared secret

FRA did not declare any contracts secret.

Source: FRA, 2019.

Annex IX: Performance information included in evaluations

Evaluation activities at FRA aim to measure the project performance on the basis of set criteria and indicators in view of establishing findings and conclusions as well recommendations for future programming or improvements to the current projects. An evaluation can be conducted at different stages of each project's life cycle, internally or externally to the organisation.

INTERNAL EVALUATIONS OF THE FRA

In 2019, within a general effort to ensure the highest impact of its activities, the several evaluation exercises were conducted by an external evaluator in the context of the inter-agency framework contract on evaluations.

Ex ante evaluation

ROMA Survey 2020 and Survey on EU immigrants	
Conclusions	- Given the high relevance of the previous Minorities and Discrimination survey waves to the needs of key target groups, all stakeholders welcomed the third round of an EU minorities and discrimination survey, especially in the context of the ongoing problems of discrimination in Europe and the lack of other robust, comparable data sources in this area. - The main expected users of the data include the European Commission, the European Parliament, national governments, relevant NGOs, equality bodies, research institutions and the public in general. The upcoming surveys are also expected to retain their relevance in terms of the wide breath of issues and target groups. - FRA is considered to be in a unique position, and therefore best-fitted, to undertake this task for a range of reasons, particularly linked to its mandate, authority and duty to report on fundamental rights issues in the EU. - The consistency and coherence between the two surveys should be maximised by the fact that there is still one overall team working on both surveys, each with its own project manager. As with the Second European Union Minorities and Discrimination survey, FRA's approach to programming of surveys is focused on ensuring good coherence both internally, as well as with other data collection activities in this area at the national, EU and international level. - All external stakeholders considered the planned results of the two surveys as highly important and relevant, implying that the costs involved in exercises of this kind can be justified.

Effectively promoting rights, values and freedoms	
Conclusions	The external contractor evaluated the 2 main project activities: FRA-Presidency conferences 2019 • The two Presidency conferences taking place in 2019 are highly relevant to the needs and priorities of the key target groups. The problems raised in the two Presidency conferences remain pertinent and require further mobilisation and action by policy-makers, which the Presidency conferences are planning to achieve. • The two Presidency conferences taking place in 2019 reflect, respond and seek to influence the key ongoing policy developments at the EU and national levels, such as ongoing discussions on addressing the labour exploitation and further promotion of the Charter. • With respect to achieving the planned impacts, two Presidency conferences are most likely to raise awareness amongst the conference participants on the specific topic discussed. This is because of the high relevance of the conference topics being discussed, attractive agendas being developed and the anticipated level of participation from the target groups. Rollout of FRA media diversity toolkit • The way the rollout of the media toolkit is planned is relevant to the needs and priorities of the key toolkit target groups. This is because the rollout includes targeting different types of media, different types of online and offline promotion channels and is based on a highly sensitive topic of migration and real-life personal narratives and reporting experiences. • The rollout activities are most likely to achieve the short-term impact of raising awareness amongst the professional journalists on the specific topic of migration covered in the toolkit. • Impact can be maximised including further plugging the toolkit into existing stakeholder networks, linking further to already existing learning resources used by journalists, embedding into the educational curricula for journalists and adding additional languages.

Interim evaluation

EU LGBTI Survey 2	
Conclusions	• The LGBTI Survey remains relevant and necessary for a range of stakeholders, including EU and Member State policy makers, civil society organisations, and the LGBTI community. 'The survey is likely to achieve its objectives of providing stakeholders with independent and reliable data on views and experiences of LGBTI people on equality, non-discrimination, victimisation, and rights awareness'. • All stakeholders agree that EU LGBTI Survey II is an important continuation that provides information on trends in discrimination, equality and victimisation of the LGBTI people. Therefore, investing in improvement to its methodology ensures the sustainability of the Survey beyond this project. • The main EU added value for the EU LGBTI Survey II is its uniform approach and comparability of data. The added value of the involvement of FRA is the independence, reliability and high-quality scientific standard, and the commitment of the EU to the LGBTI policies. • The implementation of the project is generally on track without significant delays. Lessons learned from the 2012 Survey have been thoroughly assessed and necessary changes have been made to the survey questionnaires. The dissemination approach to the survey has been strengthened in comparison to the 2012 Survey, improving on the visual representation and adding additional channels to reach respondents. • The EU LGBTI Survey II was found to be coherent and in line with other internal initiatives by FRA as well by EU Institutions. In comparison to the 2012 Survey, coherence with EU Surveys (such as the European Health Interview Survey) has been improved. FRA has also actively supported other international institutions, such as the World Bank, to ensure coherence of their surveys in the Western Balkans with EU LGBTI II.

Artificial intelligence, Big Data and Fundamental Rights	
Conclusions	• The project Artificial Intelligence, Big Data and Fundamental Rights is responding to the challenges posed by the fast-evolving field of artificial intelligence. The project and its objectives are highly relevant as it comes as a response to a range of decisions of the Council of the EU, resolutions of the European Parliament, and a Communication of the European Commission, all underlining the importance and pertinence of fundamental rights issues in relation to AI. • The project is well on track to achieve most of its objectives. In terms of collecting relevant data to assessing challenges in compliance and human rights issues, the ongoing research is without delays and likely to collect necessary information needed to support EU policymakers. • The ongoing research activities are well on track, and major risks have been correctly identified, with contingency measures having been identified and put in place. The preliminary outputs produced so far from the project have been increasingly recognised by AI professional community and EU institutions. • The project will build upon existing research and add value by bringing together evidence from several EU Member States. The project outputs will also support Member State governments, where there is little understanding of policy implications regarding the use of AI. The project may also be well positioned to produce findings which are of sufficient depth to provide industry-specific regulations

Ex post evaluation

Fundamental Rights Forum 2018	
Conclusions	• The Fundamental Rights Forum (FRF) 2018 generated a number of benefits in achieving a high relevance, effectiveness of approach, added value and coherence. The key costs and challenges of FRF2018 relate to the financial and human resource cost as well as ensuring the sustainability of its impacts and maintaining the momentum. • The Forum was highly relevant to the current needs and challenges in the field of fundamental rights, while the objectives of the FRF were relevant to the needs of the stakeholders. In addition, the variety of the target audience was clearly a strength (and intended purpose of the FRF) and was appreciated by the different stakeholders • The Forum was effective in relation to the achievement of planned and intended outputs, outtakes and outcomes. The number of participants largely exceeded the expected target and the audience reached included a variety of stakeholders from different sectors of society and involved new actors (an innovative element of the FRF2018). • The outputs produced and disseminated were considered useful and the broader communication outreach approach including social media presence was effectively implemented. Moreover, overall the FRF was a positive experience for participants and most of the participants expressed their intention to undertake follow-up actions. • Participant feedback on the Forum is very positive. One of the main impacts of the Forum was in providing a space to reenergise the human rights community in Europe. FRF2018 proved to be an effective modern conference, providing excellent networking opportunities for a range of stakeholders, including non-traditional groups. The Forum provided an open space, equal participation and access to all its participants. The use of arts, strong social media approach and innovative meeting venue in the FRF2018 was also considered inspiring and fresh.

Biometric data in large IT borders, immigration and asylum databases	
Conclusions	• The project objectives were relevant, as the issue of biometrics in EU IT systems was gaining increasing prominence. During the implementation of the project a range of policy proposals and development were implemented, where the role of FRA (and the project findings) were considered valuable. • The project added value in a number of ways. First, it was achieved by collecting EU wide evidence that had not been systematically done before. Second, by doing so in a thorough manner considering an exhaustive range of issues, and a range of relevant stakeholders. The findings would not have been available or done by others in the absence of this project. • The project was built on robust methodology and sound evidence that considered the views of a wide range of stakeholders. The project findings and arguments were clearly articulated in its final deliverables. • The project contributed to inserting fundamental rights safeguards in several legislative proposals on EU IT systems, and thus reached EU level stakeholders. • The project complemented a wide range of policy initiatives and proposals in respect to migration (border security and asylum) and security (counter-terrorism), and in particular EU IT systems. It complemented the opinions and research on biometrics in EU IT systems undertaken from different perspectives. • The project findings and outputs are sustainable and are likely to influence the EU and Member State policy making for years ahead. The issue of biometrics is only likely to grow in importance.

The Second European Union Minorities and Discrimination survey	
Conclusions	• The survey is highly relevant to EU policy, due to EU-wide data it provides on the experiences/perceptions of discrimination, harassment and violence against immigrants, descendants of immigrants, ethnic or national minorities and Roma. It remains the only instrument for comparing trends over time and across countries, and stakeholders of several types (EU institutions, national government representatives and international organisations) considered it essential. • The added value of FRA's involvement comes from its unique position as one of the only, if not the only, institution with the capacity, mandate and resources to develop and deliver a survey of this kind across the EU. • The Minorities and Discrimination survey shows strong coherence and synergies with wider EU policies on inclusion. For example, the coverage of the Roma population was a direct response to the EU policy cycle, with the data being used for the Roma integration indicators scoreboard, the European Semester reports and Europe 2020 targets, as well as reports on the implementation of the EU Framework for National Roma Integration Strategies up to 2020. • Overall, the extensive use of the survey results is evidenced by the regular references to the data in policy documentation. In particular, the survey results are considered to have opened up and contributed to a wider dialogue about the nature of racial discrimination in the EU. The focus of the survey on the main groups of ethnic minorities in each country also ensured the findings were relevant for each Member State. • A positive way in which the survey has influenced interventions at the national level has been through its methodology. This has provided a good example to statistical offices of how to access and survey these groups, as evidenced by the fact that some Member States are now undertaking the data collection themselves.

A great deal of information on the European Union Agency for Fundamental Rights is available on the internet. It can be accessed through the FRA website at fra.europa.eu

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