

# ANNUAL WORK PROGRAMME 2013



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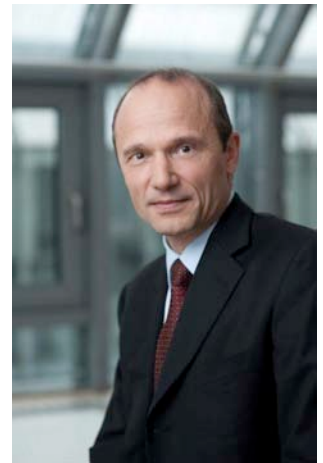
## Foreword

The FRA Annual Work Programme 2013 is set against the background of the European Union's ambitious "Europe 2020" strategy, and it is the agency's first work programme under its new Multi-Annual Framework, which sets the thematic umbrella under which the FRA carries out the tasks defined under its Founding Regulation.

In view of its achievements since the FRA's establishment in 2007, as well as the latest policy trends, the present work programme encompasses the full range of fundamental rights issues covered by the FRA in the post-Lisbon era. The aim of the FRA's projects is to provide timely evidence-based advice to decision makers, and hence support the agency's efforts to increase the impact of its work in policy development at EU and national level.

In 2013, the agency aims to anticipate major challenges, specifically in the fields of Roma, immigration and integration of migrants, access for persons with disabilities, rights of the child, victim's rights and data protection, which currently present themselves as areas where significant challenges exist for fundamental rights protection in the European Union and its Member States.

We would like to thank the FRA's stakeholders for their valuable input to the drafting process.



**Morten Kjaerum**  
Director



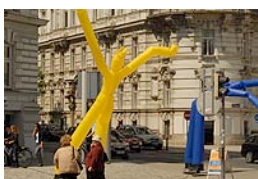
**Ilze Brands Kehris**  
Chairperson of the  
Management Board



## 1.1 The FRA mandate

The European Union Agency for Fundamental Rights (FRA) has been set up to provide independent evidence based advice relating to fundamental rights, in the domain of Union law. The FRA's activities serve to promote fundamental rights and to support the EU institutions and Member States in raising the level of protection for everyone in the European Union.

The objective, the scope and the tasks of the Fundamental Rights Agency are set out in Articles 2 to 4 of Council Regulation (EC) NO 168/2007 establishing the Agency.



*The objective of the Agency shall be to provide the relevant institutions, bodies, offices and agencies of the Community and its Member States when implementing Community law with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate.*

*Council Regulation (EC) N° 168/2007 Art.2*

To achieve this objective, the Agency collects and analyses data in order to provide independent assistance and expertise to EU institutions and

*(a) collect, record, analyse and disseminate relevant, objective, reliable and comparable information and data ...*

*(b) develop methods and standards to improve the comparability, objectivity and reliability of data*

*(c) carry out, cooperate with or encourage scientific research formulate and publish conclusions and opinions on specific thematic topics, and surveys, preparatory studies and feasibility studies*

*(e) publish an annual report on fundamental-rights issue...also highlighting examples of good practice;*

*f) publish thematic reports based on its analysis, research and surveys;*

*(g) publish an annual report on its activities; and*

*(h) develop a communication strategy and promote dialogue with civil society, in order to raise public awareness of fundamental rights and actively disseminate information about its work.*

*Council Regulation (EC) N° 168/2007 Art.4*

Member States, as well as other human rights stakeholders.

The Agency situates its work in the wider context of the Charter of Fundamental Rights of the European Union. The purpose of the Charter is to strengthen the protection of fundamental rights in the European Union in the light of changes in society, social progress and scientific and technological developments. The Agency fulfils its tasks, as defined by its Regulation, by implementing specific projects and horizontal activities within the thematic areas of its five-year Multi-annual Framework, which fall broadly under different chapters of the Charter of Fundamental Rights.

The thematic areas of the Multi-annual Framework<sup>1</sup> are

### FREEDOMS

- ▶ Asylum, immigration and integration of migrants
- ▶ Visa and border control
- ▶ Information society and, in particular, respect for private life and protection of personal data

### EQUALITY

- ▶ Racism, xenophobia and related intolerance
- ▶ Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds.
- ▶ The rights of the child, including the protection of children

### CITIZENS' RIGHTS

- ▶ Participation of the citizens of the Union in the Union's democratic functioning

### JUSTICE

- ▶ Access to efficient and independent justice
- ▶ Compensation of victims

of a cross-cutting nature, as they have implications on fundamental rights in different chapters of the Charter.

<sup>1</sup> This Annual Work Programme was adopted on the basis of the current Multi-Annual Framework of the Agency (Council Decision 2008/203/EC implementing Regulation (EC) No 168/2007 as regards the adoption of a Multi-annual Framework for the European Union Agency for Fundamental Rights for 2007-2012), which will expire on 31 December 2012. The Management Board of the Agency reserves its right to revise the Work Programme for 2013 in order to adapt it to the new Multi-Annual Framework, once it has been adopted by the Council

In this regard, chapter headings and projects should not be considered in isolation, but as part of an inter-related and inter-dependent whole under the Charter.

According to Article 5 of its Regulation, the Agency may also carry out other tasks at the request of the European Parliament, the Council or the Commission that could be outside these thematic areas.

In accordance with Article 9 of its Regulation and with the Agreement of cooperation between the Agency and the Council of Europe, the Agency will coordinate its activities set out in this Annual Work Programme with those of the Council of Europe. In particular, the Agency bases its work on the standard-setting work of the Council of Europe and the outcome of its monitoring, as well as its relevant research and communication work.

The Agency cooperates with Union bodies, offices and agencies, Member States, governmental organisations and public bodies competent in the field of fundamental rights in the Member States, including National Human Rights Institutions, Equality Bodies, and Ombuds Institutions. In particular the Agency takes into account in its work reports and research initiated by the European Commission – for example, research under the 7th Research Framework.

Taking into account such work serves to avoid duplication and to enhance synergies between the work of the Agency and the Commission services. In addition, the Agency cooperates with the Organisation for Security and Co-operation in Europe (OSCE), the United Nations and other international organisations.

The Agency considers the output of the UN Human Rights system related to EU Member States, in particular resulting from the Universal Periodic Review, Special Procedures of the UN Human Rights Council and UN treaty bodies.

In addition to the issues and activities related to the specific thematic areas outlined in the Multi-annual Framework, the Agency also carries out work on fundamental rights in general and undertakes activities which cut across the various thematic areas (transversal and horizontal tasks). These activities relate to the Agency's research activities and its work on human rights education and awareness raising as well as its work with civil society in its Fundamental

Rights Platform.

## 1.2 Working methods: planning perspective and integrated methodology

In order to have a more strategic approach, the Agency has adopted a multi-annual planning perspective when drafting its Annual Work programme (N-2). Stakeholders start contributing to the drafting of the Agency's Annual Work Programme two years in advance through systematic, comprehensive and continuous dialogue throughout the planning process.

This methodology is based on the approach taken by the Multi Annual Framework which outlines the Agency's long term strategic objectives. A multi-annual planning approach is necessary for the Agency to achieve its objectives which, in most cases, are linked to multi-annual projects. The consistency of the objectives and the mitigation of potential uncertainties related to long term planning are regularly checked and revised during regular consultations and discussions.

Continuous monitoring and systematic evaluation of the activities undertaken will provide the management of the Agency, as well as the main stakeholders, with early and regular feedback on possible divergences from the planned outputs and outcomes. The Agency will then be able to revise and update planned objectives and activities in the Annual Work Programme at an earlier stage.

The planning methodology has also been adopted in order to meet some of the requirements of the Agency's founding regulation. In particular, the Agency needs to ensure that its objectives and activities are complementary to those of other relevant institutions working in the field of fundamental rights.

The new approach is a valuable planning instrument ensuring that the Agency adheres to the limits set in its multi-annual staff policy plan and, in addition, provide more accurate forecasts for procurement/contracting

In 2013 the Agency will address a variety of related fundamental rights issues including racism and xenophobia, equality, asylum and migration and access to justice. These will be complemented by





cross-cutting horizontal communication and networking activities primarily aimed at raising awareness on key fundamental rights issues.

The Agency's working methods strive to be efficient and effective forming a seamless line from inception to dissemination to ensure effective implementation of the Work Programme. In this light, the Agency's Annual Work Programme is characterised by an integrated approach to the planning and implementation of its activities.

The Agency has developed an integrated cross-departmental approach to its projects as its working methodology. Within the Agency's research projects, stakeholder cooperation as well as the research component including analysis, opinions and advice are undertaken by the departments Equality and Citizen's Rights (ECR) and Freedoms and Justice (FJ), while communication and awareness raising as well as cooperation with the Agency's key partners (such as National Liaison Officers, Fundamental Rights Platform, NGRIs and Equality Bodies) are done under the lead of the Communication and Awareness Raising (CAR) department. Much of the Agency's work is carried out through multi-annual rolling projects to address more resource demanding issues. In addition, cross cutting activities allow the Agency to cover a broad spectrum of fundamental rights issues.

In order to ensure a flexible implementation of the

#### **FIRST PRIORITY**

*Projects that follow-up on past work, correspond to key EU priorities and are considered essential to complete work in a specific area*

#### **SECOND PRIORITY**

*Projects which, although essential, could be postponed to next year owing to, for example, unforeseen requests by stakeholders*

#### **THIRD PRIORITY**

*Projects that can be done only if funds become available in the course of the financial year.*

Work Programme projects have been given priority according to the following model:

## **1.3 FRA core activities**

### **Providing evidence-based advice**

The FRA provides evidence based conclusions and opinions to those who develop and implement policy at EU and national level supporting their work so that it fully respects fundamental rights. In this context the FRA produces an annual report on fundamental rights in the EU and thematic reports on key fundamental rights issues, such as on discrimination, racism, access to justice, homophobia, rights of the child, right to privacy and data protection etc.

### **Collecting and analysing data**

The FRA collects and analyses official and non-official data on fundamental rights issues in the EU. Given the differences in data availability across the EU, the Agency also develops methods to improve data quality and comparability. To address the paucity of data, and, in particular comparable data, the FRA also conducts its own primary fieldwork research and surveys.

### **Cooperating with stakeholders**

The Agency engages systematically with a broad range of stakeholders from international to local level. In this way the FRA exchanges information and creates synergy with the work carried out by various human rights actors. Stakeholder feedback also allows the Agency to tailor its projects to policy needs and developments. The Agency also engages with civil society organisations from across the EU through its Fundamental Rights Platform.

### **Communicating and awareness raising**

The FRA develops communication, multimedia and information resources in order to raise awareness of fundamental rights to specific target groups and to the European citizen in general and it develops communication activities to disseminate the results of its work.

## 2.1 Providing evidence based advice

The Agency provides advice to support better informed policy making in relation to fundamental rights, and in particular to support better use of evidence – based on robust research results – in policy making. It provides advice in many forms, such as through its conclusions and opinions which are based on its research, data collection and analysis.

The FRA's conclusions and opinions, contained in its comparative reports, are first and foremost addressed to the EU institutions and Member States. However, FRA products are also used by many stakeholders, in particular EU institutions and Member States, the Council of Europe and international organisations, such as UNICEF, UNHCR, OHCHR, OSCE/ODIHR, etc, as well as regional and local authorities, national human rights institutions, equality bodies, and civil society organisations.

## 2.2 Collecting and analysing data

Data collection and analysis on the situation of fundamental rights in the EU forms the cornerstone of the Agency's work. In 2013 the FRA will carry out data collection activities on fundamental rights issues, as outlined below, which are often cross-cutting.

Research activities are carefully coordinated to achieve an interdisciplinary approach that brings together legal and social research, which is based on primary and secondary data and information collection, and is informed by policy developments and needs. Reports are mostly written in house by expert staff and all publications follow a rigorous in-house review process involving the Scientific Committee, as well as senior research staff, heads of department and the director.

*(d) develop methods and standards to improve the comparability, objectivity and reliability of data at European level, in cooperation with the Commission and the Member States.*

*Council Regulation (EC) N° 168/2007 Art.4*

The Agency's departments work closely together so that results in one area, for example on asylum issues, inform the analysis in other areas, for example racism or child rights, and vice versa.

The Agency's research often spans into multi-annual rolling projects, when addressing more resource

demanding issues or when fieldwork research needs to be undertaken. In addition, horizontal activities allow the Agency to cover comprehensively a broad spectrum of fundamental rights issues and respond to needs that might arise during the year.

FRA research is policy driven and needs to be policy relevant. With this in mind the Agency engages with key stakeholders both at the planning and at the implementation stages of projects to ensure that the work carried out actually corresponds to their needs.

Data are collected in two ways: as secondary source information or as primary data collection based on fieldwork. Secondary sources include data and information from governmental sources, as well as from non governmental sources such as academic research, civil society reports and studies, results of monitoring by international organisations, etc.

The FRA's past work has established that secondary source data and information are often not available or not comparable on a range of issues; for example in the areas of recorded hate crime or discrimination complaints. Therefore, the FRA undertakes primary fieldwork research to fill this knowledge gap in key areas. One such example is the Agency's large-scale survey-based research – such as EU-MIDIS, the pilot Roma survey and the violence against women survey, which serve to fill a gap in current EU-wide data on particular fundamental rights issues.

Data and information are collected across the EU through the FRA's own research network (FRANET), which is composed of contracted national focal points for each Member State, or through other contracted experts for particular projects.

Research staff utilise robust, scientific methods and in-house expertise, and work together with contractors in the development of research and the application of different methodologies when collecting data and information across the EU27 (plus Croatia). The Agency takes several steps to ensure that its research work is of the highest possible quality, following the guidance of Its Scientific Committee and advice from external experts.

## 2.3 Cooperating with stakeholders

The Agency's works closely with the European Union institutions and advisory bodies namely the European

Parliament, the Council of the EU, the European Commission, the European Economic and Social Committee and the Committee of the Regions, as well as selected EU Agencies (EUROFOUND, FRONTEX, EASO, EIGE and CEPOL). It cooperates closely with the Member States of the EU. At the national level, National Human Rights Institutions, Equality Bodies and Ombudsmen and other similar institutions working on fundamental rights issues are important partners.

*The EU and Member State level cooperation ... enables the Agency to undertake its advisory role by providing evidence based information, results, conclusions and opinions*

*Council Regulation (EC) N° 168/2007*

The FRA also has a close working relationship with the Council of Europe, employing its standards and recommendations in its work. A Cooperation Agreement determines the scope and nature of the cooperation. The FRA also cooperates with the United Nations system and the Organisation for Security and Cooperation in Europe (OSCE).

**Who are the Agency’s stakeholders?**

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This cooperation with stakeholders is essential in ensuring that the Agency’s projects and activities are connected to the key legislative and policy developments on



fundamental rights in the EU. It enables the Agency undertake its advisory role by providing evidence-based information, results, conclusions and opinions. The Agency also has to ensure that its work is well coordinated with the work of other Agencies or bodies working at the European and national level on fundamental rights. In order to ensure FRA’s added value, its priorities and programmes aim at enhancing the consistency and coherence to fundamental rights work at both the European and national level.

In addition, the Agency needs to have its ears to the ground and be open to civil society. In this regard it has developed relations with civil society organizations such as the social partners, professional groups, academics, practitioners, non-governmental organizations and experts.

The FRA has a specific cooperation network, the Fundamental Rights Platform. Civil society organizations also engage directly in the projects and activities of the Agency.

The Agency also undertakes human rights training with specific stakeholders helping them to develop their capacity to be more effective positive agents of change for fundamental rights.





## 2.4 Communicating and raising awareness

In 2012 the Fundamental Rights Agency will continue to raise public awareness of fundamental rights, as well as disseminating information about its work, focusing particularly on stakeholder communication. All communication activities will be based on the Agency's Communication Strategy and, more concretely, on its Annual Communication Plan for 2012.

Communication is an integral part of every FRA activity: It is about developing communication products, tools and services for institutions, organisations and actors who have a 'stake' in the

*(a) collect, record, analyse and disseminate relevant, objective, reliable and comparable information and data*

*(d) formulate and publish conclusions and opinions (...)*

*(e) publish an annual report on fundamental-rights issues covered by the areas of the Agency's activity, also highlighting examples of good practice*

*(f) publish thematic reports based on its analysis, research and surveys*

*(g) publish an annual report on its activities*

*(h) develop a communication strategy and promote dialogue with civil society, in order to raise public awareness of fundamental rights and actively disseminate information about its work.*

work of the Agency – all of whom have an impact on policy outcomes and practice related to human rights – to ensure they receive the FRA products and services at the right time and in the most appropriate format. This will enable them to use the products to meet their needs. In this way the Agency ensures that it provides evidence based, objective, relevant and useful data and information and advice in a user friendly style and format in a targeted and timely way.

Key tools and channels for the FRA's communication and awareness raising include online, e-mail, print and audio-visual tools and products, as well as events, personal meetings, information stands, and broadcast and print media.

- The FRA's communication can be divided into two main areas:

(1) Communication and awareness raising of specific project outcomes: Each project needs to be effectively communicated both to the Agency's stakeholders, but also specifically to the particular stakeholders of a specific project.

(2) Continuous communication and awareness raising regarding cross-cutting issues: The Agency regularly communicates with its stakeholders for "networking" purposes – keeping in touch. In addition, the Agency carries out activities aimed at general awareness-raising, in particular about the EU Charter of Fundamental Rights.

# FREEDOMS

## FRA Multiannual Framework

Asylum, immigration and integration of migrants

Visa and border control

Information society and, in particular, respect for private life and protection of personal data

### 3.1 Asylum, immigration, visa and borders

#### Policy background

The Treaty of Lisbon calls on the European Union to offer its citizens “an area of freedom, security and justice without internal frontiers, in which the free movement of persons is ensured in conjunction with appropriate measures with respect to external border controls, asylum, immigration and the prevention and combating of crime” (Article 2, the Treaty of the European Union). In turn, the Union is developing a common policy on asylum, immigration and external border control, based on solidarity between Member States, which is fair towards third-country nationals (Article 67, Treaty on the Functioning of the European Union). In parallel, the Stockholm Programme announces a set of measures to facilitate legal access to the Union, and to counteract illegal immigration without preventing access to protection systems by those persons entitled to benefit from them. In March 2010 the Commission presented concrete plans on how to implement the policy commitments of the Stockholm Programme. These constitute the basis for the activities envisaged by the FRA in 2013.

#### Previous work

In 2010-2011 the FRA has focused on border control, irregular migration and asylum. It has not addressed legal migration or visas. In May 2010 a cooperation arrangement was signed with Frontex, leading to an increased engagement by the FRA in promoting respect for fundamental rights at the EU's external borders. By engaging European Union Member States from the outset in its project work dealing with borders, the Agency intends to create an environment which will allow for the discussion of sensitive issues with them, as well as with Frontex, before the final

research products are published. Linked to this, the Agency is engaging in the area of human rights training and has developed, in cooperation with Frontex and other partners, a concept for training of Frontex staff.

In the area of irregular migration, the FRA published a series of reports in 2010 and 2011. The first report was on immigration detention, and further reporting addressed how to deal with irregular migrants who are in practice not removed from Member States, particularly with regard to those who are in a situation of so-called ‘limbo’; while another report looked at the situation of irregular migrants employed in domestic work. In the area of asylum, in 2010 the Agency published reports on the situation of separated children as well as on asylum procedures; the results of which are primarily based on interviews with asylum seekers. These reports allow for the experiences of asylum seekers to inform the work of policy makers entrusted with the creation of a Common European Asylum System. At the beginning of 2011 the Agency published a thematic situation report on ‘The situation of persons crossing the Greek land border in an irregular manner’. The report involved a field visit to Greece to document and better understand the nature of the fundamental rights problem concerning irregular migrants, and to explore potential responses to the problem.

#### Future challenges

The current issues related to migratory movements based on economic push and pull factors, and the integration of security considerations and the need to respect fundamental rights will continue to characterise policy making in the areas of immigration and asylum for the years to come. To this end, the Agency will endeavour to ensure that the results of its research can feed constructively into this process, with the aim of underlining that the fundamental rights language concerning immigration and asylum, which is now inserted in policy documents and legislation, is put into practice.

#### Planned activities in 2013

In 2013, the FRA will build on the work done in previous years. The final reports from the project on the treatment of third country nationals at the EU's external borders will be published in 2013 after extensive consultations with stakeholders.

Building on the results of its research and making use of the networks created in 2010 and 2011, the FRA will engage in a number of activities to promote its

research findings and in particular the opinions formulated from this research. The Agency's project on extreme forms of labour exploitation - which will be launched in 2013 under the 'Justice' chapter - will encompass victims of exploitation who are both EU and non-EU citizens. To this end, the Agency's report on the situation of irregular migrants employed in domestic work, which was launched in 2011, offers a platform on which to further build the Agency's work on extreme labour exploitation.

### Expected impact

The overall goal of the FRA in the area of border control and immigration is for policy makers to consider respect for fundamental rights not as an obstacle to effective policies, but rather as a quality indicator. The FRA intends to achieve this by providing policy makers as well as practitioners with evidence on current practices and possible ways forward. Key stakeholders, including national authorities, as well as Frontex and EASO, will be increasingly involved during the implementation of projects to ensure that the results are relevant and usable.

#### Corresponding projects fiches in the AWP2013

##### Project fiche 3.1.1

Severe forms of labour exploitation ..... page 20

##### Project fiche 3.1.2

Inter-agency work in the areas of borders, immigration and asylum ..... page 21

## 3.2 Information society, private life and personal data

### Policy background

The increased availability and use of new technologies is having significant repercussions on legal and practical measures to guarantee the fundamental right to data protection. While the EU has played a key role in introducing legislation concerning data protection — for example with the 1995 Directive on the protection of individuals with regard to the processing of personal data — rapid technological developments have changed the way private data can be protected. In particular, the exponential growth in social networking sites, and suggestions by significant actors such as Mark Zuckerberg, the founder of Facebook, that privacy is no longer the social norm, together with new challenges to privacy such as Google Street View, has meant that we are in a period where new

technologies, and their use, are being reviewed with regard to data protection and privacy concerns.

The European Union's regulatory data protection framework is well developed under the former first pillar of the European Union. In comparison, data protection is under-developed under the former third pillar of policing and judicial cooperation in criminal matters. For example, article 13 in the Data Protection Directive provides for broad exemptions with regard to defence, security and criminal law. With the entry into force of the Lisbon Treaty and the adoption of the Stockholm Programme, the European Commission is called upon to comprehensively reform the European Union data protection framework in an effort to address some of these gaps, where possible. In 2011, the Commission initiated a far-reaching reform of the legal framework for the protection of personal data after the entry into force of the Lisbon Treaty. In parallel, the Council of Europe started its process to modernise the Convention for the Protection of Individuals with regards to Automatic Processing of Personal Data in close collaboration with the EU. In fact, given the global nature of challenges to privacy, the Stockholm Programme encourages the promotion of the Convention as a worldwide standard. The proposed draft reform of EU laws was finalised in 2012. A 2010 Communication paves the way for a new comprehensive legal framework for data protection, which began in 2010 with initiatives such as the introduction of a Recommendation to authorise the negotiation of a personal data protection agreement for law enforcement purposes with the USA, alongside a Communication on 'privacy and trust in digital Europe' (which forms part of a broader response to ICT under the Commission's Europe 2020 Strategy for economic regeneration). In 2012 it is envisaged that a Communication will be completed by the Commission on core elements for personal data protection for law enforcement purposes in agreements between the European Union and third countries.

### Previous work

The Agency's work to date in the area of information society and, in particular, respect for private life and protection of personal data, has, so far, been limited. The publication in 2010 of the Agency's report on 'Data protection in the European Union: the role of national data protection authorities' reflects the main focus of its work to date. This report looked at the challenges for the EU's data protection system with respect to current deficiencies relating to the

independence, effectiveness and capabilities of data protection authorities in different Member States. The report addressed the current lack of enforcement of the data protection system in some Member States, and also made reference to research from surveys that has identified the public's lack of awareness of their rights in the field of data protection. In addition to this report, in 2011 the Agency responded to a request from the European Parliament to produce an opinion on Passenger Name Record (PNR); which served to update the Agency's previous opinion. Building on from other Agency reports in 2010 that sought to highlight and address deficiencies and good practices in the EU's fundamental rights architecture, in 2011 the Agency embarked on new research on judicial redress mechanisms and their use in the area of data protection. The research for this project was conducted in 2012, and the research results will be published in 2013. Alongside this project, in 2013 the Agency will prepare, a Handbook on European data protection case law, bringing together the jurisprudence available at EU level (comprising the one from the ECtHR) with the one existing at national level. The Agency will put this Handbook together upon specific request of the Commission and in cooperation with the Council of Europe and the European Court of Human Rights,

### Future challenges

The Charter of Fundamental Rights of the European Union has introduced data protection as a separate article (under article 8) to respect for private and family life (under article 7). This is a significant development in consideration of other key human rights documents, such as the European Convention on Human Rights, as it distinguishes data protection in its own right. This separate article reflects the fact that the Charter was drafted in 2000, and therefore has responded to developments and concerns resulting from a growth in use of new technologies and the implications of this concerning data protection and privacy. The challenge is how the EU's new legislative framework on data protection, including the Charter, can be assessed over the next few years with respect to people's enjoyment of their rights in the context of developing new technologies, and the extent to which the regulatory framework, including data protection authorities, is in a position to uphold these rights.

### Planned activities in 2013

The protection of privacy and personal data in the digital era raises fundamental challenges for the EU.

With its unique working methods combining sociological and legal research, the FRA is in a position to provide evidence on current developments and targeted insights in specific areas. In 2013, the Agency proposes to undertake in-depth research on the behaviour of internet users with respect to their awareness of data protection issues and the risks they face when providing personal data in this domain. The research will highlight gaps and challenges for legislative and policy responses with respect to core fundamental rights in the ICT field. More specifically, the project will explore, through the use of a detailed survey instrument, how members of the public use information technology with respect to the frequency and type of personal information they divulge, their knowledge in consideration of data protection and privacy concerns, and whether they are aware of and have used data redress mechanisms. This project builds on the Agency's previous work, such as the 2010 report on the role of national data protection authorities in the context of the EU's broader fundamental rights architecture, and the initial results from the project on judicial redress mechanisms in the field of data protection — which served to highlight some of the shortfalls in consideration of data protection mechanisms in the EU.

### Expected Impact

The Agency's work will complement that of, amongst others, the European Data Protection Supervisor and the Council of Europe, which are variously engaged in initiatives to uphold and promote data protection and privacy in relation to ICT. A key expected impact of the Agency's work is to provide evidence of the situation on the ground concerning internet users and data protection issues, which can serve to inform legislative and practical initiatives to promote and protect fundamental rights. At the same time, the Agency's work should ensure that promotion and protection of fundamental rights relating to data protection and privacy are not seen as barriers to the use of and growth in new technologies, but only serve as barriers in the context of unlawful activities that can jeopardise fundamental rights.

### Corresponding projects fiches in the AWP2013

#### Project fiche 3.2.1

Data Protection: redress mechanisms and their use... page 22

#### Project fiche 3.2.2

Private vs. Public: Protecting privacy in today's digital era ... page 23

#### Project fiche 3.2.3

Handbook on European data protection case law ... page 24



# EQUALITY

## FRA Multiannual Framework

Racism, xenophobia and related intolerance

Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds.

The rights of the child, including the protection of children

### 3.3 Racism and non-discrimination

#### Policy background

The situation concerning racism, xenophobia, antisemitism, Islamophobia, anti-gypsyism and related intolerances remains a concern across the European Union, as evidenced by the Agency's annual and thematic reports. In parallel, there has been little progress regarding the collection of official data by Member States in this regard. In order to make up for this lack of data the FRA launched in 2011 and 2012 several projects, for example the survey of Jews and the pilot Roma survey.

In particular concerning Roma people, the Commission Communication of April 2011, which was adopted by the Council in May 2011, tasks the FRA with providing data and background information that will feed into the Commission's annual report to the European Parliament and to the Council on progress on the integration of the Roma population in Member States and on the achievement of the goals. In addition, the Communication requests the Agency to work with Member States in order to assist them in developing monitoring methods which can provide a comparative analysis of the situation of Roma across Europe.

In response to this Communication the FRA has proposed a series of activities in a multi-annual programme of action that spans from 2012 to 2020, in the context of the EU's Europe 2020 goal of elimination of poverty and increasing social inclusion. This comprehensive multi-annual programme of action 2012 - 2020 addresses the key issues raised in the Commission Communication, the Council

Conclusions and the targets set by Europe 2020, in particular regarding inclusive growth and its flagship initiative "European platform against poverty and social exclusion". The outputs of this programme (reports, data sets, country reports, and other deliverables) will feed into an annual factual FRA report, which will be timed to contribute to the Commission's annual assessment and policy report to the European Parliament and to the Council on progress made on the integration of the Roma population in Member States and on the achievement of the goals.

#### Previous work

The Agency collects regularly data, analyses and publishes relevant comparative reports on issues of discrimination on all grounds, and on the situation regarding racism, xenophobia and related intolerance. For example, in 2004 it published a report on antisemitism in the EU; in 2005 a report on racist crime and violence; in 2006 a report on the situation of Roma children in education and a report on Islamophobia, in 2010 a report on racism in sport, a report of a pilot study on the representation of minorities in the press, etc. These reports fulfilled the FRA's strategic objectives in this area, including the cross-cutting area of children's rights; for example, FRA's specific strategic objective to identify and analyse access to quality education and quality health care for children belonging to disadvantaged groups, in particular for Roma and Traveller children. All these reports highlighted the paucity of reliable data in most Member States. In response to this lack of data FRA carried out and published in 2009 EU-MIDIS, a unique survey of migrants and minorities experiences of racist discrimination and racist crime. In 2011-12 FRA carried out a second survey of this kind focusing on Jews. Building up on its research on holocaust education the Agency developed in 2008 in cooperation with Yad Vashem a five year programme of human rights education raising awareness of young people about the universal lessons of the Shoah and other genocides and link these universal lessons to fundamental rights and values of the EU. In regard to the Roma and in the context of its multi-annual programming the FRA completed in 2011 and published in 2012 results of a major pilot household survey of Roma in 11 EU Member States working in parallel with a UNDP/World Bank survey commissioned by DG Regional Policy. In addition, the FRA conducted interviews with several local



authorities in the Member States covered by the FRA's research. In 2012 the FRA expanded its research to cover the remaining EU Member States, as part of its multi-annual Roma Programme.

In regard to discrimination on other grounds, FRA's strategic objective is to identify and analyse the situation of LGBT persons, as well as positive measures and practices to reduce discrimination on grounds of sexual orientation and gender identity. FRA pioneered research work on other grounds of discrimination immediately after its establishment in 2007 leading in 2008 to a legal report and in 2009 a social report on homophobia and discrimination on grounds of sexual orientation and gender identity. In 2010, in collaboration with the Council of Europe (Office of the Commissioner for Human Rights), it updated the legal report and in 2011 launched a preparatory study for a survey of LGBT people in the EU. In addition, together with the European Court of Human Rights, the FRA has prepared a Handbook on European Non-discrimination law, published in March 2011. In view of the EU's and Member States obligations regarding the Convention on the Rights of Persons with Disabilities a FRA objective is to identify and analyse the treatment of people with disabilities and in particular the most vulnerable among them, such as people with intellectual disabilities. In this context, FRA initiated work on disability developing in 2009 a legal study and carrying out in 2010 and 2011 pioneering fieldwork research on the situation of persons with intellectual disabilities and mental health problems in selected Member States.

### Future challenges

The Agency's reports show that despite the progress made in past years much more needs to be done to combat racism and discrimination, especially in a period of economic crisis, to achieve respect of fundamental rights and the EU's "Europe 2020" targets. Given the persistent nature of these problems FRA will continue to monitor the situation and collect the necessary evidence. While doing this it will cooperate closely with Member States and support them in developing appropriate data collection structures. At the same time the Agency will pilot research targeting particular cross-cutting issues, such as racist bullying affecting children, racism on the internet or female genital mutilation among African women. Finally, FRA will aim to develop innovative methods to collect additional evidence regarding the

problems and needs of persons with disabilities taking into account the work done by the Council of Europe and complementing data collected by Eurostat and ANED (Academic Network of European Disability experts). The FRA will also continue its work on the Roma based on its multi-annual Roma Programme outlined above.

### Planned Activities in 2013

In 2013 FRA will continue to collect data on racism, update its annual report on antisemitism and disseminate the results of its work on racism and sport examining the possibilities of covering other grounds of discrimination. It will also publish the results of its 2011-2012 survey of Jews and the results of its LGBT survey and the linked research into the views and perceptions of authorities, including law enforcement, of homophobia and transphobia.

Based on its previous work on the situation of persons with disabilities during 2013, FRA will develop fundamental rights indicators to examine how the rights of persons with disabilities are respected, protected, promoted and fulfilled in the European Union. In doing so, FRA will build on the work done by the European Commission and ANED.

### Expected impact

Each project aims at driving the relevant policy agenda forward by providing policy makers at EU and national level, and other stakeholders with evidence based advice. Work on racism and antisemitism, for example, aims mainly at the national and local level providing evidence as to the need, as a minimum, to implement EU law and develop effective measures to combat these phenomena, but, in addition, can also support civil society organisations in their advocacy work. The data collected in the context of discrimination against LGBT persons will also help member States in implementing the Recommendation of the Committee of Ministers of the Council of Europe on measures to combat discrimination on grounds of sexual orientation or gender identity". Work on multiple discrimination aims to sensitize policy makers, and medical practitioners, about the vulnerabilities resulting from the intersection of ethnic origin, age and gender in health care. Work on disability discrimination aims at supporting the development of more effective EU policies, but can also support national and local authorities and other actors in improving the life of disabled persons. The Agency's Roma programme will support the European

Commission in its annual reporting, as well as national and local authorities, in designing effective and inclusive Roma strategies. and inclusive Roma strategies.

#### Corresponding projects fiches in the AWP2013

	<b>Project fiche 3.3.1</b>
Survey on discrimination and hate crime against Jews in selected EU Member States...	page 25
	<b>Project fiche 3.3.2</b>
Surveying LGBT people and authorities ...	page 26
	<b>Project fiche 3.3.3</b>
Indicators for the respect, protection, promotion and fulfilment of LGBT rights..	page 27
	<b>Project fiche 3.3.4</b>
Children with disabilities: experiences of discrimination, integration and hate speech.....	page 28
	<b>Project fiche 3.3.5</b>
Disability indicators .....	page 29
	<b>Project fiche 3.3.6</b>
Roma multi-annual programme .....	page 30
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## 3.4 The rights of the child, including the protection of children

### Policy background

The respect, protection, promotion and fulfilment of the rights of the child are objectives of the EU on which the Treaty of Lisbon has put further emphasis. All Member States have signed and ratified the UN Convention on the Rights of the Child, and Article 24 of the EU Charter of Fundamental Rights provides a clear political mandate for action on children's rights. The European Commission published in 2011 an ambitious EU Agenda on the rights of the child. Its purpose is to reaffirm the strong commitment of all EU institutions and of all Member States to promoting, protecting and fulfilling the rights of the child in all relevant EU policies and to turn it into concrete results. In the future, EU policies that directly or indirectly affect children should be designed, implemented, and monitored taking into account the principle of the best interests of the child enshrined in the EU Charter of Fundamental Rights and in the UN Convention on the Rights of the Child. The EU has implemented several initiatives, for example, child alert systems, funding instruments, etc, and tries to ensure the respect and promotion of children's rights

in EU legislative and non-legislative actions (mainstreaming).

The Commission's Communication notes a significant lack of reliable and comparable data, which hinders the development of evidence-based policies, and identifies as one key challenge the improvement of existing monitoring systems, establishing child rights-related policy targets, and monitoring their impact. It stresses that gaps in knowledge about the situation and needs of the most vulnerable groups of children should be addressed as a matter of priority. The Communication notes that this process will take stock of the child rights indicators developed by the FRA, which were developed on the request of the Commission to measure how the rights of the child are implemented, protected, respected and promoted across the EU. They are intended to guide the Agency's data collection and research, allowing it to develop evidence-based opinions and support the EU institutions and Member States when they take measures or formulate actions. The FRA in close cooperation with the Commission services will develop an ambitious programme on the rights of the child developing projects collecting data on the situation of children in the EU's justice systems guided by the Council of Europe's Guidelines on child friendly justice. In addition, data on children in vulnerable situations will be collected through other projects, for instance the survey on women's experiences of violence, which also covers their experiences as children, the Roma survey that has a particular focus on education, etc.

### Previous work

The Agency started to work in this area by building up on its past work on Roma children in education. In 2007 following a request by the European Commission the Agency developed indicators for measuring the respect and protection of child rights in the EU. The Agency carried out this task in close cooperation with key institutional stakeholders, namely the Commission, the Council of Europe, UNICEF and ChildonEurope. In 2009 the Agency published a report on child rights indicators and continued in the following years to refine and operationalise them. The Agency's work in this area is cross-cutting with many other areas of its work drawing from them, as well as contributing to them. The FRA pays particular attention in engaging children in its relevant research work. Building on this need for child-centred research the Agency carried out in 2009 and published in 2010 research on the

situation and experiences of separated asylum seeking children interviewing a large number of boys and girls aged 12-18. In 2011 the FRA developed further its child rights indicators focusing on the issue of child friendly justice in civil justice procedures and in 2012 conducted in close cooperation with the European Commission fieldwork research aiming to examine the experiences and views of practitioners in this field in order to assess the effectiveness of the relevant EU legislation on the ground.

#### Future challenges

The Agency's work shows that much needs to be done to respect, protect, promote and fulfil the rights of the child across the EU. As the Commission's Communication noted, there is a paucity of comparable data disaggregated by age and other key variables, e.g. gender, disability, ethnic origin, etc. In some areas, for example, children in civil or criminal justice or children in institutional care, comparable statistical data do not exist. The Agency will develop its future work in close cooperation with the European Commission, the CoE and UNICEF with systematic data collection, as well as the development of relevant methods. In parallel, FRA will engage in primary fieldwork research to develop the necessary evidence base for its work.

#### Planned activities in 2013

Following up to the operationalization of its indicators and the fieldwork research carried out in 2012 in the area of civil justice, FRA will launch in close cooperation with the European Commission fieldwork research to investigate how child friendly are currently other justice procedures that concern children. In parallel, the FRA will support the Commission's efforts to work with Eurostat and national statistical offices in order to develop justice related data disaggregated by age.

#### Expected impact

Following up to the operationalization of its indicators and the fieldwork research carried out in 2012 in the area of civil justice, FRA will launch in close cooperation with the European Commission fieldwork research to investigate how child friendly are currently other justice procedures that concern children. In parallel, the FRA will support the Commission's efforts to work with Eurostat and national statistical offices in order to develop justice related data disaggregated by age.

#### Corresponding projects fiches in the

Project fiche 3.4.1

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# JUSTICE

## 3.5 Justice

### FRA Multiannual Framework

Access to efficient and independent justice

Compensation of victims

#### Policy background

Justice is an area of dynamic development in the EU with ambitions to establish an area of justice. While 'justice' is not only related to criminal justice, it is envisaged, in particular, that developments at an EU-level in the area of criminal justice will require a stronger role for FRA in the field of data collection and analysis.

The Maastricht Treaty of 1992 (entered into force 1993) saw the introduction of criminal law provisions into selected areas of EU legislation. However, in the period between Maastricht and the Lisbon Treaty, policy and legislative developments in the field of policing and judicial cooperation in criminal matters were relatively slow and limited to certain areas only. This situation reflected Member States' concerns to retain their sovereignty in sensitive areas, and the need for consensus in decision making in the area of police and judicial cooperation in criminal matters. While some notable legislative progress was made, for example with respect to the European Arrest Warrant (2000), other developments were insufficiently taken up at a Member State level; for example, the Framework Decision on the Standing of Victims in Criminal Proceedings (2001) and the Directive on Compensation to Crime Victims (2004).

With the entry into force of the Lisbon Treaty, the former pillar structure of the Union, including the 'third pillar' area of police and judicial cooperation in criminal matters, has been merged – a development that requires a significant review and revision of policy and law with respect to pre-Lisbon instruments. Crucially, the Lisbon Treaty's introduction of qualified majority voting to all but a limited number of areas under the former third pillar will serve to streamline

decision making in these areas. Developments in policing and criminal justice will have major implications with respect to fundamental rights; notably in relation to the Court of Justice of the European Union that will have, in time, full jurisdiction to enforce decisions in the area of justice and home affairs. The Action Plan implementing the Stockholm Programme envisages a number of developments that are either directly or indirectly of key relevance for fundamental rights in this area; for example: a Communication on the Fundamental Rights policy, and reference to the FRA's multi-annual framework "to cover the domain of judicial and police cooperation in criminal matters". To this end, the Agency may be expected to play a needed role in the provision of evidence-based advice in these fields.

#### Previous work

The FRA's founding regulation, being pre-Lisbon, excluded in part third pillar issues from the scope of the Agency's work by only allowing involvement upon request by the EU institutions. This necessarily restricted the Agency's activities in the fields of policing and judicial cooperation in criminal matters.

As a reflection of these limitations, the Agency undertook projects focusing on access to justice in the area of civil justice — largely related to the area of non-discrimination, and specifically in relation to discrimination complaints and Equality Bodies as channels for redress. In 2011 the Agency published its first report on 'Access to justice in Europe: an overview of challenges and opportunities', which presented a broad overview of access to justice mechanisms and barriers at the international, European and national level with respect to the field of non-discrimination. As a reflection of the Agency's core thematic areas of work for the period 2007-2012, the report addressed the issue of effective access to redress, including compensation and legal aid, by victims of discrimination.

In 2012 the Agency published its second broad access to justice report. This was a study on the experience from complaints and support mechanisms in the area of non-discrimination law, pointing out challenges and ways forward for EU equality law, including equality bodies.

Other projects by the Agency have looked at subjects that are directly relevant to policing and criminal justice matters as part of projects addressing the fundamental right of equality by means of exploring vulnerable groups' experiences of discrimination —

including their experiences of policing; namely, the Agency's EU-MIDIS survey ('European Union Minorities and Discrimination Survey'), and, in particular, the specific results from the survey relating to minorities' experiences of criminal victimisation and policing. Notably, the survey collected the first EU-wide data on minorities' experiences of police stops. The results from this part of the survey were launched in the second half of 2010 as an EU-MIDIS Data in Focus report on 'Police Stops and Minorities', together with an FRA Guide entitled 'Towards More Effective Policing — Understanding and Preventing Discriminatory Ethnic Profiling: A Guide'. These reports have contributed towards the Agency's work in the field of human rights training and policing, and complement the Agency's on-going work with FRONTEX concerning incorporation of human rights training in their common core curriculum. The FRA has also undertaken work related to human rights education more broadly, and has developed a manual on human rights training and policing. In addition, the Agency has embarked on a long-term project aimed at developing fundamental rights indicators, which includes indicators related to access to justice.

In 2010-2011, the Agency also undertook pre-testing for an EU-wide survey on violence against women — including violence in childhood — which was subsequently launched throughout the EU27 (and Croatia) in 2011 and continued in 2012. The survey is the first EU-wide survey of its kind — surveying around 40,000 women across the EU, and Croatia. The data will document experiences of sexual, physical and psychological violence, including violence in childhood, in both the private and public domain (such as the workplace), as well as patterns of reporting and non-reporting by victims and their treatment by different services. The data from the survey allows for the analysis of results on multiple grounds as it collects — amongst other grounds — information concerning respondents' age, educational background and socio-economic position. In this regard, the Agency has been progressively moving into areas that directly relate to policing and criminal justice matters in relation to 'victims' rights', and, more generally, the scope of the Agency's work has been in a gradual process of transition to address different aspects of policing and criminal justice through the lens of non-discrimination. As a reflection of this, the Commission's direct request to FRA to undertake research on victim support services in the EU,



specifically with respect to crime victims, is an indication of the role the Agency can play. It is envisaged that with the adoption of the Agency's revised thematic areas of work under its new multi-annual framework, from 2013, the field of justice will become increasingly central to the FRA's work.

### Future challenges

The post-Lisbon era has triggered a series of developments where the Agency could play a major role in ensuring a solid fundamental rights basis in key areas related to justice; not least, criminal justice. Notably, the Council Resolution of 30th November 2009, which sets out a six-part 'Roadmap for strengthening procedural rights of suspected or accused persons in criminal proceedings', presents a number of areas where fundamental rights need to be enhanced. This six-part Roadmap is well underway with a directive on rights in criminal procedures related to interpretation and translation ('Measure A'). The second stage, presented by the Commission in July 2010, was initiated with the proposal for a letter of rights for criminal suspects ('Measure B'). Subsequent Measures — up to F — are planned in the Roadmap, and encompass several fields where fundamental rights compliance is essential and would warrant evidence from data collection to inform policy and legislative reform.. A parallel development is also the reform of victims' rights, for which work commenced by the Commission in relation to the 'Victims' Package' and the proposed new Victims Directive to replace the Framework Decision from 2001 on the standing of victims in criminal proceedings. This has been complemented by a 'Victims' Roadmap', which was put forward by the Hungarian Presidency of the EU in March 2011 with the aim of providing concrete tools and practices for victims in addition to legislation. In this area, future developments concerning the Compensation Directive would also need to be taken into consideration in the FRA's work with respect to victims. The challenge for the Agency is to how to address areas in relation to fundamental rights and justice – with regard to both the Roadmap for suspects and defendants, and the proposed Roadmap (as of 2011) for victims of crime. These various aspects should not be seen as competing claims for justice – between suspects/the accused and victims – but should be addressed as part of a complementary fundamental rights 'package' forming the basis of the criminal justice system – which is an important message in itself.

### Planned activities in 2013

As a reflection of the fact that negotiations are on-going in relation to the Agency's future work in the former third pillar area of police and judicial cooperation in criminal matters, the Agency's work in these fields remains at a developmental stage until a final decision is made. To this end, the Agency will continue to work with the results of its research in the field of administrative and civil law, and will look at how findings from its on-going work on access to justice can be reflected in other fields. The Agency's work on support services for victims of crime is carried forward into 2013, with the intention that the results from this project can be complemented by the Agency's survey work that collects data on victims' experiences of reporting to various services.

For example; the fieldwork for the Agency's EU-wide violence against women survey was completed in 2012, and the results will provide a rich database for different users in consideration of women's experiences of violence, and with regard to policing and justice responses to violence against women in the context of core fundamental rights. The outcome will feed into policy development aimed at effectively counter-acting violence against women.

The results of other survey research by the Agency that variously addresses victims of hate crime will also feed into the Agency's work on access to justice and victim support; namely, the survey on the Jewish population in selected Member States and the survey on Europe's LGBT communities. In addition, the Agency's work in the field of police training and fundamental rights will be able to utilise the results of the Agency's research-based work, in the above areas, in the development of core training material.

### Expected Impact

Working closely with key stakeholders in the field of justice – and notably with other EU agencies such as CEPOL, Europol and Eurojust – the Agency intends to provide fundamental rights-centred evidence-based advice concerning the situation on the ground with respect to selected areas of EU policy, legislation and practice. In parallel, the Agency's work should feed into the policy and legislative processes of the Commission, the Council and Parliament – with the Agency becoming a key actor providing robust, relevant and timely evidence-based advice on fundamental rights in the area of access to justice.



**Corresponding projects fiches in the AWP2012**

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Victim support services in the EU: An overview and assessment of victims' rights in practice .....	page 33
	<b>Project fiche 3.5.2</b>
Existence and interpretation of the freedom to conduct a business .....	page 34
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CLARITY' (Complaints, Legal Assistance and Rights Information Tools for You) .....	page 35
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Gender-based violence against women: from childhood to adulthood .....	page 36
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### 3.6 Cross-cutting projects or activities covering all MAF areas

The Agency also carries out work on fundamental rights which cuts across the various thematic areas of its multi-annual framework (MAF) or is aimed at strengthening the fundamental rights environment in general. In the area of research, most projects, as well as its regular activities, for example in relation to the Annual Report, are cross-cutting, because they address a range of fundamental rights issues.

The Agency cooperates and has relations with a variety of stakeholders at the European, national and international level. The cooperation with stakeholders ranges from formalised annual meetings and events such as the meetings with the National Liaison Officers, the NHRIs, Equality Bodies and Ombudsmen to the hosting of the Fundamental Rights Platform. The Agency hosts a Fundamental Rights Conference and a Symposium which bring together stakeholders from across the full spectrum of FRA's projects and activities.

The Agency has regular contact and relations with the EU institutions and bodies, the Council of Europe, the United Nations and OSCE.

The work with the EU institutions will continue to be strengthened particularly the work with the European Parliament, the Council and the Commission. This relationship is vital to ensure that the Agency's outputs are policy relevant and linked to priority areas of the Union. In addition, the continuous feedback from the EU stakeholders will support the tailoring of outputs.

The Agency will continue to host meetings with the National Human Rights Institutions, the Equality Bodies, and Ombudspersons Institutions and look at ways to engage them closely in the projects of the Agency.

The Agency will continue to broaden its cooperation with inter-governmental organisations, in particular with the Council of Europe, to achieve synergies in addressing mutual areas of concern and ensure that the Agency's work is shared and communicated across the various bodies and mechanisms associated with the IGOs

An additional dimension to the Agency's work is the development of its relations with Union agencies and bodies such as EUROFOUND, FRONTEX, EUROJUST, the European Institute for Gender Equality, EASO and CEPOL.

Finally, the Agency will develop networking communities with key stakeholders to provide inputs into the Agency's work and follow-up on its findings. This component is cross-cutting all of the Agency's projects and will entail the use, adaptation and presentation of research outputs, as relevant to various target audiences. This should continue to strengthen the relevance of the Agency's work to meet the needs of its key stakeholders.

In the area of communication and awareness raising, cross cutting activities complement those related to particular projects. This includes information and awareness raising about fundamental rights issues, including in particular on the EU Charter of Fundamental Rights on the one hand, and information about the FRA and its work. Such cross cutting communication activities may address practical needs at events organised by FRA or others, such as information stands and presentations/speeches. Furthermore, FRA's communication work includes the production of factsheets and brochures, a visitor programme, working with Web and other online media and social media, media relations and media monitoring, and online documentation. In the area of research, a number of activities are also cross-cutting, for example the work on fundamental rights indicators, the Annual Report, or ad hoc requests from the EU's institutions.

#### Objectives in 2013

- Develop and foster a close working relationship with European Union Institutions, EU Member

States, the Council of Europe, other international organisations, civil society and the research community;

- Collect and disseminate relevant data and information;
- Contribute to ensuring respect of fundamental rights in Union legislation and its implementation;
- Contribute to the development of common indicators and standards in the field of fundamental rights;
- Raise public awareness of fundamental rights and the EU Charter of Fundamental Rights
- Actively disseminate information about FRA work.
- Communicating the Agency's assistance and expertise relating to fundamental rights to key stakeholders
- Provide information about FRA work.
- Identify strategic partnerships with stakeholders to advance fundamental rights

**Expected impact**

- Better knowledge and understanding of fundamental rights issues among policy makers and other key stakeholders
- The establishment of new partnerships, networks and communities working on fundamental rights
- The creation of new knowledge, know how and practice related to fundamental rights
- The improved understanding of various issues related to fundamental rights
- Better informed policy on fundamental rights issues and where relevant changes to policy
- Timely response to ad hoc requests and needs by Commission, Council and Parliament (according to Art 4 of the FRA Founding Regulation) adding value to the EU's policy responses
- Improved quality and usefulness of FRA's Annual Report
- Increased profile of FRA to stakeholders and general public

**Future challenges**

- Developing concrete fundamental rights indicators through data collection and reporting on the situation in the EU
- Increasing the impact of FRA's input to policy making at EU and national level

**Corresponding projects fiches in the AWP2013**

**Cross-cutting projects or activities covering all MAF areas**

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**Project fiche 3.6.2**  
Fundamental Rights Conference ..... page 39

**Project fiche 3.6.3**  
FRA Europe Day – symposium ..... page 40

**Project fiche 3.6.4**  
FRA contributions to key EU events and international days..... page 41

**Project fiche 3.6.5**  
Communication and meetings with stakeholders .....page 42

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Online communication and documentation..... page 43

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Production and dissemination of communication products..... page 44

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Information about FRA work and awareness raising .....page 45

**OPERATIONAL RESERVES**

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**BODIES OF THE AGENCY AND CONSULTATION MECHANISMS**

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Consultation and cooperation mechanism - National Liaison Officers..... page 49

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## Severe forms of labour exploitation

## Project description

The June 2009 EUROPOL report on trafficking highlighted that trafficking for labour exploitation has traditionally “not been a priority for law enforcement action, and in general terms has remained undetected” and that “there is a lack of definition at EU level of the degree of exploitation serious enough to constitute a crime”. In its conclusions the report notes that “this crime will continue to have a major impact upon the EU and, with the current financial climate, it is highly likely that labour exploitation in Europe will rise. The Charter prohibits slavery and forced or compulsory labour. Also, under Article 31 every worker has the right to working conditions which respect his or her health, safety and dignity. In addition, severe forms of labour exploitation are often accompanied by other fundamental rights abuses. Different groups of EU and non-EU citizens are vulnerable to severe forms of labour exploitation, which include work in sectors such as agriculture, construction, domestic work and restaurants, and can encompass a range of abuses, such as having to work extremely long hours or confinement in sub-standard accommodation without the freedom to leave. The phenomenon is assisted by informal recruiters and temporary employment agencies, which can play a role in leading workers into a situation of extreme labour exploitation. The project will build on previous FRA research, in particular on the report on migrants in an irregular situation employed in domestic work, and will be linked to work relating to victims’ rights and support. The Employers’ Sanctions Directive (2009/52/EC) and the Trafficking Directive (2011/36/EU) will serve as benchmarks for the research. Where appropriate, also the draft Seasonal Workers Directive (COM(2010) 379 final) will be taken into account. Because of the illegal nature of labour exploitation and the vulnerabilities of its victims – which include both EU and non-EU citizens – it largely remains undetected and unreported by victims. At the same time, the absence of sufficient controls for investigation of severe forms of labour exploitation by authorities – such as labour inspectorates – means that these abuses remain hidden. Victims of severe labour exploitation have a right to assert claims for remuneration and compensation for violations of their rights as well as to instigate criminal proceedings. A lack of legal definitions or support can hinder victims’ access to justice. It is apparent that this is an area that warrants further research on the nature of and responses to the phenomenon in the EU, particularly in areas other than sex trafficking – which has been extensively researched to date.

## Objectives

- To collect information in EU Member States from those working in professions that can encounter severe forms of labour exploitation, as well as (where feasible) with victims of such exploitation, which can shed light on the nature of this phenomenon in the EU in areas that have not been extensively addressed to date; for example, labour inspectorates and health and safety officers, and areas of work such as the agricultural sector.
  - To identify existing good practices that can serve as possible models for the identification of fundamental rights abuses in the field of extreme labour exploitation.
  - To map legal and policy response to extreme forms of labour exploitation in Member States.

## Overall outputs

- Reports will be produced in 2014.
- Engagement with stakeholder groups in the development of the project and targeted outputs.

## Activities and results achieved so far

In 2011 the FRA collected data and published reports on the situation of irregular migrants in the EU, where some issues of extreme labour exploitation were identified, in particular in the context of domestic work

## Beneficiaries and target groups

- Labour inspectorates, health and safety officers, recruitment and employment agencies, representatives of areas of work such as agriculture.
- EU agencies, including those working in the area of employment and living and working conditions.
- Member States.

## Planned activities in 2013

- Focusing on areas other than sex trafficking the project will collect information on the nature of and responses to severe forms of labour exploitation in the EU – through fieldwork interviews with (1) professions such as labour inspectorates, health and safety officers, recruitment and employment agencies, and representatives of areas of work such as the agricultural sector, (2) law enforcement and immigration officers, and (3) victims of severe labour exploitation (where feasible).
- Through fieldwork interviews and the analysis of secondary source material, the project will collect information about existing good practices that can serve as possible models for the prevention and identification of fundamental rights abuses concerning extreme labour exploitation.
- Conduct desk research to map legal and policy responses to severe labour exploitation.
- Conduct preliminary research into how a communication and awareness raising strategy could help to change attitudes among the public concerning ‘acceptance’ or ‘oversight’ of severe labour exploitation

## Planned outputs in 2013

- Development of reports on the situation
- Development of monitoring methods at the Member State and EU level
- Development of a communication and awareness raising strategy model

## Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants’ feedback; and
- stakeholders’ perception of the relevance of this work to their needs;

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1.5	0.5	--	2.0	€ 650.000
Communication awareness-raising	--	0,1	--	0.1	--
<b>Total</b>	<b>1.5</b>	<b>0.6</b>	<b>--</b>	<b>2.1</b>	<b>€ 650.000</b>

## inter-agency work in the areas of borders, immigration and asylum

## Project description

The FRA has completed several research activities in these areas during 2009-2012, and a follow-up is envisaged in 2013. The activities described are based on projects on the situation of irregular immigrants in the EU (2009-2012 Work Programmes); protecting, respecting, and promoting the rights of irregular immigrants in voluntary and involuntary return procedures (2009 Work Programme); Treatment of third-country nationals at the EU's external borders (2010-2012 Work Programmes); Border control and fundamental rights (2010-2012 Work Programmes); as well as Access to justice for asylum seekers (2009 Work Programme). These projects are also directly or indirectly linked to the commitments by the Agency resulting from the cooperation arrangements with FRONTEX and from the European Asylum Support Office (EASO) Regulation. Ongoing activities with FRONTEX will be continued and further developed and cooperation with EASO will build on initiatives undertaken in 2011 and 2012.

## Objectives

- Make findings of the FRA available to policy makers in a proactive manner
- Share good practices and other findings resulting from FRA research at the right time to the right people
- Effective cooperation with FRONTEX and EASO, enabling them to benefit from the fundamental rights expertise that the FRA can offer

## Beneficiaries and target groups

- European Union institutions
- Frontex, EASO and other EU JHA agencies
- Member States

## Activities and results achieved so far

8 FRA reports published on these themes

2011 Fundamental Rights Conference identified a number of areas for further work by the FRA in the field of asylum, immigration and borders

## Planned activities in 2013

- Provide support to FRONTEX with regard to fundamental rights training;
- Offer expert advice to FRONTEX on issues relating to fundamental rights and support the Agency in the implementation of its fundamental rights strategy, in line with the FRA-FRONTEX cooperation arrangement;
- Develop working arrangements with EASO and support the Office with expert advice when required;
- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;

## Planned outputs in 2013

- Frontex assisted in designing, planning and implementing training activities;
- Expert advice delivered through organisation of targeted events and participation in key meetings;
- Comments provided to FRONTEX and EASO on draft documents as requested;

## Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback; and
- stakeholders' perception of the relevance of this work to their needs;

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	3	0.3	--	3.3	€ 330.000
Communication awareness-raising	--	0.1	--	0.1	--
<b>Total</b>	<b>3</b>	<b>0.4</b>	<b>--</b>	<b>3.4</b>	<b>€330.000</b>

## FREEDOMS

Project fiche 3.2.1 | First Priority Information society and, in particular, respect for private life and of personal data

## Data Protection: redress mechanisms and their use

## Project description

Article 22 of Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data provides for the right of every person to a judicial remedy for any breach of his/her rights. Furthermore, Article 23 provides that every person who has suffered damage as a result of unlawful data processing must be entitled to compensation from the data controller. In turn, article 28 provides for a judicial remedy against decisions by Data Protection Authorities.

At present there is insufficient information at EU level on practices in Member States concerning access of individuals to judicial redress on issues related to data protection.

## Objectives

The objectives of the project are (1) to map the existing judicial redress mechanisms in the EU Member States in relation to data protection rights, and (2) to assess the use and level of protection provided by redress mechanisms

## Overall outputs

Project reports will be published - as indicated under 'Planned outputs in 2013'.

## Beneficiaries and target groups

Data protection authorities in the EU Member States, individuals using redress mechanisms, law makers in the EU Member States

## Activities and results achieved so far

In 2010, the Agency published a report on the role of National Data Protection Authorities with a comparative overview and analysis of the structure, function and work of national data protection authorities, which has served to inform the development of research for this project. In 2012, the Agency collected the relevant data for the redress mechanisms project in a number of EU Member States, and prepared a stakeholder communication and awareness raising strategy for the project's results.

## Planned activities in 2013

- Analysis of key findings, as well as drafting and revision of research outputs.
- Presentation of results to key stakeholders with the aim of ensuring the relevance and usefulness of key products.
- Publication of findings based on a communication and awareness raising strategy

## Planned outputs in 2013

- Comparative report on individuals' experiences of seeking redress on data protection issues
- Thematic reports and factsheets
- Overview of national redress mechanisms concerning legal breaches related to personal data

## Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback; and
- stakeholders' perception of the relevance of this work to their needs;
- number of downloaded reports
- copies of reports disseminated

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1	1	0.5	2.5	€ 30.000
Communication awareness-raising	0,2	--	--	0.2	€ 80.000
<b>Total</b>	<b>1.2</b>	<b>1</b>	<b>0.5</b>	<b>2.7</b>	<b>110.000</b>



## Private vs. Public: Protecting privacy in today's digital era?

## Project description

Major developments will occur at the level of the EU data protection legal framework in the coming years. Taking into consideration these reforms, the project will undertake sociological research to assess how far the protection of personal data and more generally the right to private life is a concern amongst the public. The research will show whether ICT users have a clear knowledge about how their personal data is used and protected, whether they are aware of the potential risks when providing personal data through ICT systems, and what are the security shortcomings with respect to the role of data controllers (e.g. providing inadequate information to Internet users about the measures taken in respect of security, lawfulness and transparency of the processing of data, or providing the information in an improper form, etc.). The project will document, in detail, how people use the internet on a regular/daily basis - to map how often and in what form they divulge personal data online, and whether they are aware of their rights and redress opportunities when doing so. To this end it will not be a perceptions study in the style of Eurobarometer surveys.

The research will focus on data actively provided by individuals through the internet, rather than look at data that are processed by public authorities and institutions in the framework of carrying out their tasks (e.g. e-ID, e-Health, CCTV records for investigating crimes, potential body scanners etc.). The sociological research will provide important data on the behaviour of internet users. The results will provide evidence and indicators on the situation in practice concerning privacy concerns and ICT usage, which can be used by EU institutions and Member States when preparing and/or implementing the new EU legal framework regarding data protection. The report will follow up with the conclusions of the previous FRA reports in this area. The research will draw from existing studies on security issues relating to use of social networks, e.g. Rome Memorandum, 2007 paper by ENISA on Security Issues and Recommendations for Online Social Networks, and the Eurobarometer survey on Attitudes on Data Protection and Electronic Identity in the European Union of June 2011 etc.

**Objectives**

The main objective of this project is to contribute to the protection of the right to privacy and the right to the protection of personal data in the digital area.

**Overall outputs**

- Initial findings to be published in 2014 - Final comprehensive report in 2015

**Beneficiaries and target groups**

- By collecting data on the behaviour of the ICT users, and by identifying and analysing good practices established either by the Member States or by network providers, the project will significantly contribute to the achievement of its strategic objectives by way of
- informing the national authorities of the existing gaps in the area of protection of individual's privacy and personal data and suggesting concrete improvements based inter alia on Internet users' suggestions, disseminating examples of good practices that could be of help for network providers,
- identifying major obstacles in accessing personal data by individuals and main shortcomings in preventing misusing personal data and violating fundamental rights, and
- contributing to the awareness raising of Internet users of their rights and risks they are running when providing personal data online.

**Activities and results achieved so far**

- In 2012 the Agency implemented a pilot study

## Planned activities in 2013

- Recherches sur le comportement régulier/quotidien des usagers de l'Internet afin de déterminer à quelle fréquence et sous quelle forme ils divulguent des données personnelles en ligne mais aussi s'ils connaissent leurs droits et leurs possibilités de recours en la matière. Ces recherches formeront une étude pilote visant à savoir comment ces informations peuvent être recueillies au moyen d'une enquête en ligne.
- L'étude sociale sera complétée par une étude juridique en 2014.
- Développement d'une stratégie de communication et de sensibilisation des parties prenantes spécifique au projet
- L'Agence organisera différentes consultations avec les parties prenantes et le réseau des partenaires clés de l'Agence engagés dans le domaine de la recherche. Ces événements permettront de recueillir des informations et des commentaires sur les produits réels et potentiels du projet. Une attention particulière sera accordée au soutien de l'élaboration des politiques, à la sensibilisation et au travail de communication.

## Planned outputs in 2013

- Fieldwork research
- Meeting with stakeholders
- Meeting Report
- Preparation of a sociological report to be published in 2013 once the legal data will have been collected

**Output indicators**

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback; and
- stakeholders' perception of the relevance of this work to their needs;

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1.6	0.5	0.5	2.6	€ 565.000
Communication awareness-raising	0.1	--	--	0.1	€ 20.000
<b>Total</b>	<b>1.7</b>	<b>0.5</b>	<b>0.5</b>	<b>2.7</b>	<b>€ 585.000</b>

## Handbook on European data protection case law

## Project description

The guarantee of the right to data protection is ensured at several levels. At national level — national courts and data protection authorities are tasked to protect this fundamental right. At EU level, the European Court of Justice of the European Union has developed an important body of case law. Likewise, the European Court of Human Rights has interpreted Article 8 of the ECHR as guaranteeing data protection. Through its research network and in collaboration with Data protection authorities at national level, the FRA will prepare a Handbook synthesising the European and national case law in this fast evolving area. The Agency will put this Handbook together upon specific request of the Commission and in cooperation with the Council of Europe and the European Court of Human Rights. Once published the handbook would be kept up-to-date through the development of a dedicated web page.

## Objectives

The main objective of the project is to raise awareness and knowledge amongst judges and legal practitioners on fundamental rights guarantees in the area of data protection. The European Court of Human Rights as well as the Court of Justice of the European Union will be consulted during the implementation of this project. In addition, the FRA will collaborate with other relevant stakeholders, such as the European Commission, the Council of Europe, the European Data Protection Supervisor and the Article 29 Working Party.

## Overall outputs

The result of the project will be a Handbook, which will provide legal professionals; and in particular judges at national level as well as national data protection authorities (DPAs), with an accessible summary and analysis (in selected EU languages) of the relevant case law of the Court of Justice of the European Union, the European Court of Human Rights and national courts and DPAs, on selected topics in the area of data protection. The Handbook on European data protection case law will be published in 2013.

## Beneficiaries and target groups

National judges and legal practitioners, data protection authorities in the EU Member States, law makers in the EU Member States, as well as other relevant experts in the field at both national and European level

## Activities and results achieved so far

This project builds on the methodology followed in the first FRA-ECTHR joint project which enabled the publication of a Handbook on European case-law in the field of Non-discrimination (2010-2011). The same methodology has been adopted with regard to the project on "Handbook on European law in the field of asylum, immigration and border control". It will also supplement the FRA/EC/COE rolling project "Assessing efficient and independent justice", and will supplement FRA/FRONTEX cooperation in the area of training, as well as contribute to the various FRA projects in the area of asylum and immigration (2009-2011).

The FRA analysed relevant extracts from the judgements and decisions delivered by the ECtHR and CJEU in the area of the data protection. A consultant proposed a manual summarizing in a didactic way the main data protection standards.

## Planned activities in 2013

Stakeholder meetings with the intended end-users of the Handbook.

## Planned outputs in 2013

- FRA/EC/COE Handbook providing legal professionals, in particular judges at national level, as well as national data protection authorities (DPAs), with an accessible summary and analysis (in several EU languages) of the relevant case law of the Court of Justice of the European Union, the European Court of Human Rights and national courts and DPAs, on selected topics in the area of data protection.
- Further development of the FRA case law data base.

## Output indicators

- Number of participants to the peer-review meeting
- number of downloads and relevant website user statistics from the Agency's website;
- Number of copies requested in relation to the estimated size of the target group/audience
- Stakeholder feedback on the usefulness and relevance of the meetings

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1,1	0.5	0.5	2.1	-
Communication awareness-raising	0.1	--	--	0.1	€ 325.000
<b>Total</b>	<b>1.2</b>	<b>0.5</b>	<b>0.5</b>	<b>2.2</b>	<b>€ 325.000</b>

## Survey on discrimination and hate crime against Jews in selected EU Member States

## Project description

On the basis of its EU-MIDIS survey the Agency started in 2011 a similar discrimination and victimisation survey on a random sample of Jews in selected EU Member States. The issues covered include experiences of discrimination (direct, indirect and harassment) in key areas of social life, as well as experiences of criminal victimisation and hate crime. In addition perceptions of the extent of discrimination and hate crime are also explored, as well as awareness of legal remedies and victim support.

## Objectives

The survey provides research evidence, previously unavailable, on the experiences of discriminatory treatment and criminal victimisation (including hate crime), perceptions of discrimination and personal safety, and rights awareness among Jews in the selected Member States. The survey results will inform policy makers and other stakeholders in developing legislation and policies in the EU, regional, national and local levels to tackle discrimination, hate crime, lack of awareness of rights and to improved service delivery to affected persons.

## Overall outputs

Survey results will be published in a variety of formats based on needs identified through stakeholder consultations.

## Beneficiaries and target groups

- Member States
- European Commission
- European Parliament
- Law enforcement officials and agencies
- Civil Society (incl. organisations representing the Jewish communities)
- Union Agencies and Bodies

## Activities and results achieved so far

In 2010 the Agency planned a survey on the discrimination and victimisation of Jews. The fieldwork was started in 2011 and completed in 2012.

Year of origination: 2010

## Planned activities in 2013

Based on the survey covering nine Member States – Belgium, France, Germany, Italy, Hungary, Latvia, Romania, Sweden and the United Kingdom – the Agency will, in 2013, complete data analysis and publish the findings as a set of deliverables, targeting specific stakeholder groups and the general public.

## Planned outputs in 2013

- Data analysis
- Publication of results
- Meetings with stakeholders
- Meeting reports

## Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs; and
- participation rate in the meetings with selected key stakeholders.

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1,1	0,2	--	1,3	€ 14.500
Communication awareness-raising	--	--	0.1	0.1	€ 100.000
<b>Total</b>	<b>1,1</b>	<b>0,2</b>	<b>0.1</b>	<b>1.4</b>	<b>€ 114,500</b>

**Project fiche 3.3.2 | First Priority** Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds

**Surveying LGBT people and authorities**

**Project description**

Following up to its preparatory work in 2011 the Agency will continue with the implementation of a survey on discrimination and victimisation of LGBT persons in all EU Member States.

This survey will be supplemented by qualitative research to examine the views and experiences of public authorities and other duty bearers on LGBT related issues, including support to victims of discrimination and hate crime. According to the Council of Europe Committee of Ministers recommendation of 31 March 2010, Member States should ensure 1) effective, prompt and impartial investigations, 2) that victims and witnesses of hate-motivated incidents are encouraged to report, and, most importantly, 3) that law-enforcement structures, including the judiciary, have the necessary knowledge and skills to identify such crimes and incidents and provide adequate assistance and support to victims and witnesses. Hence, the project will also assist Member States in ensuring the implementation of the CoE Recommendation on measures to combat discrimination on grounds of sexual orientation or gender identity.

The research will identify good practice in fostering prevention, assistance in reporting and adequate recording of homophobic and transphobic incidents, as well as raising awareness among authorities and providing relevant training.

**Objectives**

This project will provide data to enhance understanding of LGBT persons' experiences of discrimination and victimisation; the results of which can be used by: policy makers, schools (for bullying), medical professionals (for victims of hate-related violence), victim support organisations, law-enforcement structures, including the judiciary, and LGBT organisations. The project will provide evidence of how law enforcement and public authorities address discrimination, hate crime and speech against the LGBT population in their daily practice

**Overall outputs**

Fieldwork research, meetings and other networking activities

**Beneficiaries and target groups**

European Parliament, European Commission, Member States Law enforcement officials, Local authorities, Professional groups, Civil society, Social partners, Council of Europe

**Activities and results achieved so far**

The 2008 and 2009 FRA reports on homo- and transphobia have shown that LGBT discrimination and hate-motivated incidents, including expressions and violence based on prejudice and stigma, are a common phenomenon in the EU

today. Derogatory or offensive remarks, as well as verbal and physical assaults, testify to the widespread persistence of homo- and transphobia in our societies.

In 2011 the Agency carried out preparatory work for a survey to document the extent and nature of discrimination and victimisation experienced by LGBT persons in the EU. In 2012 the data were analysed and research on attitude and views of public authorities was initiated.

**Planned activities in 2013**

- Completion of qualitative research on the views and practices of public authorities on LGBT issues
- Development of tools and stakeholder engagement
- Production of communication products based on the results of relevant research activities

**Planned outputs in 2013**

- Data analysis
- Publication of results
- Meetings with stakeholders
- Meeting reports

**Output indicators**

- relevance of the data collected and the analyses provided;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- relevance to the subject of the meetings, based on the participants' feedback; and
- Participation rate in meetings with stakeholders

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1,1	0,1	0,3	1,5	-
Communication awareness-raising	--	--	0.1	0.1	€ 110.000
<b>Total</b>	<b>1,1</b>	<b>0,1</b>	<b>0.4</b>	<b>1.6</b>	<b>€ 110.000</b>



**Project fiche 3.3.3 | First Priority** Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds

## Indicators for the respect, protection, promotion and fulfilment of LGBT rights

### Project description

In 2007/2008 the FRA investigated through legal and social research the situation of LGBT people in the EU. Due to the relative paucity of existing data the FRA carried out in 2011/2012 survey research on LGBT individuals' experiences of discrimination and hate crime, and examined the views and practices of public authorities, including local governments, and other duty bearers on LGBT related issues.

In 2013 and based on past work the Agency will develop a set of key indicators measuring the respect, protection, promotion and fulfilment of LGBT rights. The application of these indicators will allow EU institutions and member States to collect reliable and comparable data that will assist them in developing evidence based legal and policy tools to address homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity in the EU.

### Objectives

This project will assist EU institutions and Member States in developing their legal and policy tools to address homophobia and transphobia throughout the EU. It will contribute to bringing greater clarity and understanding of the areas which would most benefit from intervention, and of the concrete actions that are being undertaken to uphold the legal standards being affirmed and expanded by Member States, EU institutions, the Council of Europe and the European Court of Human Rights. It will contribute to completing, systematising and rationalising the primary, secondary and legal data, as well as good practices, collected in the field. This, together with an ongoing dialogue and engagement with key stakeholders, will also enhance both the accessibility and the use of analysis and conclusions on both LGBT persons' experiences of discrimination and victimisation and of authorities' practices in this respect.

### Overall outputs

The result of this project will be a set of specific operational indicators, following the OHCHR model of structure, process and outcome indicators, measuring the respect, protection, promotion and fulfilment of LGBT rights.

### Beneficiaries and target groups

- European Parliament
- European Commission
- Member States
- Civil society
- Council of Europe

### Activities and results achieved so far

In 2007 following a request of the European Parliament the FRA carried out EU wide data collection leading to legal and social comparative reports, published in 2008 and 2009. In 2011 the Agency launched an EU wide online survey documenting the extent of discrimination and victimisation experienced by LGBT persons in the EU complementing this in 2012 through primary fieldwork research interviewing relevant law enforcement and other public authorities. The results of this research work were published in 2012 and communicated to stakeholders.

### Planned activities in 2013

- Indicator development involving in house analysis and stakeholder engagement

### Planned outputs in 2013

- Publication of EU indicators
- Dedicated web page
- Meetings with stakeholders
- Meeting reports

### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- stakeholders' perception of the relevance of this work to their needs

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1,1	0,1	0,3	1,5	€ 50.000
Communication awareness-raising	--	--	0.1	0.1	€ 20.000
<b>Total</b>	<b>1,1</b>	<b>0,1</b>	<b>0.4</b>	<b>1.6</b>	<b>€ 70.000</b>

## EQUALITY

**Project fiche 3.3.4 | First Priority** Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds

### Children with disabilities: experiences of discrimination, inclusion and hate speech

#### Project description

There is little transnational research engaging directly with children with disabilities on issues of discrimination and hate speech. However, there is some worrying evidence of the extent of discrimination and hate speech against people with disabilities collected by NGOs and Equality Bodies. This project aims to explore the experiences of children with physical, sensory and intellectual disabilities with respect to discrimination, inclusion and hate crime, in particular bullying, in a variety of settings – ranging from schools to specialist institutions. The project addresses three core areas of the Agency's work, namely the rights of the child, rights of persons with disabilities and access to justice.

#### Objectives

- To collect initial data that can guide further research in a field that is currently insufficiently documented;
- To refine methodologies engaging children, in particular children with disabilities, in transnational research;
- To deliver project outputs of use to key stakeholders.

#### Overall outputs

- Comparative report and other deliverables.

#### Beneficiaries and target groups

- European Commission
- European Parliament
- Member States professional organisations
- Civil society
- Local authorities
- Council of Europe
- NHRIs/Equality Bodies

#### Activities and results achieved so far

The project follows up on work on the fundamental rights of persons with disabilities undertaken by FRA in 2009-2012. Up to date, FRA's research focused on adults with intellectual disabilities and persons with mental health problems and identified some experiences of discrimination and abuse. The research will benefit from expertise gained from other research engaging directly with children that has been conducted by the FRA, in accordance to Article 12 on child participation of the UN Convention on the Rights of the Child, for example its work with separated asylum-seeking children published in 2010.

#### Planned activities in 2013

- Continuing research activities
- Cooperation with stakeholders

#### Planned outputs in 2013

- Meetings with stakeholders;
- Meetings with experts.

#### Outputs indicators

- relevance of the data collected and the analyses provided;
- required participation in stakeholder events
- timely delivery of the deliverables and
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience.

#### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1	0.2	--	1.2	€ 50.000
Communication awareness-raising	0.1	--	--	0.1	--
<b>Total</b>	<b>1.1</b>	<b>0.2</b>	<b>--</b>	<b>1.3</b>	<b>€ 50.000</b>

**Project fiche 3.3.5 | First Priority** Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds

**Disability Indicators**

**Project description**

As a State Party to the United Nations Convention on the Rights of Persons with Disabilities (CRPD), the European Union and its Member States that ratified the Convention are obliged to collect statistical and research data on a regular basis (Article 31). The information should “*help assess the implementation of States Parties’ obligations under the [...] Convention and identify and address the barriers faced by persons with disabilities in exercising their rights*”.<sup>Mark</sup> The Convention underlines a rights-based approach to disability and marks a paradigm shift from a medical to a social model of disability. Its objective is to enable persons with disabilities to enjoy “*effective participation in society on an equal basis with others*”.

To this end, the European Disability Strategy (2010 – 2020)<sup>Mark</sup> outlines plans to streamline disability into existing EU social surveys, such as European Labour Force Survey (LFS), EU-SILK and to develop a specific survey on barriers to social integration of disabled people with disabilities (European Disability Social Integration Module, EDSIM). In addition, the Commission will present a set of indicators to monitor the situation of people with disabilities in reference to key Europe 2020 targets; namely: education, employment and poverty reduction.

The FRA develops fundamental rights indicators to guide its data collection and fieldwork research work. For example, in 2009 it developed, following a request by the European Commission, indicators for the rights of the child. The FRA applies the UN OCHCR conceptual and methodological indicator framework, which recommends the development of structural, process and outcome indicators. In close consultation with the European Commission and ANED in order to avoid overlap and enhance synergy, the FRA will continue developing in 2013 relevant indicators on selected rights covered by the CRPD to guide its research and data collection work; through this work the Agency will populate its indicators in the future with secondary data, and, where such data is not available, with primary data collected through fieldwork research

**Objectives**

The EU Disability Strategy 2010 – 2020 requests the EU Fundamental Rights Agency to carry out, within the framework of its mandate, data collection, research and analysis. In order to carry out these tasks the Agency will develop relevant indicators (in line with the UN framework of Structure-Process-Outcome indicators).

**Overall outputs**

Indicators to monitor selected rights covered by UN CRPD, developed in closed consultation with the European Commission

**Beneficiaries and target groups**

- European Commission
- Entities involved in CRPD governance and monitoring: NHRIs, focal points and civil society

**Activities and results achieved so far**

An initial discussion on development of rights-based disability indicators took place at the FRA Symposium on Indicators in May 2011. Building on the outcomes of this symposium as well as FRA’s experience in indicator development, for examples the indicators on the Rights of the Child and its forthcoming framework of fundamental rights indicators (2.6.1), the FRA started in 2012 developing indicators covering selected rights covered by UN CRPD.

**Planned activities in 2013**

- Mapping of existing initiatives in the area of disability indicators
- Co-ordinating with other EU data collection agencies, such as ANED, EUROFOUND, ETF, CEDEFOP and EU-OSHA as well as OECD with the intention to mainstream disability data collection in the EU.
- Refining indicator sets and identifying potential data sources;
- As a next step, the FRA will begin populating the dataset.

**Planned outputs in 2013**

- Refinement of indicators to monitor selected rights covered by UN CRPD, developed in closed consultation with the European Commission

**Outputs indicators**

- Stakeholders’ assessment of the relevance of this project

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1	0.2	--	1.2	€ 65.000
Communication awareness-raising	--	--	--	--	--
<b>Total</b>	<b>1</b>	<b>0.2</b>	<b>--</b>	<b>1.2</b>	<b>€ 65.000</b>

**Project fiche 3.3.6 | First Priority** Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds

## ROMA MULTI-ANNUAL PROGRAMME

### Project description

#### Objectives

The FRA in response to the 5 April 2011 European Commission Communication on an EU Framework for National Roma Integration Strategies up to 2020 developed a multi-annual programme of action comprised of several activities. The objective of these activities is on the one hand to support the European Commission in its relevant annual progress report to the Parliament and the Council and on the other hand to assist Member States in developing effective monitoring mechanisms to collect robust and comparable data.

#### Overall outputs

- Comparative report, summaries, case studies and other material for the 15 EU MSs that were not covered by the pilot Roma survey of 2011 based on follow-up research.
- Comparative report and other material based on the secondary data collection, as outlined in the multi-annual proposal

#### Beneficiaries and target groups

- European Commission
- European Parliament
- EU Member States
- Local authorities
- Civil society organisations, in particular

#### Activities and results achieved so far

In 2010 the FRA launched a pilot household survey of Roma in 11 EU Member States in parallel with a survey commissioned by DG Regional Policy, and implemented by UNDP and the World Bank. The FRA also interviewed representatives of several local authorities. Results were published in 2012 and research was expanded to additional MSs adopting the research methodology to the characteristics of their Roma populations.

During 2011 and 2012 the FRA also held consultation meetings with representatives of MSs authorities to discuss the development of data collection mechanisms and benchmarks to monitor implementation of policy measures presented in an annual progress report on these activities.

### Planned activities in 2013

In 2013 the Agency will carry out the following research and stakeholder engagement activities:

- Conduct qualitative fieldwork research to contextualise the statistical survey findings providing a comprehensive understanding of problems, such as the weaknesses in the implementation of national strategies and the absorption of EU funds, the lack of know-how and administrative capacity, lack of involvement by civil society and Roma communities themselves, etc. thus improving the capacity to design measures and interventions that are more effective. The objective of the research will be to identify obstacles and barriers to Roma integration, including the utilisation of EU and national funding, in particular at the local level, and to investigate ways of resolving these issues. The research will apply a combination of cutting edge research methods engaging directly Roma and non-Roma, as well as public, and in particular local, authorities in selected communities across the EU.
- Collect and analyse relevant secondary data at EU (EU-SILC, 7th Framework Programme) and national level, identifying gaps of and needs for disaggregated data at national level.
- Identify data gaps and assist Member States in developing appropriate data collection mechanisms and benchmarks to monitor implementation of policy measures effectively in close collaboration with the European Commission, Eurostat and the national statistical offices of the Member States

### Planned outputs in 2013

- (1) Comparative report and summary for 5 out of the 15 EU MSs that were not covered by the pilot Roma survey of 2011 based on follow-up research.
- (2) National reports for these 5 MSs – internal document
- (3) Case studies for all 15 MSs not covered by the survey – internal document
- (4) Progress report on the qualitative research 2013 – 2016, as outlined in the multi-annual proposal
- (5) Comparative report based on the secondary data collection, as outlined in the multi-annual proposal
- (6) Thematic reports based on the secondary data collection – internal document
- (7) National reports and case studies based on the secondary data collection – internal document
- (8) Good practice compendium based on the secondary data collection
- (9) Consultation meetings with Member State authorities

#### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	5.3	2	2	9.3	€ 1.350.000
Communication awareness-raising	1	--	--	1	--
<b>Total</b>	<b>6.3</b>	<b>2</b>	<b>2</b>	<b>10.3</b>	<b>€ 1.350.000</b>



**Project fiche 3.3.7 | First Priority** Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds

## S'COOL AGENDA AND E S'COOL AGENDA

### Project description

#### Objectives

The Agency will continue to publish its S'cool Agenda aimed at school children and young people. In addition, it will improve and update this web-tool by including more interactive features.

The printed S'cool Agenda shall be made available in EN,FR and DE with a limited print run. For further printouts as well as additional language versions, partnership with national partners is sought.

The application for mobile devices developed in 2011/2012 for use on mobile telephones and similar tools will be updated - based on the priority areas and main FRA projects of Work programme 2012.

The Agenda brings together a calendar of key dates related to fundamental rights issues and diversity with information on equal treatment and discrimination on the grounds of sexual orientation, religion, belief, age and disability. It is aimed at raising awareness among young people of racism, xenophobia, islamophobia and anti-Semitism, discrimination on several grounds and the importance of respect and tolerance for diverse cultures and religions. The S'cool Agenda will promote the concept of "Understanding Fundamental Rights" by focusing on school children and young people.

#### Overall outputs

- Print S'cool Agenda in EN,FR,DE.
- E-S'cool Agenda in EN plus version for mobile devices.

#### Beneficiaries and target groups

- Youth
- Teachers

#### Activities and results achieved so far

Since first publication 2007/2008 the S'cool Agenda is aimed at raising awareness among young people of racism, xenophobia and anti-Semitism, discrimination under several grounds and the importance of respect and tolerance for diverse cultures and religions. The S'cool agenda has become popular with young people in the EU and beyond.

### Planned activities in 2013

- Research will contribute with results of important projects and to the preparation of target group oriented material.
- Preparation and launch of the tool
- Assistance in dissemination of the tool

### Planned outputs in 2013

- S'cool Agenda in EN,FR,DE.
- E-S'cool Agenda in EN plus version for mobile devices

### Output indicators

- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	0.5	--	--	0.5	--
Communication awareness-raising	--	0,4	--	0.4	€ 40.000
<b>Total</b>	<b>0.5</b>	<b>0.4</b>	<b>--</b>	<b>0.9</b>	<b>€ 40.000</b>

Children and justice

Project description

The treatment of children in the justice systems of the European Union is an important issue of concern for European institutions. The European Commission highlights that promoting child-friendly justice is at the centre of its actions, and identifies four key areas of concern: children's effective access to justice; participation; appropriate representation; receiving relevant information in a way suitable to their age and level of maturity, and adequate training of professionals dealing with children.

In 2012 the FRA in close cooperation with the European Commission initiated research in order to examine the extent to which justice processes in the EU are child-friendly and involve children in decisions concerning them. In the first stage of this research the FRA conducted fieldwork research through interviews with judges and court officials, lawyers and other legal practitioners as well as social workers involved in justice procedures, in order to identify the actual practices followed in the courts. In parallel, the European Commission collected and analysed information on the legislative and policy aspects and relevant available statistical data in Member States. The work took into account relevant EU Directives, the Council of Europe Guidelines on Child Friendly Justice\* and other international standards.

In 2013, during the second stage of the research, the FRA will conduct interviews directly with children in order to examine how the children themselves experience judicial procedures in the daily practice of the courts. The areas covered in both research stages include judicial procedures where children participate as interested parties, witnesses or victims, for example proceedings on divorce, custody, visiting rights, and abduction, as well as proceedings on sexual abuse, sexual exploitation, trafficking and domestic violence, with a special emphasis on child hearings.

Objectives

The objective of the second stage of this project is to investigate how child friendly are judicial procedures from the perspective of the children themselves when they participate in such procedures. The evidence collected through research and analysis will complement the parallel work done by the European Commission supporting the development of more child friendly justice systems. The outcome will also complement the work undertaken for the Council of Europe Strategy for the Rights of the Child, which includes among its strategic objectives the promotion of child-friendly services and systems, the elimination of all forms of violence against children, the guarantee of the rights of all children and the promotion of child participation.

Expected outputs

Comparative report and other publications based on 2012 research findings (e.g. factsheets, etc.)

Beneficiaries and target groups

- European Commission
- Member States
- CoE and other IGOs (e.g. UNICEF)
- Civil Society organizations, including professional association
- Specialised agencies
- Ombudspersons for children

Activities and results achieved so far

In 2009 FRA developed and published child rights indicators, which were refined and developed further in 2011 and 2012. The work on indicators identified two groups of children in situations of particular vulnerability: trafficked children and separated, asylum-seeking children. The FRA developed research on these groups and published the relevant reports 'Child Trafficking in the EU' in July 2009 and 'Separated, Asylum-seeking Children in EU Member States'.

Planned activities in 2013

Research on children's experiences with court proceedings in EU Member States will explore their situation and status in relation to the various court proceedings and the physical environment in which their interaction with the court system is organised. It will investigate among other issues how children experience: participation in court hearings; the support provided by legal representatives and guardians; special provisions taken to ensure their well-being; how and by whom they are interviewed; how and by whom they are informed about their rights and the procedures which concern them, etc.

Planned outputs in 2013

- Fieldwork research and data analysis
- Comparative report and other publications

Outputs indicators

- Relevance of the information and the analysis provided to the specific objectives
- number of downloads from the Agency's website
- number of copies requested in relation to the estimated size of the target group/audience

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1.7	0.4	--	2.1	€ 415.000
Communication awareness-raising	0.1	0.1	--	0.2	€ 100.000
<b>Total</b>	<b>1.8</b>	<b>0.5</b>	<b>--</b>	<b>2.3</b>	<b>€ 515.000</b>

\* URL [https://wcd.coe.int/ViewDoc.jsp?Ref=CM/Del/Dec\(2010\)1098/10.2abc&Language=lanEnglish&Ver=app6&Site=CM&BackColorInternet=DBCDF2&BackColorIntranet=FDC864&BackColorLogged=FDC864](https://wcd.coe.int/ViewDoc.jsp?Ref=CM/Del/Dec(2010)1098/10.2abc&Language=lanEnglish&Ver=app6&Site=CM&BackColorInternet=DBCDF2&BackColorIntranet=FDC864&BackColorLogged=FDC864)

**Victim Support Services in the EU: An overview and assessment of victims' rights in practice\*****Project description**

In March 2011 a 'Victims' Roadmap' was put forward by the Hungarian Presidency of the EU Council that sets out to propose measures that can meet the needs and rights of victims of crime in specific areas; including victim support.

The Roadmap complements the Commission's renewed focus on victims through its 'Victims' Package', a key component of which is the draft Victims Directive that is intended to replace Framework Decision 2001/220/JHA on the standing of victims in criminal proceedings.

A core component in meeting the rights, and needs, of victims is the provision of adequate victim support services in the EU; services that can provide victims with information and support at different stages, which can range from practical advice about how to claim compensation through to support when going to court.

Through a combination of primary research and secondary data analysis, the project looks at victim support services across the EU.

**Objectives**

First independent overview of targeted victim support services in the EU Member States, with a review of current practices and gaps aimed at providing constructive data and analysis to the legislative process and advisory services of the EU institutions.

**Overall outputs**

- Data analysis
- Final report
- Development of interactive web-based 'map of gaps' of victim support provision in the EU, which will also highlight good practices.
- Meetings with stakeholders.

**Beneficiaries and target groups**

The EU-institutions

Victim support services

National authorities with a responsibility concerning victims

**Activities and results achieved so far**

The project builds on data collected and analysed during 2012 in the course of the project, and draws extensively on the Agency's large-scale survey research; including large-scale surveys conducted by the Agency in the area of violence against women, LGBT persons, and anti-semitism.

**Planned activities in 2013**

- Further fieldwork in selected Member States to extend the scope of the study – utilising findings from the Agency's surveys on groups that are vulnerable to victimisation (such as the LGBT survey), which can determine the selection of additional victim groups for targeted research.
- Data analysis.
- Drafting of final reports.
- Engagement with stakeholders in the development of the research results.

**Planned outputs in 2013**

- Report on victim support service provision in the EU27; highlighting different practice models, and emphasising good practices, including levels of support provided and referral mechanisms, with the potential for transference between Member States. Report to focus on relevance of existing victim support provisions in line with the new Victims Directive, and the Commission's Victims' Package.
- Comparative report, thematic papers and factsheets
- Dedicated web page, linked to the Agency's CLARITY project (which encompasses information for victims in fields such as discrimination).

**Output indicators**

- relevance of the information and the analyses provided to the specific objectives;
- number of visits and downloads from the Agency's website relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs; and
- participation rate in the meetings with selected key stakeholders
- use by policy makers and others of the results of the survey

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1.2	0.5	1	2.7	€ 300.020
Communication awareness-raising	0.1	--	0.2	0.3	€ 150.000
<b>Total</b>	<b>1.3</b>	<b>0.5</b>	<b>1.2</b>	<b>3</b>	<b>€ 450.020</b>

**Existence and interpretation of the freedom to conduct a business\*****Project description**

The freedom to conduct a business is a fundamental right under Article 16 of the Charter of Fundamental Rights. Article 16 is closely related to the 'surrounding' articles in the Charter — Article 15 on the freedom to choose an occupation and the right to engage in work, and Article 17 on the right to property. It is a right which has been developed by the CJEU in a number of cases with reference to constitutional traditions in the Member States. Already early on, it was subject to interpretation in cases dealing with freedom to exercise economic and commercial activities (for example in *Nold* (4/73, 14 May 1974)) and freedom of contract; as well as Article 119(1) TFEU recognizing free competition. Related more recent cases concern, for instance, the validity of professional qualifications between countries.

Yet, little research has been undertaken in relation to the respect, protection and promotion of this right. In 2011, the Commission asked the FRA to collect data on this issue. Following preparation through in-house research in 2012, the Agency will investigate in 2013 the issues a European citizen might face in setting up and conducting a business, including in different Member States than that of their nationality.

**Objectives**

This project seeks to explore and map the extent and operation of one of the 'new' rights in the Charter. The scope of the right was identified through desk-research in 2012, and in 2013 the situation in practice will be assessed. Various elements of indirect discriminatory effects will be addressed through the research; for example, with respect to vulnerable groups such as immigrants and Roma.

**Overall outputs**

The project will deliver a theoretical overview of the scope and components of the right as well as a comparative report on the actual situation.

**Beneficiaries and target groups**

- European Commission
- Relevant regulatory agencies at national level

**Activities and results achieved so far**

This project is a new strand (from 2012) in the activities of the FRA. Tangential work includes collaboration with the European Investment Bank on human rights and business – in particular related to awareness raising and advice on human rights impact assessment.

The EU-Services Directive (2006/123/EC) on collection of data in respect of opportunities and constraints to conduct a business must be considered and in particular the project "performance check".

\* this project is based on the European Commission's request according to art. 4 art. 1 par. d of the Council Regulation No 168/2007

**Planned activities in 2103**

- Data collection consisting of: (1) a 'mapping exercise' with respect to existing legislation and procedures in place in Member States with respect to opportunities and constraints to conduct a business, and (2) case studies in Member States to identify barriers to and good practices concerning the freedom to conduct a business.

**Planned outputs in 2013**

- Preparation of a comparative report and factsheets.

**Output indicators**

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback; and
- stakeholders' perception of the relevance of this work to their needs.

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	0.5	--	0,3	0.8	€ 250.000
Communication awareness-raising	0.1	--	--	0.1	--
<b>Total</b>	<b>0.6</b>	<b>--</b>	<b>0,3</b>	<b>0.9</b>	<b>€ 250.000</b>

**'CLARITY' (Complaints, Legal Assistance and Rights Information Tools for You)****Project description**

This project will be undertaken in close consultation with the e-Justice Portal and seeks to complement the same with a simple, user-friendly tool guiding the user to the appropriate mechanism. The tool must be compatible with the Portal so as to be able to share information automatically.

Since the entry into force of the Treaty of Lisbon, the EU Charter of Fundamental Rights has acquired a legally binding status. This has raised the expectations of people living in the EU, who may now turn to EU institutions and bodies for assistance and advice in resolving complaints of rights violations. However, it is often beyond the mandate of these bodies, beyond the scope of EU competence and/or beyond the scope of the Charter, to deal with these complaints.

There is therefore a need, as underlined in the European Commission's 2010 Report on the Application of the EU Charter of Fundamental Rights, both to clarify the limits of the application of the Charter of Fundamental Rights and to facilitate access to justice at the level closest to home for aggrieved individuals.

Complementing the European Commission's e-Justice portal, the CLARITY portal will consist of online information tools providing information to victims on how and where they can make a complaint and will map bodies providing victim advice and assistance – such as equality bodies, national human rights institutions, trade unions, non-governmental organisations and legal advice centres. Data collected through the Agency's project on 'Victim Support Services in the EU' will feed into the CLARITY project database.

**Objectives**

- Provide clarity to end-users, intermediaries, and professionals as to where complaints ought to be lodged
- Enable accurate information on the mandates and statistics of complaint bodies.
- Encourage a more harmonised approach to statistics on complaints and other contacts that will improve comparability (cf Commission Recommendation on the use of a harmonised methodology for classifying and reporting consumer complaints and enquiries - C(2010)3021 final)

**Overall outputs**

A dedicated website that will allow for easy identification of the most appropriate complaint body with basic information on that institution

**Beneficiaries and target groups**

- Victims of fundamental rights violations
- Organisations representing such victims
- EU institutions and Member States

**Activities and results achieved so far**

From the FRA's EU-MIDIS and onwards, the Agency's research findings show that awareness of rights as well as where to turn is a crucial obstacle to effectively exercising rights. Measures to address these shortcomings are needed at several levels, and this project seeks to support the work of other actors, such as the Commission, in this regard.

**Planned activities in 2013**

- Compilation of data from relevant Agency projects addressing the needs and rights of victims.
- Development of portal content

**Planned outputs in 2013**

- CLARITY portal (dedicated web site)

**Output indicators**

- number of visits to the website and its online documentation
- tools
- stakeholders' perception of the relevance of this work to their needs
- user satisfaction survey
- relevant FRA website user statistics;

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	1.5	--	1	2.5	€ 25.000
Communication awareness-raising	1	1	0.2	2.2	€ 25.000
<b>Total</b>	<b>2.5</b>	<b>1</b>	<b>1.2</b>	<b>4.7</b>	<b>€ 50.000</b>



## Gender-based violence against women: from childhood to adulthood

### Project description

After consultation with key experts, including the CoE, the Agency developed an EU-wide survey on gender-based violence against women that encompasses childhood and adulthood experiences. Violence against women and girls continues to be a pressing problem in many EU Member States, which serves to undermine core fundamental rights such as dignity, access to justice and gender equality (amongst others). The impact of gender-based violence reaches far beyond the immediate individuals involved as it affects families, communities and the wider society, and has significant implications regarding the State's resources and ability to effectively address this social ill.

Existing research and criminal justice data show that the majority of incidents of this nature go unreported, and therefore the State is typically ill-informed about the extent and nature of the problem; which has implications for the development of policies and action concerning violence. To this end, the research provides the first EU-wide comparable survey data on gender-based violence against women, from childhood to adulthood, which can be used to inform policy developments and action in this area. The survey results can also offer useful guidance to Member States in their ratification and implementation of the CoE Convention on violence against women and domestic violence.

Support for an EU-wide survey by the FRA on violence against women stems from a European Parliament Resolution of 26 November 2009, which was also referred to in Council conclusions of 8 March 2010. EIGE has become progressively operational since 2009 but was not able, at the outset of this study, to develop and launch such a project. To this end, FRA has drawn on its own expertise in the field of survey research, and has worked together with EIGE to ensure that they are incorporated in the project's development. The research carried out by EIGE in 2010-2011 on the sources of secondary data on domestic violence, the extent and nature of victim support services, and on good practices in addressing domestic violence, will be taken into account when drawing conclusions from the results of the FRA survey.

### Objectives

For the first time the project will provide comparable data on the nature and extent of violence against women in the EU27 and Croatia. The survey aims to offer policy makers and other stakeholders in the EU, and at national level, with evidence necessary for developing legislation and policies to address violence against women through prevention of incidents, protection of victims and prosecution of offenders; including with a view to ensuring compliance with the Council of Europe Convention on violence against women and domestic violence.

### Overall outputs

The results will be communicated through a series of reports, following the approach developed for the EU-MIDIS survey.

### Beneficiaries and target groups

- Member States
- European Commission, and other EU bodies and agencies
- IGOs (UN, CoE)
- Victim support organisations
- Civil Society

### Planned activities in 2013

Based on the results from the survey in the EU27 and Croatia, the Agency will develop two deliverables for practitioners and authorities working in the area of violence against women; these will consist of a 'European Handbook for Victims of Violence', and a 'European Handbook for the Police'.

The first project results will be published in 2013.

The Agency will undertake a series of meetings with policy makers and frontline organisations to increase the impact of the survey results, which will be linked to the project's communication strategy.

### Planned outputs in 2013

- Data analysis
- Publication of results in different formats.
- Meetings with stakeholders

### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs; and
- participation rate in the meetings with selected key stakeholders.
- use by policy makers and others of the results of the survey

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	2.5	0.4	1	3.9	€ 120.000
Communication awareness-raising	0.5	--	--	0.5	€ 150.000
<b>Total</b>	<b>3.0</b>	<b>0.4</b>	<b>1</b>	<b>4.4</b>	<b>€ 270.000</b>

## Joined-up governance

### Project description

Fundamental rights are exercised at local level. Local and regional authorities have legal competence for many policy areas which have impact on people's fundamental rights. Multi-level coordination (joined-up governance) is therefore a pre-requisite to improve the fundamental rights situation. The project focuses on identifying good practice to ensure people's ability to access fundamental rights at the local level.

The FRA developed the project in consultation with stakeholders from national and sub-national levels of government, the European Union Committee of the Regions, and the Council of Europe (Office of the Commissioner for Human Rights, Congress of Local and Regional Authorities in Europe, European Committee on Local and Regional Democracy (CDLR)).

### Objectives

- Identify effective mechanisms of multi-level cooperation in systematically implementing fundamental rights across levels of government
- Developing knowledge and awareness of fundamental rights implementation at local level of governance
- Support local level impact of fundamental rights related EU initiatives and policies

### Overall outputs

- Toolkit providing practical advice on how to plan, implement and monitor joined-up projects for fundamental rights
- Web-platform for good practice exchange and knowledge sharing
- Good-practice exchange workshops

### Beneficiaries and target groups

- Member States (national and sub-national level)
- European Commission
- EU Committee of the Regions
- Council of Europe
- OHCHR
- Rights-holders

### Activities and results achieved so far

The project set up a platform of experts and stakeholders from local and national governments of five pilot EU Member States and identified issues to address using a joined-up approach. These issues were social cohesion, non-discrimination and integration of migrants. The project has undertaken focus group research with national and sub-national authorities to map existing practice, analyse challenges and obstacles, and identify successful models of multi-level cooperation in fundamental rights. The FRA conducted a stakeholder validation exercise to test the transferability and applicability of the identified good practices from the pilot countries. Finally, a toolkit and an online platform was developed - in cooperation with stakeholders - to share and knowledge on integrated, joined-up approaches to fundamental rights.

The FRA launched an Annual Dialogue on multi-level protection and promotion of fundamental rights with the Committee of the Regions. The FRA's cooperation with the Committee of the Regions serves to engage all levels of governance in the protection and promotion of fundamental rights and to sensitise local and regional authorities throughout the European Union to fundamental rights issues.

### Planned activities in 2013

- Research completed
- Project results will continue to be published in 2013 and disseminated through an online platform.
- The Agency will continue its cross-level good practice exchange seminars with EU, national and local stakeholders to develop joined-up approaches to addressing fundamental rights challenges identified through its research.

### Planned outputs in 2013

- Publication of results (online) in form of a toolkit on joined-up approaches to fundamental rights implementation
- Launch event with stakeholders
- Annual Dialogue with Committee of the Regions

### Output indicators

- number of downloads of the toolkit from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience.
- participation rate of key stakeholders in launch event and relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' feedback on the usefulness and relevance of this work to their needs;

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and stakeholder cooperation	0.4	0.1	--	0.5	-
Communication awareness-raising	0.2	0.1	--	0.3	€ 70.000
<b>Total</b>	<b>0.6</b>	<b>0.2</b>	<b>--</b>	<b>0.8</b>	<b>€ 70.000</b>

## Annual Reports

### Project description

The Agency has a legal obligation to present on 15 June each year two Annual Reports: One on the situation concerning fundamental rights in the EU and one on its own activities. The first presents the situation regarding the respect, protection, promotion and fulfilment of fundamental rights in the EU based on its own analysis of data and information collected in the course of its research activities and additional material collected specifically for this purpose through its research networks and other means. The second report describes in more detail the specific activities of the Agency to achieve its key objective.

### Objectives

The Annual Reports contribute to the following FRA long-term objectives:

- Identify and analyse major trends in the field of fundamental rights;
- Assist the EU and its Member States in decision making by providing evidence based opinions;
- Inform target audiences through awareness raising activities;
- Identify and disseminate examples of good practice

### Beneficiaries and target groups

- European Parliament
- Council of the EU
- European Commission
- Committee of the Regions
- European Economic and Social Committee

### Planned activities in 2013

- The Annual Report is drafted by research staff in house based on data and information collected through all research activities and additional material collected specifically for this purpose through its research networks and other means. This material may also be presented as online documentation.
- FRA Annual Report will be produced, translated, published, disseminated and presented to the European Parliament; an accompanying media launch will be carried out.
- The Agency will disseminate the results of its work and the various materials to the relevant stakeholders.

### Planned outputs in 2013

- Data collection and analysis
- Annual Report on the situation concerning fundamental rights in the EU
- Annual Activity Report

### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- number of copies disseminated; and
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	2.2	0.3	--	2.5	€ 550.000
Communication awareness-raising	0.2	--	--	0.2	€ 250.000
<b>Total</b>	<b>2.4</b>	<b>0.3</b>	<b>--</b>	<b>2.7</b>	<b>€ 800.000</b>

## Fundamental Rights Conference

### Project description

The FRC is the Agency's flagship event, and creates a space for decision-makers, experts and human rights defenders to examine key fundamental rights challenges in the EU and develop courses of action that better guarantee their protection. It gathers senior officials and experts from national governments, EU bodies, intergovernmental organisations, local authorities, civil society and specialised human rights bodies. The conference promotes the sharing of information on innovative policies, promising practices and projects through practice-oriented workshops and interactive plenary discussions.

The FRC themes are set in the context of current EU policy and legislative developments, the Stockholm Programme in particular, and are informed by FRA research. The FRC is used as an opportunity to raise awareness of the work of FRA among key stakeholders and is therefore often combined with the launch of a major FRA report. Previous FRC themes included racism and freedom of expression (2008), social inclusion of marginalised communities (2009), justice for children and child protection (2010), and dignity and rights of irregular migrants (2011).

### Objectives

- Inform debate among policy makers, specialists and practitioners at EU and national level
- Discuss practical follow-up to the FRA research
- Provide a forum for networking and sharing promising practices to support access to fundamental rights

### Beneficiaries and target groups

- Policy-makers (EU, national, regional/local level)
- Law-makers (EU and national)
- Human rights bodies (NHRIs, equality bodies)
- Human rights non-governmental organisations
- Human rights intergovernmental organisations
- Human rights experts and think tanks
- Service sector and victim support organisations and networks

### Planned activities in 2013

This is the major conference of the Agency, where it presents key results of its work. It is organised annually together with the EU Presidency and gathers a large number of key stakeholders. The specific topic will be decided at a later stage in consultation with key stakeholders and in accordance with FRA priorities.

In the context of the FRC various research and other deliverables related to the topic will be produced. In addition, there will be a media presentation of report(s) and the resulting media coverage will be monitored.

The Agency will incorporate the outcome of the FRC into its future work as relevant.

### Planned outputs in 2013

- Fundamental Rights Conference
- Conference report

### Output indicators

- relevance of the information and the analyses provided to the specific objectives; and
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	0.5	0.2	--	0.7	--
Communication awareness-raising	0.4	0.4	0.2	1	€ 200.000
<b>Total</b>	<b>0.9</b>	<b>0.6</b>	<b>0.2</b>	<b>1.7</b>	<b>€ 200.000</b>

## Project fiche 3.6.3 | First Priority

## Cross-cutting projects or activities covering all MAF areas

## FRA Europe Day - symposium

## Project description

Building on the experiences with the FRA symposium “Strengthening the fundamental rights architecture in the EU” in 2010 and “Using indicators to measure fundamental rights in the EU” in 2011, as well as a similar symposium in 2012 the Agency will contribute also in 2013 to Europe Day on 9th May with a symposium at its premises in Vienna. This event will be planned in close cooperation with and under the umbrella of Europe Day activities.

## Objectives

The project seeks to contribute to the following FRA long-term objectives:

- Facilitate FRA interaction with key stakeholders and continue to explore innovative ways to engage with them;
- Informing target audiences;
- Disseminating examples of good practice;
- Enhance communication with stakeholders.

## Overall outputs

As in 2010, 2011 and 2012 it is expected that the symposium will be linked to one or several FRA projects. The symposium will be used consequently for discussing major results of these projects with key stakeholders and how to achieve impact.

## Beneficiaries and target groups

Key stakeholders as representatives from EU institutions, equality bodies, national human rights institutions and national government officials aiming at the provision of greater knowledge of and intensified exchange on Fundamental Rights, and their enforcement and the role of the FRA in the European context.

## Activities and results achieved

On 7 May 2010, for the first time, the FRA took advantage of the momentum created ahead of Europe Day and organised a symposium addressing key stakeholders entitled “Strengthening the fundamental rights architecture in the EU”. In 2011 the conference covered another priority of FRA work with the topic “Using indicators to measure fundamental rights in the EU”. The symposium in 2012 addressed data protection.

## Planned activities in 2013

This is a symposium organised in-house in spring annually, which gathers around 60-80 FRA stakeholders for a discussion based on relevant work carried out by the FRA. The specific topic and participants will be decided at the end of 2012.

The Agency will host the symposium and incorporate its outcome into its work.

## Planned outputs in 2013

- The Symposium
- A Report of the Symposium
- Reports and related information material

## Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- stakeholders' perception of the relevance of this work to their needs.

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	0.2	0.2	--	0.4	--
Communication awareness-raising	0.3	0.3	0.2	0.8	€ 100.000
<b>Total</b>	<b>0.5</b>	<b>0.5</b>	<b>0.2</b>	<b>1.2</b>	<b>€ 100.000</b>



**Cooperating with stakeholders**

**Project description**

The Agency cooperates and has relations with a variety of stakeholders at the European and national level. These relations and cooperation assist the Agency in defining, developing and coordinating its work better. The relations with its stakeholders ensure that the Agency does not duplicate the work of others and can bring added value to human rights work at the European and national level. The cooperation with stakeholders ranges from regular contact and relations with EU institutions, the Council of Europe, the United Nations and OSCE, to cooperation with EU institutions, the Council of Europe, the United Nations and OSCE, to cooperation with National Human Rights Institutions, Equality Bodies and ombudsmen at the national level. An additional dimension to the Agency's work is the development of its relations with community agencies and bodies such as EASO, EUROFOUND, FRONTEX, EUROJUST and CEPOL and the development of thematic networks to strengthen cross cutting themes and policy areas in the Agency and develop the basis for future work. As the revised FRONTEX Regulation gives increased attention to fundamental rights, the FRA will support FRONTEX in operationalizing and applying fundamental rights in practice.

The work with the EU institutions will continue to be strengthened particularly the work with the European Parliament, the Council and the Commission. This relationship is vital to ensure that the Agency's outputs are policy relevant and linked to priority areas of the Union. In addition, the continuous feedback from the EU stakeholders will support the tailoring of outputs. National Human Rights Institutes, Equality Bodies and Ombuds institutions are key stakeholders in the work of the Agency as they share the objective to improve the promotion and protection of fundamental rights both at the national and local level. The Agency keeps a regular dialogue throughout the year with NHRIs, EBs and Ombuds institutions as well as in coordination with Equinet and the European Group of NHRIs. Besides the regular dialogue, the Agency organises once a year a meeting with NHRIs and a meeting with Equality Bodies and a meeting with Ombuds institutions. NHRIs, EBs and Ombuds institutions are consulted on the FRA Annual work Programme. The Agency will continue to host meetings with the National Human Rights Institutions, the Equality Bodies, and Ombuds Institutions and look at ways to engage them closely in the projects of the Agency.

The Agency will continue to broaden its cooperation with inter-governmental organisations, in particular with the Council of Europe, to achieve synergies in addressing mutual areas of concern and ensure that the Agency's work is shared and communicated across the various bodies and mechanisms associated with the IGOs

**Objectives**

- Ensure that the Agency's stakeholders and partners and their needs are better incorporated into the Agency's work and thinking.
- Receive feedback on their views of the utility of the Agency's outputs and the impact that the Agency is having in the shape of outcomes related to its outputs.
- Facilitate its interaction with key stakeholders and continue to explore innovative ways to engage with them.

**Beneficiaries and target groups**

- European Commission, European Parliament and Council of the EU
- Community Agencies
- Member State officials
- NHRIs, Equality Bodies and Ombuds institutions
- IGOs (e.g. Council of Europe, United Nations)
- Civil Society

**Planned activities in 2013**

The Agency will undertake cooperation activities with the Agency's key stakeholders (e.g. thematic briefing sessions for EU or Member State officials, stakeholder meetings and consultations) to disseminate results of its work in a targeted manner and to systematically collect stakeholder input and feedback on the Agency's activities. The Agency will host meetings with a variety of stakeholders (EU Agencies, IGOs, NHRIs, Equality Bodies etc.) to exchange and share information, develop synergies, avoid duplication, streamline networking strategies and to reinforce action in common areas. In 2013, the Agency will aim to develop networking communities with key stakeholders to provide inputs into the Agency's work and follow-up on its findings.

**Research activities**

- This component is cross-cutting all of the Agency's research activities and will entail the use, adaptation and presentation of research work of the Agency's two research departments, as relevant to various target audiences.

**Communication activities**

Activities include:

- Development of communication products targeted at various groups of stakeholders.
- Coordination of cooperation with stakeholders to provide feedback on FRA products and to develop targeted dissemination strategies.
- Development and definition of objectives, substance and envisaged outputs of stakeholder meetings and consultations.

**Planned outputs in 2013**

- Thematic and cross-cutting stakeholder meetings
- Stakeholder consultations
- Communication products for specific stakeholder groups (thematic briefings, newsletters, etc.)
- Meeting reports

**Output indicators**

- relevance of the contributions for stakeholders and event organisers
- relevance to the theme of the event

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	--	--	--	--	--
Communication awareness-raising	3,0	2,0	0,6	5,6	150.000
<b>Total</b>	<b>3,0</b>	<b>2,0</b>	<b>0,6</b>	<b>5,6</b>	<b>150.000</b>

**Online communication and documentation**

**Project description**

In 2010-2012 the online communication and documentation team implemented a plan to totally redevelop the FRA's online communications. This included the complete redevelopment of the FRA website to conform to modern web standards, with new technology enabling the introduction of additional features and making it more user-friendly and interactive, French and German were also added to the website. Other new online services were also introduced, including FRA pages on the globally most popular social networking sites – Facebook and Twitter – as well as the video-sharing site YouTube. These social media profiles, in combination with other new tools such as an e-newsletter, enabled the FRA to address its stakeholders in an interactive manner, allowing online collaboration and exchange of information on and off-site. The Online Communication Strategy developed by the team targeted key audiences as identified in the Agency's Communication Strategy, supporting further the aim of making the FRA online activities an innovative 'information hub' promoting the FRA's excellence and expertise on Fundamental Rights issues.

**Objectives**

- The project seeks to contribute to the following FRA long-term objectives:
- Informing target audiences through awareness raising activities;
- Disseminating examples of good practice;
- Cooperating with civil society and international organisations.

**Planned outputs**

- Ongoing development of new FRA website
- Further development of social media profiles on main social media platforms (Facebook, Twitter, YouTube etc)
- On-site and off-site online tools (e.g. e-mail newsletter, apps etc.)

**Beneficiaries and target groups**

- All interested parties (including the general public, media etc) with targeted information for main stakeholder groups

**Activities and results achieved**

- New relaunched website in 3 languages and social media channels supported by an Online Communication Strategy developed in 2011-2012

**Continuous website development**

The redeveloped and relaunched FRA website will continue to be further developed, for example with the introduction of more interactive features (e.g. data visualization). The FRA website and online documentation tools will be analysed and ways of integrating them more closely to provide a unified user experience examined. The web based information will be made further accessible. User and stakeholder needs will continue to be addressed via additional features and technical improvements.

**Ongoing website updating and maintenance**

The now multilingual (EN, FR and DE) website will be updated and maintained constantly including videos, high-resolution images and other audio-visual material – adapted to the Agency's priorities and stakeholder needs. The statistics gathering tools will be upgraded and statistics will be examined on a regular basis so as to provide inputs for the Online Communications Strategy.

**Social media**

The evolution of the social media tools introduced so far (Facebook, Twitter, YouTube) will be studied and ways of enhancing their effectiveness further will be looked at. Other online tools will be examined and their effectiveness assessed in order to decide whether to add them to the FRA's range of online tools.

**FRA Charterpedia and Charter app**

The FRA Charterpedia - an online information tool on the state of protection of fundamental rights and recent developments in the area of fundamental rights in the European Union and its Member States - will be updated and maintained constantly on the basis of FRA studies and findings. The Charter app developed in 2011-2012 will continue to be enhanced further.

**FRA Case Law Database**

As in 2011 and 2012 the FRA Case Law Database will continue to collect and classify decisions of the European Court of Justice, the European Court of Human Rights and National Supreme and Constitutional Courts, with specific reference to the Charter of Fundamental Rights of the EU.

**Coordination of Human Rights Documentation**

The Agency will continue consulting with other European documentation centres and database providers. In addition, the Agency will support the standard setting initiatives in Human Rights Documentation by organising and participating in meetings and conferences in the Human Rights Documentation area.

**Output indicators**

- number of visits to the Agency's website and its online documentation tools
- stakeholders' perception of the relevance of this work to their needs
- user satisfaction survey
- number of meetings on Human Rights Documentation joined by FRA
- participation rate in meetings on Human Rights Documentation organized by FRA
- number of periodicals subscribed and monographs

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	--	--	--	--	--
Communication awareness-raising	3.0	1.0	0.3	4.3	210.000
<b>Total</b>	<b>3.0</b>	<b>1.0</b>	<b>0.3</b>	<b>4.3</b>	<b>210.000</b>



## Project fiche 3.6.6 | First Priority

## Cross-cutting projects or activities covering all MAF areas

## Production and dissemination of communication products

## Project description

In addition to numerous deliverables related to research outputs – as listed under the different chapter headings above - the Agency will produce a number of additional FRA information products, including promotional materials to be disseminated to the main stakeholder groups, to key actors and other target audiences.

**Objectives**

The project seeks to contribute to the following FRA long-term objectives:

- inform target audiences through print material;
- identify and disseminate examples of promising practices;

**Planned outputs**

FRA information and promotional material supplementing the publication of project-specific deliverables and their language versions.

**Beneficiaries and target groups**

Interested public as well as tailored products for specific stakeholder groups.

## Planned activities in 2013

In 2011 and 2012, the Agency produced updates of FRA information material and developed new ones. Based on the experiences with these different types of awareness-raising materials for dissemination at FRA events, including conferences and info stands, the Agency will publish, in line with its communication strategy, products and information aimed at various target groups containing information on general fundamental rights issues. The Agency will further adapt and update FRA information material on fundamental rights already available.

**Dissemination policy and stock management**

In 2013, FRA seeks to improve further its stakeholder-oriented dissemination strategy, by ensuring, for instance, regular mailings of newly issued FRA publications to its key stakeholders. The Agency will focus therefore on fine-tuning its dissemination policy by responding to new and changing needs (broader dissemination of FRA reports in the context of extended FRA contributions at international days and events) and requests received through its website.

The stock management system will be further improved, ensuring sufficient availability of stock in Vienna to satisfy dissemination requests at short notice. In addition, direct access to the Publications Office stock management system, GESCOM, will further the timely delivery of material and reports in printed form to conferences and events or to main stakeholder group. The FRA will look into new channels for dissemination for its research findings and outcome, with the aim of covering the needs of its main stakeholder groups.

**Output indicators**

- number of downloads per publication from the Agency's website and number of copies disseminated

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	0.2	0.2	--	0.4	--
Communication awareness-raising	--	--	--	--	155.000
<b>Total</b>	<b>0.2</b>	<b>0.2</b>	--	<b>0.4</b>	<b>155.000</b>

## Information about FRA work and awareness raising

### Project description

According to Art. 4 (h) Founding Regulation, the FRA has to “to raise public awareness of fundamental rights”. The Preamble of the Regulation stipulates in (15): “The Agency should take measures to raise the awareness of the general public about their fundamental rights, and about possibilities and different mechanisms for enforcing them in general, without, however, dealing itself with individual complaints.” The Founding Regulation further asks the FRA to “provide information about its work”.

### Objectives

The project seeks to contribute to the following FRA long-term objectives

- Inform target audiences about FRA work
- Awareness raising
- Assist the EU and its Member States in decision making by providing evidence based opinions;
- Identify and analyse major trends in the field of fundamental rights (via media monitoring)

### Planned outputs

- FRA information and awareness raising material in various languages (newsletters, statements, speeches, factsheets, brochures, audiovisual material, general information and awareness raising material)
- FRA media material (press releases, press clippings)
- Other communication activities (information-inbox, visitor groups programme, information stands, branding of FRA events)

### Beneficiaries and target groups

Main stakeholder groups as well as key audiences as described in FRA Communication Framework

### Planned activities in 2013

#### Information and awareness raising material in various languages

This includes a monthly newsletter in EN, FR and DE; statements for website and sendout to stakeholders in EN, FR and DE; speeches and presentations; non-project related (“horizontal”) factsheets in up to 22 languages; brochures and other information and awareness raising material; audiovisual material.

For the numerous FRA conferences, stakeholder meetings and other events in 2013, and for the FRA Info Point as well as for other occasions the Agency will ensure availability of such awareness raising (also promotional) material for different target groups.

#### FRA media material

FRA media work is usually project-related and on the “push” side. Incoming media requests are also answered. FRA press releases are translated into 22 languages.

Media monitoring and press clipping service: In addition to in-house media monitoring, the Agency uses a regular media monitoring service to follow closely the impact of FRA activities as presented in different types of media. These services will be continued in 2013.

#### Corporate Design and Identity

Based on the communication strategy and the follow-up Corporate Identity Manual including the new FRA Style Guide developed in 2010 and implemented in 2011, the Agency will develop additional product templates that effectively meet FRA stakeholder needs for communication.

#### Other communication activities

- Visitor Groups Programme
- Public Information Inbox
- Corporate identity / branding of FRA events

### Output indicators

- Relevance and effectiveness of public information products, based on the feedback from target groups;
- number of visitors;
- number of downloads and relevant website user statistics from the Agency’s website; and
- number of FRA mention in the media

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and stakeholder cooperation	0.1	0.1	--	0.2	--
Communication awareness-raising	4.0	0.1	--	4.1	265.000
<b>Total</b>	<b>4.1</b>	<b>0.2</b>	<b>--</b>	<b>4.3</b>	<b>265.000</b>

## Complementary data collection to support evidence based advice for stakeholders

### Project description

The research work of FRA as well as cooperation activities with stakeholders are carried out under specific project headings. The appropriations here are intended to cover deliverables and measures on issues and events, which arise during the current financial year, for example responses to requests for the Agency's assistance and expertise by stakeholders, responses to requests for joint events (e.g by EU-Presidencies), additional data or information required by research projects that could not have been foreseen, additional data and information for the annual report, ad hoc expert meetings. Recent examples for such additional ad hoc requests are

- The report "Respect for and protection of persons belonging to minorities 2008-2010" prepared on request of European Parliament and published September 2011
- The Joint expert seminar with the Hungarian Presidency on "Protecting victims in the EU: The Road Ahead" (March 2011)
- FRA Opinion on the draft Directive regarding the European Investigation Order (EIO) in criminal matters upon request of European Parliament published in February 2012
- Conference "Charter of Fundamental Rights of the European Union" in cooperation with Danish Presidency planned for March 2012
- Responses to stakeholder consultations launched by the European Commission on fundamental rights related issues
- Expert inputs into EU conferences and events on fundamental rights related topics

### Objectives

All FRA objectives may be addressed through this activity

### Beneficiaries and target groups

Different FRA stakeholders depending on the issue

### Planned activities in 2013

- Data collection activities will be carried out, as needs may develop.
- Communication & awareness raising activities
- Project-specific stakeholder communication and awareness raising strategy will be developed

### Planned outputs in 2013

Reports in different formats

### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- number of copies disseminated; and
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and data collection	2	1	--	3	€ 250.000
Communication and awareness-raising	0.2	0.2	0.2	0.6	--
<b>Total</b>	<b>2.2</b>	<b>1.2</b>	<b>0.2</b>	<b>3.6</b>	<b>€ 250.000</b>



## Monitoring and Evaluation

### Project description

The Agency is setting up Performance Measurement Framework (see Annex II) to monitor, report and evaluating on its performance as this will help FRA to manage and evaluate its usefulness, effectiveness and relevance, as well as strengthen the alignment of the organisation's projects with its strategic objective, main tasks and thematic priorities.

The performance framework sets out the practical steps needed to assess the FRA performance elaborating some important aspects (such as defining more precise quantitative and qualitative information to be collected, selecting methods and tools of collecting monitoring data) as well as providing a clear and accurate overview of the extent to which the activities contribute to the realization of FRA's outcomes.

One of the major challenges of FRA performance monitoring and evaluation is to create links between the different levels of its intervention and to collect data regarding both the Agency's (1) outputs and (2) outcomes. Monitoring the performance of FRA will be the carried out in accordance with a logic model (composed by outputs, immediate, intermediate and ultimate outcomes) which includes the list of the performance measures.

### Planned activities in 2013

Regarding outputs the monitoring information will be based on the collection, analysis and interpretation of reliable and robust quantitative and qualitative data, e.g. on the projects implemented by the FRA.

At the level of outputs the main sources of information to be used include standard reporting templates, surveys of participants and checklists for quality assessments.

Regarding outcomes the monitoring information will be based on the collection, analysis and interpretation of reliable and robust quantitative and qualitative data regarding the adoption of or follow-up to key FRA conclusions and opinions by "relevant institutions, bodies, offices and agencies of the Union and its Member States".

At the level of outcomes, key information sources will include surveys and desk research data supported by expert panels and focus group meetings organised for each of the thematic areas

### Planned outputs in 2013

- New set of FRA Performance indicators
- Annual Monitoring and Evaluation Plan
- Annual Performance Report

The analysis of reports and assessments on results achieved (outputs and outcomes) will be published in the FRA Annual Performance Report that will provide fair and reliable information based on key performance expectations, major strategies implemented, activities undertaken and achievements focused on outcomes taking into

#### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
	--	--	--	--	-
	--	--	--	--	--
<b>Total</b>	--	--	--	--	<b>€ 260.000</b>

## Bodies of the Agency

### Project description

This activity concerns the organisation of Management Board (MB) meetings, Executive Board (EB) Meetings, Scientific Committee meetings and meetings of MB members in working groups. It also includes the translation and interpretation costs associated with the Management and Executive Board meetings.

- Organisation of MB Meetings (2)
- Organisation of Executive Board Meetings (4)
- Organisation of Scientific Committee Meetings (4)

### Planned activities in 2013

2 Management Board meetings  
€ 75.000

Executive Board meetings  
€ 15.000

Scientific Committee meetings  
€ 75.000

Translations  
€ 90.000

### Planned outputs in 2013

The analysis of reports and assessments on results achieved (outputs and outcomes) will be published in the FRA Annual Performance Report that will provide fair and reliable information based on key performance expectations, major strategies implemented, activities undertaken and achievements focused on outcomes taking into account the mission, mandate and objectives of FRA.

#### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
	--	--	--	--	--
	--	--	--	--	--
<b>Total</b>	--	--	--	--	<b>€ 255.000</b>

## Consultation and cooperation mechanism - National Liaison Officers

### Project description

The EU Member States are key stakeholders in the work of the Agency. The Agency has a role to provide assistance and expertise to Member States on fundamental rights issues. It therefore works together with Member States to improve the promotion and protection of fundamental rights both at the national and local level. In addition, much of the Agency's products and activities have a potential impact on the work of national administrations. It is therefore of great importance to the Agency to engage with representatives of Member States to ensure that their needs are taken into account, where relevant and appropriate, and to build relations with Member States to provide evidence-based advice on fundamental rights to the Member States. To achieve this, the Agency works closely with the representatives of national administrations who act as National Liaison Officers. They also have the role to deliver opinions and feedback on the Agency's work.

The Agency meets with its National Liaison Officers twice a year. The National Liaison Officers undertake their role within three broadly based areas – coordination and communication, information exchange and providing feedback on FRA products and activities.

The National Liaison Officers also form a key group to communicate, disseminate and use the Agency's products. They provide feedback on the utility and relevance of the Agency's products for policy and action purposes. The Agency therefore relies on them to provide feedback on the ways to make its products more relevant for national policy makers.

### Objectives

- Ensure timely and adequate coordination and communication with regard to the Agency's products and activities
- Ensure regular and timely information sharing and exchange
- Ensure timely feedback on the Agency's Annual Work Programme and other products and activities
- Raise awareness of the Agency's work across national administrations

### Planned activities in 2013

Enhancing FRA cooperation with Member States to provide pertinent, updated data and evidence based advice to national governments a new approach will be implemented in view to allow FRA-National Liaison Officers bi-annual meetings to become the main forum of discussion to support this cooperation. This forum will be complemented with other forms of cooperation, using new technology means, in view to support an open and reactive dialogue between FRA and Member States representatives according to real-time needs.

### Planned outputs in 2013

- Meeting Reports
- Improved coordination and communication between FRA and the national administrations
- Timely feedback with regard to FRA's work programme and other products and activities

### Outputs indicators

- participation rate in the meetings;
- timely organisation of the meeting and distribution of the meeting materials;
- stakeholders feedback on the usefulness and relevance of the meetings;
- stakeholders' perception of the relevance of their input into the various Agency processes, such as the annual work programme.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and data collection	0.2	0.1	--	0.3	--
Communication and awareness-raising	1,3	--	--	1.3	€ 80.000
<b>Total</b>	<b>1,5</b>	<b>0,1</b>	<b>--</b>	<b>1,6</b>	<b>€ 80.000</b>

## Consultation and cooperation mechanism - Fundamental Rights Platform

### Project description

The Agency closely cooperates with non-governmental organisations and with institutions of civil society, active in the field of fundamental rights at national, European or international level. In order to facilitate this cooperation the Agency established a cooperation network (Fundamental Rights Platform), composed of non-governmental organisations dealing with human rights, trade unions and employer's organisations, relevant social and professional organisations, churches, religious, philosophical and non-confessional organisations, universities and other qualified experts of European and international bodies and organisations. The Fundamental Rights Platform (FRP) acts a mechanism for the exchange of information and pooling of knowledge.

With regard to the Agency's work, the Fundamental Rights Platform undertakes some key tasks:

- it make suggestions to the Management Board on the Annual Work Programme
- it gives feedback and suggests follow-up to the Management Board on the annual report
- it communicates outcomes and recommendations of conferences, seminars and meetings relevant to the work of the Agency to the Director and the Scientific Committee.

The FRP therefore acts as a network for cooperation and information exchange, set to act as the main channel for the FRA to engage civil society and to ensure a close cooperation between the Agency and relevant civil society stakeholders.

The Agency's will again host a meeting of the Fundamental Rights Platform as part of its engagement with civil society. The FRP will help shape the initial thinking of the Agency vis a vis its work programme and the FRP will kick the process off by bringing forward suggestions. This will be complemented by the feedback on the Agency's Annual Report and looking at ways to better integrate the results of civil society's general activities into the work of the Agency. The e-platform will be fully operational and should further develop the interaction with the FRP.

### Objectives

- Ensure close cooperation with civil society, the social partners and others active in the area of fundamental rights;
- Ensures feedback to the Agency's work programme and annual report
- Communicates relevant outcomes and recommendations from civil society activities and products

### Planned activities in 2013

- Meeting of the FRP
- Meeting of the FRP Advisory Panel

### Planned outputs in 2013

- FRP Meeting Report
- Advisory Panel meeting report
- FRP Report on suggestions for the Agency's Work programme
- FRP feedback on the Agency's Annual Report
- Variety of civil society information, reports and products to inform the Agency's work

### Outputs indicators

- participation rate in the meetings organised by the Agency;
- relevance to the subject of the meeting, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
Research and data collection	0.2	0.2	--	0.4	--
Communication and awareness-raising	1,3	--	--	1.3	€ 100.000
<b>Total</b>	<b>1.5</b>	<b>0.2</b>	<b>--</b>	<b>1.7</b>	<b>€ 100.000</b>

Financial Resources by Area of Activity	Priority	Budget
<b>Asylum, immigration and integration of migrants</b>		
Severe forms of labour exploitation	First	€ 650.000
Inter-agency work in the areas of borders, immigration and asylum	First	€ 330.000
<i>Total 'First' priority</i>		<b>€ 980.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>Information society and, in particular, respect for private life and protection of personal data</b>		
Data protection: judicial redress mechanisms and their use	First	€ 110.000
Private vs. Public: Protecting privacy in today's digital era?	Third	€ 585.000
Handbook on European data protection case law	First	€ 325.000
<i>Total 'First' priority</i>		<b>€ 435.000</b>
<i>Total 'Third' priority</i>		<b>€ 585.000</b>

<b>Racism, xenophobia and related intolerance</b>		
Survey on discrimination and hate crime against Jews in selected EU Member States	First	€ 114.500
<i>Total 'First' priority</i>		<b>€ 114.500</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>

<b>Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds</b>		
Surveying LGBT people and authorities	First	€ 110.000
Indicators for the respect, protection, promotion and fulfilment of LGBT rights	First	€ 70.000
Children with disabilities: experiences of discrimination, integration and hate crime	First	€ 50.000
Disability Indicators	First	€ 65.000
Roma multi-annual programme	First	€ 1.350.000
S'Cool Agenda and E S'cool Agenda	First	€ 40.000
<i>Total 'First' priority</i>		<b>€ 1.685.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>The rights of the child, including the protection of children</b>		
Children and justice	First	€ 515.000
<i>Total 'First' priority</i>		<b>€ 515.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>



Financial Resources by Area of Activity	Priority	Budget
<b>Access to efficient and independent justice</b>		
Victim support services in the EU: An overview and assessment of victims' rights in practice	First	€ 450.020
Existence and interpretation of the freedom to conduct a business	First	€ 250.000
'CLARITY' (Complaints, Legal Assistance and Rights Information Tools for You)	First	€ 50.000
Gender-based violence against women: from childhood to adulthood	First	€ 270.000
Joined-up governance	First	€ 70.000
<i>Total 'First' priority</i>		<b>€ 1.090.020</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>Cross-cutting projects or activities covering all MAF areas</b>		
Annual Reports	First	€ 800.000
Fundamental Rights Conference	First	€ 200.000
FRA Europe Day - symposium	First	€ 100.000
Cooperation with stakeholders	First	€ 150.000
Online communication and documentation	First	€ 210.000
Production and dissemination of communication products	First	€ 155.000
Information about FRA work and awareness raising	First	€ 265.000
<i>Total 'First' priority</i>		<b>€ 1.880.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>

<b>Operational reserves</b>		
Complementary data collection to support evidence based advice for stakeholders	First	€ 250.000
Monitoring and Evaluation	First	€ 260.000
<i>Total 'First' priority</i>		<b>€ 510.000</b>

<b>Bodies of the Agency and consultation mechanisms</b>		
2 Management Board meetings, Executive Board meetings, Scientific Committee meetings	First	€ 255.000
Consultation and cooperation mechanism - National Liaison Officers	First	€ 80.000
Consultation and cooperation mechanism - Fundamental Rights Platform	First	€ 100.000
<i>Total 'First' priority</i>		<b>€ 435.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>



### Summary of financial and human resources by Area of Activity

Area of Activity	Temporary Agents	Contract Agents	SNEs	Operational Human resources (Note 1)	Operational expenditure (Note 2)	Overheads (Note 3)	Total Cost Operational expenditure plus Overheads
Asylum, immigration and integration of migrants	4.5	1	--	5.5	€ 980.000	€ 1.038.332	€ 2.018.332
Visa and border control	--	--	--	--	--	€ 0	€ 0
Information society and, in particular, respect for private life and protection of personal data	4.1	2	1.5	7.6	€ 435.000	€ 1.434.786	€ 1.869.786
Racism, xenophobia and related intolerance	1,1	0,2	0,1	1.4	€ 114.500	€ 264.303	€ 378.803
Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds	10	2.9	2.4	15.3	€ 1.685.000	€ 2.888.451	€ 4.573.451
The rights of the child, including the protection of children	1.8	0.5	--	2.3	€ 515.000	€ 434.212	€ 949.212
Access to efficient and independent justice	8	2.1	3.7	13.8	€ 1.090.020	€ 2.605.270	€ 3.695.270
Compensation of victims	--	--	--	--	--	€ 0	€ 0
Cross-cutting projects or activities covering all MAF	14.1	4.8	1.3	20.2	€ 1.880.000	€ 3.813.511	€ 5.693.511
Bodies of the Agency and consultation mechanisms	3	0.3	--	3.3	€ 435.000	€ 679.636	€ 1.114.636
Operational reserves	2.2	1.2	0.2	3.6	€ 510.000	€ 622.999	€ 1.132.999
<b>TOTAL</b>	<b>48.8</b>	<b>15</b>	<b>9.2</b>	<b>73</b>	<b>€ 7.644.520</b>	<b>13.781.500</b>	<b>21.426.020</b>

**Note 1** – The operational Human Resources consist of the total number of Temporary and Contract Agents directly involved in operations.

**Note 2** – The operational expenditure is the costs directly involved in the implementation of the projects of the Annual Work Programme. These costs may include outsourcing, printing, translations and other similar expenses.

**Note 3** – The overheads are costs indirectly involved in the implementation of the projects of the Annual Work Programme. These include fixed costs such as salaries, rent, software licences and other similar costs. In addition, overheads include variable costs such as office equipment and supplies, ICT equipment, telecommunication costs and other similar expenses. The total overheads are distributed to each area of activity in proportion to the operational staff employed in each area of activity.

An efficient and effective administration makes a direct contribution to achieving FRA objectives. It develops internal policies, procedures and services, based on the Staff Regulations and the Financial Regulation. The administration supports operations in the areas of Directorate, Human Resources and Planning, Administration (Finance and Procurement Accounting, Quality, ICT and facilities).

### Human Resources and Planning

Human Resources service provides a full range of centralised, comprehensive human resource management services for FRA staff and assists management in attracting and retaining qualified employees. Planning services include the coordination of the Annual Work Programme definition and implementation (ensuring the transparency, communication and openness in the formalised stakeholder involvement at all levels in this process) as well as the management and implementation of the monitoring and evaluation activities.

#### Principal activities in 2013

In 2012, HR will continue to deliver effective HR services and focus on the implementation of the new appraisal and career advancement processes, the further improvement of effectiveness by documentation and automation of procedures, in collaboration with IT, and the advancement of the evaluation of its services. Planning will focus on the consolidation of the planning procedures as well as the implementation of the several Monitoring and Evaluation activities .

#### Principal outputs in 2013

- Basic HR services (selection, recruitment, rights and obligations, appraisal, training and career advancement, leaves and absences, statistics, commitments and payments under Title I).
- Documentation of main HR procedures
- Full implementation of new appraisal and career advancement
- Ongoing processes (templates, guides, training)
- Consolidated Planning procedures and elaboration of AWP
- Consolidated Monitoring and Evaluation framework
- Enhanced framework of key performance indicators
- Elaboration of Project and Annual Work Programmes and Annual Performance reports
- Implementation of surveys, desk research, focus group meetings for monitoring and evaluation purposes

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Human Resources	5	3	--	8
Planning	2	--	--	2
<b>Total</b>	<b>7</b>	<b>3</b>	<b>--</b>	<b>10</b>

### Directorate

The Directorate guides the implementation of the tasks of the Agency in accordance with the direction given by the Management Board.

#### Principal activities in 2013

In 2013 Directorate will coordinate the implementation of the Annual Work Programme and Budget 2013 and prepare the ground for the Multi-Annual Framework 2013-2017 and implementation of the 2013 Annual Work Programme. It will provide guidance to the external and internal evaluation process and continue cooperation with National Liaison Officers and civil society .

#### Principal outputs in 2013

- Results of external evaluation of FRA achievements during the first five years of operations

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Directorate	4	1	1	6
<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>

## Administration

**INFORMATION COMMUNICATION TECHNOLOGY & FACILITIES (ICTF)****Description**

The ICTF team is within the Administration department and it is responsible for the provision of ICT infrastructure, systems and Facilities services including building maintenance, security and reception services.

**Objectives**

The ICTF team aims to provide effective ICT and Facilities support services in a paperless and environmentally friendly way. It is responsible for the underline ICTF infrastructure that offers uninterrupted access to the Agency's information systems and facilities; develops and manages the Agency's information systems that address stakeholders' and user needs; provides support services related to information systems as well as in-house facilities to ensure appropriate working conditions.

**Activities and results achieved so far**

- Set up and development of the ICT infrastructure including network, telecommunication and ICT security services
- Development of the Business Continuity Plan
- Development of office automation and collaboration intranet applications
- Introduction of ICT solutions replacing existing paper based solutions contributing to a paperless administration.
- Development of innovative information systems for planning, management and procurement.
- Enhancement of building facilities providing furnishing and state of the art solutions for the conference, meeting and training rooms
- Introducing a "green office" approach to enhance the environmental footprint of the Agency.

**Planned activities in 2013**

- Manage and further develop the core administrative, financial, human resources and planning information systems.
- Manage and maintain the ICT underline infrastructure and policies ensuring high availability and BCP.
- Develop internal workflow applications that will minimise paper-based processes and enhance the existing reporting mechanisms.
- Enhance extranet applications offering quality services to external stakeholders.
- Provide internal facilities and audio-visual related infrastructure, services and ensuring appropriate working conditions.
- Develop further the environmentally friendly culture and take actions towards an EMAS certification.

**Planned outputs in 2013**

- Maintenance of ICT infrastructure and applications
- Implement business continuity actions
- Proactive management and maintenance of Facilities and building equipment
- Reduce the ecological footprint of the Agency.

**Indicators**

- 99,98% uptime of ICT systems (excluding defined maintenance windows)
- 100% remote data back recovery
- 99% adherence to Facilities Work plan activities
- 5-10% reduction of energy, water and paper usage

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2013
ICT & Facilities	5	3	--	8	2,466 million
<b>Total</b>	<b>5</b>	<b>3</b>	<b>--</b>	<b>8</b>	

**ACCOUNTING**

The mission of the Accounting function, which is functionally independent, is to implement payments and recover funds in accordance with the instructions of the responsible authorising officer and to provide quality annual accounts, in compliance with the applicable financial and implementing rules. The Accounting function also ensures that all budgetary and financial information can be input, filed and registered in order to prepare the annual accounts on a true and fair basis.

**Principal activities in 2013**

- Maintain treasury so as to ensure all payments are implemented without undue delay
- Lay down and validate the accounting systems
- Maintain and prepare the annual accounts in accordance with the financial rules
- implement all payments and collect revenue

**Principal outputs in 2013**

- Production of the Agency's 2012 annual accounts

## Administration

**FINANCE & PROCUREMENT**

The Finance and Procurement team provides service-oriented financial services, ensures sound financial management of the Agency's financial resources (effectiveness, efficiency and economy of operations) as well as compliance with the applicable financial and implementing rules (legality and regularity). The team produces reliable financial reporting to the Agency's management in order to facilitate the decision-making process.

The Agency manages its budget following the ABB (Activity Based Budgeting) approach. The presentation of the budget per activity takes into account all operational components (research and communication) under the same budget line. This allows having a clear picture on the use of financial resources per project. The Agency has also in place an electronic application where staff registers the number of hours invested per project, reflecting the real use of human resources. This resource allocation is consistent with the Agency's priorities and pre-defined objectives, and ensures a common framework for planning, budgeting, monitoring and reporting.

**Principal activities in 2013**

- \* Providing planning, carrying out and monitoring procurement and contracting for operational and administrative needs.
- \* Providing forecasting, implementation and monitoring on budget execution.
- \* Financial Initiation and Verification of all financial transactions.
- \* Updating finance and procurement procedures, when necessary
- \* Regular presentations on finance and procurement issues to staff (including newcomers and trainees).
- \* Enhancing current IT applications (TCM, ABB, etc.)
- \* Providing reporting according to the Financial Rules requirements as well as upon ad hoc requests.
- \* Liaising with the Court for external audits.
- \* Liaising with the Quality Manager for internal audits.

**Principal output in 2013**

- Ensure excellence, quality, efficiency and legality and regularity of all transaction and procedures monitored; targeting no final remarks from auditing entities.
- Budget execution target above 95%.
- Delayed payments target less than 10%
- Failed procurement procedures target less than 5%.

**QUALITY MANAGEMENT**

Quality management provides support to the management and staff in setting the FRA Quality Management System and ensuring its continual improvement with a view to deliver to internal and external stakeholders the highest process outcome.

**Principal activities in 2013**

In 2012, the quality team will consolidate the implementation of the Quality management system through the following:

- \* Strengthen the Quality documentation (policies, procedures) and the appropriate description of lean administrative and operational processes.
- \* Annual risk management
- \* Communication and training on Quality assurance issues
- \* Liaise with external auditing bodies for the follow up of corrective and preventive actions
- \* Implementation of a management review process and

**Principal output in 2013**

- Consolidated process description in the appropriate procedures
- Risk register
- Communication and training initiatives on Quality assurance
- Management review meetings and improvement initiatives

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Finance & Procurement	4	4	--	8
Accounting	1	--	--	1
Quality Management	1	1	--	2
<b>Total</b>	<b>6</b>	<b>5</b>	<b>--</b>	<b>11</b>



In compliance with the Internal Control Standards the Agency has performed an annual risk analysis exercise. Taking into account the existing processes the Agency has assessed its risks on the basis of their likelihood of occurrence and potential impact. This assessment has been presented in a risk register where the following information has been identified:

- risk
- criticality
- possible consequence
- likelihood of occurrence on a three level scale (low, medium or high)
- potential impact (objectives, financial, reputation) on a three level scale (limited, significant or severe)

Following the analysis of existing controls and in the cases where the residual risk still needs to be reduced, specific actions have been identified.

**This annex is an extract of the risk register representing the risks that the Management considers relevant to the implementation of AWP 2013 and that will be mitigated with specific preventive actions.**

Risk details			Assessment of the risks					Management of the risks		
Risk #	Type	Description of the risks	Possible consequences	Likelihood of occurrence	Potential impact			Residual risk L*1	Action owner	Action (Only if the residual risk still needs to be reduced after evaluation of existing controls)
					Objectives	Financial	Reputation			
<b>Management and planning</b>										
M8	I4	Disclosure, damage or loss of confidential, sensitive information due to lack of internal control.	Loss of confidence in the Agency. Political pressure. Negative legal consequences.	Medium 2	Limited 2	Limited 1	Significant 2	Medium 4	ADMIN	Identify a classification system to identify sensitive documents.
<b>Stakeholder engagement (prior to planning and after delivery of results)</b>										
S7	E	Introduction of new MAF Areas and Agency not ready to identify and engage promptly with new stakeholders.	Criticism from stakeholders and institutions.	Medium 2	Significant 2	Limited 1	Significant 2	Medium 4	CAR	Assure appropriate measures identifying stakeholders for new MAF areas and prompt liaison with them to ensure early availability of information and their integration into the FRA measures in cooperating with stakeholders.  This is in order to ensure appropriate coordination and appropriate advanced planning for engagement of new Stakeholders.
<b>Research and analysis</b>										
P5	E	Due to the extension of the MAF in 2013 high risk of unavailability of internal experts in specific new research domains in case of incapacity to launch recruitments or budget unavailability for outsourcing of specific services.	Poor research outcomes. Weak impact on policy makers. Criticism from MS or Institutions.	Medium 2	Significant 2	Limited 1	Significant 2	Medium 4	ECR,FJ	Assure appropriate liaison with the Institutions to ensure early availability of information on new MAF.  This in order to ensure appropriate coordination and appropriate advanced planning with the budget authority/institutions to identify staffing or budgeting to cover new areas.
P12	E	In case of unforeseen political, policy events leading to specific requests to the Agency (monitoring or data collection) slow reaction due to non availability of resources or lack of coordination.	Slow reaction. Criticism from stakeholders and institutions. Poor outcomes.	Medium 2	Significant 2	Limited 1	Significant 2	Medium 4	ECR,FJ	Document the process in an appropriate document identifying clear roles and responsibilities and possible scenarios of reaction.
<b>Human resources management</b>										
HR1	I1	Decrease in competency of FRA technical staff due to lack of targeted training or update of information.	Major deficiencies in the Agency's operations. Lack of job satisfaction due to absence of adequate training in support of job challenges and career expectations.	Medium 2	Significant 2	Limited 1	Limited 1	Medium 4	HRP	An additional measure has been agreed to pre define specific training profiles per function.  These profiles per function will assure a "management driven" implementation of training plans.  This will allow a quick planning and a targeted selection of trainings under the coordination of HODs.
<b>Audit and Quality management System processes</b>										
Q5	I1	Improper management of documentation and records (archiving).	The Agency is not able to justify the work performed. Sensitive information is not protected.	Medium 2	Significant 2	Significant 2	Significant 2	Medium 4	ADMIN	Develop a records archiving/management policy/instruction.

## Procurement

The overall budgetary allocation reserved for procurement contracts in 2013 amounts to **€ 7.644.500**

### Asylum, immigration and integration of migrants

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3201

#### Project 3.1.1: SEVERE FORMS OF LABOUR EXPLOITATION

Objectives: See AWP2013 page 20

Budget: € 650.000

Description of the action: Research and stakeholder cooperation

Type of contracts: framework contract, service contract

Number of contracts: 2

Indicative timeframe for procurement: 1st, 2nd quarter

Indicative budget for procurement: € 650.000

#### Project fiche 3.1.2: INTER-AGENCY WORK IN THE AREAS OF BORDERS, IMMIGRATION AND ASYLUM

Objectives: See AWP2013 page 21

Budget: € 330.000,00

Description of the action: Research and stakeholder cooperation

Type of contracts: framework contract, service contract

Number of contracts: 2

Indicative timeframe for procurement: (1st and 3rd quarter)

Indicative budget for procurement: € 330.000

### Information society and, in particular, respect for private life and of personal data

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3211

#### Project fiche 3.2.1: DATA PROTECTION: JUDICIAL REDRESS MECHANISMS AND THEIR USE

Objectives: See AWP2013 page 22

Budget: € 110.000,00

Description of the action: Research and stakeholder cooperation

Type of contracts: (1) agreement(s) with CDT, (2) framework contract(s) for printing and (3) framework contract with conference organiser

Number of contracts: 5

Indicative timeframe for procurement: 1st, 2nd, 3rd and 4th quarter

Indicative budget for procurement: € 30,000

Description of the action: Communication and awareness raising

Type of contracts: (1) framework contract for translation of media materials

Number of contracts: 1

Indicative timeframe for procurement: 3rd quarter

Indicative budget for procurement: € 80,000

#### Project fiche 3.2.3: HANDBOOK ON EUROPEAN DATA PROTECTION CASE LAW

Objectives: See AWP2013 page 24

Budget: € 325.000,00

Description of the action: Communication and awareness-raising activities editing, translation, lay-out and production and organisation of stakeholder meeting with Handbook-users

Type of contracts: framework contracts

Number of contracts: 3, 1 for translations, 1 for lay-out and production and 1 for stakeholder meeting

Indicative timeframe for procurement: 3rd or 4th quarter

Indicative budget for procurement: € 325.000

### Racism, xenophobia and related intolerance

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007  
**Budget line:** B0-3311

#### Project fiche 3.3.1: SURVEY ON DISCRIMINATION AND HATE CRIME AGAINST JEWS IN SELECTED EU MEMBER STATES

Objectives: See AWP2013 page 25  
 Budget: € 114.500,

Description of the action: Research and stakeholder cooperation: 1) In-house analysis of the survey results (no procurement needed), 2) Consultation with stakeholders on the use of the results

Type of contracts: Use of existing framework contract for meetings and events (if not possible to organise internally)

Number of contracts: 1 contract through re-opening of offers

Indicative timeframe for procurement: 4th quarter

Indicative budget for procurement: €14,500

Description of the action: Communication and awareness-raising activities - launch of the results of the survey

Type of contracts: Specific contracts based on existing framework contracts for production, or as appropriate – layout contracts for three products and printing contracts for three products (main results report, summary report, and factsheet) (translations of these and a press release on the launch of the results will be done through the CdT).

Number of contracts: three layout contracts and three printing contracts under existing framework contracts, or as appropriate

Indicative timeframe for procurement: 3rd quarter

Indicative budget for procurement: €100,000

### Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007  
**Budget line:** B0-3321

#### Project fiche 3.3.2: SURVEYING LGBT PEOPLE AND AUTHORITIES

Objectives: See AWP2013 page 26  
 Budget: € 110.000

Description of the action: Communication and awareness-raising activities Type of contracts: service contract (tbc)

Number of contracts: 3 (tbc)

Indicative timeframe for procurement: 1st, 2nd and 3rd quarter

Indicative budget for procurement: € 110.000

#### Project fiche 3.3.3: INDICATORS FOR THE RESPECT, PROTECTION, PROMOTION AND FULFILMENT OF LGBT RIGHTS

Objectives: See AWP2013 page 27  
 Budget: € 70.000,00

Description of the action: Research and stakeholder cooperation and communication awareness raising

Type of contracts: Not decided yet (probably a combination of in house research and FRANET)

Number of contracts: Not decided yet but small nr if any

Indicative timeframe for procurement: 2nd and 3rd quarter

Indicative budget for procurement: 70.000



**Project fiche 3.3.4: CHILDREN WITH DISABILITIES: EXPERIENCES OF DISCRIMINATION, INTEGRATION AND HATE SPEECH**

Objectives: See AWP2013 page 28  
Budget: € 50.000

Description of the action: Research  
Complementary data collection in the field of children with disabilities  
Type of contracts: Framework contract - FRANET  
Number of contracts: 5 to 10.  
Indicative timeframe for procurement: 1st quarter  
Indicative budget for procurement: € 50,000

**Project fiche 3.3.5: DISABILITY INDICATORS**

Objectives: See AWP2013 page 29  
Budget: € 65.000,00

Description of the action: Research and stakeholder cooperation  
Type of contracts: Framework contract – FRANET or individual contract tbd  
Number of contracts: 1  
Indicative timeframe for procurement: 1st quarter  
Indicative budget for procurement: approximately €65,000

**Project fiche 3.3.6: ROMA MULTI-ANNUAL PROGRAMME**

Objectives: See AWP 2013 page 30  
Budget: €1.350.000

Description of the action: Research and stakeholder cooperation – secondary data collection  
Type of contracts: Framework contracts  
Number of contracts: 29  
Indicative timeframe for procurement: 1st quarter  
Indicative budget for procurement: € 500.000

Description of the action: Research and Stakeholder engagement  
Type of contracts: Service contract and Framework contract  
Number of contracts: 1-5 indicative  
Indicative timeframe for procurement: 1st quarter (service contract); 1st quarter (Framework contract)  
Indicative budget for procurement: € 500,000

Description of the action: Research and Stakeholder engagement - continuation Pilot Roma Survey follow up  
Type of contracts: Framework contracts  
Number of contracts: 5 (indicative)  
Indicative timeframe for procurement: 1st quarter  
Indicative budget for procurement: € 250.000,00

Description of the action: cooperation with Member State authorities  
Type of contracts: Service contract (Development of compendium of promising practice)  
Number of contracts: 1  
Indicative timeframe for procurement: 4th quarter (specific contract)  
Indicative budget for procurement: € 300.000,00

Type of contracts: Framework contract – Organisation of 2 working party meetings  
Number of contracts: 2  
Indicative timeframe for procurement: Signature of specific contracts 1st and 3rd quarters  
Indicative budget for procurement: € 50.000,00



**Project fiche 3.3.7: S'COOL AGENDA ET E S'COOL AGENDA**

Objectives: See AWP2013 page 31

Budget: € 40.000

Description of the action: Communication and awareness-raising activities

Type of contracts: Framework Contracts "graphic design" as well as "Layout, production and offset printing services

Number of contracts: max. 2

Indicative timeframe for procurement: 2nd and 3rd quarter

Indicative budget for procurement: € 40.000

**Project fiche 3.3.8: CHILDREN WITH DISABILITIES: EXPERIENCES OF DISCRIMINATION, INTEGRATION AND HATE CRIME**

Objectives: See AWP2012 page 34

Budget: € 200.000,00

Description of the action: Research &amp; Data Selection activities

Type of contracts: Framework contract

Number of contracts: 1

Indicative timeframe for procurement: 2nd quarter

Indicative budget for procurement: € 200.000,00

**The Rights of the child including the protection of children****Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007**Budget line:** B0-3331**Project fiche 3.4.1: CHILDREN AND JUSTICE**

Objectives: See AWP2013 page 32

Budget: € 515.000

Description of the action: Research and stakeholder cooperation

Type of contracts: FRANET framework contract (possible chance of using external contractor)

Number of contracts: up to 10 contracts if using FRANET (framework contract), more likely only 7 or 8 countries

Indicative timeframe for procurement: contracts to be signed in 1st quarter of 2013

Indicative budget for procurement: €415,000.00 (for 7-10 FRANET framework contracts all together)

Description of the action: Communication and awareness-raising activities (e.g. meetings, publications, media and press releases)

Type of contracts: framework contract and service contract

Number of contracts: 7

Indicative timeframe for procurement: signature contracts: 2 in 1st quarter 2013, 1 in 2nd quarter 2013, 4 in 4th quarter 2013

Indicative budget for procurement: €100,000

**Access to efficient and independent justice****Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007**Budget line:** B0-3601**Project fiche 3.5.1: VICTIM SUPPORT SERVICES IN THE EU: AN OVERVIEW AND ASSESSMENT OF VICTIMS' RIGHTS IN PRACTICE**

Objectives: See AWP2013 page 33

Budget: € 450.020

Description of the action: Research and stakeholder cooperation - Follow-up research to the mapping and on promising practices done during 2012 with recent developments and further promising practices - to raise awareness of the promising practices, in particular in those Member States where victim support services are in need of strengthening.

Type of contracts: FRANET

Number of contracts: 5–10 Member States likely to be concerned

Indicative timeframe for procurement: 2nd quarter

Indicative budget for procurement: 300,020



Description of the action: Communication and awareness-raising activities  
 Type of contracts: Service contract for publication of findings  
 Number of contracts: 1  
 Indicative timeframe for procurement: 3rd quarter  
 Indicative budget for procurement: 150,000

### **Project fiche 3.5.2: EXISTENCE AND INTERPRETATION OF THE FREEDOM TO CONDUCT A BUSINESS**

Objectives: See AWP2013 page 34  
 Budget: € 250.000,00

Description of the action: Research and stakeholder cooperation -Research in 28 Member States based on FRA in-house 2012 research paper  
 Type of contracts: FRANET Framework Contract  
 Number of contracts: 28+EU/Int'l  
 Indicative timeframe for procurement: 1st quarter  
 Indicative budget for procurement: 250,000

### **Project fiche 3.5.3: CLARITY' (COMPLAINTS, LEGAL ASSISTANCE AND RIGHTS INFORMATION TOOLS FOR YOU)**

Objectives: See AWP2013 page 35  
 Budget: € 50.000,00

Description of the action: Research and stakeholder cooperation - Communication and awareness raising  
 Type of contracts: Direct payment to selected equality bodies and NHRIs to work with the FRA on piloting consistent data collection (mandates, cases, outreach, advisory services, etc)  
 Number of contracts: 5–10  
 Indicative timeframe for procurement: 3rd quarter  
 Indicative budget for procurement: 50,000

### **Project fiche 3.5.4: GENDER-BASED VIOLENCE AGAINST WOMEN: FROM CHILDHOOD TO ADULTHOOD**

Objectives: See AWP2013 page 36  
 Budget: € 270.000,00

Description of the action: Research and stakeholder cooperation – further analysis of the survey's results and engagement with stakeholders for the development of action-oriented, targeted evidence in various formats. The activities include: 1) Two stakeholder engagement meetings; 2) Two small-value contracts for the development of targeted handbooks based on the FRA survey and other available data.  
 Type of contracts: For stakeholder meetings: use of existing framework contract for conferences and events (if available), or organisation of the meetings in-house. For the development of handbook 1: new service contract. For the development of handbook 2: new service contract.  
 Number of contracts: 2 (excluding the possible use of existing framework contracts for the organisation for two stakeholder meetings)  
 Indicative timeframe for procurement: Stakeholder meetings: 2nd and 3rd quarter. For handbooks: 2nd quarter.  
 Indicative budget for procurement: Stakeholder meetings: €50,000, Handbooks 1 and 2: €70,000 in total.

Description of the action: Communication and awareness-raising activities – reporting on the results of the survey  
 Type of contracts: Specific contracts based on existing framework contracts for production, or as appropriate – layout contracts for four products and printing contracts for four products (main results report, summary report, Data in Focus report, and factsheet) (translations of these and a press release on the launch of the results will be done through the CdT).  
 Number of contracts: four layout contracts and four printing contracts under existing framework contracts, or as appropriate  
 Indicative timeframe for procurement: 2nd and 3rd quarter  
 Indicative budget for procurement: €150,000

### **Project fiche 3.5.5: JOINED-UP GOVERNANCE**

Objectives: See AWP2013 page 37  
 Budget: € 70.000,00

Description of the action: Communication and awareness-raising activities  
 Type of contracts: Framework contract  
 Number of contracts: 2  
 Indicative timeframe for procurement: 1st quarter  
 Indicative budget for procurement: € 70.000,00



### Cross-cutting projects or activities covering all MAF areas

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3701

#### Project fiche 3.6.1: ANNUAL REPORTS

Objectives: See AWP2013 page 38

Budget: € 800.000

Description of the action: Research and stakeholder cooperation - Research activities

Type of contracts: framework contracts

Number of contracts: 29

Indicative timeframe for procurement: 2nd quarter)

Indicative budget for procurement: €550.000

Description of the action: Research and stakeholder cooperation - Production and translation

Type of contracts: agreement with CdT

Number of contracts: n/a

Indicative timeframe for procurement: n/a

Indicative budget for procurement: €200.000

Description of the action: Communication and awareness-raising activities

Type of contracts: n/a

Number of contracts: n/a

Indicative timeframe for procurement: n/a

Indicative budget for procurement: €50.000

#### Project fiche 3.6.2: FUNDAMENTAL RIGHTS CONFERENCE

Objectives: See AWP2013 page 39

Budget: € 200.000,00

Description of the action: Stakeholders Communication activities

Type of contracts: framework contract

Number of contracts: 1

Indicative timeframe for procurement: second quarter

Indicative budget for procurement: € 200.000

#### Project fiche 3.6.3: FRA EUROPE DAY SYMPOSIUM

Objectives: See AWP2013 page 40

Budget: € 100.000

Description of the action: Stakeholders Communication activities

Type of contracts: framework contract / low value service contract

Number of contracts: unknown

Indicative timeframe for procurement: 1<sup>st</sup> and 2<sup>nd</sup> quarter

Indicative budget for procurement: € 100.000

#### Project fiche 3.6.4: COOPERATING WITH STAKEHOLDERS

Objectives: See AWP2013 page 41

Budget: € 150.000

Description of the action: Stakeholders Communication activities

Type of contracts: framework contract

Number of contracts: up to 3

Indicative timeframe for procurement: 1st, 2nd and 3rd quarter

Indicative budget for procurement: € 150.000

**Project fiche 3.6.5: ONLINE COMMUNICATION AND DOCUMENTATION**

Objectives: See AWP2013 page 42

Budget: € 210.000

Description of the action: Communication and awareness-raising activities

Type of contracts: (1) agreement with CDT; (2) negotiated procedures; (3) framework contract WEB development; (4) framework contract "updating infobase";

Number of contracts: unknown

Indicative timeframe for procurement: 1st to 4th quarter

Indicative budget for procurement: € 210.000

**Project fiche 3.6.6: PRODUCTION AND DISSEMINATION OF COMMUNICATION PRODUCTS**

Objectives: See AWP2013 page 43

Budget: € 155.000,00

Description of the action: Inform target audiences through information and promotional material supplementing the publication of project-specific deliverables and their language versions.

Type of contracts: Framework services contract for pre-press, layout and print services; Production contracts with the Publications Office of the European Union

Number of contracts: 60-70 specific contracts and commitments with PO

Indicative timeframe for procurement: (please indicate the timeframe): 1st, 2nd, 3rd and 4th quarter – throughout the year in line with scheduled delivery of publications at events

Indicative budget for procurement: € 155.000,00

**Project fiche 3.6.7: INFORMATION ABOUT FRA WORK AND AWARENESS RAISING**

Objectives: See AWP2013 page 44

Budget: € 265.000,00

Description of the action: Communication and awareness-raising activities

Type of contracts: (1) agreement with CDT; (2) framework contract event organisation; (3) negotiated procedures for purchasing and services; (4) framework contract photographic services; (5) framework contract audio-visual material; (6) framework contract photos and photographic services

Number of contracts: unknown

Indicative timeframe for procurement: (please indicate the timeframe): 1st, 2nd, 3rd or 4th quarter

Indicative budget for procurement: € 265.000,00

**Operational Reserves****Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007**Budget line:** B0-3900**Project fiche 3.6.8: COMPLEMENTARY AND AD HOC RESEARCH AND DATA COLLECTION ACTIVITIES**

Objectives: See AWP2013 page 45

Budget: € 250.000

Description of the action: Research and data collection activities

Type of contracts: framework contract

Number of contracts: 28 or more depending on the needs

Indicative timeframe for procurement: within 2013

Indicative budget for procurement: €0

**Project fiche 3.6.9: MONITORING AND EVALUATION**

Objectives: See AWP2013 page 46

Budget: € 266.000

Description of the action: Monitoring and Evaluation activities

Type of contracts: Framework contract

Number of contracts: 1

Indicative timeframe for procurement: 1st quarter

Indicative budget for procurement: € 260.000

## Bodies of the Agency and consultation mechanisms

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3801

### Project fiche 3.6.10: BODIES OF THE AGENCY

Objectives: See AWP2013 page 47

Budget: € 255.000,00

Description of the action: Organisation of Management Board Meetings

Type of contracts: Purchase order, Framework contract (catering)

Number of contracts: 2 specific contracts or purchase orders under Framework contract, 4 purchase orders

Indicative timeframe for procurement: 2nd and 4th quarter

Indicative budget for procurement: € 23.400

Description of the action: Organisation of Executive Board Meetings

Type of contracts: Framework contract (catering)

Number of contracts: 2 specific contracts or purchase orders under Framework contract

Indicative timeframe for procurement: 1st and 3rd quarter

Indicative budget for procurement: € 3.000

Description of the action: Organisation of Scientific Committee

Type of contracts: Framework contract (catering)

Number of contracts: 4 specific contracts or purchase orders under Framework contract

Indicative timeframe for procurement: 1st, 2nd, 3rd and 4th quarter

Indicative budget for procurement: € 28.000

Description of the action: Translations

Type of contracts: Service Agreement with Cdt according to the Regulation

Number of contracts: N/A

Indicative timeframe for procurement: 1st to 4th quarter

Indicative budget for procurement: € 90.000

### Project fiche 3.6.11: CONSULTATION AND COOPERATION MECHANISM - NATIONAL LIAISON OFFICERS

Objectives: See AWP2013 page ...

Budget: € 80.000,00

Description of the action: Stakeholders Communication activities

Type of contracts: framework contract event organisation

Number of contracts: 2

Indicative timeframe for procurement: 1st and 2nd quarter

Indicative budget for procurement: € 80.000,00

### Project fiche 3.6.12: CONSULTATION AND COOPERATION MECHANISM - FUNDAMENTAL RIGHTS PLATFORM

Objectives: See AWP2013 page

Budget: € 100.000

Description of the action: Stakeholders Communication activities

Type of contracts: framework contract event organisation

Number of contracts: 2

Indicative timeframe for procurement: 1st and 3rd quarter

Indicative budget for procurement: € 100.000,00

