

**Decision of the Management Board  
on  
EIOPA Code of Good Administrative Behaviour**

**The Management Board**

**Having regard** to the Regulation (EU) No 1094/2010 of the European Parliament and of the Council establishing the European Insurance and Occupational Pensions Authority (the "Regulation")<sup>1</sup>,

Having regard to the provisions on openness in the Treaties, in particular Article 1 of the Treaty on European Union and Article 24 of the Treaty on the Functioning of the European Union,

Having regard to the own initiative inquiry of the European Ombudsman into the existence and the public accessibility in the different Community institutions and bodies of a Code of good administrative behaviour for agents or other servants in their relations with the public,

**Whereas:**

- (1) The Amsterdam Treaty explicitly introduced the concept of openness into the Treaty on European Union, by stating that it marks a new stage in the process of creating an ever closer union in which decisions are taken as openly as possible and as closely as possible to the citizen.
- (2) In order to bring the administration closer to the citizens and to guarantee a better quality of administration, a Code should be adopted which contains the basic principles of good administrative behaviour for agents and other servants of EIOPA when dealing with the public.
- (3) Considering it therefore desirable to adopt the following Code and to make it publicly available.

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<sup>1</sup> OJ L 331, 15.12.2010, p.48

## **Has adopted this decision:**

### **Article 1 – General provision**

In its relations with the public, the Chairperson, the Executive Director and any other staff member of EIOPA ("EIOPA Staff members") as well as contract agents and national experts seconded at EIOPA ("SNE") shall respect the principles which are laid down in this Decision and which constitute the Code of good administrative behaviour (the 'Code').

### **Article 2 – Personal scope of application**

The Code shall apply to all staff member to whom the Staff Regulations and the Conditions of employment of other servants apply in their relations with the public.

EIOPA will take the necessary measures to ensure that the provisions set out in this Code also apply to other persons working for it, such as persons employed under private law contracts, trainees or other relevant persons.

The public refers to natural and legal persons, whether they reside or have their registered office in a Member State or not.

### **Article 3 – Material scope of application**

This Code contains the general principles of good administrative behaviour, which apply to all relations of EIOPA's staff members with the public, unless they are governed by specific provisions.

The principles set out in this Code do not apply to the relations between EIOPA and its staff members. Those relations are governed by the Staff Regulations and the Conditions of Employment of Other Servants.

### **Article 4 – Lawfulness**

EIOPA staff members shall act according to law and apply the rules and procedures laid down in Union legislation. EIOPA staff members shall in particular take care that decisions which affect the rights or interests of individuals have a basis in law and that their content complies with the law.

## **Article 5 – Absence of discrimination**

In dealing with requests from the public and in taking decisions, EIOPA staff members shall ensure that the principle of equality of treatment is respected. Members of the public who are in the same situation shall be treated in a similar manner.

If any difference in treatment is made, EIOPA staff members shall ensure that it is justified by the objective relevant features of the particular case.

EIOPA staff members shall in particular avoid any unjustified discrimination between members of the public based on nationality, sex, racial or ethnic origin, religion or belief, disability, age, or sexual orientation.

## **Article 6 – Proportionality**

When taking decisions, EIOPA staff members shall ensure that the measures taken are proportional to the aim pursued. EIOPA staff members shall in particular avoid restricting the rights of the citizens or imposing charges on them, when those restrictions or charges are not in a reasonable relation with the purpose of the action pursued.

When taking decisions, EIOPA staff members shall strike a fair balance between the interests of private persons and the general public interest.

## **Article 7 – Absence of abuse of power**

Powers shall be exercised solely for the purposes for which they have been conferred by the relevant provisions. EIOPA staff members shall in particular avoid using those powers for purposes which have no basis in the law or which are not motivated by any public interest.

## **Article 8 – Impartiality and independence**

EIOPA staff members shall be impartial and independent. EIOPA staff members shall abstain from any arbitrary action adversely affecting members of the public, as well as from any preferential treatment on any grounds whatsoever.

EIOPA staff members shall not be guided by any outside influences of whatever kind, including political influences, or by personal interests.

EIOPA staff members shall abstain from being involved in the taking of a decision on a matter concerning his or her own interests, or those of his or her family, relatives, friends and acquaintances.

### **Article 9 – Objectivity**

When taking decisions, EIOPA staff members shall take into consideration the relevant factors and give each of them its proper weight in the decision, whilst excluding any irrelevant element from consideration.

### **Article 10 – Legitimate expectations and consistency**

EIOPA staff members shall be consistent in their own administrative behaviour as well as with the administrative action of EIOPA. EIOPA staff members shall follow EIOPA's normal administrative practices, unless there are legitimate grounds for departing from those practices in an individual case.

EIOPA staff members shall respect the legitimate and reasonable expectations that members of the public have in the light of how EIOPA has acted in the past.

### **Article 11 – Fairness**

EIOPA staff members shall act fairly and reasonably.

### **Article 12 – Courtesy**

EIOPA staff members shall be service-minded, correct, courteous and accessible in relations with the public. When answering correspondence, telephone calls and e-mails, EIOPA staff members shall try as much as possible to be helpful and to reply to the questions which are asked.

If a EIOPA staff member is not responsible for the matter concerned, he/she shall direct the citizen to the appropriate staff member.

If an error occurs which negatively affects the rights or interests of a member of the public, EIOPA staff members shall apologise for it.

### **Article 13 – Reply to letters in the language of the citizen**

EIOPA staff members shall ensure that every citizen of the Union or any member of the public who writes to EIOPA in one of the Treaty languages receives an answer in the same language.

#### **Article 14 – Acknowledgement of receipt and indication of the competent staff member**

Every letter or complaint to EIOPA shall receive an acknowledgement of receipt within a period of two weeks, except if a substantive reply can be sent within that period.

The reply or acknowledgement of receipt shall indicate the name and the telephone number of the EIOPA staff member who is dealing with the matter, as well as the service to which he/she belongs.

No acknowledgement of receipt and no reply need be sent in cases where letters or complaints are abusive because of their excessive number or because of their repetitive or pointless character.

#### **Article 15 – Obligation to transfer to the competent service of EIOPA**

If a letter or a complaint to EIOPA is addressed or transmitted to a unit or sector which has no competence to deal with it, its services shall ensure that the file is transferred without delay to the competent service of EIOPA.

The service which originally received the letter or complaint shall notify the author of this transfer and shall indicate the name and the telephone number of the EIOPA staff member to whom the file has been passed.

#### **Article 16 – Right to be heard and to make statements**

In cases where the rights or interests of individuals are involved, the EIOPA staff member shall ensure that, at every stage in the decision-making procedure, the rights of defence are respected.

Every member of the public shall have the right, in cases where a decision affecting his/her rights or interests has to be taken, to submit written comments and, when needed, to present oral observations before the decision is taken.

#### **Article 17 – Reasonable time-limit for taking decisions**

EIOPA staff members shall ensure that a decision on every request or complaint to EIOPA is taken within a reasonable time limit, without delay, and in any case no later than two months from the date of receipt. The same rule shall apply to answering letters from members of the public.

If a request or a complaint to EIOPA cannot, because of the complexity of the matters which it raises, be decided upon within the above-mentioned time-limit, the agent or other servant shall inform the author thereof as soon as possible. In that case, a definitive decision should be notified to the author in the shortest time.

### **Article 18 – Duty to state the grounds of decisions**

Every decision or recommendation of EIOPA which may adversely affect the rights or interests of a private person shall state the grounds on which it is based by indicating clearly the relevant facts and the legal basis of the decision.

EIOPA staff members shall avoid making decisions which are based on brief or vague grounds or which do not contain individual reasoning.

If it is not possible, because of the large number of persons concerned by similar decisions, to communicate in detail the grounds of the decision and where standard replies are therefore made, the agent or other servant shall guarantee that he subsequently provides the citizen who expressly requests it with an individual reasoning.

### **Article 19 – Indication of the possibilities of appeal**

A decision or recommendation of EIOPA which may adversely affect the rights or interests of a private person shall contain an indication of the appeal possibilities available for challenging the decision or recommendation. It shall in particular indicate the nature of the remedies, the bodies before which they can be exercised, as well as the time limits for exercising them.

### **Article 20 – Notification of the decision or recommendation**

EIOPA staff members shall ensure that decisions or recommendations which affect the rights or interests of individual persons are notified in writing, as soon as the decision has been taken, to the person or persons concerned.

The agent or other servant shall abstain from communicating the decision to other sources until the person or persons concerned have been informed.

### **Article 21 – Data protection**

Any EIOPA staff member who deals with personal data concerning a citizen shall respect the principles laid down in Regulation (EC) No 45/2001 on the

protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

EIOPA staff members shall in particular avoid processing personal data for non-legitimate purposes or the transmission of such data to non-authorised persons.

### **Article 22 – Requests for information**

EIOPA staff members shall, when they have responsibility for the matter concerned, provide members of the public with the information that they request. The agent or other servant shall take care that the information communicated is clear and understandable.

If an oral request for information is too complicated or too comprehensive to be dealt with, EIOPA staff members shall advise the person concerned to formulate his demand in writing.

If, because of its confidentiality, EIOPA staff members may not disclose the information requested, they shall, in accordance with Article 17 of this Code, indicate to the person concerned the reasons why they cannot communicate the information.

Further to requests for information on matters for which they have no responsibility, EIOPA staff members shall direct the requester to the competent person and indicate his/her name and telephone number. Further to requests for information concerning another Union institution or body, EIOPA staff members shall direct the requester to that institution or body.

Where appropriate, EIOPA staff members shall, depending on the subject of the request, direct the person seeking information to the unit or sector responsible for providing information to the public.

### **Article 23 – Requests for public access to documents**

Further to requests for access to documents of EIOPA, EIOPA staff members shall give access to these documents in accordance with the decision on access to EIOPA documents.

If EIOPA staff members cannot comply with an oral request for access to documents, the citizen shall be advised to formulate it in writing.

### **Article 24 – Keeping of adequate records**

EIOPA's units and divisions shall keep adequate records of their incoming and outgoing mail, of the documents they receive, and of the measures they take.

## **Article 25 – Public access to the Code**

EIOPA will take the necessary measures in order to ensure that this Code enjoys the widest possible publicity amongst the citizens. It will in particular make it available on its Internet site and will provide a copy of this Code to any citizen who requests it.

## **Article 26 – Right to complain to the European Ombudsman**

Any failure of a EIOPA staff member to comply with the principles set out in this Code may be the subject of a complaint to the European Ombudsman in accordance with Article 228 of the Treaty on the Functioning of the European Union and the Statute of the European Ombudsman.

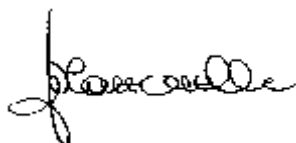
## **Article 27 – Revision**

Within two years of entry into force of this Decision, the Executive Director shall review the implementation of this Decision and submit a report to the European Ombudsman.

## **Article 28 – Entry into force**

This decision enters into force on the day after its adoption.

Done at Frankfurt am Main on 10 February 2011

A handwritten signature in black ink, appearing to read 'Flavia Mazzarella', with a stylized flourish at the end.

Flavia Mazzarella

Chairperson of the Management Board Meeting on 10 February 2011

For the Management Board