



**Note for the Attention of Ms Flaminia BUSSACCHINI, European Commission
Mediator**

Subject: Follow-up on 2020 Annual Activity Report presentation

Dear Ms Bussacchini,

The Central Staff Committee wishes to thank you for your presentations in the plenary meetings on June ([plenary 536](#)) and November ([plenary 540](#)) 2021 and looks forward to welcoming you back in the future. We fully support your mission to become ‘a reference centre in mediation’¹, your endeavour ‘to assist parties involved to move beyond their conflict and to restore a productive and respectful workplace’² and your role in ‘highlighting important systemic problems and suggesting ways to tackle them.’³ These ideals are all the more visible and relevant in the context of the ongoing talks on the new HR Strategy and its corresponding update of the Diversity and Inclusion Action Plan (incorporating the results of the first-of-its-kind staff survey⁴) and new anti-harassment policy⁵. We endorse your observation that your success is very much interconnected with the work of other individuals, departments and units⁶ and that for that reason, your mission relies on all of us doing our part.

With this in mind, we have noticed the changing template of your annual reports (2014-2020) and, together with our colleagues from the Harassment Watch Network, would like to take this opportunity to provide constructive feedback e.g. on sections included in your reports which we found to be particularly useful in managing the expectations of those using the Mediation Service and on actions proposed in previous annual reports and their follow-up. In order to better

¹ [The mediation service: finding solutions before conflicts escalate](#) “We want to be a reference centre in mediation” (Au Quotidien, 18.6.2021)

² [2020 General Activity Report of the Mediation Service of the Commission](#), p.2

³ [Commission Mediation Service sees drop in cases: Annual report highlights impact of lockdowns, makes recommendations](#) (Au Quotidien, 01.10.2021)

⁴ Survey on diversity, inclusion and respect at the workplace (March 2021, results forthcoming), see [Diversity survey: help make the Commission more diverse](#) (Au Quotidien, 22.03.2021).

⁵ [HR Strategy - Draft communication](#), 10.11.2021

⁶ ‘While some cases could be closed rather quickly, others remain open for a longer period for several reasons, for instance, pending additional information from the requester or an administrative decision.’ (2020, p. 4)

understand and support your work we kindly request additional information, updates and documents which we are currently unable to find elsewhere.

Please find attached two annexes:

ANNEX I: 13 questions related to CSC plenaries and annual reports 2014-2020

ANNEX II: Mediation Service general recommendations 2008-2020

We appreciate the work you do in assisting colleagues who encounter difficulties and in raising staff awareness of these issues.

The CSC eagerly awaits your next update on conflict-resolution action and results within the Commission and thanks you again for your input and willingness to engage with us.

(signed)

Athanasios KATSOGIANNIS
President

Cc: Mr G. Mezelas