

ANNEX II: Mediation Service general recommendations 2008-2020

	Reference	Title	Details	Follow-up
56	R1.2020 (2020-R1)	Recovery of payments - Article 85 of the Staff Regulation - PMO decisions	2020, p. 10	
55	R2.2020 (2020-R2)	Application of the rules concerning temporary occupation of management posts (Article 7 of the Staff Regulations and Commission Decision C (2009) 7839 of 19.10.2009 laying down implementing rules as regards temporary occupation of management posts)	2020, p. 11	
54	R3.2020 (2020-R3)	Rights and assistance for the persons called as witnesses in the formal procedure-Review of the Decision on harassment - Request for assistance (Article 24 of the Staff Regulations)	2020, p. 12	
53	R4.2020 (2020-R4)	Invalidity procedure - Reinstatement after a period of invalidity - Comprehensive and timely information to be provided to the person concerned on the procedure and steps to be completed	2020, p. 13	
52	R1.2019 (2019-R1)	Performance issue during the probationary period	2019, p. 8	Ms Ingestad provided update via note, November 2020 and table 2020, pp. 15-20; Repetition of R2.2012?
51	R2.2019 (2019-R2)	PMO's relations with certain categories of member	2019, p. 9	Ms Ingestad provided update via note, November 2020 and table 2020, pp. 15-20
50	R3.2019 (2019-R3)	Difficulties in applying the rules on parental contributions for interinstitutional day nurseries and kindergartens	2019, p. 10	Ms Ingestad provided update via note, November 2020 and table 2020, pp. 15-20
49	R4.2019 (2019-R4)	Double dependent child allowance for a handicapped child - setting up an arbitration procedure	2019, p. 11	Ms Ingestad provided update via note, November 2020 and table 2020, pp. 15-20
48	R5.2019 (2019-R5)	Adapting to new technologies - psychotherapy via the internet	2019, p. 12	Ms Ingestad provided update via note, November 2020 and table 2020, pp. 15-20
47	R1.2018 (2018-R1)	Professionalise staff management	2018, p. 14	Repetition of R1.2017 (2017-R1)
46	R2.2018 (2018-R2)	Reinstatement	2018, p. 16	
45	R3.2018 (2018-R3)	Communication to staff on the distinct roles of the Medical Service (occupational medicine, psychosocial service) and the Medical Absences' unit	2018, p. 16	
44	R4.2018 (2018-R4)	Communicating on the respective roles of the Commission departments responsible for resolving problems and conflicts	2018, p. 17	
43	R1.2017 (2017-R1)	Professionalise staff management	2017, p. 24	Repeated as R1.2018 (2018-R1)
42	R2.2017 (2017-R2)	Return to work	2017, p. 25	
41	R3.2017 (2017-R3)	Clearer information on procedures relating to underperformance and establishment of officials	2017, p. 26	Repetition/overlap of R3.2012?
40	R4.2017 (2017-R4)	Deadline for replies and clarity of the information provided on statutory rights and obligations	2017, p. 27	
39	R1.2016 (2.1)	Communication between management and staff	2016, p. 15	
38	R2.2016 (2.2)	Middle management training for conflict management	2016, p. 16	Repetition/overlap of R3.2015?
37	R3.2016 (2.3)	Diversification of skills and ensuring back-up in all cases	2016, p. 17	
36	R4.2016 (2.4)	More comprehensive and accessible information on rights and obligations	2016, p. 18	
35	R1.2015	A need for support when people are re-assigned following the withdrawal of posts	2015, p. 15	
34	R2.2015	The usefulness of clarifications regarding the post of deputy head of unit	2015, p. 15	
33	R3.2015	Recommendation regarding staff with significant difficulties in integrating into their teams	2015, p. 15	Repeated/overlap as R2.2016 (2.2)?
32	R1.2014	Coordination and follow-up of the implementation of the Mediation Service's general recommendations.	2014, p. 11	
31	R2.2014	Rapid conflict resolution.	2014, p. 11	
30	R3.2014	Discussion on the need to introduce guidelines concerning the situation of officials under internal investigation followed, possibly, by legal proceedings.	2014, p. 12	
29	R4.2014	Recognition of a serious illness: need for more detailed information for the people concerned if recognition is refused.	2014, p. 12	
28	R5.2014	Analysis of the implementation of the pension scheme from the point of view of redemption of the pension rights accumulated during the time spent as an auxiliary staff member, application of the minimum subsistence amount and transfer of pension rights.	2014, p. 13	
27	R6.2014	Need to take account of the special features of certain departments, for instance the Joint Research Centres (JRC), in terms of the instruments made available to staff.	2014, p. 13	
26	R1.2013	Follow-up to 2012 general recommendations.	Title only, 2014, p. 21	R1.2014
25	R2.2013	Support for change.	Title only, 2014, p. 21	R1.2014
24	R3.2013	Targeted training of middle management.	Title only, 2014, p. 21	R1.2014
23	R4.2013	Introduction of an independent helpdesk : 'Management problems'.	Title only, 2014, p. 21	R1.2014
22	R1.2012	Values, ethics and staff conduct.	Title only, 2014, p. 21	R1.2014; R1.2013

21	R2.2012	The probationary period prior to appointment as an official.	Title only, 2014, p. 21	R1.2014; R1.2013 Repeated as R1.2019 (2019-R1)
20	R3.2012	Unsatisfactory performance.	Title only, 2014, p. 21	R1.2014; R1.2013 Repeated/overlap as R3.2017 (2017-R3)?
19	R4.2012	Application of the principles of good administration and duty of care by the services in charge of resources.	Title only, 2014, p. 21	R1.2014; R1.2013
18	R5.2012	Management of sites outside Brussels based on specificities.	Title only, 2014, p. 21	R1.2014; R1.2013
17	R6.2012	Information on rights and obligations.	Title only, 2014, p. 21	R1.2014; R1.2013
16	R7.2012	Improving tools to ensure zero tolerance of acts that undermine human dignity.	Title only, 2014, p. 21	R1.2014; R1.2013 Repetition of R4.2011
15	R8.2012	Raising management awareness.	Title only, 2014, p. 21	R1.2014; R1.2013
14	R1.2011	Improve information tools on statutory rights and obligations – encourage their systematic use.	Title only, 2014, p. 21	
13	R2.2011	Better supervision when establishing or changing statutory rights.	Title only, 2014, p. 21	
12	R3.2011	Access to the Civil Service Tribunal (CST).	Title only, 2014, p. 21	
11	R4.2011	Need to improve tools to ensure zero tolerance of acts that undermine human dignity.	Title only, 2014, p. 21	Repeated as R7.2012
10	R5.2011	Raising awareness among heads of unit.	Title only, 2014, p. 21	
9	R1.2010	Mobility support mechanism.	Title only, 2014, p. 20	
8	R2.2010	Change of place of origin.	Title only, 2014, p. 20	
7	R3.2010	Obligation to state reasons in the event of dismissal.	Title only, 2014, p. 20	
6	R1.2009	PMO services.	Title only, 2014, p. 20	
5	R2.2009	The 'over 50s'.	Title only, 2014, p. 20	
4	R3.2009	The status of grant-holders in the Joint Research Centre (JRC).	Title only, 2014, p. 20	
3	R1.2008	Fast-tracking mobility.	Title only, 2014, p. 20	
2	R2.2008	Change of function group for contract staff.	Title only, 2014, p. 20	
1	R3.2008	Drafting of guidelines for the application of Article 24 of the Staff Regulations .	Title only, 2014, p. 20	