



European
Commission

Management Plan 2024

Directorate-General for Communications
Networks, Content and Technology

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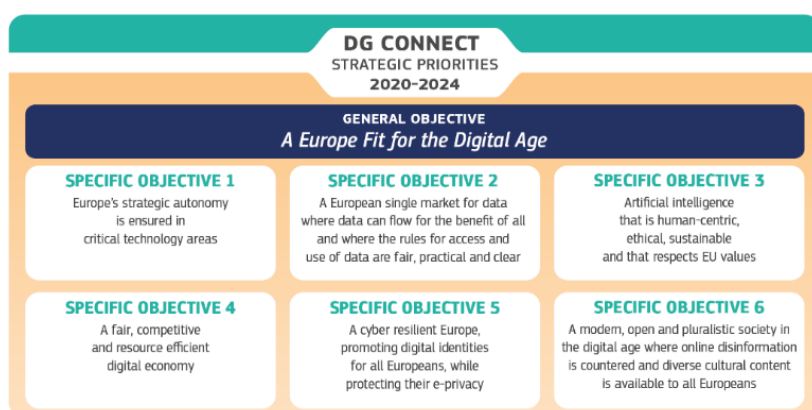
Introduction


The Directorate-General for Communications Networks, Content and Technology (CONNECT) supports the digital transformation of the Union's economy and society, fosters the internal market, and makes Europe fit for the digital age. To achieve these goals, we work in close cooperation with DG Internal Market, Industry, Entrepreneurship and SMEs (GROW) and DG Defence Industry and Space (DEFIS), which are all under the lead of the Commissioner for the Internal Market, Thierry Breton.

We pursue the Commission's general objective of achieving '**a Europe fit for the digital age**' through legislation, policy initiatives, eco-system building and by investing in the research, innovation, deployment and uptake of trustworthy, green digital technologies. The **Digital Decade Policy Programme**, the first digital strategy agreed with Member States, includes clear objectives and targets and aims at shaping a successful digital transformation to empower a more digitally sovereign, resilient and competitive EU, putting people at the centre. CONNECT will also work with Member States on the risk assessments on critical technologies set out in the **Economic Security Strategy**, and propose and implement the appropriate measures to address the risks identified.


CONNECT will continue to support the implementation of the **Recovery and Resilience Facility** of NextGenerationEU and, hence, make sure that digital, which represents 26% of total allocation in the Member States' recovery plans, contributes to recovery and long-term prosperity. Furthermore, CONNECT, also fosters the digital transition through the **Digital Europe**, the **Horizon Europe**, and the **Connecting Europe Facility – Digital** programmes.

As set in the 2020-2024 Strategic Plan, CONNECT focuses its activities on the general objective 'a Europe fit for the digital age' through six specific objectives:




To achieve these objectives and realise the vision of an autonomous, secure, free, and human-centred digital society, CONNECT will deliver important new initiatives which are set out in the 2024 Commission work programme ⁽¹⁾, namely the  initiative to open European supercomputer capacity to ethical and responsible artificial intelligence start-ups

⁽¹⁾ The  icon indicates initiatives featured in the 2024 Commission work programme.

and  prepare the ground for possible policy and regulatory actions regarding digital networks and infrastructure. The DG will also continue to work with the European Parliament and the Council to have the pending legislative proposals adopted by the co-legislators.

CONNECT will implement the **Digital Services Act** ensuring that the very large online platforms and very large online search engines take action to tackle illegal/harmful content and uphold user's fundamental rights, such as freedom of expression and media pluralism. For the other platforms and online search engines, we will work closely with Member States' Digital Services Coordinators to achieve consistency in the application of the Regulation and guarantee the entities established in their respective territories also abide by the rules of the Regulation.

Together with DG Competition, CONNECT will implement the **Digital Markets Act** to ensure fair and open platform economy by requiring designated gatekeepers to comply with specific obligations and prohibitions in order to preserve and facilitate fair and contestable markets in the digital sector.

CONNECT is preparing a plan to simplify and rationalise the reporting requirements and reduce related burden on businesses and/or national administrations, without undermining the policy objectives. The plan will include a list of concrete measures planned for 2024 and beyond to progress towards the goal of 25% reduction of such burden. These measures will add to the  revision of Commission Implementing Regulation 2020/1070 on specifying the characteristics of small-area wireless access points with the objective of reducing the frequency of reports on its application.

CONNECT will continue to monitor the flood of online disinformation related to the Russian war of aggression against Ukraine.

CONNECT **external communication** aims to keep growing and diversifying audiences while deepening interest and understanding of CONNECT topics, leveraging various channels such as the multilingual digital strategy website, DigitalEU social media, the spokesperson service, the Commission's representations, and influencers from selected Member States. Announcement-driven communication will cover expected adoption in 2024 of important CONNECT proposals, such as Artificial Intelligence (AI) Act, European Digital Identity Wallet, data, and European Media Freedom Act, as well as developments in the enforcement of the platforms' regulations (Digital Services Act and Digital Markets Act). Through awareness-raising communication CONNECT will promote and explain their policies in fields of interest of their audiences such as AI and platforms' regulation, eWallet, media freedom and pluralism, cybersecurity and supercomputing. They will aim at audiences beyond immediate stakeholders, teaming up with partners such as Commission Representations and influencers and leveraging communication contexts existing in various Member States, such as relevant events.

PART 1. Delivering on the Commission’s priorities: main outputs for 2024

General Objective: A Europe fit for the Digital Age

To help make ‘a Europe fit for the digital age’, CONNECT will continue to support the implementation of the **Digital Decade Policy Programme**, which provides a common and comprehensive vision for EU’s digital transformation by 2030, with objectives, targets, and a robust cooperation mechanism to collectively achieve them, taking into account the **European Declaration on Digital Rights and Principles**.

The second annual **Report on the state of the Digital Decade** will take stock of the progress made by the EU and Member States, monitored notably by the digital economy and society index for the digital targets, and recommend actions including per Member States where needed.

CONNECT will continue to ensure efficient handling of infringements and complaints within its remit. CONNECT will carry out a stock taking exercise on the monitoring of the application of EU law in Member States in the first half of 2024.



To support the implementation of its policies and reach its objectives, CONNECT will use several funding programmes that cover the different aspects of the digital transformation:

- **Digital Europe Programme** with a total budget of EUR 420.06 million for 2024 to reinforce EU critical digital capacities in six key areas: (i) supercomputing, (ii) artificial intelligence, (iii) cybersecurity, (iv) advanced digital skills, (v) ensuring a wide use of digital technologies across the economy and society, including through digital innovation hubs, and (vi) the new strategic objective on chips. Two sets of calls for proposals will be launched ⁽²⁾ in 2024.
- **Connecting Europe Facility – Digital** with a total budget of EUR 87.12 million for 2024 to support investment in secure connectivity and more specifically in resilient and redundant backbone and state of the art 5G network infrastructures, strengthening EU sovereignty and contributing to the gigabit and 5G targets for 2030 and the strategic autonomy of the Union.

⁽²⁾ Refers to the part of the programme under CONNECT’s and HaDEA’s management.

- **Horizon Europe Framework Programme for research and Innovation** with a budget managed by CONNECT amounting to of EUR 733.41 million for 2024 with the objective of financing research and innovation activities in all strategic digital areas to develop European technologies all along the digital supply chain: processors and semiconductors, photonics, internet of things, edge computing, advanced computing and quantum, 6G, artificial intelligence/data/robotics, and next-generation internet.
- **Creative Europe - MEDIA and cross-sectoral** strands with a total budget of EUR 203.11 million for 2024 to support the audio-visual and news media sectors for the creation, cross-border circulation, and developing audiences of high-quality European films, television programmes and video games. It also supports news media freedom and pluralism.

CONNECT also plays an important role in the implementation of the **Recovery and Resilience Facility**, which is the largest instrument under NextGenerationEU. EUR 130 billion in the national Recovery and Resilience Plans have been earmarked for digital, representing 26% of total recovery and resilience plans allocation in these Member States and going beyond the 20% target. CONNECT is involved in the assessment of the implementation of the plans and their amendments, in particular for measures addressing the digital transformation.

<p style="text-align: center;">Specific objective 1</p> <p style="text-align: center;">Europe’s strategic autonomy is ensured in critical technology areas</p>	<p>Related to spending programmes: Horizon Europe, Digital Europe, Connecting Europe Facility – Digital</p>
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Our Union’s strategic autonomy can only be reached by investing in the research and the development of the technologies of the future and by deploying the means that will enable their uptake.


Building on significant developments, CONNECT, together with the European High Performance Computing Joint Undertaking (EuroHPC JU), will continue the **work to further unleash the potentials of supercomputers** by inaugurating JUPITER, the first exascale European supercomputer ⁽³⁾. This machine will enable e.g., the development of high-precision models of complex systems for climate change modelling and sustainable energy production. It will also lay down the foundations of EU strategic autonomy in supercomputing, chip technologies, and computing infrastructures. With the EuroHPC JU, CONNECT will also work on the planned deployment of a second exascale supercomputer and additional mid-range supercomputers ⁽⁴⁾, increasing the Union’s computer capacity at least by a factor of four.



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⁽³⁾ Capable of more than one billion billion calculations per second.

⁽⁴⁾ In Ireland, Greece, Hungary, Poland, and Sweden.

Moreover, the power of supercomputers can make the most out of artificial intelligence (AI). In order to make them available for European AI start-ups, CONNECT will propose the Council Regulation which established the EuroHPC JU to be amended to  **open up AI-dedicated supercomputers activities** to train large AI foundation models, create a new access mode for AI start-ups and the wider scientific community, and foster the development of dedicated AI applications optimized to run on EuroHPC supercomputers.

Quantum technology brings research and deployment together. With the integration of six new quantum computers into the EuroHPC supercomputers in the course of 2024, the objective of having the **first computers with quantum acceleration** by 2025 is within reach.

Meanwhile, the **quantum technologies flagship** will continue to conduct world-leading research in quantum technologies (from computing to sensing, and from communication to simulation), including on the most promising quantum computing platforms. It will support the development of commercial applications bringing quantum technologies from lab to market.

The **European quantum communication infrastructure (EuroQCI)**, which is being integrated into the Union Secure Connectivity Programme (IRIS²), will progressively deploy the latest quantum-enhanced encryption techniques to enable public administrations to transmit and store information and data very securely, and safeguard critical infrastructures like hospitals and energy. In 2024 a call for proposals under the *Connecting Europe Facility – Digital* will target the deployment of first cross-border links between the national quantum communication networks, which are being set up as well as the deployment of optical ground stations in Member States for interconnecting with the space segment of EuroQCI.

The European Chips Act enhances the EU's strategic autonomy for semiconductors. CONNECT will finalise the delegated act on the design centres of excellence and the implementing acts on the application for integrated production facilities and open EU foundries, and on priority-rated orders. In addition, CONNECT will work with the new Chips Joint Undertaking (Chips JU) on the implementation of the **Chips for Europe Initiative**.

Another area in which CONNECT will continue to work with the Chips JU is the **support of a European automotive hardware platform** and an open European software-defined vehicle ecosystem helping to reduce software development complexity and ensure a level playing field for automotive hardware and data-driven cloud-edge applications.

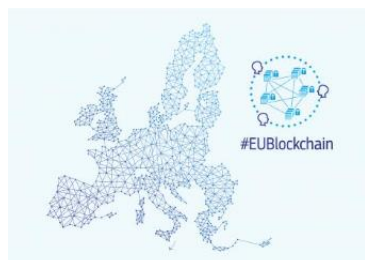
Another important aspect of the concept of open strategic autonomy is connectivity. CONNECT will work with the Smart Network and Services Joint Undertaking (SNS JU) with the mission of **fostering Europe's technology sovereignty on 6G and boosting 5G deployment in the Union**. Calls for proposals will be launched to complement the 27 new research, innovation, and trial projects starting in 2024.

Ensuring that critical connectivity infrastructures are secure and resilient is essential in our times. Following the Council Recommendation on a Union-wide coordinated approach to strengthen the resilience of critical infrastructure and the studies on the resilience of submarine cable infrastructure, CONNECT will continue to reinforce the financing of **submarine cable infrastructure for intra-EU and international connectivity**, including through use of the *Connecting Europe Facility – Digital* and the digital Global Gateways.

Destination Earth develops a high-precision digital model of the planet that will help Europe tackle the green and digital transition. In 2024, the first pre-operational version of the system will be launched, with the three main components: core platform, data lake and the first two thematic digital twins (extreme natural disasters, climate change adaptation).

With the help of interested Member States, CONNECT will support the launch of the 1st European digital infrastructure consortium on interconnected **local digital twins**, towards the ‘Citiverse’ that aims at achieving economies of scale for joint digital infrastructure and facilitating investment in new solutions for cities and communities. To support smart communities to fully benefit from the potential of data and artificial intelligence, CONNECT will release the first smart communities’ dataspace pilot projects and put in place a local digital toolbox. In line with the EU strategy on standardisation, CONNECT will propose the first International Telecommunication Union Study Group 20 ‘Recommendation on Local Digital Twins based on the European Interoperability Framework for Smart Cities and Communities framework’ and the minimum interoperability mechanism.

With the mission of building the technologies of the internet of tomorrow, the **Next Generation Internet** (NGI) initiative is the main European programme for open source/digital commons internet technologies. Reflecting the ‘An EU initiative on Web 4.0 and virtual worlds: a head start in the next technological transition’ commitment to support open-source innovation for web 4.0, NGI will focus its activities on the technologies required for the transition. Seven new projects will be launched, including a fund in the area of digital commons, to support talented innovators working on a broad range of open-source internet technologies.



In the field of **distributed ledger technologies (or blockchain)** and applications, CONNECT will work on the establishment of the European Digital Infrastructure Consortium on blockchain service. This network of blockchain nodes will allow the deployment of trusted public services in line with the European Digital Identity Wallet. Together with the European Blockchain Observatory and Forum CONNECT will continue its work on the pan-European blockchain regulatory sandbox to establish a dialogue between innovative blockchain projects and regulatory authorities.

The relevant performance table can be found in the [Annex](#) (page 28).

The **data spaces support centre** (dssc.eu), funded through *Digital Europe*, will facilitate the interoperability of data sharing across sectors and contribute to the work of the European Data Innovation Board in drafting guidelines for the deployment of data spaces.

CONNECT will deliver a minimum viable product of **SIMPL-Open, the smart middleware platform** that will allow stakeholders within a data ecosystem (such as a data space) to collaborate in a trusted manner, facilitating the **emergence of a European cloud federation**. This will be complemented by preparatory studies for its further development, and deployment in the context of several data spaces.

CONNECT will inaugurate the **EU node of the European Open Science Cloud**, an open digital infrastructure providing data, tools and services for the entire research life cycle for promoting open science and large-scale interdisciplinary scientific cooperation in Europe.

To implement the Digital Decade Policy Programme multi-country projects, the **European digital infrastructure consortia (EDIC)** were created. Their aim is to facilitate the achievement of projects objectives and of the 2030 digital targets. CONNECT will support the establishment of the **ALT-EDIC, focused on large language models** (LLMs). Along with the European language data space, it will create an ecosystem around LLMs, providing essential data, and supporting the deployment of European LLMs customized to the unique linguistic and cultural diversity of Europe. Member States are also actively collaborating in the mobility & logistics data EDIC with innovative use cases for mobility and logistics.

The Digital Decade Policy Programme 2030 includes the target of providing 100% of EU citizens with access to their **electronic health records** by 2030. Based on a comprehensive monitoring framework for reporting on the advancement towards achieving the eHealth target, CONNECT will publish the results of the annual data collection exercise on electronic health records in EU Member States in 2024

Through the research and innovation initiative under *Horizon Europe*, CONNECT will continue to **support data analytics, data access and sharing of technologies** through large scale pilots emerging from the digital research and innovation projects in close collaboration with the AI Data and Robotics Association. For instance, the European federation for cancer images (EUCAIM) project will make large amounts of cancer images and linked clinical data easily accessible to European clinicians, researchers and innovators and support the goals of the European health data space. The platform will be populated with data from the consortium participants and the prototype for artificial intelligence training methods will be available within the platform.

The relevant performance table can be found in the [Annex](#) (page 30).

Specific objective 3

Artificial intelligence that is human-centric, ethical, sustainable and that respects EU values

Related to spending programmes:
Horizon Europe, Digital Europe

Building a digital transformation that is human centric, empowers people, reinforces societies, and contributes to the green transition is at the heart of the Digital Decade Policy Programme. The declaration on digital rights and principles, which is fully associated to the policy programme, also includes some clear commitments to ensure that artificial intelligence (AI) is at the service of people and increase their well-being while respecting their freedom of choice.



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Following the political agreement on a **regulatory framework for artificial intelligence (Artificial Intelligence Act)**, CONNECT will prepare the establishment of the AI Office. The DG will adopt a revised mandate for the artificial intelligence standardisation request and will follow closely the progress made by standardisation bodies.

The **European Partnership on Artificial Intelligence, Data and Robotics** will present an updated joint strategic research, innovation and deployment agenda around six ‘big tickets’ on artificial intelligence, data and robotics. Furthermore, we will invest in additional networks of artificial intelligence excellence centres. The **European artificial intelligence on demand platform** will, under *Digital Europe*, extend its offer to public administrations and industry (including small and medium-sized enterprises and startups) and support the uptake of artificial intelligence technologies by low tech users. The **testing and experimentation facilities** will start offering services to European innovators, including access to data spaces and high-performance computing/cloud infrastructure to test artificial intelligence technology.

In the field of **generative AI**, CONNECT will select *Horizon Europe* initiatives to advance research in new large AI models with expanded capabilities, leading to broader application potential. Additionally, *Digital Europe* initiative will make available a high-performing, open-source European foundation model for fine-tuning. To support start-ups, a European Innovation Council accelerator challenge will offer grants and equity to support the development of language and multimodal foundation models that go beyond the current state of the art. In addition, the large AI grand challenge launched in November 2023 will announce its winners rewarding innovative generative AI start-ups.

In the field of **robotics**, CONNECT will provide a comprehensive roadmap and detailed implementation guidelines, covering both technical and non-technical dimensions under the robotics strategy.

CONNECT will develop a new **Commission Communication on a new global framework for AI for startups**, packaged with the initiative to open up European supercomputer capacity to ethical and responsible artificial intelligence start-ups (see specific objective 1).

CONNECT will promote **common guardrails for generative AI and advanced general-purpose AI models** which bring about new societal challenges under the G7 ‘Hiroshima’ process, the Trade and Technology Council working groups with the United States of America, Japan and India.

The relevant performance table can be found in the [Annex](#) (page 31).

<p style="text-align: center;">Specific objective 4 A fair, competitive and resource efficient digital economy</p>	<p>Related to spending programmes: Horizon Europe, Digital Europe, Connecting Europe Facility – Digital</p>
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Achieving a fair, competitive and resource efficient digital economy requires acting in a wide range of areas. From ensuring that the Union has an environmentally friendly digital infrastructure, passing by monitoring the compliance of platforms and search engines with European Union’s rules, to ensuring that citizens have the necessary skills to take most of the opportunities brought by the digital economy. CONNECT continues its work to reach that objective.

With the entering into force of the **Digital Services Act** in 2022 and its applicability in 2023, CONNECT has the competence to supervise the systems that very large online platforms (VLOPs) and very large online search engines (VLOSEs) put into place to tackle illegal/harmful content and uphold user’s fundamental rights, such as freedom of expression and media pluralism. To ensure proper enforcement, a wide range of investigatory and supervisory powers was attributed to CONNECT. Working closely with the newly established **European Centre for Algorithmic Transparency**, hosted by the Joint



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Research Centre (which will assist CONNECT with scientific and technical expertise), the DG will monitor and enforce the Digital Services Act and take, where necessary, enforcement actions against VLOPs and VLOSEs.

The Digital Services Act requires Member States to set-up independent authorities – the **Digital Services Coordinators** – for supervising and ensuring compliance with the Digital Services Act’s rules of the platforms and online search engines established on their territory. To achieve a consistent application and to contribute to guidelines and analysis on matters covered by the Regulation, the Commission and these different independent authorities will gather on the **European Board for Digital Services**. CONNECT shall host, chair, and provide administrative and analytical support for the Board, which should be operational from 17 February 2024.


Another important piece of legislation that entered into force in 2023 is the **Digital Markets Act**, which aims to ensure fair and open platform economy in the Union by requiring designated gatekeepers to comply with specific obligations and prohibitions in order to preserve and facilitate fair and contestable markets in the digital sector. Together with DG Competition, CONNECT will continue to build up expertise and knowledge in this

respect, and launch enforcement actions, where and if necessary to ensure effective compliance, especially in the case of the gatekeepers designated in September 2023.

Mobile communications are a strategic driver for today's digital economy. EU population coverage with basic 5G stands at 81% but performance of 5G connectivity is mainly limited because current network deployments do not use all three 5G pioneer spectrum bands. CONNECT will take action to tackle these shortcomings with the objective to achieve the digital decade infrastructure and connectivity targets. In the area of **5G spectrum**, CONNECT will prepare an amendment of the Commission Implementing Regulation on small cells and two Commission Implementing Decisions, namely on the harmonisation of the '42 GHz' frequency band, and on harmonised conditions for the use of radio spectrum for mobile communication services on board vessels. Concerning the unlicensed spectrum, a Commission Implementing Decision on the harmonisation of radio spectrum for equipment using ultra-wideband technology in the Union is envisaged.

The launch of the **5G corridors for connected and automated mobility** multicountry project will accelerate the pan-European deployment of uninterrupted 5G connectivity infrastructures along main European roads, rails, and waterways. This will add to the projects that will be selected for the deployment of large-scale 5G corridors funded by the *Connecting Europe Facility – Digital*.

The **Gigabit Infrastructure Act** aims to contribute to foster investments by reducing costs and time needed for deploying very high-capacity networks. The proposed measures promote the re-use of existing physical infrastructure and greater coordination of civil works as well as the deployment of more environmentally efficient technologies, such as fibre and 5G, thereby reducing the environmental impact of electronic communications works. CONNECT will continue to support the negotiation process with co-legislators with a view of the adoption of the act early in 2024.

An exploratory consultation on the **future of the electronic communications sector and its infrastructure** confirmed the importance of new technological developments for the future of the connectivity sector and more broadly for fostering the European economy. It showed that, despite progress made in creating a digital single market, fragmentation still exists.  CONNECT will prepare the ground for possible policy and regulatory actions regarding digital networks and infrastructure which will assess how cross-border infrastructure operators could be facilitated, deployment of technologies accelerated and more investment attracted.

For the functioning of the European electronic communications market the proper transposition of **Directive (EU) 2018/1972 establishing the European Electronic Communications Code** are essential. CONNECT has started to perform the completeness and compliance checks of the national laws and will continue to work on complaints related to the implementation of the regulatory framework. CONNECT will continue to actively support non-EU Member States to join the **roam-like-at-home area**, with Ukraine being most advanced.

CONNECT will continue to work with DG Energy on several actions to implement **innovative digital solutions to achieve a smarter and interactive electricity grid**, to boost data sharing and to promote investments in digital electricity infrastructure. Following the 2023 blueprint, CONNECT will support the deployment of a common European reference framework, empowering consumers with user-friendly energy-saving tools and strengthening grid stability. Several projects funded under *Horizon Europe* address the growing concern over the **environmental impact of artificial intelligence** (AI). One AI Excellence Centre is focusing on expediting green transitions via advanced edge AI technologies, while another seeks to minimise the energy demands of computational processes. Two new projects aim to develop more efficient, data-sparing AI models.

CONNECT will work on the implementation of the ten actions set out in the 2023 Commission strategy '**An EU initiative on Web 4.0 and virtual worlds: a head start in the next technological transition**', which steers the next technological transition and ensure an open, secure, trustworthy, fair and inclusive digital environment for EU citizens, businesses and public administrations. In this context, CONNECT will also work on devising governance options that would support open and interoperable virtual worlds, including exploring the creation of a technical multi-stakeholder forum to address certain aspects of virtual worlds and web 4.0 beyond the remit of existing internet governance bodies.

CONNECT will continue managing the **network of European digital innovation hubs (EDIH)**, to support small and medium-sized enterprises (SME) and the public sector in their digital transformation. In 2024 we expect the EDIHs to impact the digital maturity of SMEs more than ever before. Furthermore, we will monitor the implementation of measures for the digitalisation of businesses launched by the Member States.

The digital economy cannot properly function without citizens with **digital education and skills**. CONNECT will (1) support specialised education programmes to build up advanced digital skills in key digital areas, as well as interdisciplinary programmes consisting of advanced green digital skills, and advanced digital skills for government and public sectors; (2) support initiatives targeting the younger generation such as the EU Code Week; (3) provide insight to the gender gap in the ICT professions, set up a network of expertise and community of stakeholders, and follow up on the 2019 Ministerial Declaration on women in digital, (4) continue supporting the digital skills and jobs coalition.



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CONNECT will work with other services and with Member States to ensure a strong and coherent approach and involvement in the **global internet governance**. In line with the 2023 Council conclusions on EU digital diplomacy, CONNECT will reinforce coordination with EU Member States to strengthen their representation in key multistakeholder fora. CONNECT will also continue promoting the European human centric digital policy in multilateral fora. Together with DG International Partnerships and the European External Action Service, CONNECT will continue supporting the work of the new UN Technology

Envoy Office, responsible for the implementation of the UN Secretary-General’s roadmap for digital cooperation and the global digital compact.

In relation to EU’s **global digital relations**, the Trade and Technology Councils with the United States of America and India as well and the Digital Partnerships with Japan, the Republic of Korea, Singapore and Canada are well established. A number of high-level meetings and actions are planned, including cooperation (technology, regulatory convergence, international coordination) on key areas, such as the EU wallet, semiconductors, artificial intelligence, and cybersecurity. In this area and in the field of cyber resilience, the transatlantic cooperation will be further strengthened through the implementation of the joint cybersafe product action plan. Cyber dialogues with Ukraine, Japan, Republic of Korea, India and Brazil and the UK are planned. Still in the field of cybersecurity, the DG will work with the North Atlantic Treaty Organisation in different areas, among others, the protection of critical infrastructure, situational awareness, crisis response, and standardisation and certification.

The relevant performance table can be found in the [Annex](#) (page 32).

Specific objective 5 A cyber resilient Europe, promoting digital identities for all Europeans, while protecting their e-privacy	Related to spending programmes: Horizon Europe, Digital Europe
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One key element for ‘a Europe fit for the digital age’ is cybersecurity. Without a resilient, secure, and trustworthy digital space the digital transformation is not possible. CONNECT will continue to work on making the Union cyber resilient.

A first stream of action will be closing the negotiations with the European Parliament and the Council to enable the adoption of important legislative proposals, namely:

- the **Cyber Solidarity Act**, which will provide a legal framework for the European cyber shield, consisting of a network of cross-border and national security operations centres, as well as a cybersecurity emergency fund supporting actions on cyber preparedness, intervention on cyber incidents and mutual assistance between Member States.
- the **Cyber Resilience Act**, which is expected to play a key role in strengthening supply chain security by mandating cybersecurity by design and by default for hardware and software accessing the European market, by guaranteeing cybersecurity obligations throughout the lifecycle of products, by helping to shape a culture of cybersecurity, and by strengthening the cybersecurity of critical infrastructure, companies and consumers.
- the **amendment of the Cybersecurity Act**, to enable the adoption of European cybersecurity certification schemes for managed security services.

CONNECT will continue supporting the legislator to advance on the 2017 proposal for a Regulation on Privacy and Electronic Communications, aiming to modernise the **ePrivacy Directive** 2002/58/EC and to address new challenges such as cookie banner fatigue.

The Commission will finalise the act implementing the **cloud security certification scheme**, currently under preparation by the European Union Cybersecurity Agency.

CONNECT will continue to work with the High Representative of the Union for Foreign Affairs and Security Policy (HRVP), Member States, and relevant civil and military bodies and networks, to assess cybersecurity risks, as well as supply chain risks, building on the analysis carried out in relation to the electricity and telecommunications sectors, as well as the connectivity infrastructure. CONNECT, together with other Commission services, will continue to work with the relevant stakeholders and Member States to ensure the effective implementation of the **EU Policy on Cyber Defence**. This joint policy of the Commission and the HRPV calls for investments in full-spectrum cyber defence capabilities. It aims to strengthen coordination and cooperation between the EU military and civilian cyber communities, enhance cooperation with private sector, ensure an efficient cyber crisis management within the Union, reduce the strategic dependencies in critical cyber technologies, strengthen the European defence technological industrial base, and stimulate training, attracting and retaining cyber talents.



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CONNECT will continue to contribute to the development of the EU's framework for **cybersecurity crisis management**, in particular through cooperation with other relevant Commission services and EU institutions bodies and agencies in the cyber crisis task force, and with Member States authorities in the EU-CyCLONE network. CONNECT will coordinate the preparation of cybersecurity input for the integrated situational awareness and analysis reports as part of the integrated political crisis response mechanism.

CONNECT will increase outreach activities and provide assistance to Member States to ensure the transposition, by 17 October 2024, of Directive (EU) 2022/2555 (NIS2 Directive). *Digital Europe* supports the implementation of the NIS2 Directive, by funding e.g., a single-entry point for the reporting of cybersecurity incidents in the framework of the Directive. CONNECT will prepare implementing acts concerning **cybersecurity risk-management measures** and define the threshold defining a significant incident for a number of entities from the digital infrastructure and information and communication technology service management sectors. To prepare these acts, CONNECT will work together with the Member States in the NIS Cooperation Group.

CONNECT will conduct a **review of the 2019 Cybersecurity Act**, widely consulting relevant stakeholders, which may result in proposals for updating the mandate of ENISA and the certification framework.

The **European Cybersecurity Industrial, Technology and Research Competence Centre** (ECCC) will become fully responsible for managing most of the Cybersecurity strategic objective of *Digital Europe* and the cybersecurity destination of *Horizon Europe*.

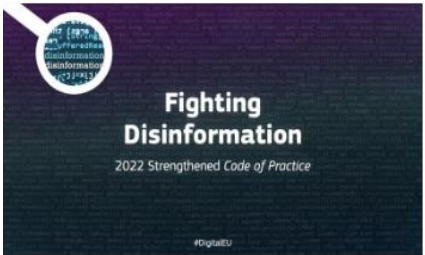
The **European Digital Identity Regulation** is expected to be adopted in the first half of 2024. With this initiative, EU citizens, residents and businesses will be able to prove their identity and share electronic documents from their EU Digital Identity Wallets with the click of a button on their phone. This will be able for example to access online services with their national digital identification, which will be recognised throughout Europe. CONNECT will continue to support Member States in preparing for the deployment of the EU Digital Identity Wallets, e.g., by **publishing the common EU toolbox** providing a minimum viable product of the wallet prototype, launching a *Digital Europe* call for pilots testing the wallet in everyday use cases and adopting implementing acts, e.g., on wallet functionalities and certification.

The relevant performance table can be found in the [Annex](#) (page 34).

<p style="text-align: center;">Specific objective 6</p> <p style="text-align: center;">A modern, open and pluralistic society in the digital age where online disinformation is countered and diverse cultural content is available to all Europeans</p>	<p>Related to spending programmes: Horizon Europe, Creative Europe - Media</p>
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Online disinformation poses serious risks to our societies as it impedes the ability to make informed decisions and erodes trust in institutions and media. Disinformation also poses serious risks to democracies, especially in election periods. For the fight against disinformation to achieve the broadest results, CONNECT collaborates with other Commission services such as DG Justice and Consumers and DG Communications, the European External Action Service, and with partners such as the United Nation, G7, the North Atlantic Treaty Organisation, and the Trade and Technology Council.

The very large online platforms and search engines designated by the Commission under the Digital Services Act are obliged to assess and mitigate the risks stemming from their services, including on disinformation. As a mitigation measure, the Digital Services Act provides for the possibility for the relevant industry and stakeholders to develop codes of conduct. In this regard, CONNECT will oversee the **transformation of the current code of practice on disinformation into a code of conduct under the Digital Services Act**. In the meantime,



CONNECT will continue to monitor the implementation of the 2022 Code of Practice on Disinformation and chair the code’s permanent taskforce. The taskforce’s focus will be on devising concrete actions by the signatories to protect EU elections from disinformation and develop strong actions to crisis situations such as the Russian war of aggression against Ukraine and the Hamas terrorist attacks on Israel.

CONNECT will continue to support the **European Digital Media Observatory** (EDMO) with its hubs, which play a pivotal role in detecting, analysing, and exposing disinformation. These activities are crucial for collecting evidence of disinformation campaigns on online platforms and provide relevant insight. Additionally, EDMO prepares media literacy

campaigns tailored to local needs and supports monitoring the actions taken by platforms against disinformation.

The DG will also strengthen societal resilience against disinformation and critical thinking, by funding **media literacy projects** under *Creative Europe - MEDIA* and the media literacy expert group which brings together national experts to discuss and exchange best practices. Through *Horizon Europe*, CONNECT will support the development of artificial intelligence-based tools which assist media professionals and citizens in assessing the veracity of online content as part of the fight against disinformation.

Another way through which CONNECT works towards achieving an open and pluralistic society with diverse cultural content to Europeans is by safeguarding the integrity of the internal market for media services, by helping to improve media freedom and pluralism and by strengthening the rule of law and democratic standards. For this, the DG will work with the co-legislators towards the adoption of the **European Media Freedom Act** Regulation and, after that, support national media regulators to create the European Board for Media Services and to strengthen cooperation at EU level, including against foreign propaganda, and to help implement the new rules.

CONNECT will continue monitoring the implementation of the **Audiovisual Media Services Directive** and will coordinate the media freedom and pluralism part of the 2024 annual rule of law report.

CONNECT will follow up on the independent study on the application by Member States of the **Recommendation on safety of journalists** and will manage a number of pilot projects and preparatory actions to support media freedom and pluralism, with special attention to support exiled independent journalists.

Creative Europe will undergo a mid-term evaluation, co-managed by CONNECT and DG Education, Youth, Sport and Culture, which feed into the continuous adaptation of the programme and into the design of the successor programme. Key issues to be addressed



are the digital transformation of audiovisual and media sectors and how to enable the European industry to be more competitive. Virtual worlds are a new priority under *Creative Europe* together with other transformative technologies such as artificial intelligence. The *Creative*

Europe - cross-sectoral strand will provide crucial support to partnerships between news media outlets across borders, monitoring media freedom and strengthening media literacy, for approximate EUR 14 million per year. Support is also given to innovation through the creative innovation lab, for around EUR 5 million.

Key actions of the media and audiovisual action plan for 2024 include **MedialInvest** - an equity investment platform aiming to leverage EUR 400 million. Following the signature of the first agreements in 2023, the objective will be to bring further deals to fruition.

CONNECT will continue to support the availability and access to **European news content** through its multimedia actions budget line, to provide citizens with information about

European issues from pan-European points of view. Calls will be fully opened to competition in order to adapt to new consumer trends and so that more medias could benefit from that funding.

A **diverse audiovisual market** can only be achieved by ensuring that the rights of creators are properly ensured. CONNECT will continue its activities on this field namely by:

- monitoring the implementation of the 2023 Commission Recommendation on combatting online piracy of sports and other live events.
- working on the follow-up on the judgment of the European Court of Justice in case C-265/19 concerning the remuneration of third countries music performers and producers, taking account of the outcome of a targeted consultation.
- examining the contractual practices affecting the transfer of copyright and related rights and the creators and producers' ability to exploit their rights.
- monitoring the implementation of the Directive on copyright in the digital single market and the Directive on online television and radio programmes.
- participating and driving forward the copyright negotiations in the framework of World Intellectual Property Organisation, in particular regarding the Broadcasting Treaty.
- finalising the evaluation of the Marrakesh Directive and Regulation, which facilitate the use of certain copyright-protected works for persons who are blind, visually impaired or otherwise print-disabled.

Protecting and empowering children is also essential for our vision of the digital society. This is underlined by the provisions of the Digital Services Act and the **European strategy for a better internet for kids** (BIK+). The DG will continue the work on the EU code of conduct on age-appropriate design and the expertise of the co-funded network of safer internet centres in the Member States and the BIK portal as a central hub on child online safety will also support implementation of the Digital Services Act notably reaching out to children, carers and educators to raise awareness on their rights under the new rules. In 2024, a youth-led evaluation of BIK+ will take place.

A pluralistic digital society cannot be achieved without ensuring accessibility to all citizens. CONNECT will continue monitoring the implementation of the **Directive on web accessibility in the public sector** with the second set of reports from the Member States.

To ensure human compatible, inclusive and ecologically conscious uses of the digital in the spirit of the new European Bauhaus, the **S+T+ARTS** (innovation at the nexus of science, technology and arts) will encourage artistic prototyping and piloting with innovators under *Horizon Europe*.

The relevant performance table can be found in the [Annex](#) (page 36).

PART 2. Modernising the administration: main outputs for 2024

The internal control framework ⁽⁵⁾ supports sound management and decision-making. It notably ensures that risks to the achievement of objectives are taken into account and reduced to acceptable levels through cost-effective controls.

CONNECT has established an internal control system tailored to its particular characteristics and circumstances. The effective functioning of the CONNECT's internal control system will be assessed on an ongoing basis throughout the year and be subject to a specific annual assessment covering all internal control principles.

A. Human resource management



To ensure gender balance at all management levels by end of 2024, CONNECT is committed to appoint three female first appointments to middle management posts by end of 2024, as required by Decision SEC(2023)200. To this end, while promoting diversity and inclusion principles, CONNECT is specifically focusing efforts on supporting AD women for potential managerial careers at all levels (e.g., further focus on appointments of women to Deputy Head of Unit and Head of Sector posts and designation of female Heads of Unit to deputise for Directors). In this context, the DG will complement the corporate management development offer with targeted initiatives to build up a managerial pipeline of women (e.g., local female talent development programme). Once the CONNECT target of three first female appointments for 2023-2024 will be reached, CONNECT will seek to make balanced first appointments at middle management level before the end of 2024.

Additionally, the active diversity and inclusion network, which is chaired by a Director, regularly discusses topics of concern to staff and takes actions for improvement (e.g., annual diversity and inclusion days, new working methods). Besides fighting discrimination in the workplace, CONNECT is also active in the equality task force. The DG's equality mainstreaming action plan (to be updated for 2024) identifies activities to prevent and tackle digital discrimination.

With a view to maintaining a high level of staff satisfaction in the DG, despite the many on-going human resources challenges, CONNECT will carefully analyse the outcome of the 2023 Staff Satisfaction Survey and design a follow-up action plan to be endorsed at senior management level to address staff's main concerns.

The DG will also pursue its efforts to adjust the new ways of working in the dynamic collaborative environment, maximising the potential stemming from the transition to M365.

⁽⁵⁾ [Communication C\(2017\)2373 - Revision of the Internal Control Framework](#).

In terms of internal communication, CONNECT is also pursuing the ‘We are CONNECT’ staff engagement campaign to increase the sense of belonging to CONNECT and to ensure that colleagues are better aware of the DG activities and achievements. Within this context, CONNECT will also continue to set up CONNECT University sessions, aiming at sharing knowledge about the digital transformation steered by CONNECT and enhancing the take up of digital skills both internally and externally. Within the spirit of the development of learning paths as set out in the new human resources strategy, CONNECT University will closely cooperate with the EU policymaking hub.

CONNECT will also closely monitor and follow up on the resource implications that stem from the envisaged budget implementation modes under the multiannual financial framework 2021-2027. With an increasingly difficult HR-situation, this entails a fair, DG-internal distribution of decreased staffing levels as a result of, in particular, the cuts in DG resources following their redeployment to an enlarged research family and the (partial) delegation of budget management to executive agencies and/or joint undertakings. It also includes a fair, DG-internal allocation of resources to cope with significantly increasing workload on the policy front and on the in-house implementation activities in areas where budget is likely to increase, whilst exhausting all internal redeployment possibilities and exploring all possible internal efficiency gains.

CONNECT will also consolidate its internal organisation and finalise the build-up of new teams to meet the challenges that the implementation of the Digital Services and Digital Markets Acts will bring.

The relevant performance table can be found in the [Annex](#) (page 37).

B. Sound financial management

CONNECT implements its activities directly by the DG and through the executive agencies, i.e., the European Health and Digital Executive Agency (HaDEA), the European Research Executive Agency (REA), the European Innovation Council and SMEs Executive Agency (EISMEA), and the European Education and Culture Executive Agency (EACEA).

In indirect management, it supervises entities to which it delegates policy or budget implementation tasks, i.e., decentralised agencies: European Union Cybersecurity Agency (ENISA) and the Office for support the Body of European Regulators for Electronic Communications (BEREC Office) and joint undertakings.: the Chips Joint Undertaking, the European High-Performance Computing (EuroHPC) Joint Undertaking and the Smart Networks and Services (SNS) Joint Undertaking ⁽⁶⁾. The European Cybersecurity and Competence Centre (ECCC), a Union body for which CONNECT is the main partner DG, will become financially autonomous and start activities in 2024. Until then, CONNECT is implementing this entity’s budget and other tasks. Also in indirect management, CONNECT entrusted budget to the European Space Agency, the European Organisation for the Exploitation of Meteorological Satellites, the European Centre for Medium-Range Weather

⁽⁶⁾ SNS JU is financially autonomous as of 24/10/2023.

Forecasts, and to the United Nations Department of Social and Economic Affairs. CONNECT also entrusted the management of funds through financial instruments to financial institutions.

CONNECT is responsible for the implementation of several programmes of the current multiannual financial framework (MFF): the *Digital Europe*, *Connecting Europe Facility - Digital*, the framework programme for research, *Horizon Europe*, and *Creative Europe - MEDIA*, and of programmes of the previous MFF 2014-2020. Year 2024 will be a year of full-speed implementation of the programmes of the current MFF, while activities related to the previous MFF will be phasing out. Controls are put in place to ensure the legality and regularity of transactions and the sound financial management.

The internal control systems are adapted to the DG's portfolio of programmes and to the new Digital Markets Act and the Digital Services Act enforcement, to the delegation of programmes to its entrusted entities and to the current environment. The DG also carries out preparatory work to be ready to use the new Commission accounting IT tool, SUMMA, which will be in use as of early 2025.

CONNECT, as lead DG for *Digital Europe*, whose implementation involves several implementing bodies and various implementation mechanisms, prepared the DG's control strategy for the programme, which is accompanied by an action plan that is being implemented. CONNECT, assisted by HaDEA and the other implementing bodies are developing an ex-post audit strategy for the *Digital Europe* grant management. Implementation is planned to start in early 2024 when the first auditable payments will be made.

In addition to the results of the control efforts, expressed in terms of error rates, the control outputs of CONNECT must also meet other legal requirements of the Financial Regulation, namely: time-to-grant (time elapsed between the call deadline and the signature of the grant agreement), time-to-inform (time elapsed between the call deadline and when applicants are informed of the outcome of the scientific evaluation) and time-to-pay (time elapsed between the payment request and the payment itself). They constitute major performance indicators of the DG and respecting them contributes to the regularity of the operations.

The relevant performance table can be found in the [Annex](#) (page 38).

C. Fraud risk management



CONNECT's anti-fraud strategy for the period 2022-2024 complements the Commission anti-fraud strategy and the common research family anti-fraud strategy. It is accompanied by an action plan, which aims to mitigate the fraud risks identified during the fraud risk assessment.

CONNECT also follows and implements the common research family anti-fraud strategy and its action plan. The implementation of the action plan is regularly monitored by the

Steering Board and the Executive Committee of the Common Implementation Centre and the Fraud and Irregularities in Research Committee. CONNECT will contribute to the implementation of the Commission anti-fraud strategy and its revised action plan, being lead service for action 32 'Protect and empower investigative journalists as an important source of information on suspected fraud [...]'].

CONNECT will update its anti-fraud strategy in the light of the revised Commission anti-fraud strategy actions and to take into consideration the DG's new enforcement responsibilities related to the Digital Services Act and the Digital Markets Act.

Fraudulent cost claims in grant agreements are the main sectorial fraud risk. To tackle this risk, CONNECT is part of the Fraud and Irregularities in Research Committee, the main platform of coordination between the research family members in the field of anti-fraud. The Committee's action is complemented by the local antifraud correspondents' working meetings and a common anti-fraud training session and common tools (guidance, information technology developments). CONNECT will continue to implement awareness campaigns and deliver training sessions, especially related to grant management.

CONNECT will continue the good cooperation with the other members of the Research family and will work closely with DG Budget, the Legal Service, the Secretariat-General, the European Anti-Fraud Office, and the European Public Prosecutor's Office, in order to notify fraud suspicions identified, and to implement the recommendations.

The relevant performance table can be found in the [Annex](#) (page 39).

D. Digital transformation and information management

Digital transformation



The key element to step forward in the digital transformation is piloting the appointment of a digital transformation officer, who will enable to bridge the business needs and the digital enablers. This should also be linked to our proposal of the digital innovation marketplace that all modern organisations are realising to let innovation flow across departments allowing local pilots to cross fertilise across the institution, sharing ideas, resources, solutions, technologies etc. The quest is to make current process digital by design. To 'walk the talk', teams in CONNECT are organised around projects pulling expertise and resources around the business scope: data activities, artificial intelligence, improved security culture, information technology governance, etc. They are not islands but are dealt under a common vision of digital transformation.

CONNECT will continue working intensively on the transition to the new working environment, embracing both the change management necessary for optimising the use of the DG's buildings in Brussels and Luxembourg and their dynamic spaces and optimising our working practices in the new IT working environment based on EC Collab.

Artificial intelligence (AI) usage and developments have raised at an unprecedented speed, following the global take-up of generative artificial intelligence AI tools such as 'Chat GPT'. CONNECT, and its DORIS team, has a pioneering and proven role in AI innovation and prototypes such as sentiment analysis, keyword extraction, summarization, and semi-automatically analyse public consultations answers. The trend will continue in 2024 and CONNECT is actively contributing to these strands:

- First, on the guardrail's aspects, one of the objectives is to ensure the full alignment of the Commission's AI strategy and planned activities with the principles and the letter of the Artificial Intelligence Act.
- Second, on governance, CONNECT participate in the newly created AI-Interservice Group. The group mandate is to define the AI governance within the Commission, steer the usage of AI tools and feed back to the corporate bodies. More broadly, the DG is involved in the AI@EC network, notably contributing to the clustering of the 500+ submissions into thematic categories.
- Third, on operational level CONNECT supports corporate projects like eTranslation and other language tools ^(?) under *Digital Europe*, and is actively involved in the development of natural language service such as named-entity recognition in close collaboration with DG Translation (DGT). CONNECT is advising DGT on the development of new large language model project running on the Meluxina supercomputer.
- Finally, there is a longstanding collaboration with the Secretariat-General (SG) and DG Informatics (DIGIT) around the DORIS public consultations dashboard developed by CONNECT, handed over to DIGIT and rebranded as CODA for integration into the Better Regulation Portal's Have Your Say platform at SG's request.

A key flagship project, kohesio and related EU knowledge graph contributes directly to the digital transformation and transparency objectives of the Commission. This project is an innovation success story and recently won the European Ombudsman price for good administration. Another innovation flagship was the key development of the EU Digital COVID Certificate project that contributed to ReOpenEU. This project also won the European Ombudsman's Award for Good Administration 2023 in the category 'Excellence in Innovation'.

CONNECT follows the approach of digital first and paperless. By that we mean revising the business processes and workflows behind our 'documents'. CONNECT is a leader in such projects since years and will continue to assist staff with automated text processing and dashboards capabilities to handle data lakes and large quantities of documents.

In this digital transformation journey, CONNECT will keep supporting the Digital Services Act (DSA) and Digital Markets Act concrete implementation with high standard information technology tools contributing directly to the Commission objective to become global pioneer of citizen rights in the digital world. In 2023 we opened the testing environment for Member States to provide feedback regarding the information sharing system and granted access to the very large online platforms in order to send statement of reasons (SoRs) by

^(?) <https://language-tools.ec.europa.eu/>

complying with obligations towards the DSA legislation. The volume of traffic dealt without issues (400 000 SoRs per hour on average) ⁽⁸⁾, prove the robustness of the system. For 2024 planned activities include: securing the environment for Member States, integrations between various modules (information sharing system, statements of reasons and Case@EC).

Information and IT security rules

CONNECT puts information security as a top priority. One of the core objectives is to raise staff awareness and competences and to this end it started a project to raise information security culture. Awareness activities were held on QR code attack, USB attack, social engineering training (trainings to spot attempts of social engineering), hacking experience (live hacking demonstrations) and game of threats (training to make understand the unfolding of a cyber-attack and raise awareness on the various ways to protect an organisation); outcomes of this project are measured by the differences in replies between the survey at the start and the survey at the end of this project.

The key objectives for 2024 will be:

- Implementing of the lessons learned and long-term goals resulting from the project.
- Reiterating the project, with the additional gained knowledge and experience of the first campaign serving to deepen and multiply new activities.
- Continuously communicate and inform on the topic of information security to enhance the longevity required of a change in culture/behaviour.
- Regular reporting of progress to information technology steering committee and to the DG management team.

Further actions are planned:

- Implementation of the actions in the IT Security Strategy 2023-2024 allocated as a primary actor to the DGs and the LISOs.
- Update/review the information technology security plan for the remaining applications/systems that are in the scope of CONNECT. For new IS that are not yet existing, an IT security plan will be created before these systems goes to production.
- CONNECT is an early adopters of the governance, risk and compliance (GRC) risk module. Based on the learnings of piloting one application (GAMA), CONNECT will extend the new GRC module to more IT Security plans in the year 2024.
- Monitoring of the implementation and effectiveness of the security controls foreseen in the IT security plans and generation and implementation of lessons learnt.

Data, information and knowledge management

Data is an asset, but if only stored away it is not bringing any value; hence data must become a service. With these actions, we want to make sure that data becomes the

⁽⁸⁾ <https://transparency.dsa.ec.europa.eu/analytics>

backbone of our policymaking in a circular way: data created from policy are then used to improve it. Thus, making our policy more effective and timed to the change of times.

In 2024, we plan to:

- Engage: increase engagement of staff around the data@connect network, based on data steward as core group and building block of a community of practices.
- Learn: review the data training map targeted to CONNECT policy officers and take opportune improvements.
- Reference and reuse: update the data inventory in the new tool and increase its use across staff.
- Deliver more data related initiatives like: advanced tools like kohesio, dashboards, data crunching services and advisory services.

As regards records and archives management, the DMO ensures that the services implement the rules, procedures and practices for correct records and archives management. The DMO follows closely the actions in the framework of the digital preservation strategy and ensures the correct application and implementation of the common retention list, personal data rules and any appropriate access limitations using security markings.

Data protection

The Commission's Data Protection Action Plan ⁽⁹⁾ identifies the main objectives and priorities to ensure compliance with the data protection rules. CONNECT will continue working on the implementation of the action plan and its review. Furthermore, the operational controllers will ensure the completion of new records, together with the corresponding privacy statements, for those cases where new processing activities are identified and will annually review their existing records (and attached privacy statements).

A digitally transformed and data-driven Commission goes hand in hand with enhancing CONNECT staff's data protection knowledge. For this reason, awareness raising activities will continue (in particular, but not limited to, a training dedicated to newcomers in general and a specific training for newcomers in Directorate F). With this we aim to achieve the target of 100% of staff trained in CONNECT, as set in the Commission's Data Protection Action Plan. CONNECT will also continue investing in implementing the data protection action plans prepared in relation to the Digital Services Act and the Digital Markets Act due to the specificities of these two new Regulations. CONNECT will ensure that agreements with external processors are duly signed. Finally, the DG will respect the procedures already established for the handling of requests by data subjects to exercise their rights.

The relevant performance table can be found in the [Annex](#) (page 39).

⁽⁹⁾ C(2018) 7432 final.

E. Sound environmental management



CONNECT actively implements a series of actions which contribute to the Commission's objective of reducing its environmental footprint and to become climate neutral by 2030. The DG occupies new buildings, the one in Brussels being a flagship for greening the Commission. Guided by the Eco-Management and Audit Scheme (EMAS), CONNECT's main actions will focus on:

- energy saving by participating in actions, such as (1) lowering of the heating temperature inside CONNECT buildings to maximum 19°C (14° in weekends) completed with a possible extension in of August, (2) end of the year closure of buildings, and (3) stimulating the use of environmentally friendly means of transportation and by facilitating the use of information technology solutions for meetings;
- paper, energy and water consumption reduction through internal awareness raising, collection of waste including possibly organic waste;
- increase of staff awareness on how daily actions both inside and outside the workplace can benefit the environment, by using the Green@CONNECT space, as well as stickers, a regular CONNECT newsletter and the diversity and inclusion group, to further promote internal and corporate initiatives.

In its pledge to help greening the Commission, CONNECT will duly take into account the EMAS guidelines for sustainable events to make the DG's events greener, as soon as they are available. Finally, we will start evaluating the impact of experts' business travels.

The relevant performance table can be found in the [Annex](#) (page 41).


F. Initiatives to improve economy and efficiency of financial and non-financial activities

The digital transformation that our DG promotes at corporate and local level, through active change of behaviors, is a way to further increase our efficiency. It is a factor that not only leads to financial gains via resource optimization, but also increases the quality of colleagues' work.

For example, with the adoption of artificial intelligence-based technology that helps harvesting and digesting large quantity of data allowing better evidence-based policy making. Or with the adoption of an opportune business process supported by necessary secured environments to empower staff to work remotely and yet securely, thus cutting time losses or need for synchronous communication.

ANNEX: Performance tables - main outputs for 2024

Part 1 - Delivering on the Commission's priorities

General objective: A Europe fit for the Digital Age		
Specific Objective: 1: Europe's strategic autonomy is ensured in critical technology areas		
<i>Related to spending programmes: Horizon Europe, Digital Europe, Connecting Europe Facility – Digital</i>		
Main outputs in 2024:		
New policy initiatives		
Output	Indicator	Target
 Initiative to open up European supercomputer capacity to ethical and responsible artificial intelligence start-ups	Adoption by the Commission	Q1 2024
External communication actions		
Output	Indicator	Target
Number of visits to the main CONNECT policy website and average time of visit	Number of unique browsers (unique visitors) viewing the main website (daily average) + daily average pageviews.	Maintain the current level of daily average 9.000 unique browsers and 15.000 daily average pageviews
Increase the followers and engagement rate on the main DigitalEU social media channels, (web and social media indicators for external communication are cross-cutting through all strategic objectives)*	<ul style="list-style-type: none"> • Number of followers • Engagement rate • Mentions • Clear branding through hashtags and visual identity • A coherent and visionary social media strategy, streamlined with the corporate approach 	<p>X (formerly known as Twitter): increase the current baseline (around 130 400) by 10% and reach 143 000 thousand followers by the end of the year). Maintain the current average of 2 500 interactions per month (the sum of likes, comments and shares).</p> <p>INSTAGRAM: the account should continue to be our main focus for growth from the current baseline (around 16 000 followers) and reach 20 000 followers by the end of the year, while increasing the average interactions per post to from current 50 to 80.</p> <p>FACEBOOK: increase the number of followers by 5% as in 2023</p> <p>LINKEDIN: increase the current baseline (around 10 700) by 50% and reach around 16 000 followership, while increasing the average interactions per post from current 20 to 50.</p>

Other important outputs		
Output	Indicator	Target
First call for proposals of Digital Europe	Launch of the call	Q1 2024
Second call for proposals of Digital Europe	Launch of the call	Q4 2024
Third phase of Smart Networks and Services Horizon Europe projects on selected technologies and largescale pilots	Selection of around 24 projects	Q3 2024
6G roadmap framing global industrial developments and standards under the UE-US TCC	Publication	Q1 2024
Preparation of the proposal for a new partnership on 'advanced materials' (including Graphene and other 2D materials)	Adoption of Horizon Europe Strategic Plan 25-27	Q1 2024
Chips Act: Delegated Act on the design centres of excellence	Adoption by the Commission	Q2 2024
Chips Act: Implementing Act on the application process for integrated production facilities and open EU foundries	Adoption by the Commission	Q2 2024
Chips Act: Implementing Act on priority-rated orders	Adoption by the Commission	Q2 2024
Second Connecting Europe Facility - Digital multiannual work programme (2024-2027)	Adoption by the Commission	Q1 2024
Call for proposals of Connecting Europe Facility - Digital	Launch of the call	Q3/Q4 2024
European Digital Infrastructure Consortium (EDIC) on interconnected local digital twins, towards the CitiVerse	Adoption of the EC implementing act, as per Article 14.3. Digital Decade Policy Programme	Q1 2024
Next Generation Internet projects	Launch for the projects	Q1 2024
EDIC on blockchain service infrastructure	Adoption of the EC implementing act, as per Article 14.3. Digital Decade Policy Programme	Q1/2024
Digital Europe programme national contact points network	Establishment in all Member States	Q4 2024
Call for proposals of Horizon Europe	Launch of the call	Q2 2024

General objective: A Europe fit for the Digital Age

Specific Objective: 2: A European single market for data where data can flow for the benefit of all and where the rules for access and use of data are fair, practical and clear

Related to spending programmes: Horizon Europe, Digital Europe

Main outputs in 2024:

Enforcement actions

Output	Indicator	Target
Conformity checks of the open data Directive	Finalisation of the conformity checks	Q1/Q2 2024

External communication actions

Output	Indicator	Target
For the cross-cutting external communications actions see rows 1 and 2 of the table of outputs of specific objective 1 (marked with *)		

Other important outputs

Output	Indicator	Target
European Data Innovation Board	First meeting	Q1 2024
Delegated Act containing a rulebook for data altruism organisations	Adoption by the Commission	Q4 2024
Implementing Act on data altruism consent form including developing a digital solution	Adoption by the Commission	Q3 2024
Exploitation office for the dissemination across the Union of the IPCEI-CIS	Set up	Q3 2024
Make available a minimum viable product of SIMPL- Open	Release of the source code	Q4 2024
Launch of the first telco edge deployment project	Start of the project	Q3 2024
Publication of the high-value datasets	Publication	Q2 2024
Alliance for Language Technologies European Digital Infrastructure Consortium (EDIC) (ALT- EDIC)	Adoption of the EC implementing act, as per Article 14.3. Digital Decade Policy Programme	Q1 2024
Mobility and Logistics Data EDIC	Adoption of the EC implementing act, as per Article 14.3. Digital Decade Policy Programme	Q4 2024
Publication of annual data collection in EU Member States on electronic health records	Publication	Q2 2024
EUCAIM platform validated, including prototype of federated learning and benchmarking	Deployment	Q4 2024

Output	Indicator	Target
First key deliverables of the deployment action for the common European mobility data space	Deployment	Q4 2024
Digital Europe call for deployment action for the common European agriculture data space	Deployment	Q2 2024
Digital Europe call for deployment action for the common European energy data space	Deployment	Q2 2024
Data Act outreach	Number of workshop/meetings	10 workshops/meetings with private sector stakeholders and 2 workshops with Member States authorities

General objective: A Europe fit for the Digital Age

Specific Objective: 3: Artificial intelligence that is human-centric, ethical, sustainable and that respects EU values

Related to spending programmes: Horizon Europe, Digital Europe

Main outputs in 2024:

External communication actions

Output	Indicator	Target
AI awareness campaign on impact of achieved through agreement on new legislation.	Increased engagement rate and traffic to digital strategy website. Number of contacts made during the campaign and cost per contact	Contribute to the increase of knowledge about AI and to the general targets linked with increasing visibility and awareness of Connect topics main target (see above under table for general objective), including daily visitors average on the web (increase of 2% on the subject)

For the cross-cutting external communications actions see rows 1 and 2 of the table of outputs of specific objective 1 (marked with *)

Other important outputs

Output	Indicator	Target
Proposal for a Regulation of the European Parliament and of the Council laying down harmonised rules on artificial intelligence (artificial intelligence act) and amending certain Union legislative acts	Adoption by the co-legislators	Q1 2024
Communication on AI – Guardrail, Governance, Innovation (packaged with the initiative to open European supercomputer capacity to ethical and responsible artificial intelligence start-ups)	Adoption by the Commission	Q1 2024


Output	Indicator	Target
Commission Decision establishing the AI Office	Adoption by the Commission	Q1 2024
Revised mandate for artificial intelligence standardisation	Adoption by the Commission	Q2 2024
Guidelines under the robotics strategy	Publication	Q4 2024
AI4Good - Energy initiative	Launch of the initiative	Q4 2024
Digital Europe initiative to make available a European (AI) foundation model	Call opening	Q3/2024
Horizon Europe initiative to advance generative AI research	Retained proposals (max. 2)	Q4/2024

General objective: A Europe fit for the Digital Age

Specific Objective: 4: A fair, competitive and resource efficient digital economy
Related to spending programmes: Horizon Europe, Digital Europe, Connecting Europe Facility – Digital

Main outputs in 2024:

Initiatives linked to regulatory simplification and burden reduction

Output	Indicator	Target
 Revision of Commission Implementing Regulation 2020/1070 on specifying the characteristics of small-area wireless access points	Adoption by the Commission	Q2 2024

Enforcement actions

Output	Indicator	Target
Enforcement of Digital Services Act	Number of the Commission decisions per year	No target ⁽¹⁰⁾
Enforcement of Digital Markets Act	Number of the Commission decisions per year	No target ⁽¹¹⁾
Compliance checks of the transposition of Directive (EU) 2018/1972, the European Electronic Communications Code	Finalisation	Q4 2024

⁽¹⁰⁾ It is usually not meaningful to set numerical targets for policy enforcement.

⁽¹¹⁾ It is usually not meaningful to set numerical targets for policy enforcement.

External communication actions		
Output	Indicator	Target
Second phase DSA/DMA information campaign to broad public. Follow-up from the previous DSA awareness-raising campaign. A call-to-action campaign aiming at awareness raising and change of behaviour, inviting users to make use of their new digital rights (such as reporting of illegal content or contesting removal of a post).	Engagement rate and traffic to digital strategy website and social media	Increase social media engagement rate and traffic to digital strategy website (see indicators above on general objective) including daily visitors average on the relevant web pages (increase of 2% on the subject) and relevant social media posts (+10% engagement)
For the cross-cutting external communications actions see rows 1 and 2 of the table of outputs of specific objective 1 (marked with *)		
Other important outputs		
Output	Indicator	Target
Report on the state of the Digital Decade	Publication	Q2 2024
Implementing Decision on the harmonisation of the 40.5-43.5 GHz ('42 GHz') frequency band	Adoption by the Commission	Q3 2024
Implementing Decision on harmonised conditions for the use of radio spectrum for mobile communication services on board vessels	Adoption by the Commission	Q1 2024
Implementing Decision on the harmonisation of radio spectrum for equipment using ultra-wideband technology	Adoption by the Commission	Q2 2024
Proposal for a Regulation of the European Parliament and of the Council on measures to reduce the cost of deploying gigabit electronic communications networks and repealing Directive 2014/61/EU (Gigabit Infrastructure Act)	Adoption by the co-legislators	Q2 2024
Study on common indicators for the monitoring and benchmarking of the sustainability aspects (energy, climate and environmental) of telecommunications networks	Publication	Q1 2024
European Board of Digital Services	Set-up	Q1 2024
Commission Decision establishing a multistakeholder advisory group on the organisation and management of the .eu top-level domain name	Adoption by the Commission	Q1 2024
Virtual worlds toolbox	Publication	Q1 2024
European partnership to develop an industrial and technological roadmap	Signature of the memorandum of understanding	Q1 2024

Output	Indicator	Target
Commission Decision setting up the expert group on the development of virtual worlds and the wider technological transition to web 4.0	Adoption by the Commission	Q1 2024
Cyber Dialogues with like-minded countries	Organise structured cybersecurity exchange with the United States of America, Ukraine, the United Kingdom, Japan, Republic of Korea, India and Brazil	Q1-Q4 2024
Structured cyber security and defence dialogue with NATO	Thematic exchanges on various cybersecurity matters with our NATO counterparts at different levels.	Q1 2024

General objective: A Europe fit for the Digital Age

Specific Objective: 5: A cyber resilient Europe, promoting digital identities for all Europeans, while protecting e-privacy

Related to spending programmes: Horizon Europe, Digital Europe

Main outputs in 2024:

Public consultations

Output	Indicator	Target
Public consultation for NIS2 Directive Implementing Acts under Article 21(5) and Article 23(11)	Launch of the public consultation	Q1 2024

Enforcement actions

Output	Indicator	Target
Transposition checks of the NIS2 Directive	Start of the checks	Q4 2024

External communication actions

Output	Indicator	Target
For the cross-cutting external communications actions see rows 1 and 2 of the table of outputs of specific objective 1 (marked with *)		

Other important outputs

Output	Indicator	Target
Proposal for a Regulation of the European Parliament and the of the Council laying down measures to strengthen solidarity and capacities in the Union to detect, prepare for and respond to cybersecurity threats and incidents	Adoption by the co-legislators	Q1 2024

Output	Indicator	Target
Proposal for a Regulation of the European Parliament and of the Council on horizontal cybersecurity requirements for products with digital elements and amending Regulation (EU) 2019/1020	Adoption by the co-legislators	Q1 2024
Proposal for a Regulation of the European Parliament and of the Council amending Regulation (EU) 2019/881 as regards managed security services	Adoption by the co-legislators	Q1 2024
Proposal concerning the respect for private life and the protection of personal data in electronic communications and repealing Directive 2002/58/EC (Regulation on Privacy and Electronic Communications)	Adoption by the co-legislators	Q4 2024
A standardisation request for European harmonised standards supporting the Cyber Resilience Act implementation (Implementing Act)	Adoption by the Commission	Q3 2024
Implementing Act according to Article 21(5) of Directive 2022/2555, laying down the technical and methodological requirements of the cybersecurity risk management measures with regard to DNS service providers, TLD name registries, cloud computing service providers, data centre service providers, content delivery network providers, managed service providers, managed security service providers, providers of online market places, of online search engines and of social networking services platforms, and trust service providers	Adoption by the Commission	Q4 2024
Implementing act according to Article 23(11) of Directive 2022/2555, further specifying the cases in which an incident shall be considered to be significant with regard to DNS service providers, TLD name registries, cloud computing service providers, data centre service providers, content delivery network providers, managed service providers, managed security service providers, providers of online marketplaces, of online search engines and of social networking services platforms.	Adoption by the Commission	Q4 2024

Output	Indicator	Target
Report on the evaluation and review of ENISA and the certification framework	Publication	Q4 2024
Financial autonomy of the European Cybersecurity Industrial, Technology and Research Competence Centre (ECCC)	Financial autonomy	Q3 2024
European digital identity (eID) Regulation	Adoption by the co-legislators	Q1/Q2 2024
Implementing acts following the European digital identity (eID) Regulation	Adoption by the Commission	Q4 2024
Common EU toolbox for implementing the EU digital identity wallet and framework	Adoption by the expert group	Q1/Q2 2024
Open-source reference implementation (minimum viable product) of the EU digital identity wallet for reuse by Member States	Adoption by the expert group	Q1 2024
Act implementing a cloud cybersecurity scheme	Adoption by the Commission	Q2 2024

General objective: A Europe fit for the Digital Age

Specific Objective: 6: A modern, open and pluralistic society in the digital age where online disinformation is countered and diverse cultural content is available to all Europeans

Related to spending programmes: Horizon Europe, Creative Europe - Media

Main outputs in 2024:

Evaluations and fitness checks

Output	Indicator	Target
Evaluation report of Marrakesh Directive and Regulation	Adoption by the Commission	Q1 2024
Child-led evaluation of the better internet for kids+ strategy	Finalisation of the evaluation	Q4 2024

Enforcement actions

Output	Indicator	Target
Conformity checks on the transposition by Member States of the online television and radio programmes Directive	Finalisation of conformity checks for the MS that have notified complete transposition	Q4 2024
Conformity checks on the transposition by Member States of the online television and radio programmes Directive	Finalisation of conformity checks for the MS that have notified complete transposition	Q4 2024

External communication actions		
Output	Indicator	Target
For the cross-cutting external communications actions see rows 1 and 2 of the table of outputs of specific objective 1 (marked with *)		
Other important outputs		
Output	Indicator	Target
Reporting on the implementation of the Code of Practice on Disinformation	Adoption by the Commission	Q2 2024
Code of conduct on disinformation under the Digital Services Act (adaptation of the code of practice on disinformation to the DSA)	Publication	Q2/Q3 2024
Better internet for kids (BIK) strategy – ‘DSA teacher support package’	Publication on the BIK portal	Q1 2024
Monitoring the implementation of the Recommendation on combating online piracy of sports and other live events	Number of meetings of the network of public authorities	2 meetings in 2024
Proposal for a Regulation of the European Parliament and of the Council establishing a common framework for media services in the internal market (European Media Freedom Act) and amending Directive 2010/13/EU	Adoption by the co-legislators	Q1 2024
Adoption of Creative Europe Work Programme 2025	Adoption by the Commission	Q3 2024
Calls for proposals under the Creative Europe work programme 2025	Launch of the Calls	Q3 2024
Mid-term evaluation of Creative Europe	Independent study delivered	Q4 2024
Multimedia Actions Financing Decision	Adoption by the Commission	Q1 2024
Multimedia Calls for proposals	Launch of the Calls	Q1 2024

Part 2 – Modernising the administration

A. Human resource management

Objective: CONNECT employs a competent and engaged workforce and contributes to gender equality at all levels of management to effectively deliver on the Commission’s priorities and core business.

Main outputs in 2024:

Output	Indicator	Target
Gender balance in CONNECT	Launch of a local female talent development programme	Yes

Output	Indicator	Target
Local female talent development programme Participation to corporate female talent development programme Close monitoring of gender statistics in pre-management positions by DG CONNECT's HR Committee Active diversity & inclusion (D&I) network	Maximum participation to corporate female talent development programme	Exhaustion of DG CONNECT quota
	Number of women in middle-management positions (baseline: situation on 01/01/23 (51%))	>50%
	Organisation of 2 local D&I sessions and 1 D&I conference	Yes
Staff Engagement Index Follow-up action plan in response to the 2023 corporate staff satisfaction survey 'We are CONNECT' staff engagement campaign CONNECT University sessions	Endorsement of Staff Survey Follow-Up action plan by Management Team	Yes
	Number of We Are CONNECT newsletters	8
	Number of CONNECT University sessions	30 CONNECT University sessions and 1 CONNECT University School
Skills gap A call for expression of interest will be launched in order to attract the necessary profiles to deliver on the implementation of the Digital Services Act	Number of additional recruitments of external staff to work on the implementation of the Digital Services Act	Increase of 30

B. Sound financial management

Objective: The authorising officer by delegation has reasonable assurance that resources have been used in accordance with the principles of sound financial management and that cost-effective controls are in place which give the necessary guarantees concerning the legality and regularity of underlying transactions.

Main outputs in 2024:

Output	Indicator	Target
Effective controls: Legal and regular transactions	Estimated risk at payment and at closure for Horizon 2020 grants	As close as possible to 2%
	Estimated risk at payment and at closure for Horizon Europe grants	Below 2% ⁽¹²⁾
	Estimated overall risk at payment and at closure	Below 2%
Safeguarded personal data	Personal data breaches handled in accordance with the EUDPR and internal policies.	100%
Efficient controls	Budget execution and / or timely payments	remains > 95% of payment appropriations and remains > 95% of payments (in value) on time
Economy of controls	Overall estimated cost of controls	remains < 4% of funds managed

⁽¹²⁾ No representative error rate for Horizon Europe will be available in 2024 as the ex-post audit campaign for the programme will start in 2024 but the number of audits might not be sufficient.

C. Fraud risk management

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission Anti-Fraud Strategy (CAFS) ⁽¹³⁾ aimed at the prevention, detection and correction ⁽¹⁴⁾ of fraud.

Main outputs in 2024:

Output	Indicator	Target
Implementation of the anti-fraud strategies (Research family anti-fraud strategy and CONNECT's)	% of implementation actions planned in the anti-fraud strategies	100%
Participation in the Fraud and Irregularities in Research (FAIR) Committee	Number of meetings	2
Fraud risk awareness raising training and similar anti-fraud training sessions	Number of sessions for staff involved in procurement and grant management for less than 2 years	At least one fraud risk awareness raising training session per year
Cooperation with OLAF	Participation in the Fraud Prevention and Detection Network (FPDnet) meetings	Participation in all network meetings

D. Digital transformation and information management

Objective: CONNECT is using innovative, trusted digital solutions for better policy-shaping, information management and administrative processes to forge a truly digitally transformed, user-focused and data-driven Commission

Main outputs in 2024:

Output	Indicator	Target
Digital Culture Staff following at least one IT training, including cybersecurity	Number of staff	200 staff following at least one IT training (Baseline 131)
Performance of staff on phishing exercise	Percentage of click rate	Click rate < 15 %

⁽¹³⁾ [Communication from the Commission 'Commission Anti-Fraud Strategy Action plan - revision 2023 COM\(2023\) 405 of 11 July 2023](#) – 'the Communication on the 2023 revision' – and the accompanying document, [SWD\(2023\) 245](#) – 'the revised Action Plan'.

⁽¹⁴⁾ Correction of fraud is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

Output	Indicator	Target
<p>Business-driven Digital Transformation</p> <p>AI technical capabilities implemented across systems</p> <p>Datasets published on the data.europa.eu platform and on the corporate catalogue</p> <p>Reduction in the use of email in CONNECT by the end of 2024</p>	<p>Number of AI technical capabilities implemented across systems</p> <p>Number of datasets published on the data.europa.eu platform (baseline 728) and on the Corporate Catalogue (Baseline 85)</p> <p>Percentage reduction in the use of emails</p>	<p>5 systems (baseline 3)</p> <p>740 and 90 datasets respectively (baselines 728 and 85 respectively)</p> <p>30 % Reduction in email usage.</p>
<p>Seamless Digital Environment</p> <p>IT systems fully supported</p> <p>Projects using reusable solutions</p> <p>IT system using cloud against datacentre</p>	<p>Percentage of IT Systems fully supported</p> <p>Percentage of project using reusable solutions</p> <p>Percentage of IT systems using cloud against datacentre</p>	<p>70 % (baseline 64%)</p> <p>55 % (baseline 48%)</p> <p>65 % (baseline 58%)</p>
<p>Green, Resilient and Secure Digital Infrastructure</p> <p>IT System with an updated security plan</p>	<p>Percentage of systems with updated security plan</p>	<p>100%</p>
<p>Tracking the adherence of your DG to the objective for 100% attestation of compliance for the 55 IT priority controls for all CIS until end of 2024.</p>	<p>Percentage of systems with GRC attestation</p>	<p>100%</p>
<p>Transfers to the Historical Archives (HA) of the Commission: Closed files, after reaching the end of the administration retention period (ARP)</p>	<p>Percentage of files either transferred or eliminated in accordance with the common retention list (CRL) & the personal data rules.</p>	<p>75 % (baseline 70%)</p>
<p>Digital Preservation Strategy to update the preservation needs of the DG's information systems within the DG-inventory (GovIS2)</p>	<p>Percentage of systems with updated information</p>	<p>100%</p>
<p>Records for newly identified data processing activities</p>	<p>Percentage of new records adopted for newly identified data processing activities</p>	<p>100%</p>
<p>DPC to organise tailor-made training sessions</p>	<p>Number of training sessions</p>	<p>2 sessions</p>
	<p>% of staff trained about the requirements of Regulation (EU) 2018/1725</p>	<p>100%</p>

Output	Indicator	Target
Advise relevant units for the implementation of the Digital Services Act and Digital Market Acts data protection action plans	Percentage of request advised	100% of request of advice
Signature of agreements with external processors	Percentage of agreements signed	100%
Handle requests from data subjects to exercise their rights in respect of the established procedures	Percentage of data subject's requests handled	100%
Implementation of the corporate principles for data governance for CONNECT's key data assets	Percentage of implementation	80%

E. Sound environmental management

Objective: CONNECT takes account of the environmental impact of its day-to-day actions, taking measures to reduce the impact of the administration work, supported by their respective EMAS Correspondents or EMAS Site Coordinators.

Main outputs in 2024:

Reducing emissions from staff and expert' business travel and reducing CO2 and other atmospheric emissions

Output	Indicator	Target
Reduced emissions from staff missions	CO2 emissions from DG's, Office's or other department's staff missions	Maintain the achievement of 2023: CONNECT was 61% below the Commission average of CO2 emissions

Reducing resource use in buildings and workspace (energy)

More efficient use of resources (energy):

Output	Indicator	Target
Participation in corporate energy saving actions through building closure	Number of departments' buildings participating in the end of year energy saving action	1 building out of 2

Staff awareness

Output	Indicator	Target
Awareness actions in the framework of EMAS corporate campaigns on energy and water use, waste reduction/sorting and digital mindfulness	Number of awareness/participatory actions	2 actions
Installation of white boards to promote awareness actions on how to reduce waste and to raise awareness of the green actions they can take (turning off docking stations and screens, bring your own mug campaign, etc)	Number of boards installed	13

Output	Indicator	Target
Creation of the Green@CONNECT page on CONNECT's new intranet	Launch of the page	Q1 2024
Start of the project of growing aromatic herbs or vegetables on the terrace of the Brussels building	Launch of the call for volunteers	Q2 2024