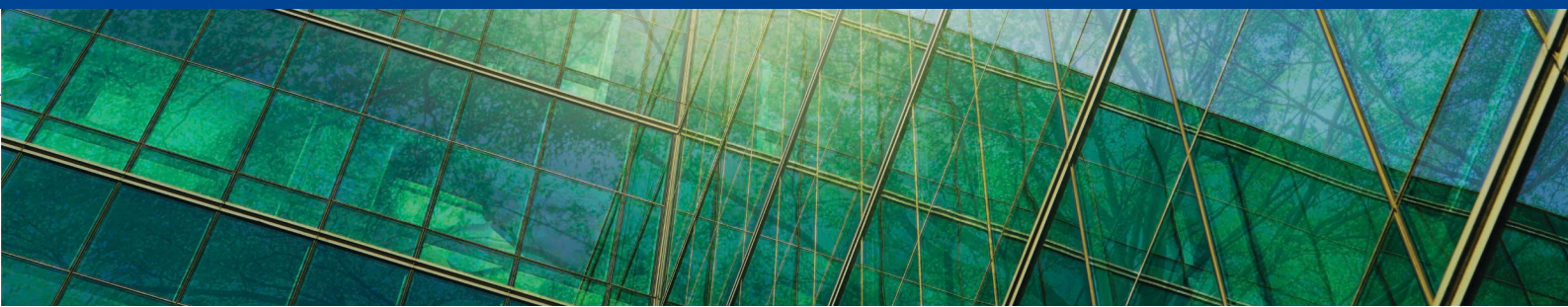




eu-LISA Sustainability Report 2023



Introduction

Nowadays, addressing sustainability issues is of critical importance, especially in the context of achieving the objectives of the **European Green Deal**.¹ To that end organisations engage in sustainability reporting, the **voluntary disclosure of environmental, social and economic performance indicators** that provide a systematic overview of their operational impact.

As a proactive instrument, these reports also include action plans, mitigating measures and practices to reduce any negative impacts and modernise systems that are found to be unsustainable. In the long term, this reporting provides a framework for systematic monitoring of implementation and progress tracking, while also identifying areas for further improvement.

In general, sustainability reporting focuses on following three core domains:

- the **environmental** part outlines how an organisation manages its impact of the environment, including greenhouse gas (GHG) emissions, materials and resource use, supply chain sustainability, etc;
- the **social** part focuses on relationships between the management, staff, suppliers, customers, while also considering all communities affected by the organisation's operations;
- the **governance** part analyses the organisation's leadership, internal controls, audits, etc.

The **EU agencies have been invited to set an example** by being proactive and transparent in disclosing their performance and impacts not only on the environment but also the society at large.² Recognising its role and as a public entity, eu-LISA is committed to promoting sustainability as an integral part of our responsibilities towards society and future generations.

Sustainability has been one of eu-LISA's guiding principles from the beginning. For example, the Agency's headquarters in Tallinn, Estonia operates in an **energy-efficient smart building**, which received the European Public Sector Award (EPSA) in 2021 for its green and sustainable infrastructure and was cited as an example of green public administration.³

This is the first time eu-LISA is disclosing its sustainability information as part of its Consolidated Annual Activity Report for 2023. Going forward, our aim is to gradually expand the aspects covered to present a more comprehensive overview in each following year.

¹ For more on the **European Green Deal**, please visit the dedicated websites of the **European Commission** and **Council of the EU**.

² European Court of Auditors (2019) **Reporting on sustainability: A stocktake of EU institutions and Agencies**.

³ eu-LISA press release: '**eu-LISA nominated for EU Public Sector Award 2021**', 29 November 2021.

Sustainability reporting framework

Having examined the most commonly used sustainability reporting frameworks,⁴ the Agency settled on the standard developed by the **Global Reporting Initiative (GRI)**.⁵

The GRI sustainability standards were chosen not only because they represent global best practice, but also because it is the preferred methodology for public institutions that is recommended by the Performance Development Network (PDN) of the **EU Agencies Network (EUAN)**.

The GRI standards provide a framework for organisations to publicly report on the impacts of their activities in a structured and systematic manner that is transparent to stakeholders, delivering a comprehensive overview of an organisation's material topics, their impacts, and how they are managed.⁶

There are two ways to use GRI standards:

- reporting **in accordance with GRI standards**, i.e., compliance with all GRI requirements and reporting on all GRI Standards; and
- reporting **with reference to GRI standards**, i.e., reporting only on selected GRI Standards, or parts thereof.

Since eu-LISA is still at the beginning of its sustainability reporting journey, the **2023 report is presented with reference to GRI standards**, focusing only on the topics for which we have reliable data.

⁴ Sustainability Accounting Standards Board (**SASB**), International Integrated Reporting Council (**IIRC**), International Sustainability Standards Board (**ISSB**), UN's Sustainable Development Goals (**SDG**), etc.

⁵ Global Reporting Initiative (GRI) Standards. For more, see www.globalreporting.org.

⁶ Under the GRI framework, material topics refer to topics that represent the organisation's most significant economic, environmental and social impacts.

eu-LISA's Sustainability Report 2023

The Agency's sustainability report for 2023 covers the period from 1 January to 31 December 2023, and is presented **with reference to GRI standards**, with no application of specific GRI sector-specific standards.

The data is presented in the GRI content index, providing a brief overview of eu-LISA's activities in that particular area and references to other documents where further information can be found.

In recent years, eu-LISA has taken decisive action to step up its sustainability efforts by implementing various measures to optimise resource use and reduce negative impacts, while also improving its financial performance, stakeholder engagement and fostering diversity.

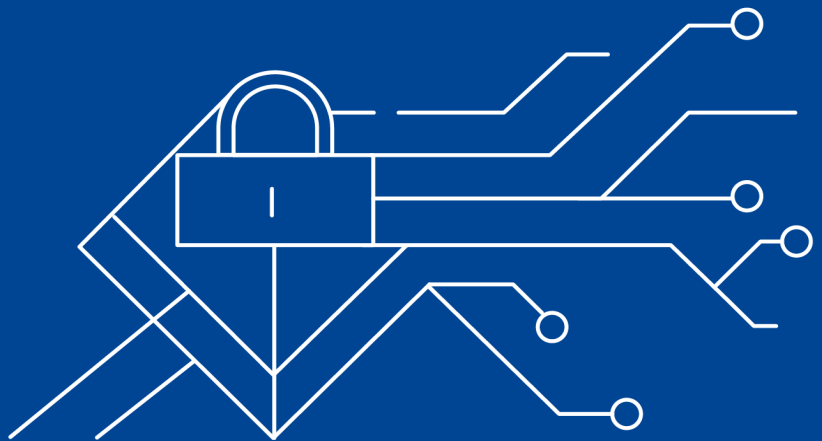
▾ Our future plans

Going forward, the Agency aims to gradually expand the scope of disclosed information and has started preparations for collecting additional data in order to present a more comprehensive overview in the future.

As already noted, this sustainability report takes guidance from the GRI standards. However, in light of new **European Sustainability Reporting Standards (ESRS)** introduced at the start of 2024, eu-LISA will undertake a comprehensive analysis to ascertain whether to continue applying GRI standards or switch to ESRS which are applicable from 1 January 2024.⁷

⁷ **Commission Delegated Regulation (EU) 2023/2772** of 31 July 2023 supplementing Directive 2013/34/EU of the European Parliament and of the Council as regards sustainability reporting standards.

GENERAL DISCLOSURES



1. GENERAL DISCLOSURES (GRI 2)

GRI 2 General Disclosures
2-1 Organisational details
<p>The European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA) was established to provide a long-term solution for the operational management of large-scale IT systems, which are essential for the implementation of the EU's border management, internal security, asylum and migration policies. For a more detailed overview of eu-LISA, please refer to:</p> <ul style="list-style-type: none">■ eu-LISA establishing Regulation 2018/1726, Articles 1 and 17■ eu-LISA website – Who We Are■ eu-LISA website – Legal Basis■ eu-LISA Single Programming Document 2024-2025, p.11
2-2 Entities included in the organisation's sustainability reporting
<p>The Agency's official seat is in Tallinn, Estonia. The operational management of the systems is performed at the operational site in Strasbourg, France. The technical backup site is located in St Johann im Pongau, Austria. In addition, eu-LISA has a Liaison Office in Brussels, Belgium.</p> <p>For more information, please refer to eu-LISA establishing Regulation 2018/1726, Articles 1 and 17.</p>
2-3 Reporting period, frequency and contact point
<p>eu-LISA's Sustainability Report is compiled annually, covering the previous year from 1 January to 31 December, and published as part of the Consolidated Annual Activity Report (CAAR), which is submitted by 1 July of each year to the European Parliament, the Council, the Commission and to the European Court of Auditors (ECA), as well as published on eu-LISA's website.</p> <p>For more information, please refer to eu-LISA establishing Regulation 2018/1726, Article 19(1).</p>
2-6 Activities, value chain and other business relationships
<p>Our value chain connects us to various stakeholders, primarily EU institutions, Member States and technology providers, ensuring that our operations are aligned with the highest standards of data protection, transparency, and sustainability.</p> <p>By fostering strong business relationships and maintaining a robust value chain, we contribute to the overarching policy priorities of the European Commission, promoting a safer and more integrated European Union.</p> <p>For more detailed information, please refer to:</p> <ul style="list-style-type: none">■ eu-LISA website – Activities■ eu-LISA website – Partners■ eu-LISA Single Programming Document 2023-2025, p.11, 12
2-7 Employees
<p>The Agency's staff comprises professionals from various EU Member States, offering a multicultural and inclusive work environment that fosters creativity and innovation. We promote equal opportunities, professional development, and employee well-being, ensuring our staff are empowered and motivated. By investing in our employees, we improve operational efficiency.</p> <p>Following the staff engagement survey conducted in June 2022, the Agency has started implementing an ambitious staff engagement action plan, with the objective of making eu-LISA a great place to work.</p> <p>For more, please refer to eu LISA CAAR 2023 – 7.5. Human resources management, p.84.</p>

GRI 2 General Disclosures	
2-9 Governance structure and composition	<p>eu-LISA operates under a robust governance framework designed to ensure transparency, accountability, and strategic alignment with EU objectives.</p> <p>Our governance structure includes a Management Board composed of representatives from EU Member States and the European Commission, ensuring comprehensive and diverse oversight. This composition enables incorporating a wide range of perspectives and expertise in our decision-making processes, promoting effective management and sustainability. By maintaining a transparent and accountable governance structure, we ensure alignment with the highest standards of ethical conduct and organisational integrity.</p> <p>For more information, please refer to:</p> <ul style="list-style-type: none"> ■ eu-LISA website – Organisation ■ eu-LISA establishing Regulation 2018/1726, Article 18 ■ Annual Assessment of the Internal Control Framework 2024 – Control environment (Component 1)⁸
2-10 Nomination and selection of the highest governance body	<p>The procedure is laid down in eu-LISA establishing Regulation 2018/1726, Article 20.</p>
2-11 Chair of the highest governance body	<p>The relevant legal requirements are laid down in:</p> <ul style="list-style-type: none"> ■ eu-LISA establishing Regulation 2018/1726, Article 21, ■ eu-LISA Management Board Rules of Procedure, Article 2.
2-12 Role of the highest governance body in overseeing the management of impacts	<p>For more information, please refer to eu-LISA establishing Regulation 2018/1726, Article 19.</p>
2-13 Delegation of responsibility for managing impacts	<p>The procedure is laid down in eu-LISA establishing Regulation 2018/1726, Article 24.</p>
2-15 Conflicts of interest	<p>To prevent and handle conflicts of interest, the Agency has instituted comprehensive measures, including strict disclosure requirements, and clear procedures for addressing potential conflicts. This ensures decisions are made with integrity and transparency, safeguarding the Agency's mission and maintaining public trust. By managing conflicts of interest, we uphold ethical standards and reinforce our commitment to responsible governance.</p> <p>For more information, please refer to:</p> <ul style="list-style-type: none"> ■ eu-LISA establishing Regulation 2018/1726, Article 48, ■ eu-LISA Management Board decision on 'Implementing rules on the prevention and management of conflicts of interests of the staff members'.
2-16 Communication of critical concerns	<p>For a detailed overview, please refer to:</p> <ul style="list-style-type: none"> ■ eu-LISA CAAR 2023 – 7.1. Management Board, p. 77, ■ eu-LISA CAAR 2023 – 8.1. Effectiveness of the Internal Control Framework, p. 86.

⁸ Internal document.

GRI 2 | General Disclosures

2-29 | Approach to stakeholder engagement

eu-LISA engages with a wide range of internal and external stakeholders, from its staff and contractors to EU institutions and Member States (incl. national authorities using the JHA systems).

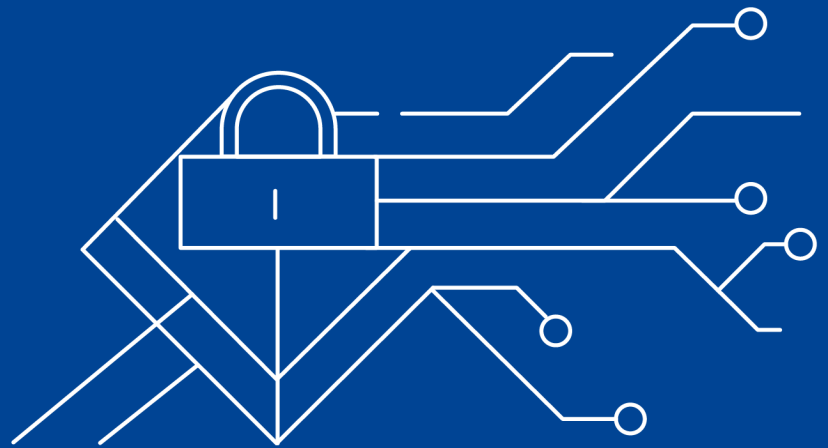
In 2023, eu-LISA implemented a **structured approach to collaborative activities** to improve the management of stakeholders and their demands. This involved following an established business relationship management model comprising three interconnected processes: business management, demand management, and requirements management. Through these measures, eu-LISA aimed to establish accountability, control, and mutual understanding for the purposes of fostering efficient and productive relationships with stakeholders, while also building trust and mitigating ambiguity. As a result, the interaction with the Agency's external and internal stakeholders, and also governance bodies, is articulated at strategic and tactical levels, ensuring that eu-LISA (as service provider) understands the requirements and demands of its stakeholders, and delivers services that meet their needs, to the extent possible. This approach also ensures that the stakeholders understand the feasibility of specific demands or requirements and also constraints related to service delivery. Additionally, it is important to ensure that stakeholders understand the nature and impact of requested services and approve the planning and resources (legislative financial statements) that the Agency has foreseen for the delivery of those services.

Throughout 2023, eu-LISA chaired the **Advisory Groups** for new JHA systems in development, i.e., EES, ETIAS, Interoperability, ECRIS-TCN and JITs collaboration platform; while also providing support to respective Boards at higher governance levels. Together with the Commission, eu-LISA also chaired the Carriers Working Group, ensuring that the passenger carrier industry (air, sea, land) was fully updated on all matters related to the preparations for launching EES and ETIAS. Going forward, this approach will be applied also for future development projects, e.g., Revised VIS and advance passenger information (API) regulations.

In 2023, eu-LISA launched the **project to revamp its corporate website** into a modern and user-friendly online platform, with a view to enhancing our communication with a wide range of stakeholders and improve social media integration.

For more information, please refer to [eu-LISA website - Partners](#).

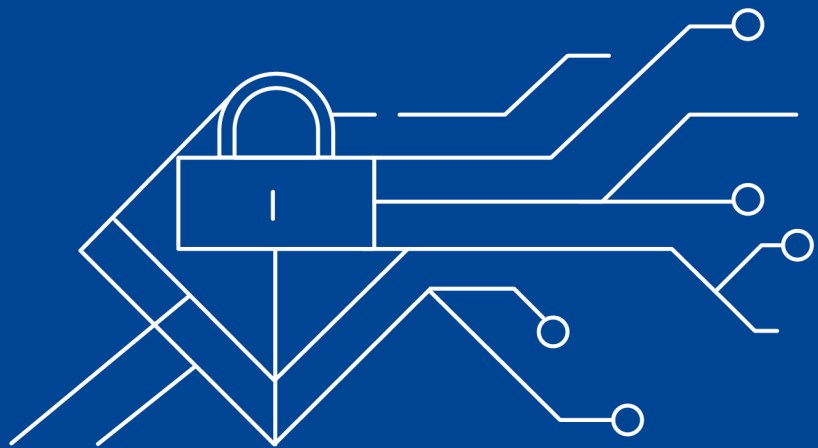
MATERIAL TOPICS



2. MATERIAL TOPICS (GRI 3)

GRI 3 Material Topics
3-1 Process to determine material topics
<p>Material topics are those that reflect the Agency’s significant economic, environmental and social impact, or those that substantively influence stakeholder assessments and decisions.</p> <p>For 2023, no negative economic or social impact was detected, whereas the environmental impact is addressed via eu-LISA’s environmental policy (adopted in December 2022) and the environmental review done in 2023, under the EMAS framework. The Agency is working towards EMAS registration by the end of 2024, and has conducted an additional risk and opportunities assessment regarding environmental aspects, together with an evaluation of stakeholder needs.</p> <p>For more information, please refer to:</p> <ul style="list-style-type: none">■ eu-LISA’s Environmental Statement for 2023■ eu-LISA CAAR 2023 – 7.11. Environment management, p 93 <p>Please note that eu-LISA is yet to conduct a materiality assessment to define matters that substantively affect the Agency’s ability to create value over the short, medium and long term. Currently, there is no management approach in place to address this issue.</p>
3-2 List of material topics
<p>The following list covers GRI topics that are material to eu-LISA and which have been reported in this index:</p> <ul style="list-style-type: none">■ economic performance,■ indirect economic impacts,■ anti-corruption,■ materials,■ energy,■ greenhouse gas emissions,■ water and effluents,■ employment,■ occupational health and safety,■ training and education,■ diversity and equal opportunity.

ECONOMIC TOPICS



3. ECONOMIC TOPICS (GRI 200)

GRI 201 Economic Performance
3-3 Management of material topics
<p>eu-LISA is committed to sound financial management, ensuring the efficient use of resources to support our mission. The Agency continuously assesses and addresses material economic topics through strategic planning, robust financial oversight, and transparent reporting.</p> <p>For more information, please refer to eu-LISA establishing Regulation 2018/1726, Article 46(3).</p>
201-2 Financial implications and other risks and opportunities due to climate change
<p>As part of our strategic investments, eu-LISA allocated resources towards enhancing our quality management system, incl. implementing the Common Assessment Framework (CAF), a European quality management system designed for public sector organisations. This has not only improved our operational efficiency but has also been recognised with a prestigious European quality management certificate ‘CAF Effective User’ for our systematic approach to continue investing in further improvements.⁹ The establishment of a Quality Board has further reinforced our commitment to excellence and maintaining the highest standards of quality across all operations.</p> <p>In 2023, eu-LISA completed a comprehensive review and update of its Service and Process Framework, mapping altogether 69 processes (incl. revised process KPIs), and updating the Product and Service Catalogue with 20 products and 80 services. As a result of this effort, eu-LISA has managed to significantly improve operational efficiency and cost savings, positively impacting economic performance.</p>
201-2 Financial implications and other risks and opportunities due to climate change
<p>eu-LISA recognises the financial impacts and risks posed by climate change, including potential disruptions to our IT infrastructure and increased operational costs. We are proactively addressing these challenges by investing in energy-efficient solutions and incorporating climate resilience into our strategic planning.</p> <p>eu-LISA's commitment to sustainability is exemplified by its headquarters in Tallinn, Estonia, which operates in an energy-efficient smart building, boasting innovative energy-saving solutions, e.g., floor heating system that utilises heat from the server room, and LED lighting controlled by a central building management system; strategically placed plants to maintain indoor air quality, eliminating the need for additional humidifiers and air cleaners. In 2021, the building was recognised with the European Public Sector Award (EPSA) for its green and sustainable infrastructure, and was cited as an example of green public administration.¹⁰</p> <p>In 2023, the Agency conducted an assessment for implementing an activity-based workplace model, with a view to optimising the use of office space in a manner that meets staff needs and workplace requirements. Based on these findings, the Agency will adjust the long-term strategy to better accommodate all eu-LISA premises.</p> <p>The Agency continues to upgrade its infrastructure, with new premises for eu-LISA's Liaison Office in Brussels (to be completed in summer 2024) and undertaking studies on increasing cooling capacity at the Strasbourg data centre. These steps demonstrate our commitment to sustainable infrastructure in alignment with the EU's green initiatives.</p> <p>The implementation of a live tracking system for shuttle services (in Strasbourg) and improved furniture layouts across our sites are key steps towards enhanced service delivery.</p>
201-4 Financial assistance received from government
<p>For more information, please refer to:</p> <ul style="list-style-type: none">■ eu-LISA Single Programming Document 2024-2025 – Annex III. Financial resources for 2024-2026, p.101■ eu-LISA CAAR 2023 – Annex II. Statistics on financial management, p.112

⁹ eu-LISA press release: **eu-LISA achieves prestigious European quality management certificate**, 15 November 2023.

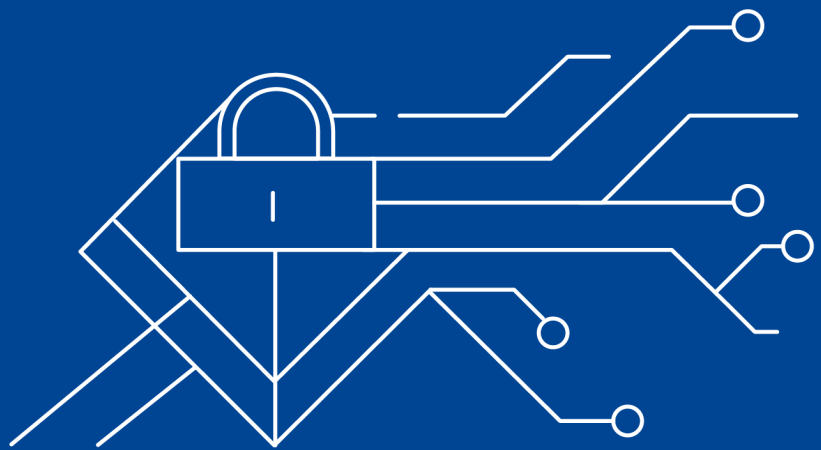
¹⁰ eu-LISA press release: **‘eu-LISA nominated for EU Public Sector Award 2021’**, 29 November 2021.

GRI 203 Indirect Economic Impacts
3-3 Management of material topics
For more, please refer to eu-LISA CAAR 2023 – 7.3. Budgetary and financial management , p. 79.
203-1 Infrastructure investments and services supported
For more, please refer to eu-LISA CAAR 2023 – 4. Infrastructure and networks , p. 48.
203-2 Significant indirect economic impacts
<p>Through its mandate and core operational activities, eu-LISA contributes significantly to the internal security of the Schengen area and facilitates freedom of movement for European citizens by providing advanced solutions to emerging threats while upholding high standards of data protection and operational efficiency. To that end, eu-LISA’s work takes guidance from the Commission’s strategy for the Schengen area, which aims to fortify and improve the resilience of the the world’s largest free movement area.¹¹ In principle, all JHA information systems operated by eu-LISA serve as compensatory measures to facilitate free movement within the Schengen area.</p> <p>The ability to respond to continuously evolving security threats (incl. terrorism, organised crime and cybercrime) relies on the timely and comprehensive exchange of information between relevant national and European authorities, best facilitated by modern IT systems. eu-LISA has been entrusted with the management of three large-scale IT systems that constitute the cornerstones of the Schengen architecture:</p> <ul style="list-style-type: none"> ■ the Schengen Information System (SIS) plays a crucial role in strengthening security within the Schengen Area by enabling the exchange of alerts on missing and wanted persons and objects – a vital functionality for combating cross-border crime and terrorism; ■ the Visa Information System (VIS) supports the common visa policy, ensuring efficient and secure visa processes across Member States; ■ Eurodac supports the common asylum policy by determining the country responsible for processing an asylum applications. <p>In addition, eu-LISA is currently developing several new IT systems (e.g., EES, ETIAS and ECRIS-TCN) that will further enhance its contribution to border control, internal security and migration management by strengthening the EU’s external borders, while also facilitating international travel/tourism to Europe. In addition to new IT systems, eu-LISA is also developing an overarching interoperability architecture for the EU’s justice and home affairs (JHA) domain. Once operational, this systems interoperability will enable integrated intelligent approach to ensuring the internal security of the Schengen Area by way of integrated border management and enhanced cooperation among law enforcement authorities across Europe.</p>
GRI 205 Anti-corruption
3-3 Management of material topics
<p>For more information, please refer to:</p> <ul style="list-style-type: none"> ■ eu-LISA Anti-fraud Strategy 2022-2024,¹² ■ Staff Regulations of Officials of the European Union (EUSR) and Conditions of Employment of Other Servants of the European Union (CEOS), TITLE II – Rights and obligations of officials, Article 22a.
205-2 Communication and training about anti-corruption policies and procedures
For more information, please refer to eu-LISA Anti-fraud Strategy 2022-2024 , p.12.

¹¹ Communication from the Commission to the European Parliament and the Council "**A strategy towards a fully functioning and resilient Schengen area**", 2 June 2021.

¹² Management Board decision 2022-196: [eu-LISA Anti-fraud Strategy 2022-2024](#), adopted on 17 August 2022.

ENVIRONMENTAL TOPICS



4. ENVIRONMENTAL TOPICS (GRI 300)

GRI 301 Materials
3-3 Management of material topics
For more information, please refer to eu-LISA CAAR 2023 – Annex VII. Environment management , p. 126.
301-1 Materials used by weight or volume
Total paper consumption in 2023: 536 paper packs per year (1.9 per person/daily), incl. 162 in Tallinn, Estonia; 271 in Strasbourg, France; and 9 in Brussels, Belgium.
Sustainable solutions:
<ul style="list-style-type: none"> ■ eco-friendly water dispensing systems ■ reducing plastic waste ■ promoting environmental responsibility within the Agency.
GRI 302 Energy
3-3 Management of material topics
For more information, please refer to eu-LISA CAAR 2023 – Annex VII. Environment management , p.126
302-1 Energy consumption within the organization
Total electricity consumption in 2023: 9008 MWh¹³
<ul style="list-style-type: none"> ■ office in Tallinn, Estonia (750 MWh) ■ office in Strasbourg, France (724 MWh)¹⁴ ■ data centre in France (7357 MWh)
302-4 Reduction of energy consumption
Energy optimisation initiatives: We successfully conducted a 15-month AI-driven project for energy consumption optimisation at our headquarters in Tallinn, Estonia. The results are encouraging, and in 2024, we plan to implement similar energy-saving solutions throughout the Agency.
In 2023, eu-LISA implemented an energy sobriety plan at its premises in Estonia and France to reduce energy consumption, taking guidance from EU recommendations and in alignment with French energy regulation, as well as ongoing government initiatives in France and Estonia. This plan includes adjustments such as lowering heating temperatures in winter and reducing cooling temperatures in summer, along with optimising energy usage in various areas such as heating systems, lighting, and IT devices.
GRI 303 Water and Effluents
3-3 Management of material topics
For more information, please refer to eu-LISA CAAR 2023 – Annex VII. Environment management , p.126
303-5 Water consumption
Total water consumption in 2023 – 2732 m³ , incl. 753 m ³ in Estonia, and 1979 m ³ in France. ¹⁵

¹³ Office electricity consumption per worker (per year): 2.67 MWh/worker.

¹⁴ Due to the implementation of an **energy sobriety plan** at its premises, the electricity consumption at the Strasbourg office **decreased by 23%**, from 3144 MWh in 2022 to 724 MWh in 2023.

¹⁵ Water consumption per worker (per year): 4.4 m³/worker.

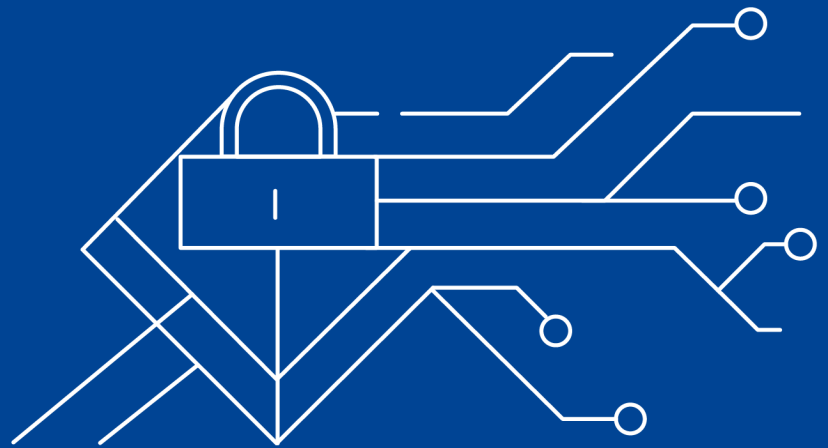
GRI 305 Emissions	
3-3 Management of material topics	
For more information, please refer to eu-LISA CAAR 2023 – Annex VII. Environment management , p.126.	
305-1 Direct greenhouse gas (GHG) emissions	
<p>Total GHG emissions in 2023: 3,506 tons eq CO₂</p> <ul style="list-style-type: none"> ■ direct emissions (scope 1): 107 tons eq CO₂ ■ indirect emissions, owned (scope 2): 733 tons eq CO₂ ■ indirect emissions, not owned (scope 3): 2,667 teq CO₂ 	
<p>GHG emissions per sector (per year):</p> <ul style="list-style-type: none"> ■ electricity: 883.2 ■ gas, oil and other fuels: 7.1 ■ air conditioning and refrigerants: 86.8 ■ fuels: 17.3 ■ business travel: 294 ■ employees commuting: 582.0 ■ purchased goods and services: 35.9 ■ IT inventory: 378.2 ■ other fixed assets: 1190.1 ■ waste: 31.5 ■ waste water: 0.7 	<p>GHG emissions per country (per year):</p> <ul style="list-style-type: none"> ■ Estonia: 906 tons eq CO₂ ■ France (office): 2588 tons eq CO₂ ■ France (data centre): 773 tons eq CO₂ ■ Belgium: 12.6 tons eq CO₂

GRI 306 Waste
GRI 306-3 Significant environmental impacts
<p><i>of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce</i></p> <p>Sustainable solutions:</p> <ul style="list-style-type: none"> ■ introduced eco-friendly water dispensing systems ■ reducing plastic waste ■ promoting environmental responsibility within the Agency <p>On 18 March, eu-LISA took part in Digital Clean-up Day, an initiative that aims to reduce digital waste and promote a more sustainable environment by deleting unnecessary data and files from their devices to reduce the carbon footprint and combat climate change. The Agency's staff contributed to Digital Clean-up Day for the first time in 2021, collectively clearing 250 GB of digital waste. In 2023, participation increased by 32%, resulting in the deletion of a total of 330 GB of data.</p> <p>To promote a healthy lifestyle and reduce eu-LISA's carbon footprint, it has become a tradition to take part in the cycling challenge 'Au Boulot à Velo/Bike2Work' organised by the city of Strasbourg to promote using bicycles from commuting to/from work.¹⁶ The challenge has proved extremely popular among the staff, with eu-LISA taking first prize two years in a row, in 2022 and 2023. In June 2023, the first edition of eu-LISA Bike Day was organised to encourage colleagues to leave their cars at home and cycle to work, with professional mechanics welcoming them at the premises for bicycle check-up and servicing.¹⁷</p>

¹⁶ **Au Boulot à Velo** is a friendly team competition between organisations, aiming to get as many staff members as possible to use their bicycles on home-work and/or professional journeys. The organisation that manages to accumulate the greatest number of kilometres cycled collectively during one month is crowned the winner. For more, please visit <https://auboulotavelo.eu>.

¹⁷ To learn more about eu-LISA Bike Day, please visit [eu-LISA digital newsletter 'Bits & Bytes'](#) July 2023.

SOCIAL TOPICS



5. SOCIAL TOPICS (GRI 400)

GRI 401 Employment
3-3 Management of material topics
<p>For more information, please refer to:</p> <ul style="list-style-type: none"> ■ eu-LISA CAAR 2023 – 7.5. Human resources management, p.84 ■ Staff Regulations of Officials of the European Union (EUSR) and Conditions of Employment of Other Servants of the European Union (CEOS), TITLE I - General provisions
401-1 New employee hires and employee turnover
<p>In 2023, eu-LISA initiated efforts to address staffing issues, improve its occupancy rate, and bolster capabilities by attracting new competencies. By the end of 2023, eu-LISA's occupancy rate surged to 94%, in conjunction with a significant increase in issued job offers. This was achieved thanks to a dedicated team effort, particularly in the efficient conclusion of selection procedures, incl. successful implementation of new calls utilising the talent pool format.</p> <p>For more information, please refer to eu-LISA CAAR 2023 – 7.5. Human resources management, p.84.</p>
GRI 403 Occupational Health and Safety
3-3 Management of material topics
<p>The Agency is committed to ensuring the health and safety of its staff, with the aim of preventing, measuring and controlling occupational injuries, damages, diseases and improving the overall quality of the work environment.</p> <p>Through the creation and enforcement of the Occupational Health and Safety Management System, eu-LISA stresses that health and safety are important to the organisation and communicates this to its staff and service providers. The expected benefits are better compliance with national and EU level regulations on occupational health and safety, as well as improved morale and well-being.</p>
403-1 Occupational health and safety management system
<p>The Agency's occupational health and safety management system has been defined in eu-LISA's Occupational Health and Safety Management System policy, adopted in 2023. eu-LISA observes relevant EU and applicable national regulations of Estonia, France and Belgium, and its OHS management system is built on compliance with the following elements:</p> <ul style="list-style-type: none"> ■ identifying legal obligations, ■ taking into account eu-LISA's geographical distribution, with premises and staff in four Member States, ■ applying the strictest national rules in order to enforce uniform policy across all sites, ■ systematic compliance monitoring.
403-2 Hazard identification, risk assessment, and incident investigation
<p>eu-LISA conducts regular risk prevention exercises to identify OHS risks arising from daily work activities and providing adequate control over them, with the involvement of eu-LISA staff or their representative(s). In 2023, improvements continued with new office chairs and equipment.</p>
403-4 Worker participation, consultation, and communication on occupational health and safety
<p>Internal communication on OHS is organised by displaying the OHS commitments and other related information in different locations on the premises, also via e-mail and awareness sessions.</p> <p>For more information, please refer to eu-LISA CAAR 2023 – 7.5. Human resources management, p.84.</p>

GRI 403 | Occupational Health and Safety (OHS)

403-5 | Worker training on occupational health and safety

eu-LISA develops its internal OHS culture, training and communication by:

- integrating OHS management and culture into the organisation,
- raising staff awareness on OHS matters,
- developing its staff well-being programme.

In 2023, OHS **awareness sessions** were organised on the following topics: forklift training, well-being coaching, meditation sessions, breathing exercises, good posture at work.

403-6 | Promotion of worker health

Through its OHS management system, eu-LISA is committed to providing its staff the opportunity to consult the Agency on work content and work environment matters affecting their health and safety.

When it comes to **staff well-being** eu-LISA is committed to implementing a **holistic approach**. In 2023, eu-LISA organised 5 webinars focusing on **mental health** and well-being, attracting a total of 312 participants. In addition, 19 people made use of 106 individual counselling sessions, and 142 people signed up to the well-being mobile application offered by eu-LISA. Additionally, an exercise specialist was brought on-site to provide guidance on improving daily **physical activity** levels at the office. Furthermore, health-related initiatives such as bike days were organised to promote a culture of wellness and encourage healthy lifestyle choices among employees.

For a more detailed overview, please refer to **eu-LISA CAAR 2023 – 7.5. Human resources management**, p.84

403-7 | Prevention and mitigation of OHS impacts directly linked by business relationships

Prevention plans are written with external companies in order to reduce the risks linked to co-activities.

GRI 404 | Training and Education

GRI 404-2 | Programs for upgrading employee skills and transition assistance programs

In 2023, we continued the **internal mobility programme** and contributed to the **EUAN staff exchange programme** to capitalise on the competencies of staff members and foster professional growth within the Agency.

In 2023, the number of **trainings** organised at the level of teams doubled, compared to 2022, setting a new record for team trainings organised at eu-LISA.

Our revamped **internship programme** has been a success in attracting new talent. We have expanded our programme in numbers and sites – from 6 to 14 interns from 7 different EU countries (for the first time also at the operational site in Strasbourg). To attract more interns, we organised an online internship webinar as an interactive session where our current interns shared reasons to apply for our internship programme.

GRI 405 | Diversity and Equal Opportunity

GRI 405-1 | Diversity of governance bodies and employees

To underscore our commitment to diversity and equal opportunity, eu-LISA has adopted the **EUAN Charter on Diversity and Inclusion**.¹⁸ The Charter emphasises proactive and inclusive diversity and inclusion policies, ensuring equal treatment and opportunities for all staff members, while also outlining specific commitments to promote diversity as an asset, enforce anti-discrimination regulations, and raise awareness to eliminate barriers hindering individual success.

At eu-LISA, diversity, equity and inclusion as **essential drivers** towards the achievement of the Agency's strategic priorities. The crucial foundation for introducing actionable initiatives in this area is eu-LISA's newly adopted **Diversity, Equity, and Inclusion (DEI) action plan for 2023-2024**.¹⁹ The plan includes a wide range of actions such as awareness-raising, training, and inclusive communication practices to support gender equality, geographical representation, disability inclusion, LGBTIQ+ individuals, underrepresented age groups, and more.

In 2023, eu-LISA received a mention at the EU Agencies Network (EUAN) 'Diversity and Inclusion Awards' for the work on implementing initiatives outlined in its DEI Action Plan for 2023-2024.

In 2023, eu-LISA hosted an online EUAN workshop '**EU Diversity Month workshop: Building bridges among EU institutions**' exchanging views and sharing knowledge with HR professionals and DEI advisors from other Agencies.

During the summer, our focal point was an initiative of the EU Agencies ICT Advisory Committee (ICTAC), under the heading 'ICTACademy – Seeds of the Future', aiming to identify ways to **attract young talents and, in particular, more women to ICT positions** in European institutions, agencies and bodies. In September, we took part in European Insurance and Occupational Pensions Authority (EIOPA) plenary session, where eu-LISA contributed to identifying the needs of "Generation Z/Millennials" in a modern working environment.

June marked the Pride Month and our sponsors together with colleagues and allies attended the **Baltic Pride 2023** in Tallinn. During our **lunchtime talks** Peter Workman from the European Commission shed light on LGBTQ+ insights and advocacy, and François Filipek from the European Committee of the Regions addressed aspects regarding gender, geographical balance, disability, ethnic minorities as well as initiatives introduced in EU institutions and agencies.

In October, our focus was on health issues addressing **breast cancer awareness** to encourage everyone to openly discuss health concerns and break down stigmas. We had the pleasure to listen to a presentation by Marta Sobanska from the European Chemicals Agency, a passionate advocate for raising awareness about this critical issue and a Global Educator for the Know Your Lemons Foundation.

GRI 413 | Local Communities

413-1 | Operations with local community engagement, impact assessments, and development programs

We actively **supported local communities** by donating refurbished and decommissioned laptops and IT equipment, in alignment with eu-LISA's corporate social responsibility initiatives.

¹⁸ EU Agencies Network (EUAN) **Charter on Diversity and Inclusion**, May 2021.

¹⁹ eu-LISA **Diversity, Equity and Inclusion action plan 2023-2024**.

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