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EIOPA
Work Programme 2012

Table of Contents

1. Introduction	3
2. Policy	4
2.1. Solvency II	4
2.1.1. Valuation of assets and liabilities, including technical provisions.....	5
2.1.2. Solvency capital requirements and own funds	5
2.1.3. Internal models	5
2.1.4. Reporting and disclosure	5
2.1.5. Governance	5
2.1.6. Supervisory review process.....	5
2.1.7. Group issues	5
2.2. Group issues under the current Insurance Groups Directive	6
2.3. Equivalence	6
2.4. Occupational pensions.....	6
2.5. Accounting.....	7
2.6. International relations	8
3. Information and Financial stability.....	9
4. Consumer Protection and Financial Innovation	10
4.1. Consumer protection	10
4.2. Financial Innovation.....	11
5. Oversight.....	12
5.1. Cross border crisis management.....	12
5.2. Colleges of Supervisors.....	12
5.3. Supervisory culture.....	13
5.4. Supervisory practices	13
6. EIOPA organisation	14
6.1. Relation with Members.....	14
6.2. Relation with Stakeholders.....	14
6.2.1. EIOPA Stakeholder Groups (EIOPA Regulation art.37)	14
6.2.2. EU institutions.....	14
6.2.3. General cooperation with other stakeholders	14
6.3. Staff.....	15
6.4. HR policy.....	15
6.5. Internal Control	15
6.6. Contingency planning	16
6.7. Budget.....	16
7. EIOPA and its environment.....	17
7.1. Member of City of Frankfurt community	17
7.2. Reducing the carbon footprint	17
7.3. Educating our youth	18
Annex 1: Deliverables for 2012	19
Annex 2: EIOPA organisation end 2012.....	30

1. Introduction

This work programme describes the goals and deliverables for EIOPA in its second year of operation. Although EIOPA is already operating as a fully-fledged European Agency, many of the processes and procedures have to be refined or adapted to the growing organisation and new responsibilities. Part of the investments and growth in staff, planned for 2012, is dedicated to strengthening the organisation to fulfil its role as a European Agency.

2012 also marks the final preparatory year before Solvency II becomes operational. It will be yet again a year of transition. More than 10 years of preparation, with discussions, compromises and newly developed ideas not just within Europe, but also worldwide, have established a supervisory regime for Europe that will mean a great leap forward for the safety and stability of its insurance industry and policy holders. By the end of 2012, EIOPA will be ready to collect the new data from national supervisors based on Solvency II reporting requirements, further develop its analytical strength and coordinate more closely the work between national supervisors in preparing for the day-to-day supervision under the new regulation.

The growing role of a common European approach also drives the work of EIOPA steadily forward in other policy areas. Consumer protection, in close cooperation with the other European Supervisory Authorities, EBA and ESMA, continues to demand a more harmonised approach, between countries and across sectors. The rising challenges in the pensions sector across Europe, its growing importance for the economy and financial and social stability, require pro-active, innovative and vigorous actions from supervisors. EIOPA's role will grow in the effort to establish a harmonised approach, not necessarily meaning identical approaches, across Europe.

Besides developing technical standards and guidelines in its policy areas, EIOPA's supervisory role will expand, together with its partners in the European System of Financial Supervision, the national supervisory authorities, EBA, ESMA and the ESRB. Longer term solutions will be developed to ensure efficient and effective communication between all partners. Also on a bilateral basis, preparatory work will be undertaken for the exchange of Solvency II data between EIOPA and ESRB from 2013.

All these developments will entail a further growth of the organisation, in terms of budget and resources. Staff numbers will grow from 46 to 69, to achieve the objectives and deliverables set out in this work programme. Priorities still have to be made with regards to the mandate set out in the Regulation, as EIOPA will only reach its anticipated size in 2020. For 2012, the budget will grow from 10.6 to 15.6 million Euro, with a share of 40% from the Commission and 60% from its Members.

2. Policy

2.1. Solvency II

The implementation date of the Solvency II framework is getting close: Member States are preparing to implement the new framework in their national laws in 2013 and undertakings are anticipating the changes the new regime will bring to their activities. EIOPA remains committed to further develop the new regime. At the same time EIOPA is preparing the necessary tools and processes to ensure a smooth transition for undertakings and supervisors.

In 2012, EIOPA will deliver implementing and regulatory technical standards as well as guidelines in the different work streams mentioned hereunder, according to specific needs to complement the principles and regulation issued by the European Commission. The concrete scope and timing of these deliverables are pending the final decision on the Omnibus II Directive (OMDII) as well as the approval of the final Delegated Acts implementing Solvency II.

A major wave of public consultation on EIOPA Solvency II standards and guidelines will take place during May and June 2012. Before this, EIOPA will continue to involve EIOPA's Insurance and Reinsurance Stakeholder Group during the pre-consultations on draft standards and guidelines. Final delivery of the standards and guidelines is planned for September 2012. This should conclude the major regulatory initiatives taken by EIOPA in establishing high-quality, common regulatory and supervisory standards and practices for the start of Solvency II according to Art.(8)(1)(a) of the EIOPA regulation.

During the final stages of negotiation on the Solvency II regime, EIOPA is keen to achieve a timely shift from drafting regulation to ensuring the convergent implementation of Solvency II, thereby fulfilling its role to contribute to the consistent application of legally binding Union acts, in particular by contributing to a common supervisory culture, ensuring consistent, efficient and effective application of the act according to Art.8(1)(b) of the EIOPA regulation. In addition to the successful training programme for supervisors on the application of the new regime, EIOPA will provide support for the implementation of Solvency II through a dedicated Question and Answer procedure.

EIOPA will also put in place the necessary procedures for carrying out specific tasks related to Solvency II, such as the publication of the discount rate to be used by insurance undertakings and the ongoing assessment of the consistency between the Solvency II valuation standards and international accounting standards. For this ongoing monitoring of the application of the Solvency II framework, EIOPA will identify the concrete data needs and ensure coordination with other tasks and work streams in EIOPA.

The following additional priorities can be identified for 2012, which will be elaborated in the form of standards or guidelines:

2.1.1. Valuation of assets and liabilities, including technical provisions

- Determination of the risk-free interest rate curve used for discounting technical provisions and the use of transitional measures;
- Development of guidelines for the calculation of the best estimate and the risk margin;
- Assessment of the consistency between IFRS valuation and Solvency II valuation approaches.

2.1.2. Solvency capital requirements and own funds

- Further specification of the capital requirements in specific areas such as for example catastrophe risk or health risk;
- Assessment of the developments in the use and issuance of own funds (supervisory approval processes, financial innovation).

2.1.3. Internal models

- In order to foster convergence and consistency in application processes, EIOPA will initiate the exchange of experience between supervisors in the review of internal model applications. This will take place through ad-hoc meetings, as well as training.

2.1.4. Reporting and disclosure

- Supporting the implementation by National supervisors of the binding technical standards on reporting requirements;
- Developing the database requirements to collect data in EIOPA for further use in relation to the ESRB and financial stability purposes.

2.1.5. Governance

- Finalisation of guidelines relating to the Own Risk and Solvency Assessment.

2.1.6. Supervisory review process

- Finalisation of guidelines on the risk assessment framework and process of supervision, including review, supervisory powers and actions.

2.1.7. Group issues

- Ensuring the application of the Solvency II requirements for group solvency and supervision in the frame of the Colleges of Supervisors;

- Finalisation of the guidelines on intra-group transactions and risk concentration;
- Clarifications on how Solvency II would apply to third country insurers operating in the EU via branches.

2.2. Group issues under the current Insurance Groups Directive

To minimize the supervisory burden on insurance groups and to be better prepared for times of crisis, in 2012, EIOPA will further work towards the convergence of supervisory practices and supervisory co-operation.

2.3. Equivalence

EIOPA will continue to assist the European Commission in preparing equivalence decisions pertaining to supervisory regimes in third countries by way of producing final, fully consulted upon advice (according to art 33).

Further to this, for 2012 EIOPA stands ready to:

- Produce contributions to any other equivalence related enquiries or requests for technical input the Commission may seek, including transitionals;
- Produce analysis as to the effects of future Commission equivalence decisions and/or assimilated measures;
- Initiate regulatory work for Level 3 guidance to EU group/individual supervisors as to methodology for the equivalence assessments they undertake in accordance with Article 227.2 and 260.1 of the Solvency II Directive (following publication of the Solvency II – Level 2 implementing measures) .
- Initiate revision of Equivalence Assessment Reports for Swiss, Bermudan and Japanese supervisory systems following publication of Solvency II Framework Directive amendments.

EIOPA's work on preparing the future equivalence assessments is likely to add further momentum to the regulatory dialogues, bringing forward discussions on specific aspects of global standards.

2.4. Occupational pensions

In April 2011 the European Commission issued a Call for Advice to EIOPA to provide a Level 1 technical advice on how the IORP Directive should be improved in order to achieve three objectives:

- Creating a transparent and risk oriented supervisory framework for occupational pensions in Europe which would lead to a higher degree of harmonisation than at present;
- Simplifying the legal, regulatory and administrative requirements for the setting up of occupational cross-border pension schemes;

- Modernising and strengthening the prudential regulation of those IORPs that operate DC schemes.

EIOPA will deliver its final and fully consulted on advice in December 2011. Further work is expected to follow in 2012 to provide clarifications as requested by the Commission or on EIOPA's own initiative.

EIOPA's recommended approach to a future harmonised and risk based supervisory and regulatory framework for the Institutions for Occupational Provision (IORPs) is based on the concept of a holistic balance sheet, which will allow to record and measure on a consistent basis the obligations and resources (including both assets and security mechanisms) of an IORP.

Over the six months following the delivery of its advice, EIOPA will develop, in co-operation with the industry, methodologies for quantifying the various security mechanisms included in the holistic balance sheet. This work is essential before any Quantitative Impact Study (QIS) can be conducted.

EIOPA will then develop specifications and carry out a targeted QIS exercise in order to support the Commission's proposal for a revised IORP Directive.

In addition, EIOPA will also ensure consistent implementation of the various requirements of the IORP Directive as amended by the "Omnibus I" Directive (Directive 2010/78/EU). This will involve a number of initiatives. EIOPA will commence work on a draft implementing technical standard under Article 20 (11) of the IORP Directive, which needs to be submitted to the European Commission by 1 January 2014. EIOPA will also develop and maintain a number of registers in respect of occupational pensions, such as a public register of IORPs as notified by the Competent Authorities of the Member States and a register of prohibited IORPs as notified by the Competent Authorities of the Member States.

2.5. Accounting

EIOPA will continue to follow developments in the European accounting environment, especially by following the work of, and providing input to, the European Financial Reporting Advisory Group (EFRAG) in the context of the application of International Financial Reporting Standard (IFRS) in the European Union. EIOPA will continue to follow the IASB's agenda closely and provide input in areas affecting insurance and/or occupational pensions.

2.6. International relations

Combined with the power of the ESAs to draft regulatory standards to which the European Commission can give binding legal effect, EIOPA's representation in relevant international organisations (according to art. 33) has grown in order to realise its standard setting role in insurance and pensions. In this context, the EIOPA view is elaborated with the Members' support and set forth in the relevant committees of IAIS and IORP. Particular focus will be given to raise EIOPA's voice in IAIS ExCo and to promote ComFrame. At the same time, EIOPA continues to develop its international relations by holding regulatory dialogues and maintaining a close contact with third countries including the US, China, Japan and Latin-America.

3. Information and Financial stability

In line with EIOPA Regulation art. 22 and 23, the tasks in relation to financial stability aim at identifying, at an early stage, trends, potential risks and vulnerabilities stemming from the micro-prudential level and to inform, where necessary, the appropriate institutions.

EIOPA will monitor, in accordance with art. 32 of EIOPA Regulation, structural developments in the sectors as well as risks related to specific products where relevant. Further development and monitoring of a risk dashboard in cooperation with the ESRB and other ESAs are to be carried out. Also, in 2012, a harmonised, pan-European stress test for the insurance sector will be carried out in cooperation with the ESRB, ECB, and EBA.

As in previous years, EIOPA will deliver, in the autumn of 2012, an annual assessment of sector developments, highlighting implications for financial stability, with a provisional report in the spring of 2012, outlining main market trends since the end of 2011. EIOPA will report regularly on financial conditions and financial stability in the (re)insurance and occupational pensions sectors in the European Union to the European Economic and Financial Committee (EFC) – Financial Stability Table and also inform the ESRB.

EIOPA will further develop its database of current and historical data for occupational pension funds, insurance and reinsurance undertakings in the European Union, gathered in the context of EIOPA's Financial Stability Reports.

Following mutual agreements with ECB and ESRB, and in line with art.36 of EIOPA Regulation, exchange of data are to be conducted.

Looking ahead to the introduction of Solvency II, EIOPA will have regard to the data to be collected for the purposes of single reporting standards, due to come into force in 2012. This would also include as much data as possible required for financial stability purposes, including those of the ESRB, in accordance with Art. 35 of EIOPA Regulation. The growth of data available to EIOPA increases the need for more expertise to collect, handle and validate quantitative data as well as analysts who can provide Members, the ESRB and the risk dashboard with the underlying necessary interpretation and analysis.

4. Consumer Protection and Financial Innovation

The tasks in this area include, amongst others, analysing consumer trends, reviewing financial literacy initiatives, developing industry training standards, contributing to common disclosure rules and monitoring existing/new financial activities.

4.1. Consumer protection

In accordance with its mandate, EIOPA will further develop and pursue its leading role in promoting transparency, simplicity and fairness in the market for consumer financial products and services across the internal market (Article 9, EIOPA Regulation). This will be done by developing more standardised and comparable information about the risks and costs of products, relevant regulatory requirements and complaints-handling procedures. In this respect, EIOPA considers it of utmost importance that consumers should feel confident and empowered to make the right choices when purchasing insurance products and pensions.

Taking into account also the work of the Committee on Consumer Protection and Financial Innovation (CCPFI), the Regulatory Unit working on consumer protection and financial innovation in EIOPA will need to be considerably expanded in 2012, to work even more pro-actively on issues relating to:

- Further collection, analysis and reporting of consumer trends with a focus on significant evolutions related to products or to the use of new information technologies which necessarily complements work under the heading of financial innovation in monitoring and assessing new or innovative financial activities. Work will be carried out on the establishment of an updated methodology for the necessary data requirements. A methodology would also need to be established for identifying risks related to retail products;
- Review and co-ordination of financial literacy and educational initiatives in close co-operation with the European Commission and OECD, in the scope of the Joint Committee where possible;
- Guidelines and recommendations, which promote the safety and soundness of markets and convergence of regulatory practice. In this respect, a draft Guideline on the handling of complaints by Insurance Undertakings, is due to be finalized by Q2 2012. Further work may be carried out on the handling of complaints by Insurance Intermediaries and IORPs. A common cross-sectoral approach to complaints-handling may also be considered under the scope of the Joint Committee; and
- Development of industry training standards, taking into account relevant revisions to the provisions of the Insurance Mediation Directive (IMD), noting that a revision of the IMD is scheduled for 2012.

4.2. Financial innovation

Additional resources will also be needed for the work on financial innovation undertaken under the auspices of the CCPFI. The CCPFI will continue its monitoring and assessment of new or innovative financial activities, release good practices reports and, where deemed appropriate, make proposals for the adoption of guidelines and recommendations with a view to promoting the safety and soundness of markets and convergence of regulatory practice. This work will necessarily complement the above initiatives on consumer protection by promoting transparency and safety of new financial products for policyholders and pension fund beneficiaries. By way of exemplification it is noted that an important new major strand of work will be to assess the impact of the Solvency II framework on product developments. Work is also expected to be carried out under the Joint Committee on the development of common disclosure rules and selling practices, including possibly providing advice to the Commission with regards to the above-mentioned revision of the IMD and the regulation of the disclosure and sale of Packaged Retail Investment Products (PRIps).

4.3 Insurance Guarantee Schemes

Another area where EIOPA will continue to provide input into the Commission's work pertains to the area of Insurance Guarantee Schemes (IGS), in line with EIOPA's mandate to contribute to "the assessment of the need for a European network of national Insurance Guarantee Schemes which is adequately funded and sufficiently harmonised" and "... may report on any new developments and progress concerning: ... (g) a harmonised and adequately funded Union-wide solution for insurance guarantee schemes.". (Article 26 and Article 27(g) respectively, EIOPA Regulation). In this respect, an assessment of existing winding-up procedures for insurance companies is in progress and it is foreseen that further work may be derived from the legislative act on IGS scheduled by the European Commission to be tabled in 2012.

4.4 Cross-sectoral co-operation and external engagement

Where relevant, EIOPA's work on consumer protection and financial innovation will be undertaken jointly with the other two ESAs under the auspices of the Consumer Protection Sub-Committee of the Joint Committee of the ESAs to ensure cross-sectoral consistency.

Work will also be carried out in close cooperation with EIOPA's Stakeholders, particularly consumer associations. Therefore, EIOPA will organise again in 2012 an EIOPA Consumer Day, which first edition was launched in December 2011. EIOPA will, however, more generally be open to exchanges with all stakeholders, including industry and intermediaries.

5. Oversight

5.1. Cross border crisis management

In line with the broad phasing in the Strategic Orientation on Crisis Management, EIOPA will continue to develop the crisis management framework, under articles 18, 25 and 27 of EIOPA Regulation. Building on the framework developed in 2011 through the Task Force on Crisis Management, EIOPA will further develop the pre-emption element of the framework in 2012. It is also planned to develop analytical tools to be used in decision making, as well as completing the monitoring and peer review process (art. 30 of EIOPA Regulation). Later in 2012 a simulation exercise to test the operation of the new framework will be carried out. EIOPA will also contribute to the work of the European Commission in developing crisis management proposals for insurance, along with the work of the IAIS on resolution tools for systemically important insurance undertakings.

Joint work in this area will be carried out in close cooperation between the EBA, ESMA and EIOPA within the Joint Committee. There will also be close cooperation with the ESRB, the European Council and the European Commission.

5.2. Joint Committee

In 2012 the Joint Committee will further develop its work in the three sub-committees on financial conglomerates, on cross sectoral developments, risks and vulnerabilities, on anti-money laundering and on consumer protection and financial innovation. The exchange of information with the European Systemic Risk Board (ESRB) will also be further developed. EIOPA plans to double its dedicated staff for organising and supporting the JC work from 2 to 4 staff members.

5.3. Colleges of Supervisors

Building on the experiences gathered in 2011, EIOPA staff will participate intensively in the activities of the Colleges of Supervisors (Colleges), focussing on building trust in the Colleges and monitoring the functioning of Colleges. Within each College EIOPA has been entrusted with *specific* responsibilities and tasks given its role foreseen in the EIOPA Regulation (article 8 (1), 21(1) and 21(2)) to promote and to lead in ensuring an efficient, effective, consistent and coherent functioning of Colleges and to foster coherence of application of Union Law. The result of the functioning of the Colleges in 2011 will form the basis of EIOPA's Action Plan for Colleges 2012 and include measurable, realistic, however at the same time ambitious goals. EIOPA staff will as a Member in the Colleges continue to advise Group Supervisors and Colleges on the possibilities to improve the functioning of their College. Practical solutions and examples of supervisory practices will be collected, best practices will be developed in cooperation with relevant working groups and made available to the Colleges.

When participating in the Colleges EIOPA will specifically promote in 2012 frequent information exchange and discussion on risks. By comparing the risk assessment

provided by ESRB and EIOPA with the risk assessments by Colleges EIOPA's updated risk assessment on groups can be formed. To promote the exchange of information in a safe and sound manner within Colleges, EIOPA will give priority to its work on the implementation of a common IT solution for the secure exchange of information within Colleges, also in crisis times, with the aim to have the tool ready in 2012.

EIOPA's participation in the Colleges will also feed into policy related Solvency II work-streams on supervisory Colleges by clarifying, strengthening and streamlining the role of Colleges in the Guidelines and Recommendations on the functioning of the Colleges but also into the Technical Standards or Guidelines and Recommendations on e.g. information exchange within Colleges and the internal model approval process.

The number of staff dedicated to the college work and crisis management will expand in 2012 from 6 fte to 10 fte.

5.4. Supervisory culture

The Regulation stresses the importance of a common supervisory culture in the European Union through technical training and exchange of staff in order to build common supervisory skills and approaches.

The topics covered in the training are in line with the work developed by EIOPA, where Solvency II is one of the main drivers, followed by Financial Stability, Occupational Pensions, Consumer Protection and Convergence of supervisory practices.

The implementation of Solvency II by end 2014 will be followed by a shift in focus from regulation to supervision. The aim of the future training is to target operational supervisors and to better prepare them for supervision under Solvency II, by introducing a practical approach as the preferred methodology of training.

5.5. Supervisory practices

Continuation and expansion of the peer review work is scheduled.

In 2011 the Review Panel has initiated the preparatory work for launching three peer reviews in 2012 on the following topics: supervision of branches of EEA insurance entities, supervisory aspects of the pre-application of internal models, and supervisory powers to obtain information and intervention regarding IORPs.

The peer review projects are developed with the purpose of exchanging practical aspects and challenges faced by national supervisory authorities, and ultimately outlining good practices with view of steering supervisory convergence.

The current peer review projects will build on the experience gained from the first peer review exercise completed in 2010. This experience was also considered in 2011 in updating the peer review methodology, prior to launching the new peer review projects in the beginning of 2012.

6. EIOPA organisation

6.1. Relation with Members

EIOPA has a coordinating role amongst its Members but is at the same time an organisation led by its Members. Maintaining an open and transparent relationship with its Members is a priority for EIOPA. To further improve communications with Members, further investments will be made to improve the functionality of the website, specifically in the area of secure exchange of confidential information. Furthermore, part of the HR policy is to aim at having seconded national experts from Members of up to 10% of staff headcount.

The legal requirements stemming from the EIOPA Regulation in relation with breach of Union Law, settlement of disagreements, delegation acts and complaints (EIOPA Regulation art. 17, 19, 20 and 28) have been implemented as decisions and Strategic Orientations by the Board of Supervisors. EIOPA will continue to work in 2012 to fulfil these tasks in a transparent and coherent manner.

6.2. Relation with Stakeholders

6.2.1. EIOPA Stakeholder Groups (EIOPA Regulation art.37)

- EIOPA will provide support to the Insurance and Reinsurance Stakeholder Group and the Occupational Pensions Stakeholder Group by organising their meetings and covering attendance related costs for specific stakeholder categories such as academics and consumer representatives. As such, EIOPA will ensure the two Groups deliver successfully on their respective tasks as stated in the Regulation.

6.2.2. EU institutions

- EIOPA will ensure full accountability and transparency of its actions when reporting to the EU political institutions (European Parliament and the Council) in accordance with Article 50 of the Regulation.
- Furthermore, as an EU Agency, the degree of scrutiny from not just political but also control bodies of the EU (EU Court of Audit, OLAF, EDPS, etc.) is expected to be at peak levels. EIOPA stands ready to continuously improve its internal framework in order to ensure timely, efficient and economic delivery of its tasks.

6.2.3. General cooperation with other stakeholders

- In a broader context, as part of its commitment to institutional transparency and accountability, and building on its long tradition of engaging in dialogues with all relevant stakeholders for the areas where EIOPA is pursuing, formal dialogue (by way of consultations) and direct dialogue with relevant stakeholders will be established.

6.3. Staff

EIOPA attaches great value to having its staff dedicated to European cooperation, and representing Europe in its diversity of cultures. EIOPA also strives for a balanced age and gender distribution among its staff.

To realise staff growth (50% in 2012) without disturbing the on-going team work within EIOPA will demand well-formed recruitment processes in line with the on-going introduction of new staff.

In cooperation with EBA and ESMA an integrated e-HR system (Allegro) was introduced in 2011. Further expansion of the functionalities of this HR software tool will continue to demand efforts in roll-out, communication and maintenance.

In addition, to retain EIOPA as an attractive employer and in view of the lack of places for small children in Frankfurt area, a Kindergarten in cooperation with the City of Frankfurt will be opened early 2012. EIOPA will have a dedicated number of places, but also a small number of places will be reserved for local parents, thereby strengthening EIOPA's ties with the local community in Frankfurt.

Furthermore, the intense cooperation with EBA and ESMA will continue and the liaison with the European Commission and the Network of EU Agencies will be enhanced. Additional resources will be put in place to guide the process of growth and the compelling demands of being an EU Agency.

6.4. HR policy

EIOPA's staff policy is based on the Staff Regulations and Conditions of Employment for Other Servants from the European Commission. In implementing these regulations and conditions of employment, EIOPA strives to maintain a working environment that inspires its staff to operate in a flexible, adaptive and dedicated manner and to continuously develop and expand their knowledge and skills.

The HR legal background will be translated into relevant policies, guidelines and staff handbook.

6.5. Internal Control

The internal control standards, implemented in 2011, will be revised and improved according to possible suggestions by the Court of Auditors and by adapting needs as our organisation continues to grow. EIOPA fully acknowledges the need for transparent and accountable operations of the Authority as part of the larger European agencies community. A Quality Control Committee, composed of Management Board Members and presided by EIOPA's Vice-Chair, will oversee and assess the appropriate implementation of the internal procedures and decisions. Also, given its role as a Supervisory authority in the financial sector, EIOPA wants to set an example by having solid internal control standards in place.

6.6. Contingency planning

In order to ensure contingency if EIOPA headquarters become unavailable, alternative locations and modalities for essential high level meetings have been established. Also back-up systems to ensure continuity of IT systems have been implemented in 2011, according the highest security standards in line with the confidential nature of EIOPA's work.

6.7. Budget

Activities specified in the Work Program documents cover all budgetary titles.

There is a common trend within European Agencies and a requirement from the European Commission to implement ABB (Activity Based Budgeting). EIOPA will closely follow the developments in this area as ABB enables a better link between budget execution and the tasks and activities as described in this Work Programme.

7. Corporate & Social Responsibility

EIOPA wants to be an active member of the wider community it is part of and take responsibility of its environment beyond the strict mandate of the Regulation.

7.1. Member of City of Frankfurt community

EIOPA will continue to foster its cordial relations with the Mayor of Frankfurt, the Chamber of Commerce, the State of Hessen's Commissioner for Insurance Business and the Frankfurt Economic Development.

7.2. Reducing the carbon footprint

Investments will be made in teleconference and videoconference facilities to reduce the number of meetings for which travel is required. There is an active policy to reduce the amount of paper used in the office and to use recycled paper.

7.2.1. Missions

- In accordance with the "Guide to missions for officials and other servants of EIOPA" priority should be given to public or shared transport in view of its low environmental impact, especially for transfers to airports/ railway stations.
- EIOPA wishes to reduce CO2 emissions and therefore encourage the use of public transport whenever possible, taking account, among other things, of the environmental impact, and strongly encourages the use of video/ teleconferencing possibilities.
- Teleconference and videoconference facilities will be explored to reduce the number of meetings for which travel is required.
- EIOPA encourages staff travelling to nearer distances (within 500 kilometres of Frankfurt) that have a good train connection to Frankfurt to take the train rather than flying.
- EIOPA is looking into improving daily transport of staff to EIOPA offices in terms of carbon footprint (e.g. offering job tickets/ subsidised public transport, offering a bike pool, encouraging staff to cycle or walk to work, etc.)

7.2.2. Supplies, stationary & corporate materials

- EIOPA is exploring the possibility to use environmentally friendly supplies (e.g. recycled paper, recycled bin liners, etc.) where possible.
- There is an active policy to reduce the amount of paper used in the office and to use recycled paper.

Going forward the EIOPA Annual Report will only be made available as PDF download from the EIOPA website, thus reducing the impact of printing.

7.3. Educating our youth

Positions for traineeships and doctorate studies will be open for students on insurance and pensions regulations. A close cooperation with the International Center for Insurance Regulation, based in Frankfurt, and with other centres for Insurance and Pensions studies will be continued.

Annex 1: Deliverables for 2012

Activities	Deliverables	Unit	Resources	Objective	Origin of request
A. Policy					
A.1 Solvency II A.2. Group issues under current Insurance group Directive A.3. Equivalence A.4. Occupational Pensions A.5. Accounting A.6. International Relations	- Technical standards - Guidelines and recommendations - Technical input to Commission regarding decisions on transitional measures for equivalence - EIOPA advice in response to the Commission's CfA on the review of the IORP Directive - Clarifications on the advice as needed - Methodologies for quantifying the various security mechanisms on the holistic balance sheet - A targeted QIS exercise to support the Commission's proposal for a revised IORP Directive - Report on Market Developments 2012 - Resolution, in cooperation with the Commission and the CAs involved of any major difficulties to which the application of the IORP Directive gives rise - Pls, see comment	Policy;	19 temporary agents (+6 compared to end 2011) 3 seconded national experts	The development of technical standards to build a single rulebook in the EU To establish and enhance external relations to globally promote a risk-based approach and to support convergence of supervisory practice.	EIOPA Regulation Art 1, 8(1)(a), (b), 15, 16, 33, 34, 35 Art 4 of Omnibus I Directive,

Activities	Deliverables	Unit	Resources	Objective	Origin of request
B. Information and Financial Stability					
B.1. Information B.2. Financial Stability	- Development of central database - Annual assessment of sector developments highlighting implications for financial stability. - Maintain public registers on various financial institutions and national provisions	Information and Financial Stability	8 temporary agents (+ 5 compared to 2011) 2 seconded national expert	Development of central database; Ensuring the taking of risk related to insurance, reinsurance and occupational pensions activities is appropriately regulated and supervised	EIOPA Regulation art. 8, 22, 23, 24, 32, 35 and 36
C. Consumer Protection and Financial Innovation					
C.1. Consumer Protection C.2. Financial Innovation C.3. Dossiers covering aspects of both C.1. and C.2.	C.1. - Finalisation of Guidelines on complaints-handling by Insurance Undertakings and potential work on Guidelines on complaints-handling also applying to Insurance Intermediaries and IORPs; - Finalisation of 1st report analysing consumer trends	Consumer Protection and Financial Innovation	5 temporary agents (+2 compared to 2011)	Enhancing customer protection and financial innovation	EIOPA Regulation art. 9

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	(C.3.); - Update of report reviewing and co-ordinating financial literacy/education initiatives and links to financial literacy/ education bodies on EIOPA's website; - Work on industry training standards (possibly in the form of a "soft law" instrument), taking into account the IMD revision scheduled for 2012; - Alternative dispute resolution/effective redress handling: legal expenses insurance in the form of a report; - Guidelines on comparison websites (e-commerce) – [depending on whether capture by IMD2]; - General good provisions (update links on dedicated area of EIOPA's website to relevant national provisions, analysis and categorisation of same to be provided to the COM (possibly by means of a report); - Providing technical input to the COM on Insurance Guarantee Schemes in particular in respect of assessing existing winding-up procedures for insurance				

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	companies. In addition, further work may be derived from the legislative act on IGS by the COM scheduled to be tabled in 2012; - Ancillary services [e.g. replacement cars] (precise scope and deliverables yet to be defined)'. C.2. - Establishment of an updated methodology for the necessary data requirements establishing consumer trends on a going forward basis (C.3.); - Establishment of a methodology for identifying risks related to retail products (C.3.); - ITDC: identification of data requirements for consumer protection and financial innovation activities (C.3.); - Impact of SII on product development e.g. with regards to (i) contractual differences across the Union as regards profit policies, (ii) prudential considerations re the impact of profit features on capital charges and (iii) trends in respect of products prevailing and those that will disappear as a consequence				

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	of SII; - Continued monitoring of existing/new financial activities; - Finalisation of report on variable annuities; - CAT bonds (workstream; its precise scope and deliverables yet to be defined); Rules on procedures for issuing warnings and restrictions/prohibitions for financial activities in the future; - Follow-up re the CCPFI to the COM communication on the application of the Gender Directive 2004/113/EC in the light of the Court of Justice ruling on <i>Test Achats</i>. In addition to the above, EIOPA Technical standards and Common Acts under the Joint Committee EIOPA Guidelines and recommendations and Joint Positions under the Joint Committee to promote convergence of regulatory practice in consumer protection (e.g. regarding consumer trends,				

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	complaints-handling and financial education) and in financial innovation (e.g. contribution to common disclosure and selling rules), taking into account scheduled PRIPs legislation and possibly the IMD revision, which in themselves will require further input to the COM) (C.3.).				
D. Oversight					
D.1. Cross-border crisis management D.2. Colleges D.3. Supervisory Culture D.4. Supervisory Practices	- Develop a policy and procedure for mediation - On a case by case basis, provide (informal) mediation - Completion and testing of a comprehensive crisis management framework - Developing a coordinated and cooperative approach to crisis management; - Contributing to EU and international policy initiatives in crisis management; Colleges - Establishing points of	Oversight	12 temporary agents (+ 4.5 compared to 2011) 2 contract agents (+2 compared to 2011) 3 seconded national expert	Ensuring common supervisory culture Facilitating and coordinating actions in relation to emergency situations Colleges Contribute to promoting and monitoring the efficient, effective and consistent	EIOPA Regulation art 8, 18, 21, 25, 27 and 31

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	contacts within EIOPA for all Colleges and participation in majority of Colleges by end 2012 - Ensure EIOPA's college team works in a consistent manner towards the Colleges - Preparing a report on the functioning of the Colleges and the accomplishment of the Action Plan for Colleges 2011 - Establishing, implementing and monitoring EIOPA's Action Plan for Colleges 2012 aimed at a further improvement of the Colleges - Providing individual feedback to the Group Supervisors and Colleges on their functioning - Establishing EIOPA plan for the participation of EIOPA staff in on-site inspections - Establishing of best practices on the functioning of Colleges that have their main activities in the home country and few			functioning of the Colleges Lead in ensuring a consistent and coherent functioning of Colleges of cross-border institutions across the Union, taking into account of the systemic risk posed by financial institutions referred to art. 23 Participate in the activities of Colleges Participate in cross-border on-site inspections, carried out jointly by two or more Competent Authorities Develop regulatory and implementing technical standards to	

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	activities cross-border - Establishing of best practices on the participation of the insurance group in the Colleges - Making QandA, practical solutions and examples available to Colleges - Promote information exchange and discussion on risks in Colleges by the establishment of the Action Plan for Colleges 2012 - Presenting summaries of EIOPA's Financial Stability Reports, the results of the Risk Dashboard and peer comparisons based on financial key data in Colleges - Encouraging discussion in the colleges of stress test assumptions and results - Provide input from the experiences in the Colleges to the EIOPA SII policy workstreams, training programme and peer review follow up in the area of Group Supervision			ensure uniform conditions of application with respect to the provisions regarding the operational functioning of Colleges of Supervisors and issue guidelines and recommendations to promote the convergence in supervisory functioning and best practices adopted by the Colleges of Supervisors May promote effective & efficient supervisory practices including evaluating of risks to which groups are exposed Oversee the tasks carried out by the Competent Authorities	

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	- Improving data collection through Helsinki plus lists - Contribute to the development of a cost efficient data collection (including the regular update of the Helsinki Plus list) and analysis system - Development IT-tool for secure information exchange within a College - Cooperation with third parties on college issues (IAIS) - Completion of the MoU with FINMA - Contribution to the cooperation with EBA in the field of colleges - Peer Review on the supervisory practices for the Pre-application of Internal Models - Peer Review on the supervisory practices for Branches of EEA undertakings - Exchange of Staff - Training to supervisory authorities				

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	- Obstacles to convergence removed - Development of new tool (??) to promote convergence - Technical standards - Guidelines and recommendations				
E. Internal Organisation					
E.1. Relation with Members E.2. Relation with Stakeholders E.3. Staff E.4. HR policy E.5. Internal Control	- Stakeholders groups, - EIOPA Governance, organization activities	Corporate Support	17 temporary agents (+2 compared to 2011) 10 contract agents(+4 compared to 2011)	To enable Stakeholder Groups to deliver opinions in a timely and efficient manner. EIOPA is a highly professional organization, objective and efficient in its activity.	EIOPA Regulation art. 8, 17, 19, 20, 37, 39 and Chapter III
Corporate & Social Responsibility					
- FFM Community - Reducing the environmental impact - Youth education	- Being part of the FFM Community - Developing sustainable organizational practices; - Reducing the environmental impact of	Corporate Support		Investing into corporate and social responsibility by awareness raising,	Own initiative

Activities	Deliverables	Unit	Resources	Objective	Origin of request
	missions - Promoting the usage of environmentally friendly supplies - Raising financial capability awareness among youth;			community support and sustainable development.	

Annex 2: EIOPA organisation end 2012

