



Task Performance Measurement

Class: 'Law'

Baseline test (July 2016)

Analysis

Date: 05/10/2017
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	TPI expert analysis team	Write/Review	

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- Editorial, formatting, and spelling
- Clarification

To request a change to this document, contact a Document Author.

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Final for validation	04/09 – 12/09	Kristin Dom and Nina Thompson-Williams	Write findings for instructions 1, 5 and 10
0.3	July 2017	Kristin Dom and Nina Thompson-Williams	Write findings for instructions, update charts
0.2	10/02 – 17/02	Kristin Dom and Nina Thompson-Williams	Write findings for instructions
0.1	05/08/2016	Brian Lamb	First draft report

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The latest version of this document is stored in the relevant class folder on Z:\1NEW Folder Structure\TPI

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I. Background

A central element in the creation of the Commission's new web presence is the building of a **common, task¹-based information architecture**. To ensure that such a common architecture would be accepted and actually implemented throughout the institution, a rigorous and inclusive process (starting in 2014) of user research and testing was conducted, involving both the DGs and the people using our websites. This process led to the establishment of a top-level architecture (highest level of menu labels), consisting of **15 content classes²** giving access to the **77 Commission-wide user tasks** collectively identified by all DGs and ranked through an online user poll³.

The poll results revealed 6 user tasks as being the most important for respondents, irrespective of where they work and where they live. They also revealed in precise, statistical terms the main audiences interacting with the European Commission online.



Further polls have since been conducted to establish the most important subtasks underneath certain classes and tasks.

¹ A task is what people come to do on our website. Examples include applying for a research grant, finding details on a new legislative proposal, finding people (eg contacting a Commissioner), or looking for information about recruiting staff abroad.

² Executive summary on building the information architecture:

http://ec.europa.eu/ipg/docs/digital_transformation/report_on_common_architecture_level_1_-_executive_summary.pdf

³ Carried out in 24 languages with 106,792 valid responses. Factsheet on the May 2014 top tasks poll:

http://ec.europa.eu/ipg/docs/digital_transformation/factsheet_digital_transformation_user_survey_with_tasks.pdf

Task performance measurement

A rigorous, task-based approach to the management of the new web presence requires continuous (iterative) testing and improvement, based on sound metrics that **measure how easily and quickly our audiences can complete their tasks on the Commission's websites**. These metrics are provided through task performance measurement tests resulting in an indicator known as the task performance indicator (TPI). Task performance measurement tests (per **class**) were launched in 2016. The first round of testing sets the baseline against which future performance of each class will be measured.

The testing process involves recording and analysing 15-20 one-on-one remote sessions (about 60 minutes) observing and measuring how well representative users⁴ can complete a prioritised⁵ set of task instructions. The instructions are real task scenarios based on a validated, ranked task list and developed together with DG stakeholders (see overview p. 11). Analysing the results of the tests reveals **patterns in people's behaviour** as they seek to complete the tasks. These patterns allow us to make sense of the data. Testing with 15-20 people is required to get reliable and stable patterns⁶.

Each participant starts the test from the same page. During the introduction, it is made clear to them that although the test starts from this page, they are free to use the internet as they would usually do (Google, Bing, etc.). To keep results comparable over iterations, the starting page needs to be repeatable. In the Commission, the agreed starting page is the Commission homepage: (ec.europa.eu/index_en.htm)⁷.

Using task performance measurement as a continuous-improvement management model offers clear benefits, including:

- **easily-understood indicators** of success, failure and time on task completion.
- **insight into both the current situation and how to improve it**. For example, where testing shows that a particular task has a success rate of 60%, the data will also show what caused the 40% of failures. Addressing and fixing the causes of failure should result in a clear improvement in the success rate when the task is tested again.
- **evidence-based action plan**. Between iterations, and based on the findings of the tests, an action plan can be made to improve content, usability and navigation, focusing on the most urgent issues first.

⁴ See Annex 2: Test user profiles

⁵ Prioritisation is based on evidence of user needs, balanced against the organisation's goals.

⁶ See Annex 3: Stability of results

⁷ This was the first round of tests done on the European Commission (EC) home page design with the two tabs: "Commission and its priorities" and "Policies, information and services"

The class Law

The following sets of data were used to develop the test instructions for task performance measurement:

1. Data from work on the top-level architecture for the EC new web presence⁸

The class Law contains the following tasks:

Class	Law	
Task #	Tasks	Total Vote
1	EU law, rules, treaties, judgments	5.2%
13	Track policy and law making process, updates	2.1%
22	National implementation of EU law, infringements	1.5%
38	Competition (state aid, cartels, mergers, anti-trust)	1.0%
44	Initiate, contribute to law making (public consultations, citizen's initiative)	0.8%
49	Privacy, data protection	0.7%
56	Crime, fraud, corruption, human trafficking	0.7%
65	Judicial cooperation between EU countries, recognition of judgments	0.5%

2. Data on subtasks from user surveys

User evidence on detailed subtasks⁹ was gathered through user surveys asking two open questions:

- What information about [task description] do you need most?
- Why do you need this information? What do you usually do with it?

Six surveys were carried out:

1. Combination of tasks 1, 13, 44
2. Task 22
3. Task 38
4. Task 49
5. Task 56
6. Task 65

When the TPI instructions were being prepared for the test, the analysis and results of the user surveys for tasks 49, 56 and 65 were not available.

⁸ Executive summary on building the information architecture:
http://ec.europa.eu/ipg/docs/digital_transformation/report_on_common_architecture_level_1_-_executive_summary.pdf

⁹ In the absence of a full Task Identification survey for the content class Law

According to the analysis and results of the user surveys for tasks 1, 13, 22, 38 and 44, the most frequently mentioned subtasks were:

- Find legislative documents (law, rules, directives, decisions)
- Non-jargon summaries of laws (how does it affect me?)
- Overview of all legislation relating to a specific subject
- Track the status of a specific proposal or piece of legislation in the law-making process
- Track the timing of upcoming legislation [when it will be announced, adopted, etc.]
- Implementation of directives by member states
- Public consultation
- Process of law-making (who is involved, stages)
- Case law (ECJ decisions, important cases)

3. Detailed audience profiles

Data on audience profiles for the content class Law were available from the 2014 EC-wide task identification survey¹⁰.

The list of class Law subtasks, test instructions and detailed audiences were validated in workshops with DGs OLAF, COMP, HOME, JUST, GROW, SANTE and SG.

¹⁰ Overview of Law class audience profiles:
http://ec.europa.eu/ipg/docs/digital_transformation/audiences_law.pdf

Test dates and starting page

The test took place between 5-21 July 2016. Below is a screenshot of the Commission homepage at the time of testing.

Commission and its priorities Policies, information and services

English

European Commission

HIGHLIGHT

Completing the reform of the Common European Asylum System

Jobs, Growth and Investment

Digital Single Market

Energy Union and Climate

Internal Market

Economic and Monetary Union

EU-US Free Trade

Justice and Fundamental Rights

Migration

EU as a Global Actor

Democratic Change

[More about the priorities >](#)

The European Commission is the executive of the European Union and promotes its general interest.

President Juncker

The Commissioners

Departments (Directorates-General) and services

Commission at work

[More about the Commission >](#)

Contact

EU local offices and information points

Commission staff

Contact guide by Commission activity

Press contacts

Latest

WEEKLY MEETING | 13/07/2016

Completing the reform of the Common European Asylum System

Today the Commission has completed its comprehensive response in the field of migration and asylum, proposed a common EU Resettlement Framework, and assessed the latest developments on visa reciprocity with the U.S. and Canada.

NEWS | 13/07/2016

18th EU-China Summit in Beijing

On 12-13 July President Juncker, along with European Council President Tusk, represents the EU at the 18th bilateral Summit between the European Union and China in Beijing.

NEWS | 12/07/2016

EU-U.S. Privacy Shield launched

A new framework is now in place for protecting the fundamental rights of EU citizens whose personal data is transferred to the US and giving legal clarity to business about their obligations when carrying out data transfers.

[All news >](#)

Featured

Managing the refugee crisis

COP21 – United for climate

Completing Europe's Economic and Monetary Union

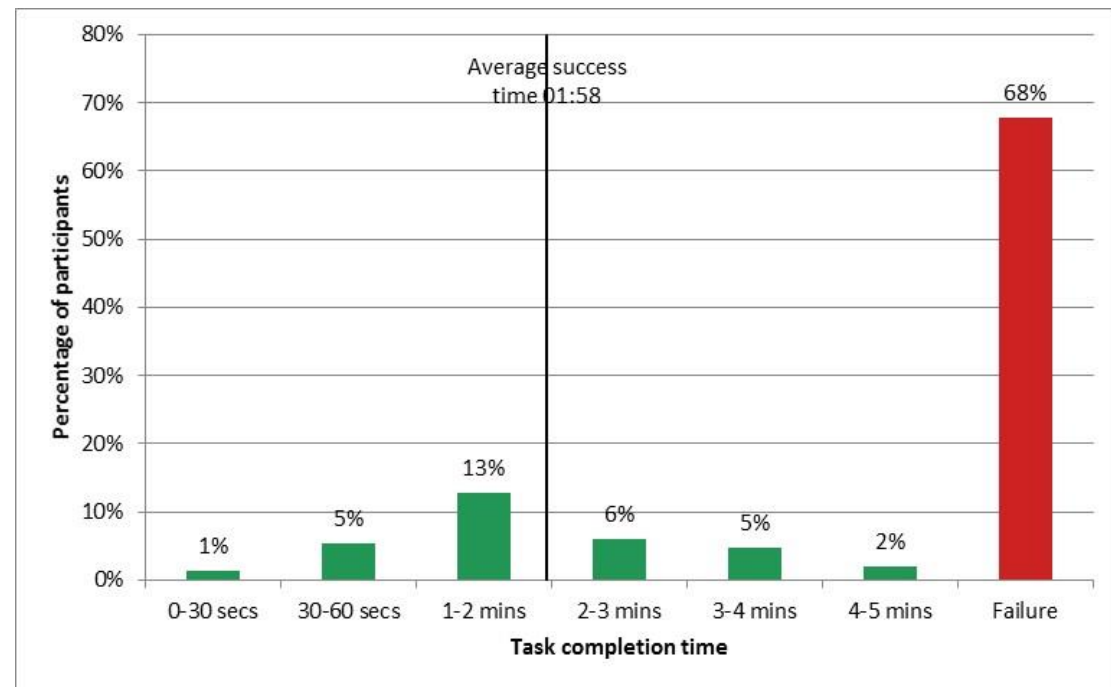
Commission and its priorities Policies, information and services

The European Commission on: [Facebook](#) [Twitter](#) [Other social networks](#)

II. Detailed results and charts

A. Overall results for the class

Performance (success, failure, task completion time)



The analysis shows that two participants out of three are failing when they try to complete top law tasks. In the longer term, we are aiming for a 100% success rate.

Overview of test instructions and results

Test instructions were validated on 23 June 2016 by DGs OLAF, COMP, HOME, JUST, GROW, SANTE and SG.

	Instruction	Success overall	Average success time	Discussion/review needed
1	Find the English PDF version of the EU rules on the application of the EU Ecolabel.	7%	02:08	yes
2	Find the current EU law governing investigations by the European Anti-Fraud Office.	20%	02:13	
3	Find the page listing all the current EU legislation on cosmetics.	80%	01:39	
4	The European Commission has proposed legislation to allow people living in one EU country to more easily access online content produced in another. Find the page showing the status of the proposal in the law making process.	0%	Not applicable	
5	According to the Commission plan, when will the review of the Satellite and Cable Directive be adopted by the EU institutions?	0%	01:47	yes
6	Find the title of the Maltese law implementing the EU asylum directive 2013/32/EU.	7%	01:55	
7	The Commission is consulting the public as part of its evaluation of the current EU consumer and marketing law. Find the closing date of the public consultation.	80%	01:50	
8	For how many weeks can the public give feedback on legislative proposals once they are adopted by the Commission?	60%	02:34	
9	When did the European Commission publish the latest documents on the Starbucks case?	13%	00:51	yes
10	Check which country does not recognise divorce judgments made elsewhere in the EU.	53%	02:09	

Overall findings: reusability of test instructions

Framing the task instructions correctly is essential to the success of the measurement process. Real tests may show that the test instructions do not work as intended, in which case a review is required before retesting.

The following overview shows which instructions worked as intended and are therefore suitable for retesting, and which must be discussed/reviewed with stakeholders before retesting.

	Instruction	Discussion/review needed
1	Find the English PDF version of the EU rules on the application of the EU Ecolabel.	yes
2	Find the current EU law governing investigations by the European Anti-Fraud Office.	–
3	Find the page listing all the current EU legislation on cosmetics.	–
4	The European Commission has proposed legislation to allow people living in one EU country to more easily access online content produced in another. Find the page showing the status of the proposal in the law making process.	–
5	According to the Commission plan, when will the review of the Satellite and Cable Directive be adopted by the EU institutions?	yes
6	Find the title of the Maltese law implementing the EU asylum directive 2013/32/EU.	–
7	The Commission is consulting the public as part of its evaluation of the current EU consumer and marketing law. Find the closing date of the public consultation.	–
8	For how many weeks can the public give feedback on legislative proposals once they are adopted by the Commission?	–
9	When did the European Commission publish the latest documents on the Starbucks case?	yes
10	Check which country does not recognise divorce judgments made elsewhere in the EU.	–

Overall findings: class performance

1. People struggle with the Commission homepage as it offers no clear onward paths to the top task of the European Commission (EU law, rules, treaties, judgments).
2. The political priorities (first set of links visible on the homepage) are often assumed to be the main navigation. However they rarely offer onward paths to solve the tasks being tested. Navigation is therefore often abandoned in favour of search.
3. EC search returns poor results for the following reasons:
 - titles appearing in search results are poor – using numbers, jargon and starting with general instead of specific information
 - titles are often too broad and vague
 - no autocorrect. Autocorrect is particularly important for people who are not searching in their native language.
 - many titles appear to be exact duplicates, but may link to different pages
 - the search box is too small to see the full search string and correct any spelling mistakes
 - results are clogged with press releases, blog posts, irrelevant or old content, and events
 - no landing/overview/summary pages for top tasks appear in results
4. Google search returns better results but the absence of landing/summary pages still made solving tasks difficult.
5. EUR-Lex and other DG destination pages caused problems for people solving tasks, or slowed task completion times, due to:
 - confusing menus and links
 - confusing internal search functionality
 - blocks of text not broken up with subheadings, bullets, etc., making them difficult to scan
 - onward links to solve tasks often hidden in blocks of text making them difficult to spot
 - people have to adapt to many different page layouts, with different designs for navigation and search, requiring more effort

B. Results by task instruction

Instruction 1: Find the English PDF version of the EU rules on the application of the EU Ecolabel.

1.1. Task reference

- Top task 1 from 'EC-wide' poll 2014 (EU law, rules, treaties, judgments)

The instruction is intended to test how easily people can find legislative documents (law, rules, directives, decisions)

1.2. Correct answer and target page

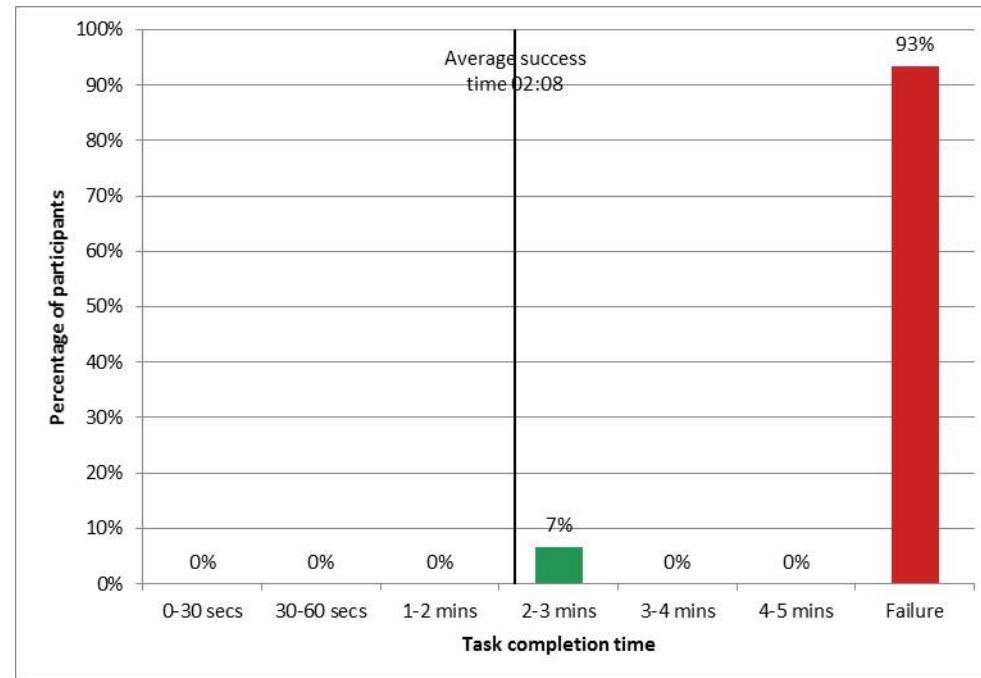
<http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1467203967029&uri=CELEX:32010R0066>

Answer: this page



1.3. Performance

Instruction 1: Find the English PDF version of the EU rules on the application of the EU Ecolabel.



1.4. Findings: test instruction

This instruction was intended to test how easily people can find a legislative document (the text of a law). The validated answer page was the EN pdf version of Regulation (EC) No 66/2010 on the EU Ecolabel.

1. Several participants asked for additional clarity on the instruction, mainly about the words “rules” and “application”:
 - "can I clarify? By application in the question do you mean literally applying it?" [...] "so, sticking it on...?"
 - "When you mention rules, do you mean legislation, because here the browser gives me guidelines, [indicating Google results page] but not the actual legislation..."
 - "Rules... rules ..." [...] I don't know if it's the rules...Is it meant...sorry that I'm asking...is it meant download leaflet?"
 - "I find it a tricky question, is it meant...it's with the rules, yes?"
2. During their task journey, several people came across onward paths to the Regulation itself but chose not to follow those paths.
3. The word ‘application’ was understood in the following ways
 - ‘Application’ of the rules on the label throughout the EU (*using the rules in practice: the intended interpretation*)
 - ‘Application’ of the label by an individual/business on a product (*sticking it on*)
 - ‘Application’ for permission to apply/use the label (*become an Ecolabel user*)
4. Nine people gave an answer to the instruction that was not in line with the validated answer. The answers were:
 - EU Ecolabel Logo guidelines (3 participants)
 - Application Pack – Part 1: Guidance notes" (pdf on how to apply for the ecolabel for a company's product)
 - EU Ecolabel User Manual
 - DG ENV pdf “The European Ecolabel”
 - Green Public Procurement Training Toolkit pdf
 - Compliance criteria on environmental claims (“Consumers” website)
 - DG ENV pdf "Ecolabel suits you"

The in-house understanding of **the words ‘rules’ and ‘application’** in the validated instruction does not match the participants’ understanding of those words. **Given that the intention is to test how easily people can find a legislative document, the instruction should be reviewed before re-testing.**

1.5. Findings: task performance

The performance test for this task was negatively impacted by the instruction text.

Instruction 2: Find the current EU law governing investigations by the European Anti-Fraud Office.

2.1. Task reference

- Top task 1 from 'EC-wide' poll 2014 (EU law, rules, treaties, judgments)
- Tiny task 56 from 'EC-wide' poll 2014 (Crime, fraud, corruption, human trafficking)

The instruction is intended to test how easily people can find legislative documents (law, rules, directives, decisions)

2.2. Correct answer and target page

http://ec.europa.eu/anti-fraud/about-us/legal-framework_en

Answer = Regulation (EU, EURATOM) No 883/2013

European Commission
EUROPEAN ANTI-FRAUD OFFICE

HOME INVESTIGATIONS POLICY OLAF AND YOU MEDIA CORNER ABOUT US CONTACTS

Legal background

The legal basis for the fight against fraud is Article 325 of the Treaty on the Functioning of the European Union (replacing Article 280 of the EC Treaty).

1. Establishment of OLAF

- Decision 1999/352/EC, ECSC, Euratom of 28 April 1999, establishing the European Anti-fraud Office

Amendments:

- Commission Decision 2013/478/EU of 27 September 2013
- Commission Decision (EU) 2015/512 of 25 March 2015

2. OLAF's role and Investigations

The following regulations and agreements define the Office's main role and remit for carrying out its administrative investigations. These include investigations (concerning EU financial interests) in the Member States and those involving staff of the EU institutions.

- Regulation (EU, EURATOM) No 883/2013** came into force on 1 October 2013 and replaced Regulation (EC) No 1074/1999.
- Memo on new Regulation No 883/2013
- Proposal for a Regulation of the European Parliament and of the Council amending Regulation (EU, Euratom) No 883/2013 as regards the establishment of a Controller of procedural guarantees
 - Analysis of Impacts
- Proposal for a Regulation of the European Parliament and of the Council amending Regulation (EU, Euratom) No 883/2013, as regards the secretariat of the Supervisory Committee of the European Anti-Fraud Office (OLAF), COM (2016)113 final
- Interinstitutional Agreement of 25 May 1999 specifically concerns investigations in the EU institutions.

3. Horizontal EU legislation concerning on-the-spot checks/inspections in the Member States

Report fraud

You will find here all relevant information and forms to report fraud to OLAF. You can contact us **anonymously**. You can communicate with OLAF in any of the **24 official EU languages**.

Report fraud

Twitter Events

RT @FCTCoiffier: @EuropeUnion deposited formal confirmation instrument to the Protocol & became the 18th Party. Congratulations EU! pic.twitter.com/fpuWTSjzWa

yesterday

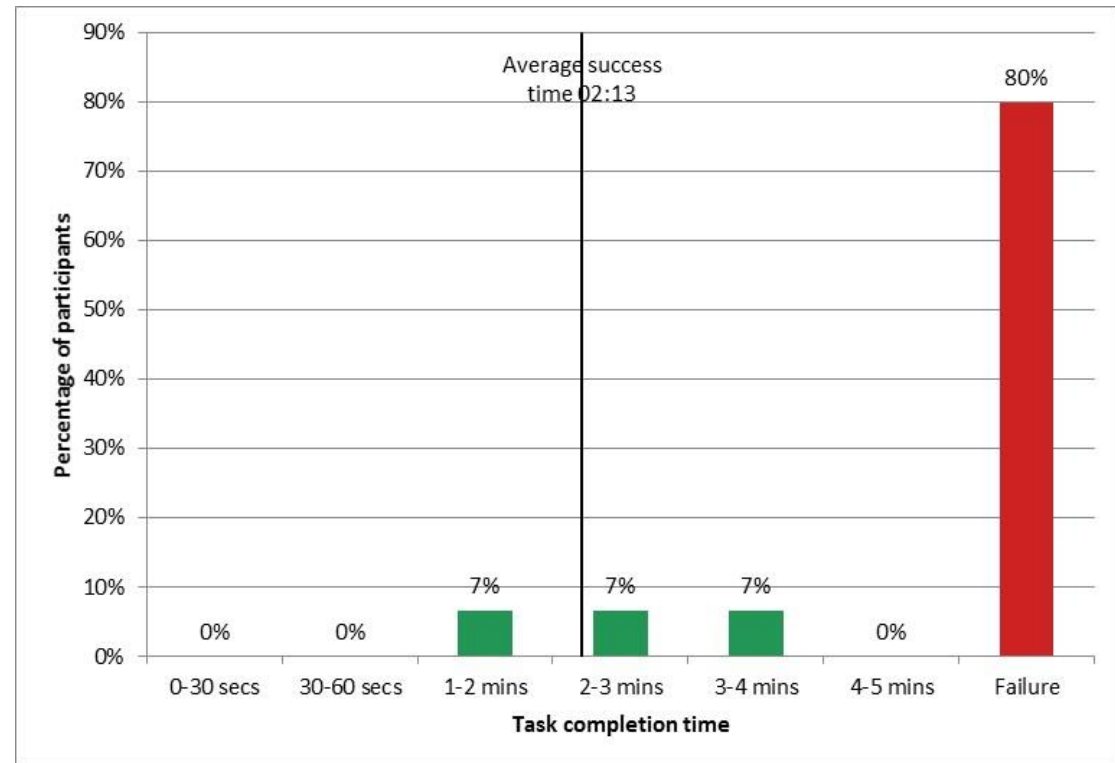
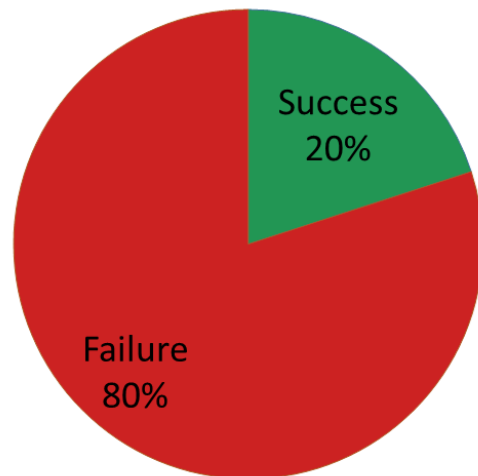
RT @EU_Commission: Now that the UK has voted to leave the EU, what happens next? Questions & Answers on #EURaf → europa.eu/VP74MG

6 days

More tweets

2.3. Performance

Instruction 2: Find the current EU law governing investigations by the European Anti-Fraud Office.



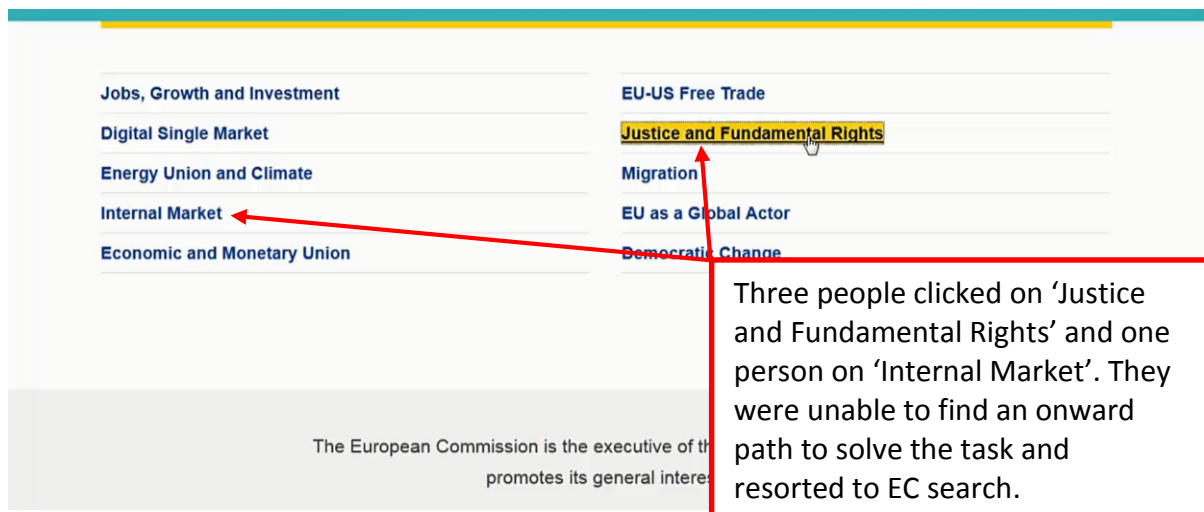
2.4. Findings: test instruction

The instruction worked as intended and is therefore suitable for retesting.

2.5. Findings: task performance

- People found no onward path to solve this task from the Commission homepage
- EC search and Google return mixed results due to unclear, jargon-based and duplicate titles
- Information on the 'European Anti-Fraud Office' appears in multiple places. Different pages with the same title 'European Anti-Fraud Office' appeared high in search results but offered no clear onward paths towards the answer
- Three different pages on the topic 'Fraud prevention' appeared simultaneously in search results, leading to task failure. Some people landed on all three pages
- DG OLAF website: confusing menus, links and page structure lead to task failure.

1. People found no onward path to solve this task from the Commission homepage. 'EU law, rules, treaties, judgments' is the European Commission's top task number 1. Four people assumed the political priorities to be the main task navigation. Two others toured the homepage and then resorted to EC search.



Finding no onward path to solve the task from these political priority pages, these people resorted to EC search. They searched for 'European anti-fraud legislation', 'anti-fraud office' and 'anti fraud law'.

The screenshots show the European Commission website with the following search results:

- Search 1:** "European anti-fraud legislation" leads to the "Justice and Fundamental Rights" priority page.
- Search 2:** "anti-fraud office" leads to the "Justice and Fundamental Rights" priority page.
- Search 3:** "anti fraud law" leads to the "Internal Market" priority page.

The "Justice and Fundamental Rights" page features the headline "Upholding the rule of law and linking up Europe's justice systems" and lists Commissioners Timmermans Frans and Jourová Věra. The "Internal Market" page features the headline "A deeper and fairer internal market" and lists Commissioners Katainen Jyrki and Dombrovskis Valdis.

- 2. EC search and Google return mixed results.** Pages on the ‘European Anti-Fraud Office’ and the topic ‘Fraud prevention’ appeared in top search results with identical titles. Paths to the answer on these pages were either non-existent or disregarded. EC search did not return pages from EUR-Lex in top search results, but Google did.

European Commission > Search

Search

EU law - Anti Fraud

Search options

Date

File formats

All

Filter by

Business & industry (196)

Economy, finance and investment (369)

Environment, food & natural resources (50)

WEB **European Anti-Fraud Office | European Commission**
ec.europa.eu/info/departments/european-anti-fraud-office_en
17 Jun 2015 - Events Publications All topics A-Z > You are here: European Commission Departments Service department OLAF European Anti-Fraud Office The European Anti-Fraud Office, OLAF,

WEB **Management Plan 2016 European Anti-Fraud Office | European Comm...**
ec.europa.eu/.../management-plan-2016-european-anti-fraud-office_en
02 May 2016 - Research and innovation Energy, Climate change, Environment Strategy Education Aid, Fundamental rights Jobs at the European Commission Statistics Food, Farming EU regional

WEB **European Anti-Fraud Office | European Commission**
ec.europa.eu/info/publications/european-anti-fraud-office_en
09 Feb 2016 - March 2015 Activity Report 2014 European Anti-Fraud Office Planning and management documents 24 June 2015 Management Plan 2013 European Anti-Fraud Office Planning and management

European Commission > Search

Search

anti-fraud investigations law

Filter by

Business & industry (93)

Economy, finance and investment (291)

Environment, food & natural resources (83)

EU in the world (64)

Functioning of the EU (558)

Health, Wellbeing & Consumer Protection

WEB **EUROPA - Topics of the European Union - Fraud prevention**
europa.eu/pol/fraud/index_en.htm
15 Feb 2016 - that cost European taxpayers money. The main EU body for combating these activities is the European Anti-Fraud Office (OLAF) . Report suspected fraud to OLAF What does OLAF

WEB **European Anti-Fraud Office | European Commission**
ec.europa.eu/info/departments/european-anti-fraud-office_en
17 Jun 2015 - Events Publications All topics A-Z > You are here: European Commission Departments Service department OLAF European Anti-Fraud Office The European Anti-Fraud Office, OLAF,

WEB **Fraud prevention | European Commission**
ec.europa.eu/info/topics/fraud-prevention_en
19 Jun 2015 - Consultations What the Commission is doing Ob EU by investigating fraud, corruption and any other illegal acti

WEB **Fraud prevention | European Commission**
ec.europa.eu/info/strategy/fraud-prevention_en
23 Jul 2015 - Events Publications All topics A-Z > You are here: European Commission Strategy Policy area Fraud prevention The European Anti-Fraud Office, OLAF, investigates fraud against

Google EU Law for European Anti-fraud Office

All News Shopping Images Videos More Search tools

About 1,090,000 results (0.81 seconds)

A privacy reminder from Google
REMINDE ME LATER REVIEW

EUROPA - Topics of the European Union - Fraud prevention
europa.eu > EUROPA > Topics
15 Feb 2016 - The European Anti-Fraud Office (OLAF) investigates crimes such as ... a new Directive to protect EU financial interests through criminal law pdf ...

European Anti-Fraud Office (OLAF) - EUR-Lex - Europa
eur-lex.europa.eu > EUROPA > EU law and publications > EUR-Lex
Summaries of EU Legislation. The European Anti-Fraud Office (OLAF) investigates corruption and serious misconduct within European Union (EU) institutions, as well as fraud against the EU's budget. It also helps develop the EU's anti-fraud policy.

Fight against fraud - EUR-Lex
eur-lex.europa.eu > ... > EUR-Lex > Summaries of EU Legislation
Protecting the financial interests of the European Union (EU) is a priority for the European ... A specialised

These two EUR-Lex pages appeared high in Google search results. Several people clicked on these links but were unable to find an onward path to the answer.

Google eu law investigation eur-lex anti-fraud

All News Images Videos More Search tools

About 35,600 results (1.02 seconds)

European Anti-Fraud Office (OLAF) - EUR-Lex - Europa
eur-lex.europa.eu > EUROPA > EU law and publications > EUR-Lex
The European Anti-Fraud Office (OLAF) investigates corruption and serious misconduct within ... OLAF is subject to EU law on data protection of individuals with regard to the processing of ... OLAF is an administrative and investigative service.

EUR-Lex - 31999Q0531 - EN - EUR-Lex
eur-lex.europa.eu > EUROPA > EU law and publications > EUR-Lex
concerning internal investigations by the European Anti-fraud Office (OLAF) ... (1) Whereas Regulation (EC) No 1073/1999 of the European Parliament and of ...

Fight against fraud - EUR-Lex
eur-lex.europa.eu > ... > EUR-Lex > Summaries of EU Legislation
Protecting the financial interests of the European Union (EU) is a priority of the ... A specialised anti-fraud office (OLAF) is tasked with conducting investigations ... The legal basis for the fight against fraud is Article 325 of the Treaty on the ...

EUR-Lex - 52011AA0006 - EN - EUR-Lex
eur-lex.europa.eu > EUROPA > EU law and publications > EUR-Lex
The European Anti-Fraud Office (OLAF) was created in 1999 (2) ... the Commission to investigate any other act or activity in breach of EU provisions, including ...

EUR-Lex - 32004D0011(01) - EN - EUR-Lex
eur-lex.europa.eu > EUROPA > EU law and publications > EUR-Lex
EUROPA EU law and publications EUR-Lex EUR-Lex - 32004D0011(01) - EN ... for European Anti-Fraud Office investigations of the European Central Bank, ...

EUR-Lex results appear with unclear, jargon-based titles mentioning document numbers.

- 3. Information on the ‘European Anti-Fraud Office’ appears in multiple places.** Different pages with the same title ‘European Anti-Fraud Office’ appeared high in search results but offered no clear onward paths towards the answer.

Page 1: https://ec.europa.eu/info/publications/european-anti-fraud-office_en

The screenshot shows the 'European Anti-Fraud Office' page on the EC website. A red box highlights the title 'European Anti-Fraud Office' in the header. A red arrow points from this box to a text box on the right that says: 'Four people landed on this page - a list of planning and management documents - via EC search. Two of them scrolled down and clicked on a link with the same name as the page title, leading to a department page on OLAF.' Another red arrow points from the text box to a red box in the 'Related information' section, which contains a link to 'European Anti-Fraud Office' under the 'SERVICE DEPARTMENT | OLAF' heading. The page also features sections for 'Management Plan', 'Activity Report', 'Documents', and social media sharing options.

European Anti-Fraud Office

First published on 9 February 2016
Topics Fraud prevention

Management Plan
Every department of the European Commission has a management plan for the year to come. It describes the actions for each department derived from the priorities and the strategic objectives of the Commission. It also enables the management of the department to plan, follow up and report on all its activities, resources and staff needs.

Activity Report
Every department of the European Commission publishes an annual activity report. It details achievements, initiatives taken and the financial and human resources spent during the year.

Documents

PLANNING AND MANAGEMENT DOCUMENTS | 30 MARCH 2015
Activity Report 2014 European Anti-Fraud Office

PLANNING AND MANAGEMENT DOCUMENTS | 24 JUNE 2015
Management Plan 2013 European Anti-Fraud Office

PLANNING AND MANAGEMENT DOCUMENTS | 3 APRIL 2014
Activity Report 2013 European Anti-Fraud Office

PLANNING AND MANAGEMENT DOCUMENTS | 26 MARCH 2013
Activity Report 2012 European Anti-Fraud Office

Related information

SERVICE DEPARTMENT | OLAF
European Anti-Fraud Office

Share this page:

e-mail Facebook Twitter GooglePlus LinkedIn

More share options

Page 2: https://ec.europa.eu/info/departments/european-anti-fraud-office_en

Five people landed on this page, which provides no links to the answer. To solve the task from here, participants must go to the OLAF website. Most people explored the page, went back to search and tried a different search term or ran out of time searching for a useful link.

The screenshot shows the European Anti-Fraud Office (OLAF) website. The browser address bar displays the URL https://ec.europa.eu/info/departments/european-anti-fraud-office_en. The page header includes 'European Commission > Departments >'. Below this, it says 'SERVICE DEPARTMENT | OLAF'. The main heading is 'European Anti-Fraud Office'. A descriptive paragraph follows: 'The European Anti-Fraud Office, OLAF, investigates fraud against the EU budget, corruption and serious misconduct within the European institutions, and develops anti-fraud policy. OLAF is part of the European Commission, but has operational independence.' At the bottom of this section is a link: 'European Anti-Fraud Office (OLAF)'. A red box highlights this heading and the link, with an annotation stating: 'This heading implies that this is the website of the European Anti-Fraud Office. To get to the actual OLAF website, people must click the link below the heading. Confusingly, the link is also labelled European Anti-Fraud Office.' Below the main content, there is a 'PAGE CONTENTS' sidebar with links: 'Latest', 'Responsibilities', 'Leadership and organisation', 'Contact', and 'Related links'. A red box highlights this sidebar, with an annotation stating: 'These are in-page navigation labels. However several people first scrolled the page and then spent time clicking on different labels in the left hand navigation.' The main content area has a 'Latest' section with a link 'News from this department'. Below that is a 'Responsibilities' section with a sub-heading 'Fraud prevention' and a paragraph: 'OLAF's mission is to detect, investigate and stop fraudulent funds.' At the bottom of this section is a link 'Mission statement'.

Page 3: <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=URISERV%3A134008>

EUR-Lex
Access to European Union law

About EUR-Lex | Site map | A-Z | FAQ | Help | Links | Legal notice | Cookies | Contact | English (en)

Quick search: insert free text, CFIEX number or descriptors. Use "" for exact matches.

EUROPA > EU law and publications > EUR-Lex > EUR-Lex - 134008 - EN

Home | Official Journal | EU law and related documents | National law | Legislative procedures | More

Summaries of EU Legislation > Save to My items | Permanent link | Download notice

Text | Document information

Title and reference
European Anti-Fraud Office (OLAF)
Summaries of EU legislation: direct access to the main summaries page.

Languages and formats available

HTML BG ES CS DA DE ET EL EN FR GA HR IT LV LT HU MT NL PL PT RO SK SL FI SV

Multilingual display
Language 1: English (en) | Language 2: Please choose | Language 3: Please choose | Display

Text

European Anti-Fraud Office (OLAF)

The European Anti-Fraud Office (OLAF) investigates corruption and serious misconduct within European Union (EU) institutions, as well as fraud against the EU's budget. It also helps develop the EU's anti-fraud policy.

ACTS

Commission Decision 1999/352/EC, ECSC, Euratom of 28 April 1999 establishing the European Anti-Fraud Office (OLAF).

SUMMARY

WHAT DOES THIS DECISION DO?

The original decision (1999/352/EC, ECSC, Euratom) created OLAF in 1999. It defined OLAF's tasks, responsibilities, structure and mode of operation. A subsequent revision in 2013 enabled it to work more efficiently and effectively, particularly with outside organisations.

KEY POINTS

Fraud is a deliberate act of deception intended for personal gain or to cause a loss to another party. At EU level, this loss can result from a wrongful payment of funds from the EU budget or by failing to pass on revenue due to the EU budget, such as customs duties, agricultural duties and sugar levies.

OLAF launches investigations:

- within the EU institutions and bodies to detect fraud, corruption, any other illegal activity affecting the EU's financial interests and serious matters relating to the discharge of professional duties not affecting EU financial interests;
- outside the EU institutions and bodies to detect fraud or other irregular conduct by people or organisations. These may involve EU countries' authorities (and occasionally those of non-EU countries).

OLAF's **Director-General** is appointed for 7 years (non-renewable).

OLAF's **Supervisory Committee** monitors its work, seeks to reinforce its independence and monitors the application of procedural guarantees.

OLAF is subject to EU law on [data protection](#) of individuals with regard to the processing of personal data by Community institutions and bodies.

OLAF is an **administrative and investigative service**. It can only recommend what action should be taken by EU or national authorities following its investigations.

The **Hercule III** programme helps fund many of the EU countries' projects, helping them to fight criminal activity directed against the EU budget. Examples include the financing of the acquisition of scanners and other technical equipment in airports and ports, as well as of training activities.

WHEN DOES THIS DECISION APPLY?

From 28 April 1999.

BACKGROUND

Decision 1999/352/EC, ECSC, Euratom (and its subsequent amendments) relates to the establishment of OLAF. It is complemented by Regulation (EU, Euratom) No 883/2013, which defines OLAF's role and remit, and an [Interinstitutional Agreement](#), which specifically concerns investigations in the EU institutions.

For more information, see [OLAF's website](#).

REFERENCES

Act	Entry into force	Deadline for transposition in the Member States	Official Journal
Commission Decision 1999/352/EC, ECSC, Euratom	28.4.1999	-	OJ L 136 of 31.5.1999, pp. 20-22
Amending acts	Entry into force	Deadline for transposition in the Member States	Official Journal
Commission Decision 2013/478/EU	1.10.2013	-	OJ L 257 of 28.9.2013, pp. 19-20
Commission Decision (EU) 2015/512	27.3.2015	-	OJ L 81 of 26.3.2015, p. 4-4

RELATED ACTS

Regulation (EU, Euratom) No 883/2013 of the European Parliament and of the Council of 11 September 2013 concerning investigations conducted by the European Anti-Fraud Office (OLAF) and repealing Regulation (EC) No 1073/1999 of the European Parliament and of the Council and Council Regulation (Euratom) No 1074/1999 (OJ L 248 of 18.9.2013, pp. 1-22).

[Interinstitutional Agreement](#) of 25 May 1999 between the European Parliament, the Council of the European Union and the Commission of the European Communities concerning internal investigations by the European Anti-Fraud Office (OLAF) (OJ L 136 of 31.5.1999, pp. 1-2).

Five people landed on this EUR-Lex page about decision 1999/352. Nobody clicked on either of these two links that led to the answer.

4. Three different pages on the topic ‘Fraud prevention’ appeared simultaneously in search results, leading to task failure. Some people landed on all three pages.

TOPIC

Fraud prevention

Two people landed here and clicked on ‘Law’, which led to a EUR-Lex page entitled ‘Fight against fraud’.

Report fraud [↗](#)

European Public Prosecutor's Office [↗](#)

Law [↗](#)

Policies

Funding and grants [↗](#)

Tenders and contracts [↗](#)

Consultations [↗](#)

What the Commission is doing

EUR-Lex
Access to European Union law

EUROPA > EU law and publications > EUR-Lex > Summaries of EU Legislation > Fight against fraud

Home Official Journal EU law and related documents National law Legislative procedures More

Directories

Institutions and bodies

Summaries of EU Legislation

- Advanced search in summaries
- Recently published
- Glossary of summaries

EuroVoc

EU register

Fight against fraud

Protecting the financial interests of the European Union (EU) is a task of the European Union. OLAF is tasked with conducting investigations where there is a risk of fraud involving funds provided by the EU budget, or the evasion of taxes, duties or contributions. OLAF can also examine cases such as alleged serious fraud, irregularities in tendering procedures, conflicts of interest, intellectual property rights and corruption – both in Europe and outside the EU.

The legal basis for the fight against fraud is Article 325 of the Treaty on the Functioning of the European Union.

Include archived summaries

- Anti-fraud offices
- Protecting the European Union's financial interests
- Fight against counterfeiting
- Fight against corruption

One person landing here said : "I think in this page I could find all the current law governing the anti-fraud activities". None of the three people landing here were able to solve the task.

Other sites managed by the Publications Office

- EU Bookshop [↗](#)
- EU Open Data Portal [↗](#)
- Ted [↗](#)
- Whoiswho [↗](#)
- CORDIS [↗](#)
- N-Lex [↗](#)
- EU law and publications [↗](#)

Direct access

- Official Journal
- EU law and related documents
- National law
- Preparatory acts
- More...

Practical information

- FAQ
- Help
- Contact
- EuroVoc

My EUR-Lex

- Preferences
- My searches
- My items
- My RSS feeds

European Union

Home About the EU EU by topic EU law Life and business in the EU Contact Documents and publications

Fraud prevention

Cigarette smuggling... counterfeiting of euro coins... evasion of import duties on shoes and clothes... subsidies for growing oranges on farms that don't exist – all are examples of fraud that cost European taxpayers money.

The main EU body for combating these activities is the [European Anti-Fraud Office \(OLAF\)](#).

[Report suspected fraud to OLAF](#)

What does OLAF do?

- investigate fraud, corruption and other illegal activities
- detect and investigate serious **misconduct** by EU staff
- help the European Commission [formulate & implement policies](#) to prevent and detect fraud.

Investigations

- Investigations can involve **interviews** and **inspection of premises** - including outside the EU. OLAF also coordinates inspections by national anti-fraud agencies.
- After an investigation, OLAF then **recommends action** to the EU institutions and national governments concerned: criminal investigations, prosecution, financial recoveries or other disciplinary measures.
- OLAF also **monitors** how these recommendations are implemented.

Customs operations

National customs authorities, both inside and outside the EU, carry out regular joint operations with OLAF (and other EU agencies) to stop smuggling and fraud in certain **high-risk areas** and on **identified routes**.

One example was in October 2014, when over **1.2 million counterfeit goods** and **130 million cigarettes** were seized in an international customs operation. The operation, code-named **REPLICA**, targeted the import of counterfeit goods including cigarettes, perfumes, car and bicycle spare parts, toys, fashion accessories and electric devices by sea.

Key issues

Cigarette smuggling

Avoidance of excise and customs duties on cigarettes - generally by **smuggling** - is one of the major types of fraud in the EU. OLAF receives notifications from its partner agencies about suspicious movements of cargo vessels and cross-checks national intelligence to produce insights into smuggling methods.

For example, over the period 2012-14, joint OLAF operations tracking vessels with national agencies led to the seizure of:

- 9 ships containing some **215 million cigarettes** (evading duties worth **€43m**).
- containers holding **93 million cigarettes** (evading duties worth **€15m**).

Fake euros

Counterfeiting of the euro has caused financial damage of at least **€300m** since the currency was introduced in 2002.

The EU tackles this through:

- legislation** - to coordinate action by national authorities, to maintain the correct authentication measures for coins and banknotes, and ensure adequate penalties for counterfeiters under national law.
- training** - funded through the [Pericles programme](#), for national agencies, banks, law enforcement, judicial authorities and others involved in combating euro counterfeiting - both in the EU and outside.
- analysis** of counterfeit coins by the [European Technical & Scientific Centre](#) (most commonly the C2 coin).
- joint action** - through meetings of experts from national agencies.

More concerted EU action?

Action to combat fraud in the EU is still hampered by **differences in rules and practices** in member countries - which results in **differing degrees of protection for public money**.

To address these issues, the EU is currently debating a new [Directive to protect EU financial interests through criminal law](#), which would further align the definitions of offences and penalties.

This directive would provide the legal basis for the operation of the proposed [European Public Prosecutor's Office \(EPPO\)](#), which is [currently being discussed](#) by EU governments.

If established, the EPPO should improve the investigation and prosecution of offences affecting the EU budget. The idea is to provide **EU-wide enforcement** - given the complexity of many types of large-scale fraud, which often involve more than a single country and so go beyond national jurisdiction.

See also: [...](#)

EU institutions and bodies

- European Parliament**
 - [Committee on budgets](#)
 - [Committee on budgetary control](#)
- Council of the European Union**
 - [Economic and financial affairs](#)
 - [Justice and home affairs \(JHA\)](#)
- European Commission**
 - [European Anti-Fraud Office \(OLAF\)](#)
 - [Budget department](#)
 - [Budget reform](#)
 - [Taxation and customs union](#)
 - [The fight against organised crime](#)
- Court of Auditors**
 - [Court of Auditors and the EU budget](#)
- European Economic and Social Committee**
 - [Economic and monetary union, economic and social cohesion section](#)
- Committee of the Regions**
 - [Commission for Economic Policy \(ECON\)](#)
 - [Commission for citizenship, governance, institutional affairs & external relations \(CITYX\)](#)
- EU agencies**
 - [European Police Office \(Europol\)](#)
 - [European Police College \(CEPOL\)](#)
 - [European agency for the management of operational cooperation at the external borders \(FRONTEX\)](#)

Funding opportunities

- [Grants](#)
- [Call for tenders \(public procurement\)](#)

Publications, newsletters and statistics

- [Publications](#)
- [Newsletters](#)
- [Statistics](#)

Legislation

- [Summaries of EU legislation on fight against fraud](#)

Three people landed on this EUROPA page on 'Fraud prevention' with very long and dense blocks of text. Commission top tasks such as 'EU law' can only be found by scrolling to the bottom of the page. Only one person scrolled all the way down and clicked on 'summaries of EU legislation'. The other two people scrolled down, but not all the way to the bottom, and then resorted to Europa search from this page.

One person searched for 'OLAF regulation law' from this page.

European Union

Work for the EU | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | English (en)

AF regulation law

Fraud prevention

Cigarette smuggling... counterfeiting of euro coins... evasion of import duties on shoes and clothes... subsidies for growing oranges on farms that don't exist – all are examples of fraud that cost European taxpayers money.

The main EU body for combating these activities is the European Anti-Fraud Office (OLAF).

[Report suspected fraud to OLAF](#)

5. DG OLAF website: confusing menus, links and page structure lead to task failure.

Home | Cookies | Sitemap | Legal notice | FAQ | News English

OLAF European Commission
EUROPEAN ANTI-FRAUD OFFICE

European Commission > OLAF

HOME INVESTIGATIONS POLICY OLAF AND YOU MEDIA CORNER ABOUT US CONTACTS

OLAF investigates fraud against the EU budget, corruption and serious misconduct within the European institutions, and develops anti-fraud policy for the European Commission.

Search

Headlines

22/06/2016
Series of indictments in agricultural fraud case OLAF

RT @EU_Taxud: Commission sets out next steps to increase #TaxTransparency & tackle tax abuse. Info > europa.eu/Hc79wj pic.twitter.com/8PvAyABed9

OLAF in figures

Since its foundation in 1999, OLAF completed 3 500 investigations which resulted in:

- Over €1.1 billion recovered to the EU budget and
- A cumulative of 900 years of prison sentences

More

Success stories

OLAF investigates a wide range of wrongdoings from embezzlement, fraudulent claims and misconduct in public procurement procedures, to customs fraud. Far from being an exhaustive list, these examples seek to illustrate different angles of OLAF's investigative activity or different key moments in the lifespan of a case.

yesterday

RT @EU_Commission: Strengthening transparency rules to tackle terrorism financing tax avoidance&money laundering

Eight people landed on various pages on the OLAF website. The correct answer was mentioned on different pages but was often disregarded. Several people explored the horizontal navigation, but it offers no clear onward path to the top task of the European Commission 'EU law, rules, treaties, judgments'. This led to task failure.

HOME INVESTIGATIONS POLICY OLAF AND YOU MEDIA CORNER ABOUT US CONTACTS

Its specialist support unit – with analysts, IT and technical staff, computer forensic examiners and others – provides OLAF's investigators as well as other Commission departments and partner authorities in EU countries with analytical support in OLAF casework.

It produces analysis reports on policy areas such as expenditure, external assistance, fisheries, and regional development. These reports contain an analysis of OLAF's operational findings and frauds detected.

Useful links

- Convention on the protection of the European Communities
- Funding under the common agricultural policy
- IPARD – agricultural & rural development assistance
- Regulation 2185 concerning on-the-spot checks and inspections
- Regulation 883/2013 ("OLAF Regulation")
- SAPARD – accession programme for agriculture & rural development
- Structural funds

Report fraud

This person landed on a page in the section 'Investigations', hovered over a link at the bottom of the page that would lead to the correct answer, but then resorted to Google by entering the search string 'EU law on olaf investigation' from this page.

ec.europa.eu/anti-fraud/investigations/investigation-support_en

Google Search

Search for eu law on olaf investigation... with:

Change Search Settings

Home C

English

European Commission > OLAF > Investigations > Investigation support

HOME INVESTIGATIONS POLICY OLAF AND YOU MEDIA CORNER ABOUT US CONTACTS

Investigation support

Operational analysis & risk assessment

In the framework of its investigations OLAF analyses information from all relevant sources with a two-fold aim:

- to identify and substantiate cases of fraud and irregularities;
- to monitor, assess and report weaknesses in legislation, contracts, as well as

Search

Report fraud

You will find here all relevant information and forms to report fraud to OLAF. You can contact us **anonymously**. You can communicate with OLAF in any of the 24 official EU languages.

HOME INVESTIGATIONS POLICY OLAF AND YOU MEDIA CORNER ABOUT US CONTACTS

What penalties can OLAF impose?

OLAF is an administrative and investigative service. It can only **recommend** what action should be taken by EU or national authorities following its investigations.

Financial: OLAF recommends that misused funds are to be recovered.

Judicial: If there is evidence of a potential criminal act OLAF will send its report to the relevant national authorities recommending legal action.

Disciplinary: If professional conduct rules have been breached by an EU official, the case is referred to a disciplinary panel. The European Commission operates a zero-tolerance policy.

Administrative: OLAF can recommend changes to procedures which are susceptible to fraud (e.g. conditions for responding to a call for proposals).

How does OLAF work with the Commission's Investigative and Disciplinary Office (IDOC)?

IDOC and OLAF are complementary: both offices carry out independent investigations/inquiries within the Commission.

- OLAF deals with **serious suspicions of professional misconduct** of **institutions/bodies/agencies**, including cases with a financial budget.
- IDOC deals with **other cases of professional misconduct** and the reputation of the Commission within the Commission only. OLAF passes on cases requiring disciplinary action to IDOC.

Useful links

- Contracts and Grants website of the European Commission
- Decision 1999/352 establishing the European Anti-fraud Office (OLAF)
- EDPS - European Data Protection Supervisor
- EPSO - EU careers
- EUR-Lex: Access to EU law
- European Ombudsman - Public service principles for the EU civil service
- Regulation 1073/1999 on OLAF investigations
- Regulation 883/2013 ("OLAF Regulation")

This person disregarded the link to the correct answer on this 'FAQ' page in the section 'About us', and clicked on 'EUR-Lex Access to EU law'

The answer is here

New OLAF Regulation enters into force

MEMO
11 October 2013

The new **Regulation No 883/2013**¹ governing the work of the European Anti-Fraud Office (OLAF) entered into force on 1 October 2013. This Regulation builds on the experience gained by OLAF since its creation, over fourteen years ago. It provides a clear statutory basis that codifies past practice and reinforces the effectiveness of OLAF's investigative activities. The Regulation also sets the basis for a better exchange of information between OLAF and its partners. These developments will allow OLAF to operate more efficiently and to step up the fight against fraud, corruption or any illegal activity affecting the financial interests of the EU.

The Director-General of OLAF, Mr Giovanni Kessler, welcomed the new text by saying that "the EU Institutions have now set the ground for a more efficient OLAF. The Regulation equips us with better tools to fight fraud against the financial interests of the EU. For the first time, we will have a framework for structured dialogue with our partners on the results of our investigations and their implementation."

Improved efficiency and protection of rights

Among other important features, the Regulation confirms that the mandate of OLAF extends beyond the protection of financial interests to include all activities relating to safeguarding EU interests against irregular conduct liable to result in administrative or criminal proceedings².

It clarifies the mutual obligations of OLAF and the EU Institutions, Bodies, Offices and Agencies, including those concerning access to premises and access to information. The new text specifies that the OLAF Director-General may open an investigation when there is sufficient suspicion that there has been fraud, corruption or any illegal activity affecting the financial interests of the EU. Such decision shall take into account OLAF's investigation priorities, and can be opened on its own initiative.

The investigative powers of OLAF are clarified and consolidated. These include the power to conduct on-the-spot checks and inspections. For the first time, detailed procedures for conducting interviews are provided.

The Regulation foresees that the Director-General establishes an internal advisory and control procedure, including a legality check. Among other matters, this will relate to the respect of procedural guarantees and fundamental rights of the persons concerned. The Regulation also requires the Director-General to adopt Guidelines on Investigative Procedures. Pursuant to this requirement, OLAF has already adopted new Guidelines for all staff on 1 October³.

For the first time, the Regulation brings together in statutory law a set of rights and guarantees for all persons concerned by OLAF investigations. These include: the respect for the presumption of innocence, the right to avoid self-incrimination, the right to be assisted by a person of his/her choice, to obtain a copy of his/her interview records, and to be given an opportunity to comment on facts concerning him/her before the conclusions of the investigation are drawn up.

The general monitoring role of the OLAF Supervisory Committee is also confirmed.

Better cooperation between OLAF and its operational partners in Member States

The Regulation acknowledges that the efficiency of OLAF depends greatly on cooperation with the Member States. Each EU Member State is thus required to designate a service to grant support to OLAF at various stages of an investigation (anti-fraud coordination service, "AFCOS").

Upon request, the competent national authorities will now report to OLAF on the actions they have undertaken following the transmission of OLAF information to them. This will allow OLAF to better monitor the follow-up given to its investigations on the ground. The Regulation also focuses on improving the information exchange with judicial authorities.

Cooperation with other law enforcement bodies and with third countries

Within its mandate to protect the financial interests of the EU, the Regulation provides for strengthened cooperation of OLAF with Eurojust and Europol. This includes the possibility of agreeing on working arrangements concerning the exchange of operational, strategic or technical information.

In order to strengthen its capacity to conduct operations outside the EU, OLAF can also agree on administrative arrangements with competent services of non-EU countries and with international organisations.

Link to Regulation No 883/2013

OLAF

The mission of the European Anti-Fraud Office (OLAF) is threefold: it protects the financial interests of the European Union by investigating fraud, corruption and any other illegal activities; it detects and investigates serious matters relating to the discharge of professional duties by members and staff of the EU institutions and bodies that could result in disciplinary or criminal proceedings; and it supports the EU institutions, in particular the European Commission, in the development and implementation of anti-fraud legislation and policies.

For further details:
Alina BUREA
Spokesperson
European Anti-Fraud Office (OLAF)
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E-mail: olaf-media@ec.europa.eu
http://ec.europa.eu/anti_fraud

¹REGULATION (EU, EURATOM) No 883/2013 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 11 September 2013 concerning investigations conducted by the European Anti-Fraud Office (OLAF) and repealing Regulation (EC) No 1073/1999 of the European Parliament and of the Council and Council Regulation (Euratom) No 1074/1999.

²To be read in conjunction with Commission Decision 2013/478/EU of 27 September 2013, amending Decision 1999/352/EC, ECSC, Euratom establishing the European Anti-fraud Office, of 1 October 2013.

³Link to Guidelines on Investigation Procedures for OLAF Staff, 1 October.

Useful links

- Commission Decision 1999/352 establishing OLAF
- Commission Decision 2013/478
- Council Regulation 2988/95 on the protection of financial interests
- EUR-Lex: Access to EU law
- Interinstitutional Agreement of 25 May 1999 concerning OLAF's internal investigations
- Regulation 2185/96 concerning on-the-spot checks and inspections
- Regulation 883/2013 ("OLAF Regulation")

New OLAF Regulation enters into force

MEMO
11 October 2013

The new **Regulation No 883/2013**¹ governing the work of the European Anti-Fraud Office (OLAF) entered into force on 1 October 2013. This Regulation builds on the experience gained by OLAF since its creation, over fourteen years ago. It provides a clear statutory basis that codifies past practice and reinforces the effectiveness of OLAF's investigative activities. The Regulation also sets the basis for a better exchange of information between OLAF and its partners. These developments will allow OLAF to operate more efficiently and to step up the fight against fraud, corruption or any illegal activity affecting the financial interests of the EU.

Two people arrived on this page about the OLAF Regulation.

As the reference to the Regulation at the top of the memo is not clickable, one person copied the reference number and pasted it into Google. She didn't notice that the footnote number was also copied, leading to task failure.

The other person scrolled to the bottom of the page and found the answer.

Instruction 3: Find the page listing all the current EU legislation on cosmetics

3.1. Task reference

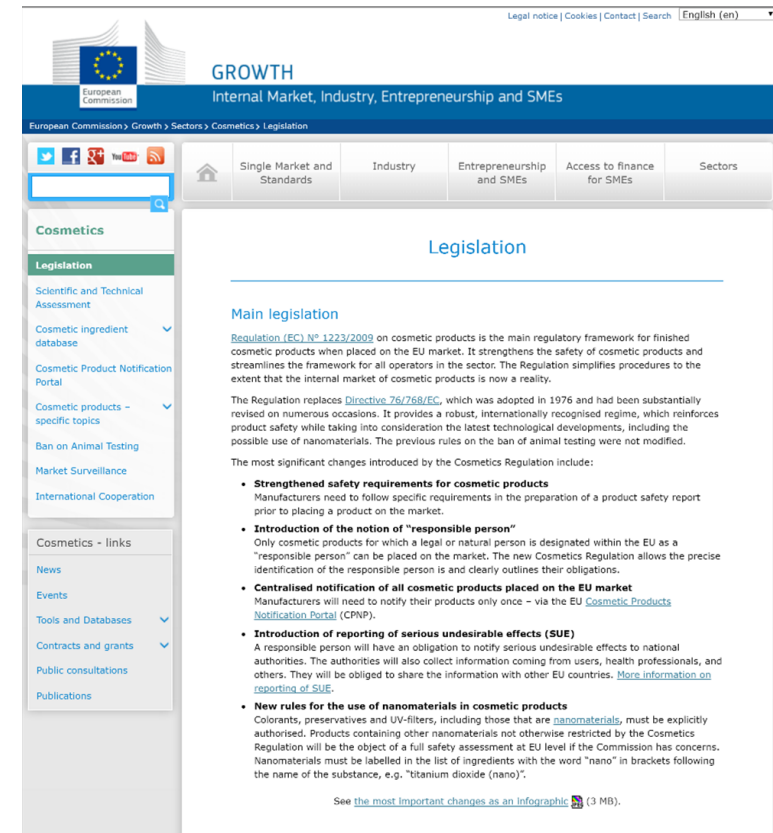
- Top task 1 from 'EC-wide' poll 2014 (EU law, rules, treaties, judgments)

The instruction is intended to test how easily people can find an overview of legislation on a specific subject

3.2. Correct answer and target page

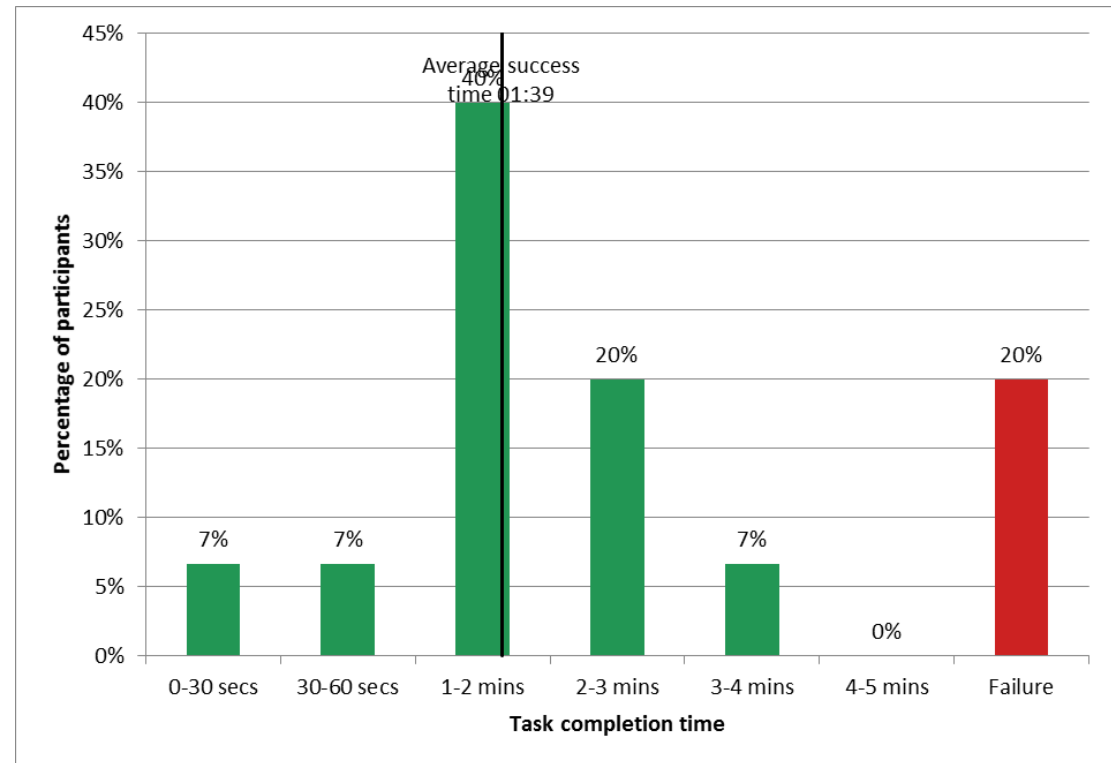
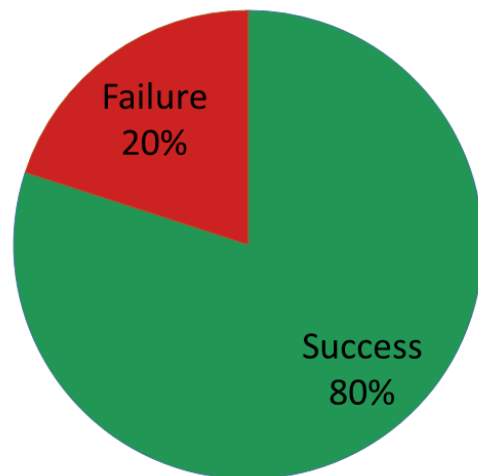
http://ec.europa.eu/growth/sectors/cosmetics/legislation/index_en.htm

Answer= the page



3.3. Performance

Instruction 3: Find the page listing all the current EU legislation on cosmetics.



3.4. Findings: test instruction

The instruction worked as intended and is therefore suitable for retesting.

3.5. Findings: task performance

This task performed very well. However, certain factors either caused task failure or slowed down task completion times:

- People found no onward path to solve this task from the Commission homepage.
- EC search returns mixed results due to unclear, jargon-based and duplicate titles.
- People looked for cosmetics-related content under 'Health' but were unsuccessful
- DG GROW sector page on 'Cosmetics': hard to scan
- DG GROW page on cosmetics legislation: hard to scan.

1. People found no onward path to solve this task from the Commission homepage.


The screenshot shows the European Commission homepage. At the top, there is a teal banner with a 'HIGHLIGHT' box containing the text 'Next steps on tax transparency' and a magnifying glass icon. Below the banner, the homepage is divided into two main columns of links. The left column includes 'Jobs, Growth and Investment', 'Digital Single Market', 'Energy Union and Climate', 'Internal Market' (highlighted with a red box and an arrow), and 'Economic and Monetary Union'. The right column includes 'EU-US Free Trade', 'Justice and Fundamental Rights', 'Migration', 'EU as a C', and 'Democra'. Below these columns, there is a section for 'President Juncker' with a video player and a link to 'Departments (Directorates-General) and services' (highlighted with a red box and an arrow). At the bottom, there is a 'Contact' section with links to 'EU local offices and information points', 'Commission staff', 'Contact guide by Commission activity', and 'Press contacts'.

One person clicked on the political priority 'Internal Market' and tried for more than 30 seconds to find an onward path to solve the task.

A second person clicked on 'Departments (Directorates-General) and services' but was unable to find an onward path to solve the task. The person then resorted to Google.

Commission and its priorities

Policies, information and services



English **EN**

cosmetics legislation

Search

European Commission > Priorities >


PRIORITY

Internal Market

A deeper and fairer internal market

Commissioner

Katainen Jyrki | Dombrovskis Valdis | [More](#)



The Single Market Strategy

The Single Market asset in time stronger and faster to economy by allowing people, goods, services and capital to move more freely it opens up new opportunities for citizens, workers, businesses and consumers - creating the jobs and growth Europe so urgently needs. More integrated and deeper capital markets will channel more funding to companies, especially SMEs, and infrastructure projects. Better worker mobility will let people move more freely where their skills are needed. And combatting tax evasion and tax fraud will ensure that all contribute their fair share.

Policy areas

Arriving on this political priority page, this person spent over 30 seconds looking for an onward path, then resorted to EC search and in the end was able to complete the task.

2. EC search returns mixed results

European Commission > Search

Search

cosmetic legislation

WEB Legislation - European Commission
ec.europa.eu/growth/sectors/cosmetics/legislation/index_en.htm
 14 Jun 2016 - Internal Market, Industry, Entrepreneurship and SMEs Language en **Legislation** Search this website Cosmetics - links **Legislation** Main legislation on cosmetic products is the

WEB Borderline products - European Commission
ec.europa.eu/growth/sectors/cosmetics/products/.../index_en.htm
 14 Jun 2016 - is a cosmetic product under cosmetics legislation or whether it falls under other sectorial legislation. In the case of these "borderline products", the decision on a product

WEB Cosmetic products – specific topics - European Commission
ec.europa.eu/growth/sectors/cosmetics/products/index_en.htm
 15 Jun 2016 - are important public health issues. All UV filters used in cosmetic products placed on the EU market have to be assessed by the and authorised by the Commission. In cosmetic

WEB Scientific and Technical Assessment - European Commission
ec.europa.eu/growth/sectors/cosmetics/assessment/index_en.htm
 14 Jun 2016 - cosmetic to ensure that the conditions concern satisfied. Effective in-market control by EU countries ensures that

WEB CMR Substances - European Commission
ec.europa.eu/growth/sectors/cosmetics/products/.../index_en.htm
 14 Jun 2016 - Internal Market, Industry, Entrepreneurship and this website Cosmetics - links CMR Substances EU Cosmetics

WEB Cosmetics Europe - Transparency Regi
ec.europa.eu/.../displaylobbyvist.do?id=83575061669-968&locale=en&mainSection=cosmetics
 12 Apr 2016 - International Scientific and Regulatory Conference: "Cosmetics at the Crossroads of Science

Life & Rights in the EU (40)
 Media, culture & languages in the EU (10)
 Others (20)
 Work & Education (25)

The answer page often appeared in top search results (both EC search and Google), but the title of the page is broad and vague.

Three people disregarded the answer page in their search results and clicked elsewhere which in one case led to task failure.

The top result leads to the answer but exactly the same title appeared in search results for legislation on different topics.

legislation

Search options

Date: All

Language: English

File formats: All

Filter by

Business & industry (14459)
 Economy, finance and investment (7326)
 Environment, food & natural resources (9058)
 EU in the world (7659)
 Functioning of the EU (41540)
 Health, Wellbeing & Consumer Protection (11824) **x**
 Consumer Protection (& food safety) (5344)
 Health (5827)
 Sport (182)
 Infrastructure, research & innovation (6047)
 Life & Rights in the EU (10672)
 Media, culture & languages in the EU (3375)

WEB Protecting your health – at the centre of EU policy - European ...
ec.europa.eu/health/legislation/policy/index_en.htm
 06 Nov 2008 - Go to content About this site Legal notice Contact Search bg es da de el en es fr it lv lt hu mt nl pl pt ro sk sl fi sv European Commission Public health **Legislation** Policy

WEB Review of legislation on official controls - European Commission...
ec.europa.eu/food/safety/official_controls/review/index_en.htm
 08 Jul 2016 - Health and Food Safety Language en **Legislation** on official controls Review of **legislation** on official controls Proposal for a new Regulation on official controls

WEB Legislation - European Commission
ec.europa.eu/food/plant/plant_propagation_material/.../index_en.htm
 08 Jul 2016 - Health and Food Safety Language en **Legislation Legislation** This section includes information on: including rules for specific seeds; Directives related to ; related to

WEB GMO legislation - European Commission
ec.europa.eu/food/plant/gmo/legislation/index_en.htm
 08 Jul 2016 - Health and Food Safety Language en **Legislation** GMO legislation The European Union has established a legal framework to ensure that the development of modern biotechnology,

WEB Legislation on official controls - European Commission
ec.europa.eu/food/safety/official_controls/.../index_en.htm
 08 Jul 2016 - Health and Food Safety Language en **Legislation Legislation** on official controls Regulation (EC) No 882/2004 on official controls aims to create an integrated and uniform approach

WEB Legislation - European Commission
ec.europa.eu/food/safety/novel_food/legislation/index_en.htm
 08 Jul 2016 - Health and Food Safety Language en **Legislation Legislation** What is the current legislation regarding Novel Food? Authorisation and use of novel foods and food ingredients

WEB Food information to consumers - legislation - European Commissi...
ec.europa.eu/food/safety/labelling_nutrition/.../index_en.htm
 08 Jul 2016 - Health and Food Safety Language en Food labelling **legislation** Food information to consumers - **legislation** New EU law on food information to consumers The new on the provision

European Commission > Search

Search

EU legislation on cosmetics

Old content appears at the top of search results.

Titles lead from the general and should lead from the specific.

Duplicate titles, which are broad and vague.

The answer page does not appear in search results for this very logical search string.

WEB European Commission - PRESS RELEASES - Press release - New cosm...
[europa.eu/rapid/press-release_IP-08-184_en.htm](#)
05 Feb 2008 - how a piece of EU legislation can be "ripe" for simplification. Working with 27 different transposing legislations is more costly and burdensome for the cosmetics industry

WEB Transparency Register - Alphabetic list of registered organisat...
[ec.europa.eu/.../displaylobbyist.do?id=6200524920-25&isListLobbyistView=true&locale=en](#)
10 Jun 2015 - ended October 2014) European Resource Efficiency Platform (ended March 2014) Consultative committees: EU Platform for Action on Diet, Physical Activity and Health Expert groups

WEB Cosmetics - European Commission
[ec.europa.eu/growth/sectors/cosmetics_en](#)
11 Jul 2016 - consumer safety and to secure an internal market for cosmetics. News 13/06/2016 40 years of harmonised EU legislation creates positive backdrop for Cosmetics Europe Week 2016

WEB Cosmetics - European Commission
[ec.europa.eu/growth/sectors/cosmetics_en](#)
11 Jul 2016 - consumer safety and to secure an internal market for cosmetics. News 13/06/2016 40 years

Business & industry (646)

Functioning of the EU (640)

Press | Archives | A-Z Index | Sitemap | About



EUROPEAN COMMISSION

European Commission > Search

Search

legislation cosmetics

Not very helpful search results for this very logical search string. Transparency Register pages consistently appeared high in search results.

WEB Unilever - Transparency Register
[ec.europa.eu/.../displaylobbyist.do?id=6200524920-25&locale=en&indexation=true](#)
12 Apr 2016 - groups (European Commission): No Consultative committees: EU Platform for Action on Diet, Physical Activity and Health Expert groups (European Commission): No Intergroups

WEB Transparency Register - Alphabetic list of registered organisat...
[ec.europa.eu/.../displaylobbyist.do?id=6200524920-25&isListLobbyistView=true&locale=en](#)
10 Jun 2015 - ended October 2014) European Resource Efficiency Platform (ended March 2014) Consultative committees: EU Platform for Action on Diet, Physical Activity and Health Expert groups

WEB van der Laan Consulting - Transparency Register
[ec.europa.eu/.../displaylobbyist.do?id=404033615691-66&locale=en&indexation=true](#)
12 Apr 2016 - Participation in EU structures and platforms High-level groups (European Commission): No Consultative committees: No Expert groups (European Commission): No Intergroups

Search options

Date
All

Language
English

File formats
All

Filter by

Business & industry (717)

3. People looked for cosmetics-related content under 'Health' but were unsuccessful



Departments and services

- Working as a College
- History

The Commission is divided into several departments and services. The departments are known as Directorate-Generals (DGs). On this page, each DG is classified according to the policy it deals with. The Commission services deal with more general administrative issues or have a specific mandate, for example fighting fraud or creating statistics.

Departments (DGs)

- Agriculture and Rural Development (AGRI)
- Budget (BUDG)
- Climate Action (CLIMA)
- Communication (COMM)
- Communications Networks, Content and Technology (CNECT)
- Competition (COMP)
- Economic and Financial Affairs (ECFIN)
- Education and Culture (EAC)
- Employment, Social Affairs and Inclusion (EMPL)
- Energy (ENER)
- Environment (ENV)
- European Civil Protection and Humanitarian Aid Operations (ECHO)
- Eurostat (ESTAT)
- Health and Food Safety (SANTE)**
- Internal Security, Financial Services and Consumer Policy (DG FISMA)
- Informatics (DIGIT)
- Internal Market, Industry, Entrepreneurship
- International Cooperation and Development
- Interpretation (CIC)
- Joint Research Centre (JRC)
- Justice and Consumers (JUST)

Stay connected

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Help us improve

Find what you wanted?

Yes No

What were you looking for?

Any suggestions?

Send

Arriving here from the 'Departments and services' link on the Commission homepage, this person said "Cosmetics should be in health..." and clicked on 'Health and Food Safety (SANTE)'.



PUBLIC HEALTH

European Commission

European Commission > DG Health and Food Safety > Public health

HEALTH FOOD ANIMALS PLANTS AMR

Health-EU Newsletter: "Endocrine Disruptors: Commission takes steps to protect the environment" (08.07.2016)

Editorial by Sabine Jüllicher, Director for Food Safety, Innovation, DG Health and Food Safety, European Commission

EU HEALTH AWARD FOR NGOs 2016 Antimicrobial Resistance

Arriving on the Public Health section from the DG SANTE homepage, she said: "No...should be here...but it's not so I will go back to Google again."



legislation

Search options

Date: All

Language: English

File formats: All

Filter by

- Business & industry (14459)
- Economy, finance and investment (7326)
- Environment, food & natural resources (9058)
- EU in the world (7659)
- Functioning of the EU (41540)
- Health, Wellbeing & Consumer Protection (11824)**
- Consumer Protection (& food safety) (5344)
- Health (5827)
- Sport (182)
- Infrastructure, research & innovation (6047)

WEB Protecting your health – at the centre of EU policy - European ...

08 Nov 2008 - Go to content About this site Legal notice Contact Search bg cs da de el en es fr it lv lt hu mt nl pt ro sk sl si sv European Commission Public health Legislation Policy

WEB Review of legislation on official controls - European Commissio...

08 Jul 2016 - Health and Food Safety Language en Regulation on official controls Proposal for a new Regulation on official controls

WEB Legislation - European Commission

08 Jul 2016 - Health and Food Safety Language en Legislation including rules for specific seeds; Directives related to

WEB GMO legislation - European Commission

08 Jul 2016 - Health and Food Safety Language en Legislation established a legal framework to ensure that the development

WEB Legislation on official controls - European Commission

08 Jul 2016 - Health and Food Safety Language en Legislation Legislation on official controls Regulation (EC) No 853/2004 on official controls aims to create an integrated and uniform approach

WEB Legislation - European Commission

08 Jul 2016 - Health and Food Safety Language en Legislation Legislation What is the current legislation regarding Novel Food? Authorisation and use of novel foods and food ingredients

WEB Food information to consumers - legislation - European Commissi...

This person searched for 'Legislation' and filtered by 'Health, Wellbeing & Consumer Protection', assuming that this would return cosmetics-related content, but it did not.

4. **DG GROW sector page on ‘Cosmetics’**: hard to scan. The purpose and context of this page are not immediately clear (sector landing page?, topics summary page?). The title is very broad and is duplicated left and centre. What is the relationship between the top navigation, left navigation and body text? (no elements are highlighted).

5. DG GROW page on cosmetics legislation (answer page): hard to scan.

Legislation

Main legislation

Regulation (EC) No 1223/2009 of the European Parliament and of the Council of 30 October 2009 on cosmetic products

The Regulation replaces Directive 76/768/EEC, which was adopted in 1976 and had been substantially revised on numerous occasions. It provides a robust, internationally recognised regime, which reinforces product safety while taking into consideration the latest technological developments, including the possible use of nanomaterials. The new rules on the ban of animal testing were not modified.

The most significant changes introduced by the Cosmetics Regulation include:

- **Strengthened safety requirements for cosmetic products**
Manufacturers need to follow specific requirements in the preparation of a product safety report prior to placing a product on the market.
- **Introduction of the notion of "responsible person"**
Only cosmetic products for which a legal or natural person is designated within the EU as a "responsible person" can be placed on the market. The new Cosmetics Regulation allows the precise identification of the responsible person and clearly outlines their obligations.
- **Centralised notification of all cosmetic products placed on the EU market**
Manufacturers will need to notify their products only once – via the EU Cosmetic Products Notification Portal (CPNP).
- **Introduction of reporting of serious undesirable effects (SUE)**
A responsible person will have an obligation to notify serious undesirable effects to national authorities. The authorities will also collect information coming from users, health professionals, and others. They will be obliged to share the information with other EU countries. [More information on reporting SUE](#)
- **New rules for the use of nanomaterials in cosmetic products**
Colourants, preservatives and UV-filters, including those that are nanomaterials, must be explicitly authorised. Products containing other nanomaterials not otherwise restricted by the Cosmetics Regulation will be the object of a full safety assessment at EU level if the Commission has concerns. Nanomaterials must be labelled in the list of ingredients with the word "nano" in brackets following the name of the substance, e.g. "titanium dioxide (nano)".

[See the most important changes as an infographic.](#)

Guidelines and Claims

- [Commission Implementing Decision 2013/674/EU](#) of 25 November 2013 in Guidelines on Annex I to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (Guidelines on the Cosmetic Products Safety Report)
- [Commission Regulation \(EU\) No 555/2013](#) of 10 July 2013 laying down common criteria for the justification of claims used in relation to cosmetic products
- [Guidelines to Commission Regulation \(EU\) No 555/2013](#) (52 KB) of 10 July 2013 laying down common criteria for the justification of claims used in relation to cosmetic products
- [Report from the Commission to the European Parliament and the Council](#) on product claims made based on common criteria in the field of cosmetics

Amendments to the Cosmetics Regulation

- [Commission Regulation \(EU\) 2017/238](#) of 10 February 2017 amending Annex VI to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (Benzophenone-3)
- [Commission Regulation \(EU\) 2017/239](#) of 10 February 2017 amending Annex III to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (hair and eyelash dyes)
- [Commission Regulation \(EU\) 2016/314](#) of 4 March 2016 amending Annex III to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (Carbon Black)
- [Commission Regulation \(EU\) 2016/315](#) of 4 March 2016 amending Annex V to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (MCI-MI)
- [Commission Regulation \(EU\) 2016/316](#) of 4 March 2016 amending Annex VI to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (Ethyl Lauryl Ether)
- [Commission Regulation \(EU\) 2016/317](#) of 4 March 2016 amending Annex IV to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (Carbon Black)
- [Commission Regulation \(EU\) 2016/318](#) of 4 March 2016 amending Annex III to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (KOH)
- [Commission Regulation \(EU\) 2016/319](#) of 4 March 2016 amending Annex VI to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (ZnO)
- [Commission Regulation \(EU\) 2016/320](#) of 4 March 2016 amending Annex III to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (DECEFE)
- [Commission Regulation \(EU\) 2016/321](#) of 4 March 2016 amending Annexes II and VI to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (3-tert-butyl-4-methylphenol)
- [Commission Regulation \(EU\) 2016/322](#) of 4 March 2016 amending Annex III to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (hair dyes)
- [Commission Regulation \(EU\) 2016/323](#) of 4 March 2016 amending Annex V to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (Parabens)
- [Commission Regulation \(EU\) 2016/324](#) of 4 March 2016 amending Annex V to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (MCI-MI)
- [Commission Regulation \(EU\) 2016/325](#) of 4 March 2016 amending Annexes III, IV, V and VI to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (Hydroxyethylcellulose, citric acid (and) silver citrate, ETH-50)
- [Commission Regulation \(EU\) 2016/326](#) of 4 March 2016 amending Annexes III, V and VI to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (aluminum chloride, citric acid (and) silver citrate, ETH-50)
- [Commission Regulation \(EU\) 2016/327](#) of 4 March 2016 amending Annexes II and V to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (parabens)
- [Commission Regulation \(EU\) 2016/328](#) of 4 March 2016 amending Annex III to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (hair and eyelash dyes)
- [Commission Regulation \(EU\) 2016/329](#) of 4 March 2016 amending Annexes II and III to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (hair dye products)
- [Commission Regulation \(EU\) 2016/330](#) of 4 March 2016 amending Annex III to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products (Hidrocortison)
- [Commission Regulation \(EU\) 2016/331](#) of 4 March 2016 amending Annexes II, III, V and VI to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products

Other applicable EU legislation

Apart from the main regulatory framework for finished cosmetic products, additional requirements covered by other EU legislation might apply. Some of them are listed below:

- [Chemicals website of the European Commission](#) including information on restrictions on the marketing and use of certain dangerous substances and preparations
- [Climate website of the European Commission](#) regarding ozone-depleting substances contained in aerosol products
- [Pressure and Gas website of the European Commission](#) relating to aerosol dispensers
- [Legal metrology and pre-packaging website of the European Commission](#) with information on nominal quantities and nominal capacities permitted for certain prepackaged products

Four people who landed here did not immediately recognise it as the answer page, which slowed down task completion times

- Three people clicked on 'Regulation (EC)...' which led to EUR-Lex.
- One person spent a full minute touring the page before giving it as the answer.

The page is long and hard to scan – people had to scroll down to discover the content of the page.

A page of this length would benefit from a brief overview at the top.

The page heading is broad and vague. What is the difference between 'legislation', 'main legislation', and 'Regulation'?

What is the added value of the subtitle 'main legislation'? Why not just 'Cosmetics Regulation' as mentioned further down the page?

Instruction 4: The European Commission has proposed legislation to allow people living in one EU country to more easily access online content produced in another. Find the page showing the status of the proposal in the law making process.

4.1. Task reference

- Medium task 13 from 'EC-wide' poll 2014 (Track policy and law making process, updates)

The instruction is intended to test how easily people can track the status of a legislative proposal

4.2. Correct answer and target page

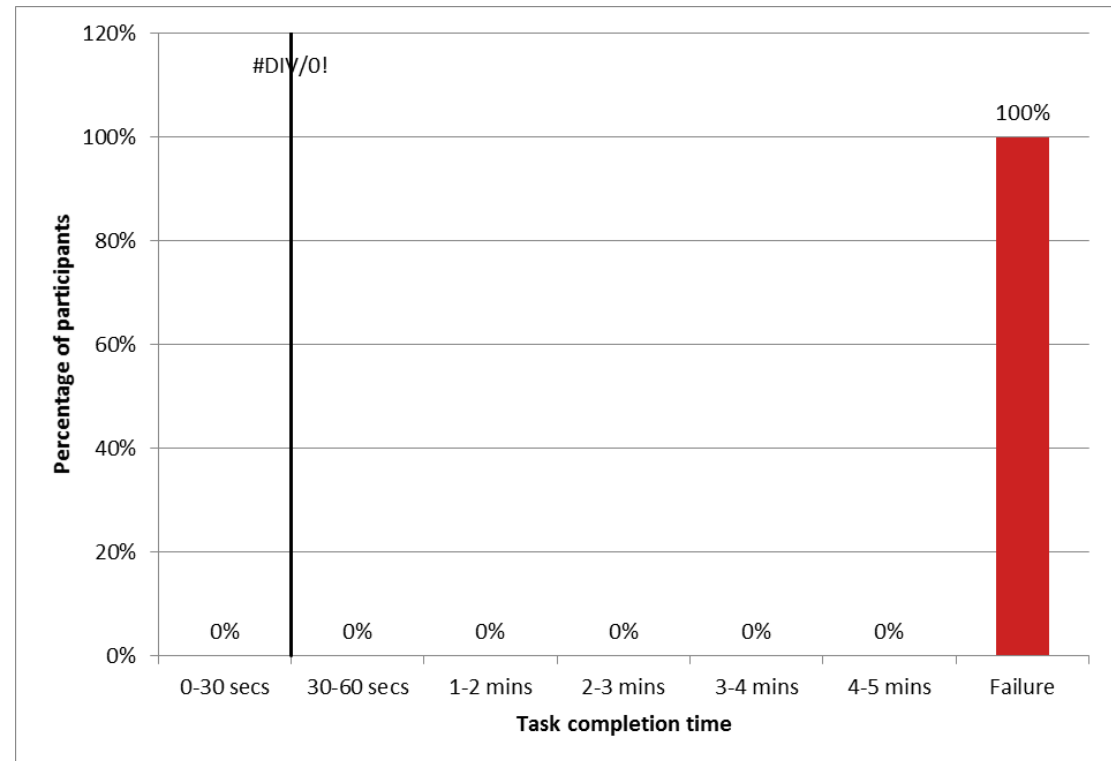
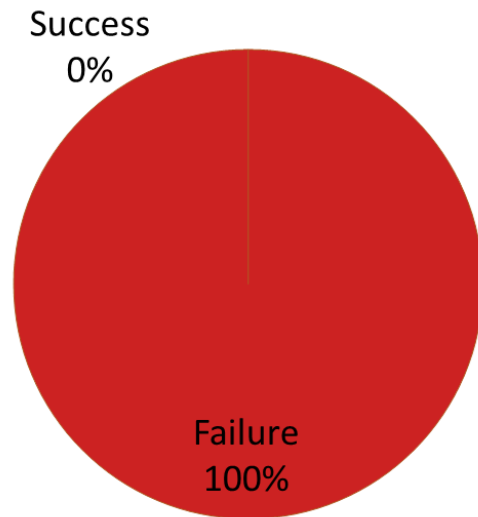
http://eur-lex.europa.eu/procedure/EN/2015_284?qid=1467207018415&rid=1

Answer= the page

The screenshot displays the EUR-Lex website interface. At the top, there is a search bar and navigation links. The main content area shows the details of a legislative proposal. A red rectangular box highlights the 'Procedure 2015/0284/COD' section, which includes the title 'COM (2015) 627: Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on ensuring the cross-border portability of online content services in the internal market' and the 'European Commission' as the proposing body. Below this, there is a table with details about the proposal, including the legal basis, procedure, and documents. The table is organized into two columns, with the left column containing general information and the right column containing specific details about the proposal.

4.3. Performance

Instruction 4: The European Commission has proposed legislation to allow people living in one EU country to more easily access online content produced in another. Find the page showing the status of the proposal in the law making process.



4.4. Findings: test instruction

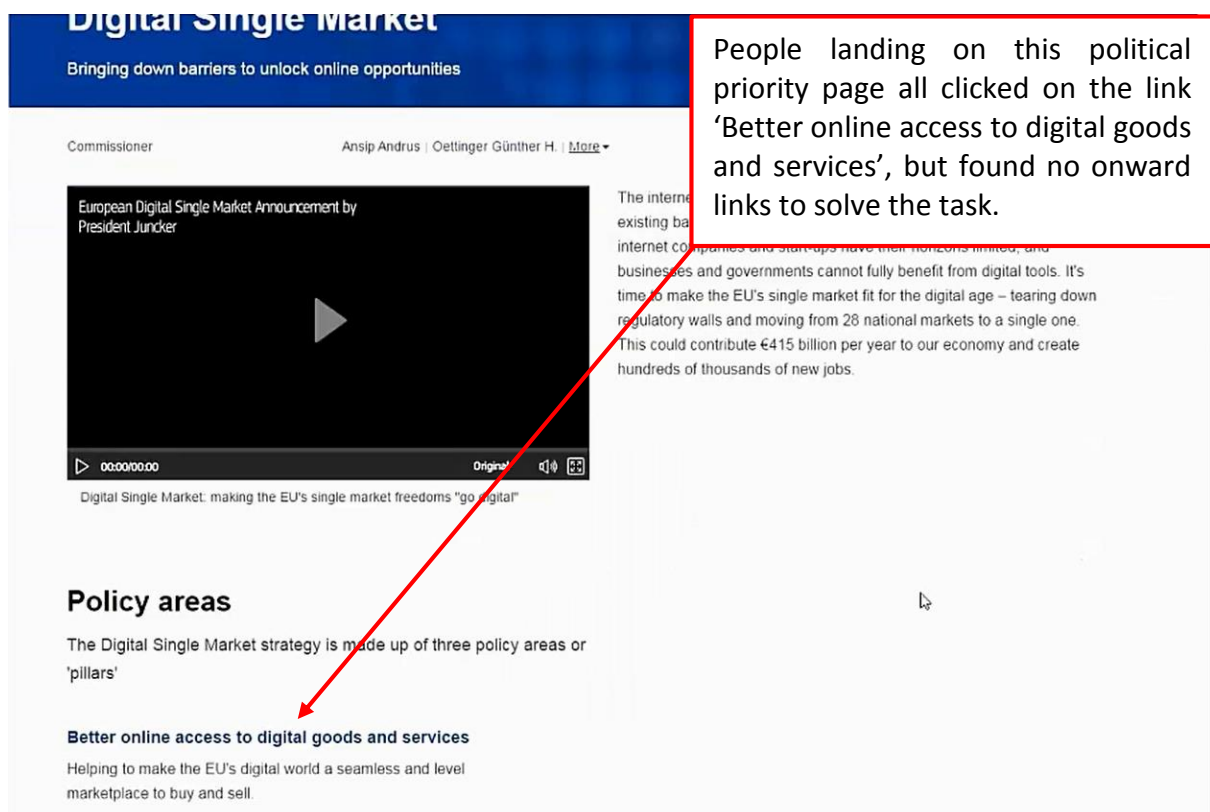
The instruction worked as intended and is therefore suitable for retesting.

4.5. Findings: task performance

- People found no onward path to solve this task from the Commission homepage
- EC search returns poor results due to
 - no landing/overview/summary pages on 'Law' appearing in results
 - EUR-Lex not appearing in top search results
 - unclear, jargon-based titles
 - missing autocorrect
 - duplicate titles linking to different pages
 - results clogged with press releases with titles leading from the general instead of the specific
- DG Connect page 'Digital Single Market strategy - Access': no obvious onward path to solve the task
- Google returns mixed results. Top results include EUR-Lex but also press releases with no onward paths to the answer.
- Press releases and factsheets in the 'Rapid' database appear high in search results yet offer no onward paths to the answer, leading to task failure
- EUR-Lex: confusing advanced search leads to task failure.

1. People found no onward path to solve this task from the Commission homepage.



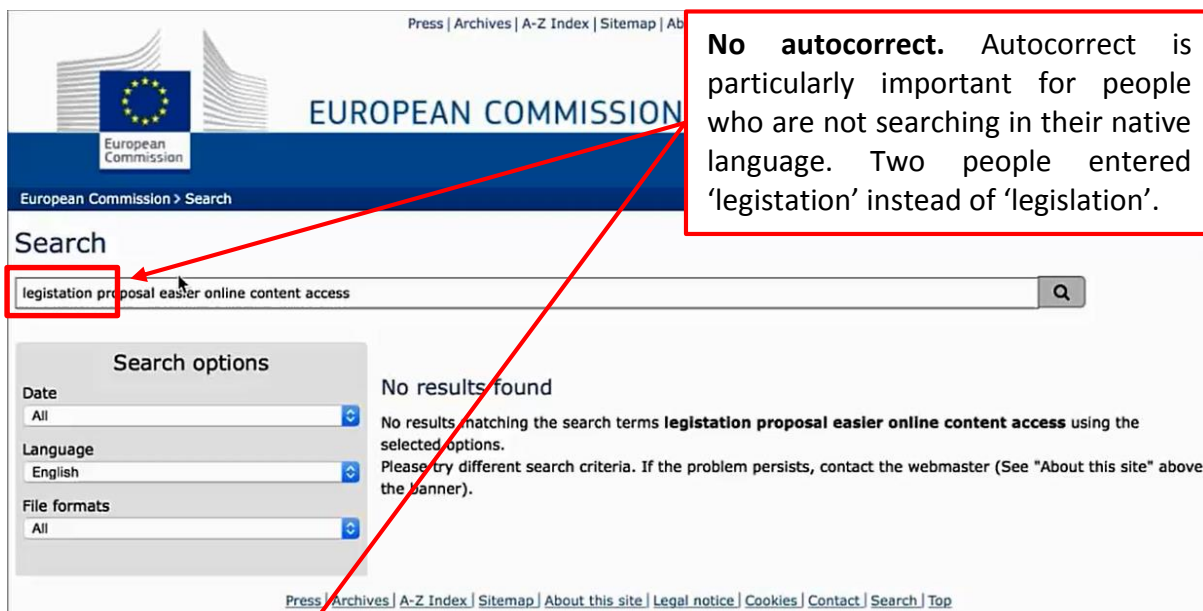


2. EC search returns poor results.

The search box is too small to see the entire search string and correct any spelling mistakes. Typos even led to people giving up the attempt to solve this task.



No autocorrect. Autocorrect is particularly important for people who are not searching in their native language. Two people entered 'legislation' instead of 'legislation'.



The screenshot shows the European Commission search interface. The search bar contains 'law proposal status'. The search options are set to 'All' for Date and 'All' for Language. The results are clogged with press releases from 2008, 2009, and 2011. The titles lead from the general, and should lead from the specific. Several people clicked on press releases and factsheets. Although some were on the correct topic, they provided no onward path to the answer.

The search string 'law proposal status' returns **no results from EUR-Lex or a landing/summary/overview page on 'Law'** (the Commission's top task no. 1)

Results are clogged with press releases from 2008, 2009 and 2011. The titles lead from the general, and should lead from the specific.

Several people clicked on press releases and factsheets. Although some were on the correct topic, they provided no onward path to the answer.

European Commission - PRESS RELEASES - Press release - Viviane ...
10 Jul 2011 - Commission's best economic and legal experts are presenting a first draft of the impact assessment to our very strict and rigorous Impact assessment panel. As you all know

Glossary of terms related to the Common Agricultural Policy - A...
07 Jun 2016 - Journal of the European Union and becomes law. If the two Institutions cannot agree on a common text, the procedure ends and the Commission's proposal is rejected. Prior to

European agri-cooperatives - Transparency Register
12 Apr 2016 - In the field of civil aviation and establishing a European Union Aviation Safety Agency - Food law - Proposal for a Regulation of the European Parliament and of the Council

European farmers - Transparency Register
12 Apr 2016 - of civil aviation and establishing an European Union Aviation Safety Agency - Food law - Proposal for a Regulation of the European Parliament and of the Council on organic

European Commission - PRESS RELEASES - Press release - Europe t...
28 Oct 2011 - or compatibility of response assets, maintenance of industry asset inventories or cross-border emergency response. In 2010, the response effort in the United States following

European Commission - PRESS RELEASES - Press release - EU-U.S. ...
06 Apr 2009 - In Afghanistan Noting the significant progress since 2002 on the status of women in Afghanistan, the European Union and the United States express their common concern

European Commission > Search

Search

law status online content

Search options

Date: All

Language: English

File formats: All

Filter by

- Business & industry (544)
- Economy, finance and investment (242)
- Infrastructure, research & innovation (155)
- Life & Rights in the EU (1012)
- Media, culture & languages in the EU (72)
- Others (41)
- Work & Education (116)

WEB **Published initiatives | European Commission**
ec.europa.eu/info/law/better-regulation/initiatives
13 Jul 2016 - Service for Foreign Policy Instruments Feedback status: Open Coco alkyltrimet

WEB **Public initiatives | European Commission**
ec.europa.eu/info/law/better-regulation/node:1925
05 Jul 2016 - Service for Foreign Policy Instruments Feedback status: Open Prolongation of tr

WEB **Public initiatives | European Commission**
ec.europa.eu/info/law/better-regulation/initiatives/.../1_en
05 Jul 2016 - Reference Refine results Reset initiatives (7) Showing results 1 to 7 Feedback status: Open Prolongation of transitional measures on food hygiene Regulations Reference Ares

WEB **European Commission**
ec.europa.eu/info/law/better-regulation/share-your-views_en
08 Jul 2016 - comments in any official EU language. Your feedback will be taken into account by the Commission when further developing the acts. This feedback tool is in its first phase

WEB **Criteria to identify endocrine disruptors for biocidal products...**
ec.europa.eu/info/law/better-regulation/ares20163071671-1_en
30 Jun 2016 - Commission and its priorities Policies, information and services Home - European Commission English en Search You are here: European Commission Law Share your views Initiatives

WEB **Calcium oxide (burnt lime) approval for product-types 2 and 3 |...**
ec.europa.eu/info/law/better-regulation/ares20163313571_en
11 Jul 2016 - Commission and its priorities Policies, information and services Home - European Commission English en Search You are here: European Commission Law Share your views Initiatives

WEB **Chlorocresol approval for product-type 13 | European Commission**
ec.europa.eu/info/law/better-regulation/ares20163313326_en
11 Jul 2016 - Commission and its priorities Policies, information and services Home - European Commission English en Search You are here: European Commission Law Share your views Initiatives

The search string 'law status online content' returns no results from EUR-Lex or a landing/summary/overview page on 'Law'.

All seven visible results are from the section '.../info/law/better-regulation/...'.

What is this web page about? The title is too general.

3. DG Connect page 'Digital Single Market strategy - Access': no obvious onward path to solve the task.

Several people landed on this page. They clicked on various links but were unable to find an onward path to track the status of a legislative proposal.

DIGITAL SINGLE MARKET
Digital Economy & Society

European Commission

European Commission > Access

The strategy

Digital Single Market

Access

Boosting e-commerce in the EU

Environment

Economy & Society

Digital Scoreboard

By Country

Glossary

Access

Article Latest Blogs

The Digital Single Market strategy wants to allow better access for consumers and business to online goods and services across Europe. This will remove the key differences between online and offline worlds, to break down barriers to cross-border online activity.

A Digital Single Market requires better access to online goods and services, both for people and for businesses.

Down: Improving access to digital goods and services

THE EUROPEAN SINGLE MARKET - 4 FREEDOMS OF THE MARKET

THE SINGLE MARKET IN THE DIGI

The Commission will propose:

Rules to make cross-border e-commerce easier

Many people in Europe remain reticent about engaging in the range of online activities that would facilitate their daily lives. While 14 of Europeans used the internet on a regular basis in 2014, only 15% shop online from another country. Moreover, only 7% of shops online sell cross-border.

To enable cross-border e-commerce to flourish, the Commission will update EU rules (e-commerce directive), clarify contractual rights, and develop enforcement (cross border enforcement cooperation).

Enforcing consumers rules

The Commission will review the Regulation on Consumer Protection Cooperation.

More efficient and affordable parcel delivery

62% of companies that wish to sell online identify high delivery costs as a problem. High prices and inefficiencies of parcel delivery should not be an obstacle to cross-border online commerce.

The Commission will assess action taken by industry and launch complementary measures to improve price transparency and enhance regulatory oversight of parcel delivery.

Ending unjustified geo-blocking

Geo-blocking is a practice used for commercial reasons by online sellers that result in the denial of access to websites in other states. Geo-blocking, hence, limits consumer's opportunities and choice, causing dissatisfaction and fragmentation of the Market. The Commission will make proposals to end unjustified geo-blocking (see geo-blocking and rights of recipients).

Launching an antitrust competition inquiry into e-commerce

The Commission launched a Competition Sector Inquiry to identify potential competition concerns affecting European e-commerce markets.

A modern, more European copyright framework

Copyright is a great drive to creativity and the culture industry in Europe. Limits to cross-border access to copyrighted content is common, that means that you cannot take your own content abroad with you. Innovation and research too are hampered by the lack of a clear EU-wide legal framework.

Events

Funding

Newsletters

Consultations

Blog

Discussions

@DSMeu

DigitalSingleMarket @DSMeu

Journalists wanted: check out our call for data-driven news stories about Europe bit.ly/29q5fqt #opendata pic.twitter.com/eGfxcqw65

4m

ECSO @ecso_eu

130 ECSO members! Today: signature ceremony of the #PPP with @GottfellerEU Coming up next: our 1st General Assembly pic.twitter.com/cq4Jc0H32v

Retweeted by DigitalSingleMarket

14m

media.eu @MediaEu

Five lessons on managing online comments - Interesting report on @NewspaperWorld workshop scs.itv/8R30qT #media

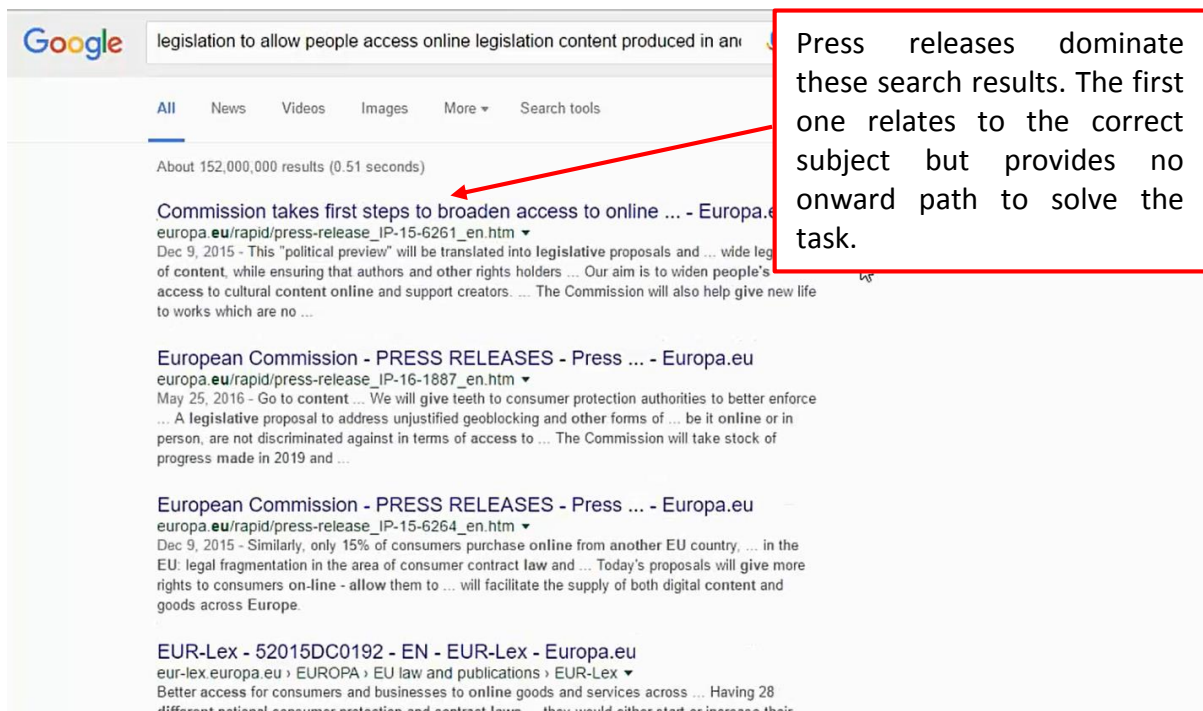
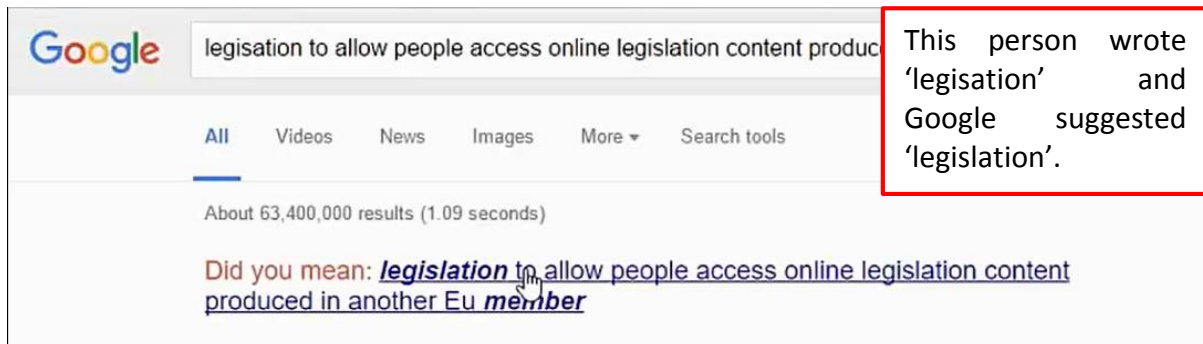
Retweeted by DigitalSingleMarket

15m

More tweets

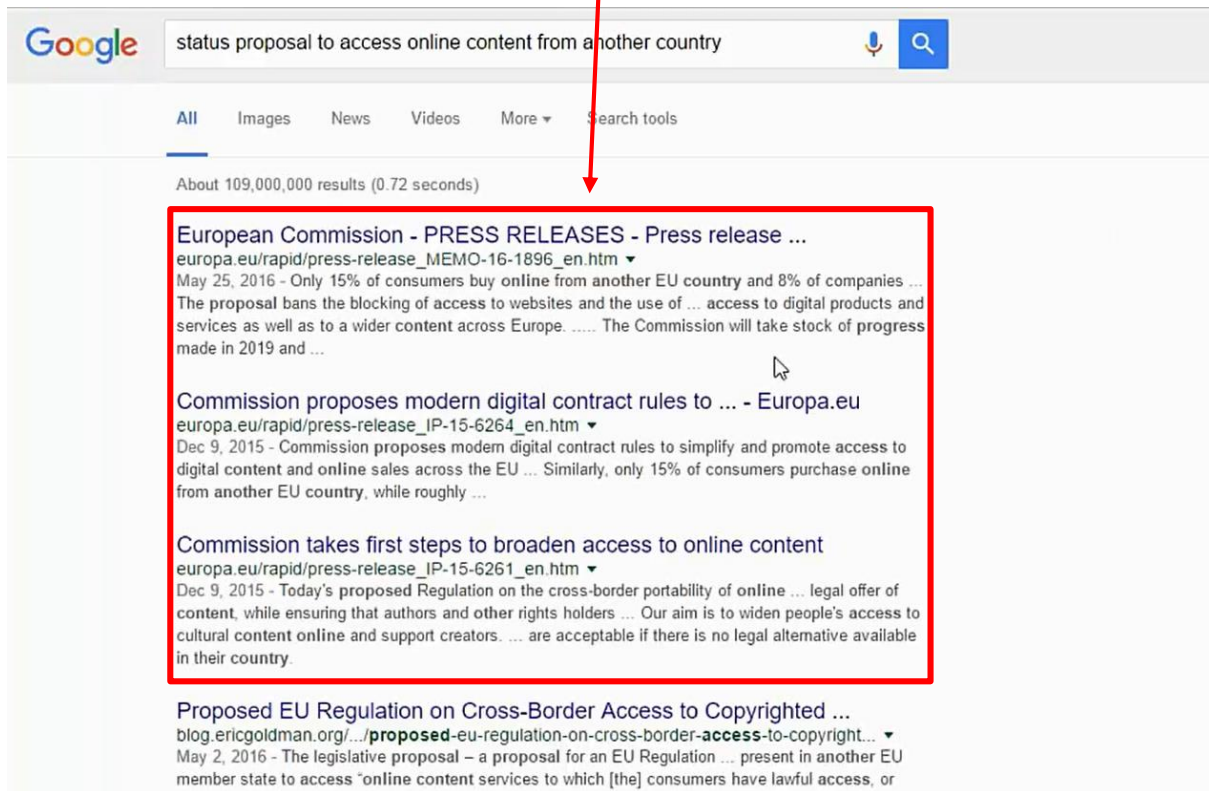
Search

4. Google returns mixed results. Search strings containing the words ‘law’ or ‘legislation’ return results from EUR-Lex. Google also suggests corrections for typos.



5. Press releases and factsheets in the ‘Rapid’ database appear high in search results yet offer no onward paths to the answer, leading to task failure.

The top three search results for this search string were Commission press releases. Several people clicked on different press releases and factsheets.



Task performance measurement – Class: Law – baseline test – analysis report

[illegible]

Three people landed on this particular press release from 9 December 2015, which appeared high in search results. The text is very long and dense. It explains the context of the legislative proposal, but offers no onward link to track the status of the proposal in the law-making process. People clicked on various links (outlined in red).

Two people gave this press release as the answer to the task.

6. EUR-Lex: confusing advanced search leads to task failure.

The screenshot illustrates a task failure on the EUR-Lex website. The user navigated to the 'Legislative procedures' collection and performed an advanced search for 'access to online content'. The search criteria were set to 'Domain: Legislative procedures, Results containing: access to online content In title, Search language: English'. The results showed 'No results found.'.

This person searched for 'access to online content' in the collection 'Legislative procedures' but got no results.

Advanced search

Collection: Legislative procedures

LEGISLATIVE PROCEDURES

Text search

Search Find results containing: ?

access to online content

Search hints:

- Implementing regulation =
- Implementing AND regulation
- exact phrase search
- replace 0 to n characters

Search criteria

Domain: Legislative procedures, Results containing: access to online content In title, Search language: English

Edit search Save to My searches Create in My RSS feeds Save to My items

Sort by Default Descending

No results found.

Task performance measurement – Class: Law – baseline test – analysis report

The screenshots show the EUR-Lex Advanced search interface. The first screenshot shows a search for 'online content'. The second screenshot shows a search for 'upcoming legislation'. The third screenshot shows a search for 'upcoming legislation' and 'online content' using the 'OR' operator. The fourth screenshot shows a search for 'upcoming legislation' and 'online content international' using the 'OR' operator. Red boxes highlight the search terms and the 'OR' operator. Red arrows point from the text boxes to the corresponding elements in the screenshots.

Search hints:

- Implementing regulation = Implementing AND regulation
- exact phrase search
- * replace 0 to n characters
- ? replace a single character

Search hints:

- Implementing regulation = Implementing AND regulation
- exact phrase search
- * replace 0 to n characters
- ? replace a single character

Search hints:

- Implementing regulation = Implementing AND regulation
- exact phrase search
- * replace 0 to n characters
- ? replace a single character

Search hints:

- Implementing regulation = Implementing AND regulation
- exact phrase search
- * replace 0 to n characters
- ? replace a single character

Instruction 5: According to the Commission plan, when will the review of the Satellite and Cable Directive be adopted by the EU institutions?

5.1. Task reference

- Medium task 13 from 'EC-wide' poll 2014 (Track policy and law making process, updates)

The instruction is intended to test how easily people can track the timing of upcoming legislation

5.2. Correct answer and target page

http://ec.europa.eu/atwork/pdf/planned_commission_initiatives_2016.pdf

Answer= page 10/107: "2nd quarter 2016"

commission_initiatives_2016.pdf

- Address the contribution of Creative Europe to the new policy priorities of the Juncker Commission, in particular as regards Creative Europe MEDIA, its role in contributing to a successful European media and content industry able to reach out to new audiences, reflect to the digital era and thrive in the connected Digital Single Market.
- Assess the long term results and impact of the predecessor programmes (Culture programme 2007-2013, programme of support for the audiovisual sector – MEDIA 2007) and the audiovisual cooperation programme with professional from third countries (MEDIA-Mundus). The results of the evaluation will be used to feed into the impact

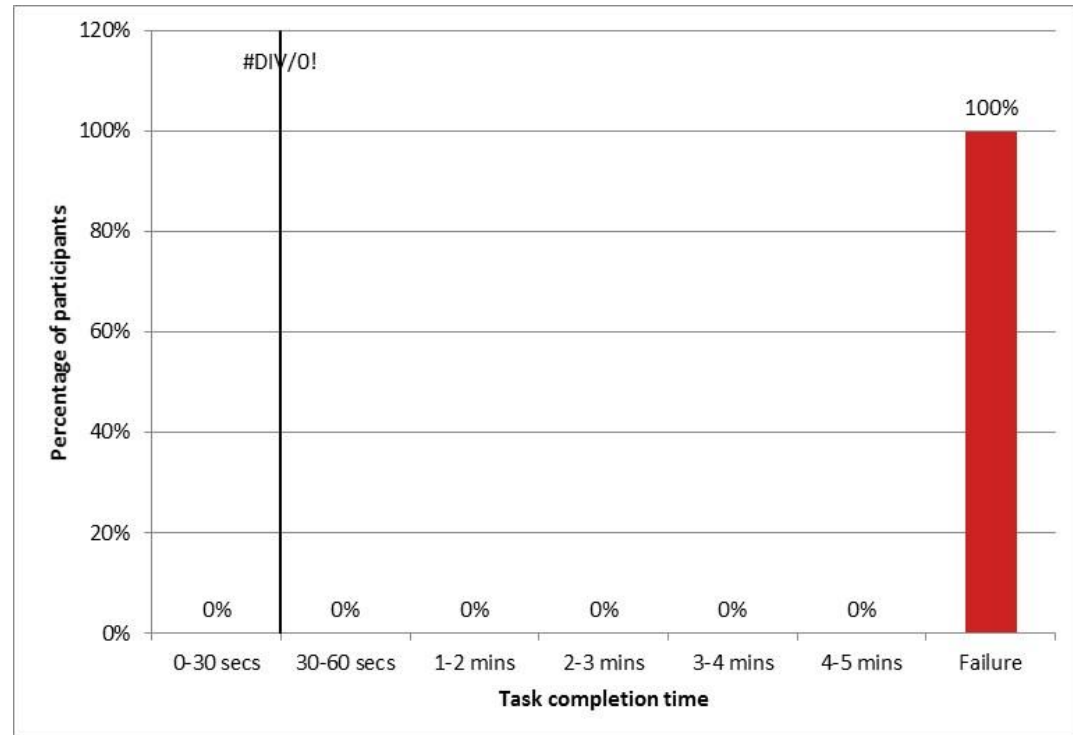
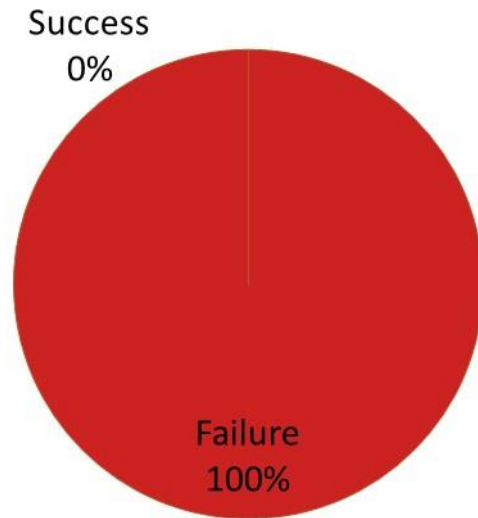
9

Policy area	Reference N°	Full title	Scope and objectives	Category of initiative	Larger issues (thematic & political) / Substances	Legislative procedure	CS, BG	Finalisation	
			statement for a possible successor programme of the Creative Europe programme						
Customs	2015/TAUUG003	Proposal for a Council regulation on the audit and statistical monitoring and on the Common Customs Tariff (repeal)	The aim of the recast is mainly to align Council Regulation (EEC) No 2631/83 on the Customs Union Treaty, to involve sustained provisions for the sake of clarity and to improve the readability of the regulation. Changes are therefore limited to what is made absolutely necessary by the evolution of the legal environment.	Other (negative initiative)	Treaty on the Functioning of the European Union Article 31 of TEU	adoption by the Council	N	2nd quarter 2016	
Customs	2015/TAUUG008	Communication from the Commission to the European Parliament, the European Economic and Social Committee and the Council on the blueprint of the EU Customs governance reform	The EU customs union needs to continue to carry out its crucial tasks in managing the EU customs frontier, protecting citizens and financial interests as well as facilitating legitimate trade. In order to address the challenges of its current operating model, decreasing resources and increasing tasks, the Customs Union needs to continue its modernisation and development towards enhanced performance. It needs to implement sustainable structures that can evolve, being fit for purpose today but also in years to come. To deliver on the growing set of expectations, the blueprint will offer a strategic vision in terms of overall aims and will identify governance elements to be developed in specific areas. It will be discussed at the Council and the EP level to provide orientations which will form the basis for an action plan for the next 5-10 years in parallel with the introduction of the Union Customs Code provisions and the gradual implementation of related IT systems across the EU.	Communications		non-legislative procedure	N	April 2016	
Digital Economy and Society	2015/COMET087	Evaluation and Reform with legislative proposals of the Regulatory Framework for electronic communications networks and services (REFIT)	The main policy objective is to identify the most appropriate measures to align the current regulatory framework for electronic communications to correspond the needs of well-functioning Digital Single Market, in particular by facilitating achievement of public policy goals in respect of ubiquitous and accessible high-speed connectivity. The initiative aims also at simplifying regulation and reducing administrative burden.	REFIT COMF 2015	COMF 2015	For legislative part: Treaty on the Functioning of the European Union Article 114	ordinary legislative procedure (the legislative part)	N	3rd quarter 2016
Digital Economy and Society	2015/COMET019	Review of the Satellite and Cable Directive 2002/CC	As announced in the Commission's Digital Single Market Strategy Communication of 6 May 2015, and in the broader context of the EU copyright modernisation, the Commission will carry out in 2015/2016 a review of the Satellite and Cable Directive. The objectives of the review are to (i) evaluate the functioning of the Directive - in what extent it has facilitated the provision and reception of broadcasting services by satellite and cable retransmission in the EU and the clearing of copyright for such broadcast/retransmission and (ii) assess the need to extend the Directive (or part of it) to also cover online services.	REFIT COMF 2016	Treaty on the Functioning of the European Union Article 95 and 114	ordinary legislative procedure	N	2nd quarter 2016	
Digital Economy and Society	2015/COMET026	Proposal for a legislative instrument on the implementation in the EU of the WIPO Marrakesh Treaty for the visually impaired	The 2013 Marrakesh Treaty creates a mandatory copyright exception for the cross-border and non-profit use of the cross-border exchange of special format copies of books (braille, large print, etc.). The EU and the Member States signed the Treaty (in April 2014) and, thus, have taken a political commitment to carry it	Other (negative initiative)	Treaty on the Functioning of the European Union Article 114	ordinary legislative procedure	N	1st quarter 2016	

10

5.3. Performance

Instruction 5: According to the Commission plan, when will the review of the Satellite and Cable Directive be adopted by the EU institutions?



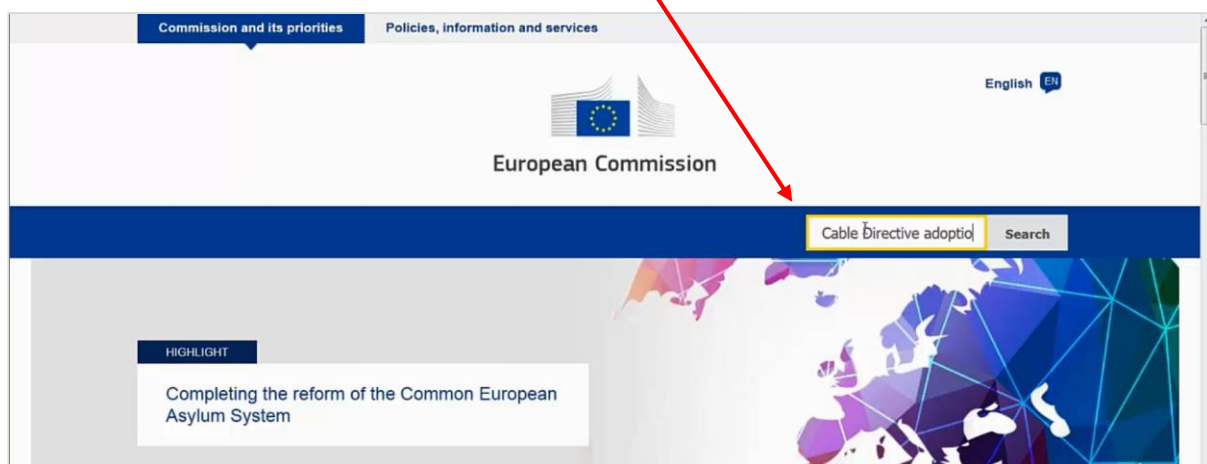
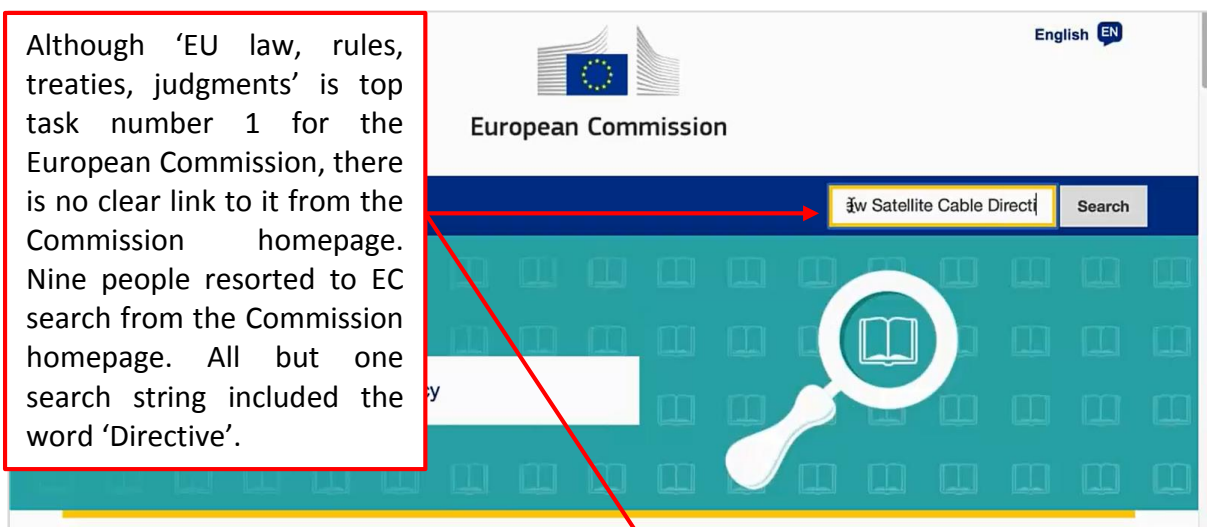
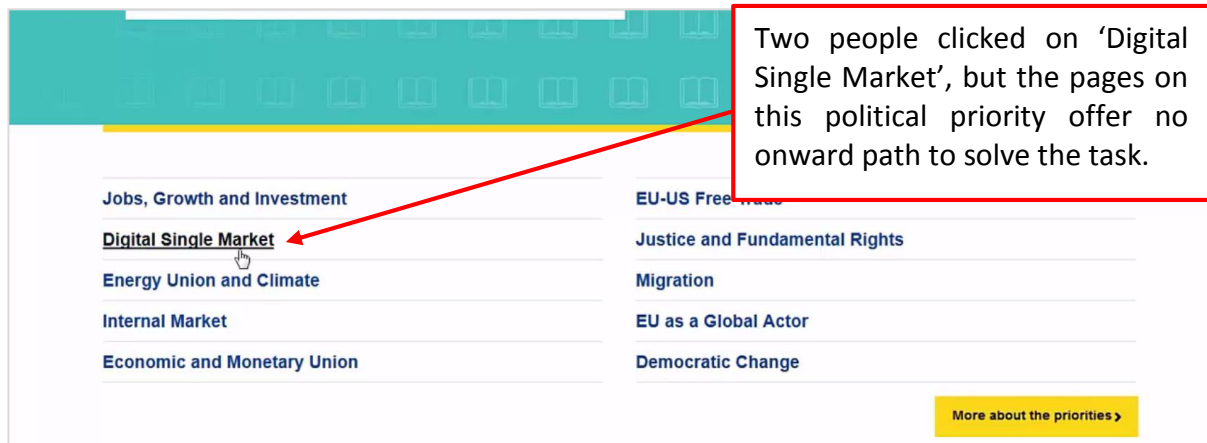
5.4. Findings: test instruction

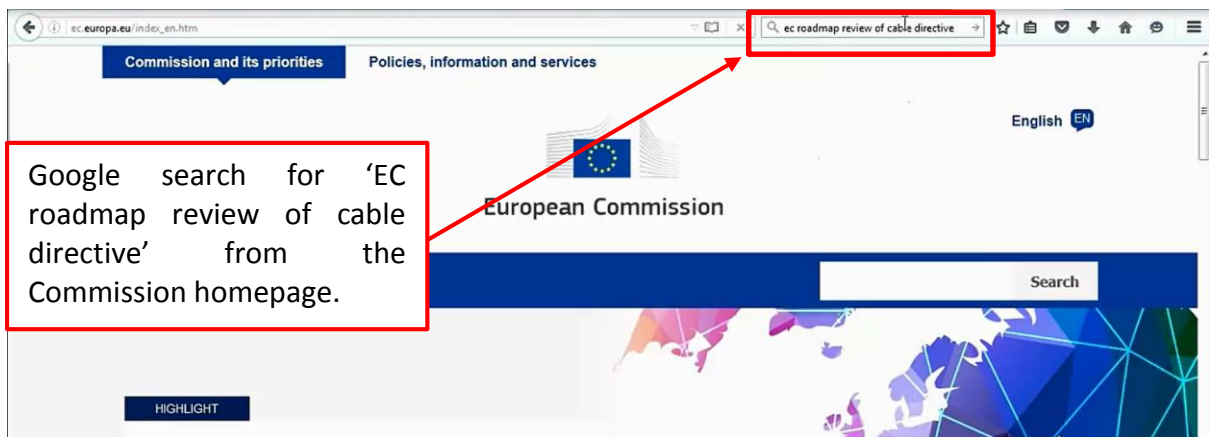
This instruction was intended to test 'track the timing of upcoming legislation'. To answer correctly, it was essential for them to find the Commission Work Programme. Some people found answers that were not as precise as the date given in the Commission Work Programme and were therefore considered as a failure. **The instruction text and correct answer must be reviewed before retesting.**

5.5. Findings: task performance

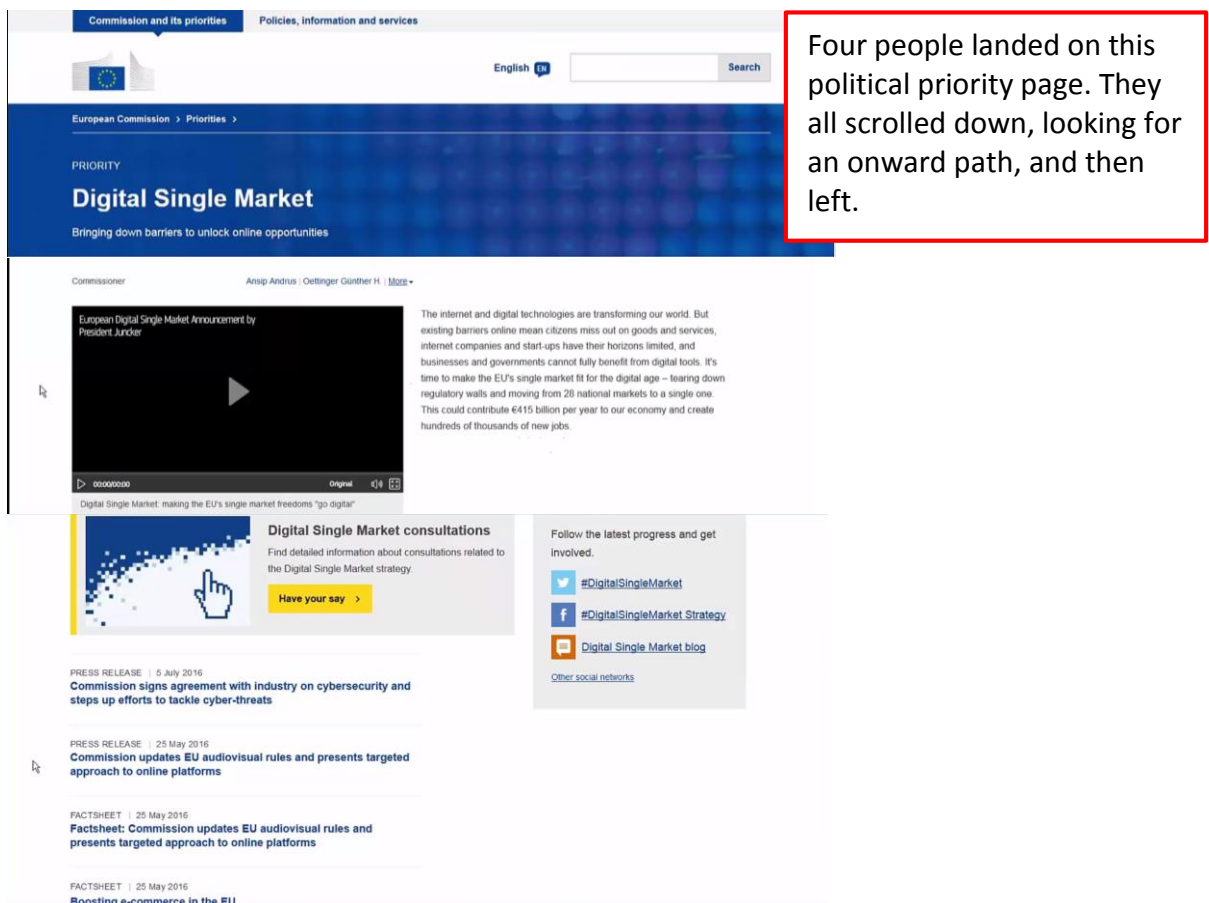
- People found no onward path to solve this task from the Commission homepage
- Political priority page 'Digital Single Market': no onward path to solve the task
- EC search returns poor results due to:
 - unclear, jargon-based titles
 - titles leading from the general instead of the specific
 - missing autocorrect
 - results clogged with press releases and old content
- The EU single Market 'Satellite and Cable' page: no onward paths to solve the task
- EUR-Lex page on current satellite and cable directive (93/83/EEC): no onward path to track the timing of upcoming legislation
- Digital Single Market website, Society section: three pages dealing with different aspects of the review slowed down task completion times as they offered no onward links to solve the task
 - Page 1: Satellite and Cable Directive page
 - Page 2: 'EU seeks views on the Satellite and Cable Directive'
 - Page 3: 'Full report on the public consultation on the review of the EU Satellite and Cable Directive'
- PDF from the Better Regulation Portal called 'Evaluation and fitness check (FC) roadmap': jargon on page caused confusion

1. People found no onward path to solve this task from the Commission homepage.





2. Political priority page 'Digital Single Market': no onward path to solve the task.



3. EC search returns poor results.

European Commission > Search

Search

Sattelite and Cable directive

Search options

Date: All

Language: English

File formats: All

PDF swd_2015_197_pa
ec.europa.eu/smart-regulation/.../swd_2015_197_pa
16 Oct 2015 - No 50 (50-70) 0 0
1 1 Sattelite EPIRB 500 (300-700)

PDF COM(2002)146/F1 - EN
ec.europa.eu/transparency/readdoc/rep/1/.../1-2002-146-EN-F1-1.Pdf
05 Sep 2014 - a need to stimulate its development and coordination between Member States. Article 10 of the Directive requires the Member States to carry out research work for the protection

PDF COM(2006)750/F1 - EN
ec.europa.eu/transparency/readdoc/rep/1/.../1-2006-750-EN-F1-1.Pdf
04 Sep 2014 - frequency signals into mid-frequency signals, for use in the manufacture of products falling under n° 8521 and n° 8528 (1) 0 % 1.1.2007 - 31.12.2011 ex 8529 90 65 60 Tuner

PDF COM(2007)719/F1 - EN
ec.europa.eu/transparency/readdoc/rep/1/.../1-2007-719-EN-F1-2.Pdf
04 Sep 2014 - and a chassis 0 % 1.1.2006-31.12.2008 ex 8529 90 65 50 Tuner transforming high-frequency signals into mid-frequency signals, for use in the manufacture of products falling

No autocorrect. Two people failed to complete this task as a direct result of poor search results due to typos. Autocorrect is particularly important for people who are not searching in their native language.

This person typed 'sattelite' instead of 'satellite' and got very poor search results. All the titles are jargon-based.

European Commission > Search

Search

Satelliet and cable directive

Search options

Date: All

Language: English

File formats

PDF 131216_study_en
ec.europa.eu/internal_market/copyright/docs/.../131216_study_en.pdf
16 Dec 2013 - een radio- of televisieprogramma opgenomen werk door middel van een satelliet wordt verstaan de handeling waarbij de programmadragende signalen voor ontvangst door het publiek

This person typed 'satelliet' (the Dutch spelling) instead of 'satellite', and got only one result, in Dutch.

European Commission > Search

Search

Satellite and Cable Directive review adoption by EU institution

Search options

Date: All

Language

WEB European Commission - PRESS RELEASES - Press release - Making E...
ec.europa.eu/rapid/press-release_MB-10-15-6262_en.htm
09 Dec 2015 - are the provisions of the Satellite and Cable Directive that could be extended to broadcasters' online transmissions? According to the , satellite broadcasting copyright only

WEB European Commission - PRESS RELEASES - Press release - Commissi...
ec.europa.eu/rapid/press-release_IP-15-6261_en.htm
09 Dec 2015 - proposed in spring next year. Our aims are to allow a better circulation of content, offer more choice to Europeans, to strengthen cultural diversity and provide more opportunities

WEB Europa/Competition/regulatory developments
ec.europa.eu/competition/speeches/text/sp1997_045_en.html
26 Sep 1997 - across it. Let me just recall the latest most decisive phase. Satellite communications was fully liberalised by the European Commission at EU level with an EU Art. 90 Directive

WEB European Commission - PRESS RELEASES - Press release - Top News...
ec.europa.eu/rapid/press-release_AGENDA-11-2_en.htm
14 Jan 2011 - service for journalists. The European Commission reserves the right to make changes Tuesday 18 January: Commission presents midterm review of European satellite navigation

Environment, food & natural resources (3)
EU in the world (9)
Functioning of the EU (68)

Titles lead from the general, and should lead from the specific.

Very outdated result.

European Commission > Search

Search

satellite cable directive

The titles of all these search results (for a very logical search string) lead from the general (Europa/Competition/) and should lead from the specific.

Why are all these results from 1995 and 1996?

WEB Europa/Competition/Effective competition
ec.europa.eu/competition/speeches/text/sp1996_016_en.html
20 Mar 1996 - of the messages to be broadcasted, which are broadcasting activities falling outside the scope of this Directive. Services liberalised under this Directive therefore include

WEB Europa/Competition/REGULATORY DIRECTIONS FOR SATELLITE COMMUNIC...
ec.europa.eu/competition/speeches/text/sp1995_012_en.html
02 Mar 1995 - covered by the Directive. The Directive, in fact, extends the 1988 Terminal Directive to include satellite earth station equipment and extends the 1990 Services Directive

WEB Europa/Competition/Perspective on Telecommunication
ec.europa.eu/competition/speeches/text/sp1996_048_en.html
20 Sep 1996 - capacity but also as concerns downstream distribution arrangements and agreements. The deadline for notification of national measures implementing the satellite directive

WEB Europa/Competition/Strategic Partnerships
ec.europa.eu/competition/speeches/text/sp1996_042_en.html
08 Sep 1996 - we will use this instrument wherever necessary, not only as concerns access to space capacity but also as concerns downstream distribution arrangements and agreements. The

WEB Europa/Competition/Competitive Issues
ec.europa.eu/competition/speeches/text/sp1996_046_en.html
08 Sep 1996 - towards the full implementation of the satellite directive and will further continue with the

4. The EU single Market 'Satellite and Cable' page: no onward paths to solve the task

Sitemap | About this site

THE EU SINGLE MARKET

European Commission > The EU Single Market > Copyright and Neighbouring Rights > Satellite and

Home

Copyright and Neighbouring Rights

News

EU legislation ("acquis")

- Management of Copyright and Related Rights
- Copyright in the Information Society
- Orphan works
- Rental and lending rights
- Term of Protection

Satellite and cable


Directive 93/83/EEC aims at facilitating the cross border programmes such as, particularly broadcasting via satellite

In view of that objective, mechanisms are set up in order to ensure that creators and producers of programmes obtain a fair remuneration, on grounds of intellectual property rights, for the use of their creations.

- Directive (93/83/EEC)
- Report (COM/2002/0430 final)
- Press release (IP/93/803)

Three people arrived on this page via Google. The page provides information on the satellite and cable Directive dating from 1993, but not on upcoming legislation (the review of the Directive). They all spent time clicking on various links on this page.

5. EUR-Lex page on current satellite and cable directive (93/83/EEC): no onward path to track the timing of upcoming legislation



EUR-Lex
Access to European Union law

EUROPA > EU law and publications > EUR-Lex > EUR-Lex - 31993L0083 - EN

Home Official Journal EU law and related documents National law Legislative process

Document 31993L0083 > [Save to My items](#) [Permanent link](#) [Download notice](#)

Text Document information Procedure National transposition **Summary of legislation** Collapse all Expand all

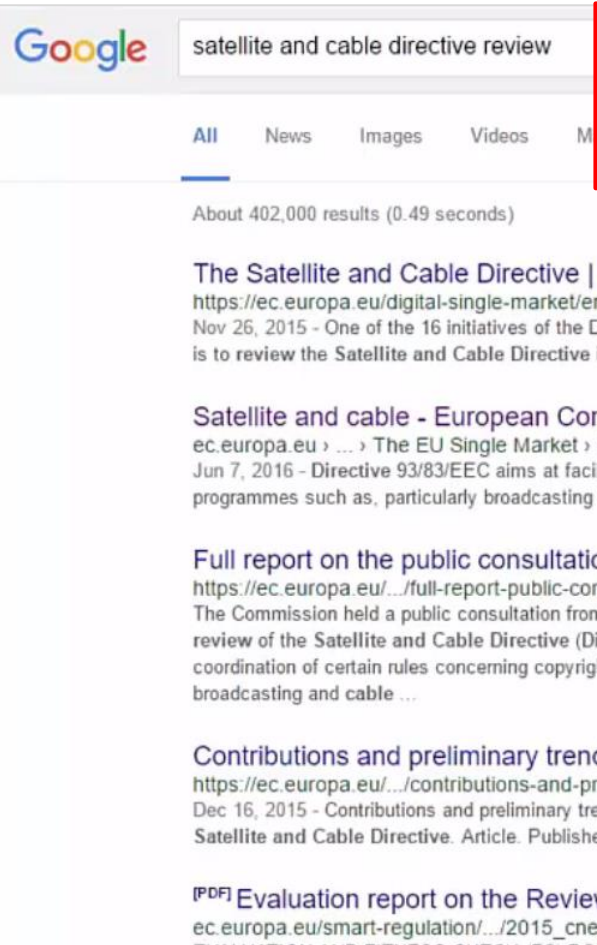
Title and reference

Council Directive 93/83/EEC of 27 September 1993 on the coordination of certain rules concerning copyright and rights related to copyright applicable to satellite broadcasting and cable retransmission

OJ L 248, 6.10.1993, p. 15-21 (ES, DA, DE, EL, EN, FR, IT, NL, PT)
Special edition in Finnish: Chapter 13 Volume 025 P. 33 - 39
Special edition in Swedish: Chapter 13 Volume 025 P. 33 - 39
Special edition in Czech: Chapter 17 Volume 001 P. 134 - 140

Five people landed on this EUR-Lex page on the Directive, either through navigation or through search. The page provided no onward path to the answer.

6. Digital Single Market website, Society section: three pages dealing with different aspects of the review slowed down task completion times as they offered no onward links to solve the task.



Google

satellite and cable directive review

All News Images Videos Maps

About 402,000 results (0.49 seconds)

The Satellite and Cable Directive | Digital Single Market
<https://ec.europa.eu/digital-single-market/en/satellite-and-cable-directive>
Nov 26, 2015 - One of the 16 initiatives of the Digital Single Market strategy, adopted on 6 May 2015, is to review the Satellite and Cable Directive in order to ...

Satellite and cable - European Commission
ec.europa.eu > ... > The EU Single Market > Copyright and Neighbouring Rights
Jun 7, 2016 - Directive 93/83/EEC aims at facilitating the cross border transmission of audiovisual programmes such as, particularly broadcasting via satellite and retransmission by cable.

Full report on the public consultation on the review of the EU Satellite ...
<https://ec.europa.eu/.../full-report-public-consultation-review-eu-satellite-and-cable-di...>
The Commission held a public consultation from 24 August until 16 November 2015 as part of the review of the Satellite and Cable Directive (Directive 93/83/EEC of 27 September 1993 on the coordination of certain rules concerning copyright and rights related to copyright applicable to satellite broadcasting and cable ...

Contributions and preliminary trends of the public consultation on the ...
<https://ec.europa.eu/.../contributions-and-preliminary-trends-public-consultation-review...>
Dec 16, 2015 - Contributions and preliminary trends of the public consultation on the review of the EU Satellite and Cable Directive. Article. Published on ...

[PDF] Evaluation report on the Review of the Satellite and Cable Directive 9...
ec.europa.eu/smart-regulation/.../2015_cnect_019_cwp_evaluation_sat_cab_en.pdf
EVALUATION AND FITNESS CHECK (FC) ROADMAP_TITLE_OF_THE_EVALUATION/FC_Review of

These three pages from the Digital Single Market website appeared high in search results and were clicked on by several people.

Page 1: Satellite and Cable Directive page (URL: <https://ec.europa.eu/digital-single-market/satellite-and-cable-directive>)

Eight people landed on this page via Google and EC search. Four of them clicked the tab 'Latest' but could not find the latest information on the review.

Page 2: 'EU seeks views on the Satellite and Cable Directive' page (URL: <https://ec.europa.eu/digital-single-market/en/news/eu-seeks-views-satellite-and-cable-directive>)

Two people arrived on this page which describes the review, explains why and how it is being carried out, but does not say when it will be adopted.

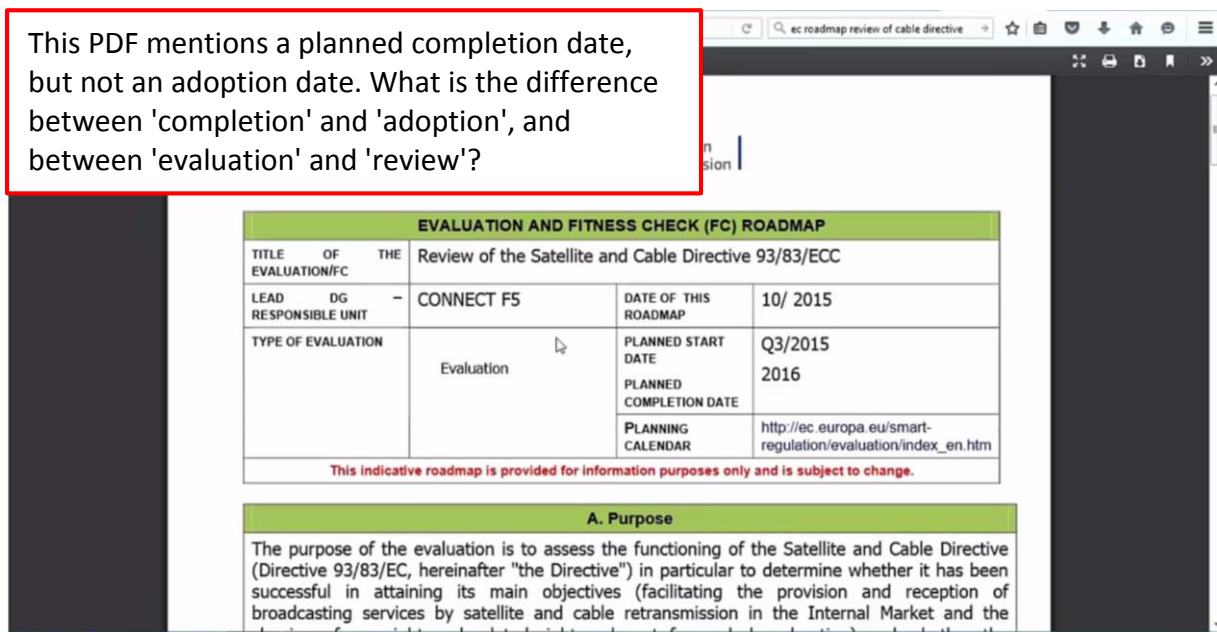
Page 3: Full report on the public consultation on the review of the EU Satellite and Cable Directive (URL: <https://ec.europa.eu/digital-single-market/en/news/full-report-public-consultation-review-eu-satellite-and-cable-directive>)



Three people arrived on this page about the public consultation on the review, but found no links to track the next steps in the review process.

7. PDF from the Better Regulation Portal called 'Evaluation and fitness check Roadmap': jargon on page caused confusion. Two people provided wrong answers from this page which described the steps in the process of the evaluation/review of the Satellite and Cable Directive. (URL: http://ec.europa.eu/smart-regulation/roadmaps/docs/2015_cnect_019_cwp_evaluation_sat_cab_en.pdf)

This PDF mentions a planned completion date, but not an adoption date. What is the difference between 'completion' and 'adoption', and between 'evaluation' and 'review'?



EVALUATION AND FITNESS CHECK (FC) ROADMAP			
TITLE OF THE EVALUATION/FC	Review of the Satellite and Cable Directive 93/83/ECC		
LEAD DG RESPONSIBLE UNIT	CONNECT F5	DATE OF THIS ROADMAP	10/ 2015
TYPE OF EVALUATION	Evaluation	PLANNED START DATE	Q3/2015
		PLANNED COMPLETION DATE	2016
		PLANNING CALENDAR	http://ec.europa.eu/smart-regulation/evaluation/index_en.htm
This indicative roadmap is provided for information purposes only and is subject to change.			
A. Purpose			
The purpose of the evaluation is to assess the functioning of the Satellite and Cable Directive (Directive 93/83/EC, hereinafter "the Directive") in particular to determine whether it has been successful in attaining its main objectives (facilitating the provision and reception of broadcasting services by satellite and cable retransmission in the Internal Market and the			

Instruction 6: Find the title of the Maltese law implementing the EU asylum directive 2013/32/EU

6.1. Task reference

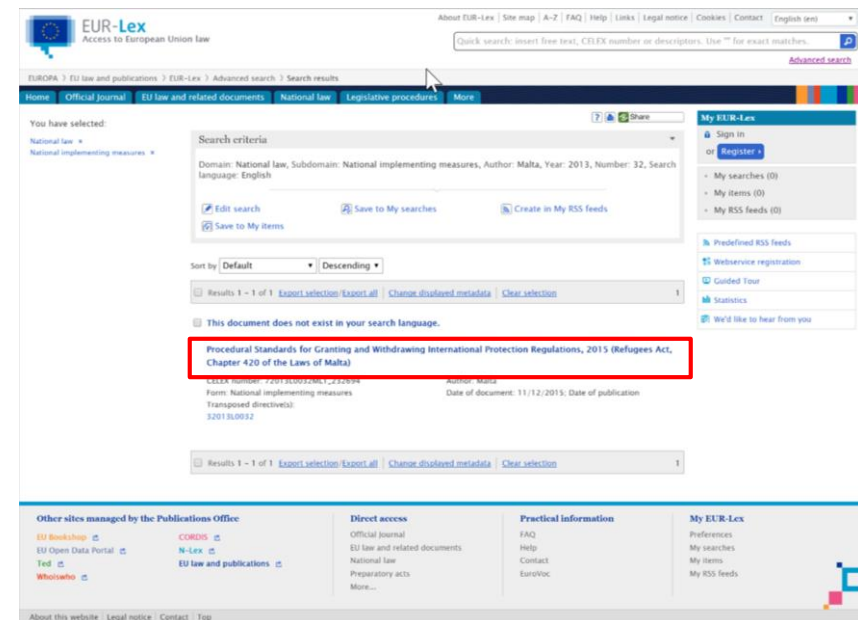
- Small task 22 from 'EC-wide' poll 2014 (National implementation of EU law, infringements)

The instruction is intended to test how easily people can find the text of a national law implementing an EU directive.

6.2. Correct answer and target page

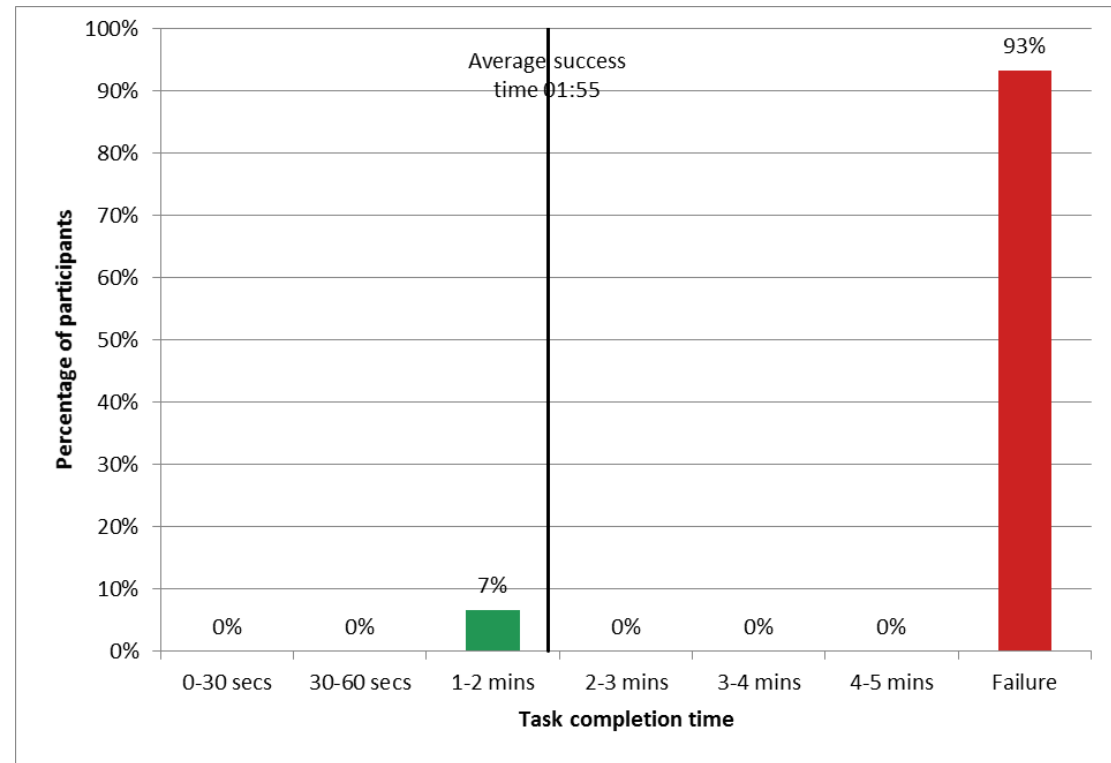
http://eur-lex.europa.eu/search.html?DB_NATURAL_DIRECTIVE=2013,32&DB_AUTHOR=MLT&qid=1467209761094&DTS_DOM=NATIONAL_LAW&type=advanced&lang=en&SUBDOM_INIT=MNE&DTS_SUBDOM=MNE

Answer= "Procedural Standards for Granting and Withdrawing International Protection Regulations, 2015 (Refugees Act, Chapter 420 of the Laws of Malta)"



6.3. Performance

Instruction 6: Find the title of the Maltese law implementing the EU asylum directive 2013/32/EU



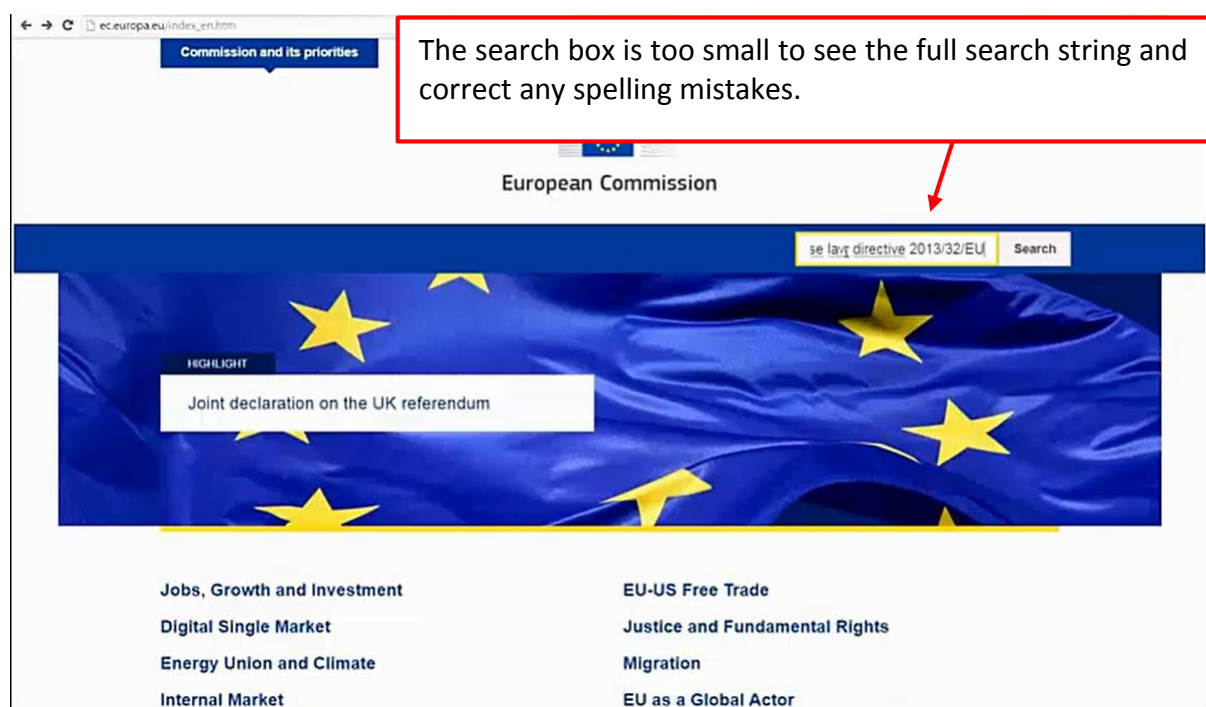
6.4. Findings: test instruction

Only one person succeeded. This person asked “is it the national Maltese?”. Adding the word ‘national’ to the instruction may clarify the intention.

6.5. Findings: task performance

- People found no onward path to solve this task from the Commission homepage. The search box on the homepage is too small.
- EC search returns poor results due to:
 - EUR-Lex not appearing in top search results
 - unclear, jargon-based titles
 - duplicate titles linking to different pages
 - titles leading from the general instead of the specific
- DG HOME page on infringements by policy (under ‘EU law monitoring’) offers no onward paths to solve the task
- Press release in Rapid on ‘Implementing the Common European Asylum System’ offers no clear route to ‘national implementation’
- Directive 2013/32/EU in EUR-Lex: confusing menus and links
- DG HOME homepage offers no clear onward paths to find the answer: two people clicked on ‘Common European Asylum System’ but found no logical onward paths to the answer.

1. People found no onward path to solve this task from the Commission homepage.



The screenshot shows the European Commission website with several red boxes and arrows highlighting specific elements. The boxes contain the following text:

- Top navigation bar:** "Policies, information and services"
- Search bar:** "Search"
- Highlight section:** "Completing the reform of the Common European Asylum System"
- Policy areas list:** "Migration"
- Featured section:** "Managing the refugee crisis"

Arrows point from these boxes to two text annotations on the right side of the page:

- Annotation 1:** "Two people clicked on the tab 'Policies, information and services'."
- Annotation 2:** "People clicked on these different labels/links, assuming they would offer an onward path to solve the task. These people later resorted to EC search."

The website content includes sections for "Jobs, Growth and Investment", "Digital Single Market", "Energy Union and Climate", "Internal Market", "Economic and Monetary Union", "EU-US Free Trade", "Justice and Fundamental Rights", "EU as a Global Actor", and "Democratic Change". It also features a "Contact" section with "EU local offices and information points", "Commission staff", and "Press contacts". A "Latest" section includes news items such as "Completing the reform of the Common European Asylum System", "18th EU-China Summit in Beijing", and "EU-U.S. Privacy Shield launched". A "Featured" section includes "Managing the refugee crisis", "COP21 – United for climate", and "Completing Europe's Economic and Monetary Union".

2. EC search returns poor results.

European Commission > Search

Search

asylum directive 2013/32/eu

Many people entered the actual directive number in EC search, but EUR-Lex did not appear in top search results.

All results lead to DG HOME pages on migration infringements for each Member State, with no onward paths to solve the task.

Duplicate titles, linking to different pages.

Titles lead from the general and should lead from the specific.

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_full_list_en.htm
25 Jul 2016 - Council Directive 2003/86/EC of 22 September 2003 on the right to family reunification of 22 September 2003 on the right to family reunification Closure 23/09/2015 Asylum

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_greece_en.htm
25 Jul 2016 - of the Greek Asylum System Second supplementary letter of formal notice () 23/09/2015 Asylum Directive 2013/32/EU of the European Parliament and of the Council of 26 June

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_france_en.htm
25 Jul 2016 - and protecting its victims, and replacing Council Framework Decision 2002/629/JHA Closure 23/09/2015 Asylum Directive 2013/32/EU of the European Parliament and of the Council

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_malta_en.htm
25 Jul 2016 - combating the sexual abuse and sexual exploitation of children and child pornography, and replacing Council Framework Decision 2004/68/JHA Closure 10/12/2015 Asylum Directive

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_sweden_en.htm
25 Jul 2016 - Closure 23/09/2015 Asylum Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_germany_en.htm
25 Jul 2016 - Text with EEA relevance Closure 10/02/2016 Asylum Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_slovenia_en.htm
25 Jul 2016 - Formal notice () 23/09/2015 Asylum Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_bulgaria_en.htm
25 Jul 2016 - opinion () 23/09/2015 Asylum Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_latvia_en.htm
25 Jul 2016 - Directive 2003/109/EC to extend its scope to beneficiaries of international protection Reasoned opinion () 23/09/2015 Asylum Directive 2013/32/EU of the European Parliament

WEB DGs - Migration and Home Affairs - What's new - EU law monitori...
ec.europa.eu/dgs/.../infringements_by_country_spain_en.htm
25 Jul 2016 - Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international protection Formal notice

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search English (en)

EUROPEAN COMMISSION

European Commission > Search

Search

maltese law directive 2013/32/EU

Search options

Date: All

Language: English

File formats: All

Filter by

PDF - European Commission

ec.europa.eu/art-traffic/conten/rip_en
02 Jul 2016 - 14 in 2015. A summary of this text is at Attachments Since the mid-90's Belgium has developed

PDF Study on possible national legal
ec.europa.eu/DocsRoom/documents/5335/attachments/29 Apr 2014 - due to the fact that, as detailed in Part 2 mandatory under Maltese law, provided that a relevant

PDF international-detention-coalition-submission_en
ec.europa.eu/.../international-detention-coalition-submission_en.pdf
01 Jan 1980 - These include the Returns Directive (2008), the Recast Reception Conditions Directive (2013), the Recast Asylum Procedures Directive (2013) and the Dublin "III" Regulation

PDF progress_201310_en
ec.europa.eu/clima/policies/strategies/.../progress_201310_en.pdf
13 Nov 2013 - The governmental council of 11 October 2013 approved the draft Grand-Ducal regulation, which modifies various legal acts regulating the energy performance of buildings. The

PDF 131007_study-cross-border-merger-directive_en
ec.europa.eu/.../131007_study-cross-border-merger-directive_en.pdf
05 Dec 2013 - 9(4) of the Company Regulations, 32 without the national law going further or transposing any diverging rules. d. Transposition of Article 8(3) Article 8(3) CBMD provides that

PDF final_report_competition_and_eu_28_member_states_factsheets_en
ec.europa.eu/.../final_report_competition_and_eu_28_member_states_factsheets_en.pdf
28 Mar 2014 - Includes by-laws and legal notices which are enacted by ministries and other authorities. Since Malta's accession to the EU in 2004, the EU acqis communautaire and future

Attachments/L/translations/en/renditions/pdf

Result from 01 Jan 1980?

Results are clogged with pdf files using unclear, jargon-based titles

The title of the first result is too broad and vague. It leads to a page about human trafficking with the message 'sorry, the content was not found'.

[Haz clic para retroceder una página o pulsar unos segundos para ver el historial]

Legal notice | Cookies | Contact on Europa | Search on Europa

TOGETHER AGAINST TRAFFICKING IN HUMAN BEINGS

European Commission > Together Against Trafficking in Human Beings > Together Against Trafficking in Human Beings > Nip

Legislation And Case Law | EU Policy | Publications | Member States | EU Projects And Funding | EU Civil Society e-Platform

Sorry, the content was not found.

EU AGENCIES AND BODIES

- Council of the European Union
Main switchboard: +32 2 281 61 11
- European Commission
Main switchboard: +32 2 2991111
- Directorate-General for Home Affairs
Commissioner for Home Affairs - Cecilia Malmström
- European Parliament
- European Parliament FEMM Committee (Women's Rights and Gender Equality)
- European Parliament LIBE Committee (Civil Liberties, Justice and Home Affairs)

For general questions concerning the European Union, please contact Europe Direct or use the free-phone number 00 800 6 7 8 9 10 11 from anywhere in the EU Member States and you will reach an operator who speaks your language.

- European Police College (CEPOL)
Tel: +44 1256 602668
Email: secretariat@cepol.europa.eu
- European Police Office (Europol)
Telephone: +31 70 302 5000
- European Union Judicial Cooperation Unit (Eurojust)
Phone: +31 70 412 5000
Email: info@eurojust.europa.eu
- Eurojust contact point for child protection
Email: childprotection@eurojust.eu
- FRONTEX
Email: frontex@frontex.europa.eu


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EU Actions Explained

- EU Anti-Trafficking Coordinator
- National Rapporteurs and/or Equivalent Mechanisms
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Esperando a webtools.ec.europa.eu...



EUROPEAN COMMISSION

European Commission > Search

Press | Archives | A-Z Index | Sitemap | About

Search

Search options

Date

Choose dates...

From 2013 To 2013

Language English

File formats All


Rejected query

Your search contains character string that could damage our system. Search cannot be carried out. Your search **2013/32/EU EU asylum directive Malta** did not match any documents.

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search | Top

‘Rejected query’ message for a logical search term with the use of the date filter. The text is very unfriendly, saying “Your search contains character string [...] could damage our system”.

3. DG HOME page on infringements by policy (under ‘EU law monitoring’) offers no onward paths to solve the task.



MIGRATION AND HOME AFFAIRS

European Commission > DGs > Migration and Home Affairs > What's new > EU law monitoring

Home What's new Who we are What we do Financing e-Library

News Public consultations **EU law monitoring**

Browse infringements of EU Home Affairs law

Browse infringements by country or by policy

Asylum infringements

Decision Date	EU State	Infringement number	Title	Decision type	Press release
10/02/2016	Estonia	2015/0356	Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international protection	Reasoned opinion (art. 258 TFEU)	18/16/270
10/02/2016	France	2013/0272	Directive 2011/51/EU of the European Parliament and of the Council of 11 May 2011 amending Council Directive 2003/109/EC to extend its scope to beneficiaries of international protection	Reasoned opinion (art. 258 TFEU)	18/16/270
10/02/2016	Germany	2015/0356	Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international protection	Reasoned opinion (art. 258 TFEU)	18/16/270
10/02/2016	Germany	2015/0357	Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection	Reasoned opinion (art. 258 TFEU)	18/16/270
10/02/2016	Greece	2013/0266	Directive 2011/51/EU of the European Parliament and of the Council of 11 May 2011 amending Council Directive 2003/109/EC to extend its scope to beneficiaries of international protection	Reasoned opinion (art. 258 TFEU)	18/16/270
10/02/2016	Italy	2013/0278	Directive 2011/51/EU of the European Parliament and of the Council of 11 May 2011 amending Council Directive 2003/109/EC to extend its scope to beneficiaries of international protection	Reasoned opinion (art. 258 TFEU)	18/16/270

This page appeared very high in search results (both EC search and Google). Eleven people who failed to complete the task arrived here. Most people scrolled the list looking for results related to Malta. Some people went away or gave the wrong answer, others continued to the ‘Infringements decisions database’.

ec.europa.eu/dgs/home-affairs/what-is-new/eu-law-and-monitoring/infringements...

10/02/2016	Slovenia	2013/0288	European Parliament and of the Council of 11 May 2011 amending Council Directive 2003/109/EC to extend its scope to beneficiaries of international protection	Reasoned opinion (art. 258 TFEU (2))	IP/16/27
10/02/2016	Slovenia	2015/0493	Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international protection	Reasoned opinion (art. 258 TFEU (2))	IP/16/27
10/12/2015	Croatia	2015/2197	Incorrect implementation of the recast Eurodac Regulation (EU) 603/2013	Formal notice (art. 258 TFEU (2))	IP/15/6276
10/12/2015	Greece	2015/2202	Incorrect implementation of the recast Eurodac Regulation (EU) 603/2013	Formal notice (art. 258 TFEU (2))	IP/15/6276
10/12/2015	Greece	2015/0403	Directive 2013/33/EU of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection	Reasoned opinion (art. 258 TFEU (2))	IP/15/6276
10/12/2015	Greece	2015/0402	Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international protection	Reasoned opinion (art. 258 TFEU (2))	IP/15/6276
10/12/2015	Hungary	2015/2201	Incorrect implementation of directives 2013/32/EU and 2010/64/EU	Formal notice (art. 258 TFEU (2))	IP/15/6228
10/12/2015	Italy	2015/2203	Incorrect implementation of the recast Eurodac Regulation (EU) 603/2013	Formal notice (art. 258 TFEU (2))	IP/15/6276
10/12/2015	Malta	2015/0460	Directive 2013/33/EU of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection	Reasoned opinion (art. 258 TFEU (2))	IP/15/6276
10/12/2015	Malta	2015/0459	Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international protection	Reasoned opinion (art. 258 TFEU (2))	IP/15/6276
19/11/2015	Cyprus	2015/2188	Failure to Implement the Recast Eurodac Regulation (EU) 603/2013	Formal notice (art. 258 TFEU (2))	MEMO/15/6006

This person scrolled the long list of results, highlighted a result related to 'Malta', then went back to EC search.

European Commission

MIGRATION AND HOME AFFAIRS

European Commission > DGs > Migration and Home Affairs > What's new > EU law monitoring

Home **What's new** Who we are What we do Financing e-Library

News Public consultations **EU law monitoring**

Browse infringements of EU Home Affairs law

Browse infringements by country or by policy

Malta

Decision Date	Policy	Infringement number	Title	Decision Type	Press release
25/02/2016	Immigration and integration	2013/4005	Directive 2009/109/EC concerning the status of third-country nationals who are long-term residents	Closure	
25/02/2016	Organised crime	2014/0162	Directive 2011/93/EU on combating the sexual abuse and sexual exploitation of children and child pornography, and replacing Council Framework Decision 2004/68/JHA	Closure	
10/12/2015	Asylum	2015/0460	Directive 2013/33/EU of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection	Reasoned opinion (art. 258 TFEU (2))	IP/15/6276
10/12/2015	Asylum	2015/0459	Directive 2013/32/EU of the European Parliament and of the Council of 26 June 2013 on common procedures for granting and withdrawing international protection	Reasoned opinion (art. 258 TFEU (2))	IP/15/6276
24/09/2015	Asylum	2013/0288	Directive 2011/51/EU of the European Parliament and of the Council of 11 May 2011 amending Council Directive 2003/109/EC to extend its scope to beneficiaries of international protection	Closure	
			Directive 2013/32/EU of the European		

Search this website

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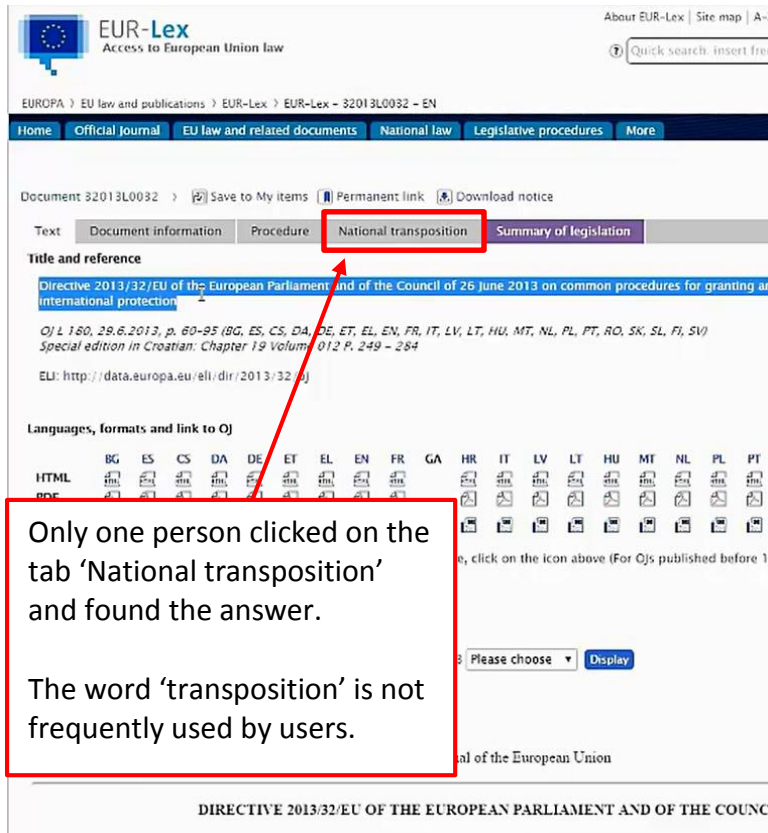
One person arriving on this page (infringements for Malta) via EC search, scrolled down and looked at the results for more than 1 min 30 secs.

4. Press release in Rapid on ‘Implementing the Common European Asylum System’ offers no clear route to ‘national implementation’

The image shows a Google search result for the query "ec.europa.eu asylum law 2013/32/eu malta". The search results page displays several links, including "DGs - Migration and Home Affairs - What's new - EU law monitori...", "ec.europa.eu/dgs/home-affairs/.../eu-law/.../infringements_by_policy_asylum_en.htm", and "Implementing the Common European Asylum System ... - Europa". A red arrow points from the search results to the European Commission Press Release Database page. The database page shows the title "Implementing the Common European Asylum System: Commission escalates 8 infringement proceedings" and the date "Brussels, 10 December 2015". The text of the press release is visible, mentioning the adoption of 8 infringement decisions for failing to fully transpose and implement the Common European Asylum System.

Five people landed on this press release in the Rapid database (mainly via Google). Most of them read the press release carefully and left again. Two people clicked on a link in the text to Directive 2013/32/EU in EUR-LEX, but were unable to find an onward path to the answer.

5. Directive 2013/32/EU in EUR-Lex: confusing menus and links. Several people arrived on the EUR-Lex website and were unable to complete the task.

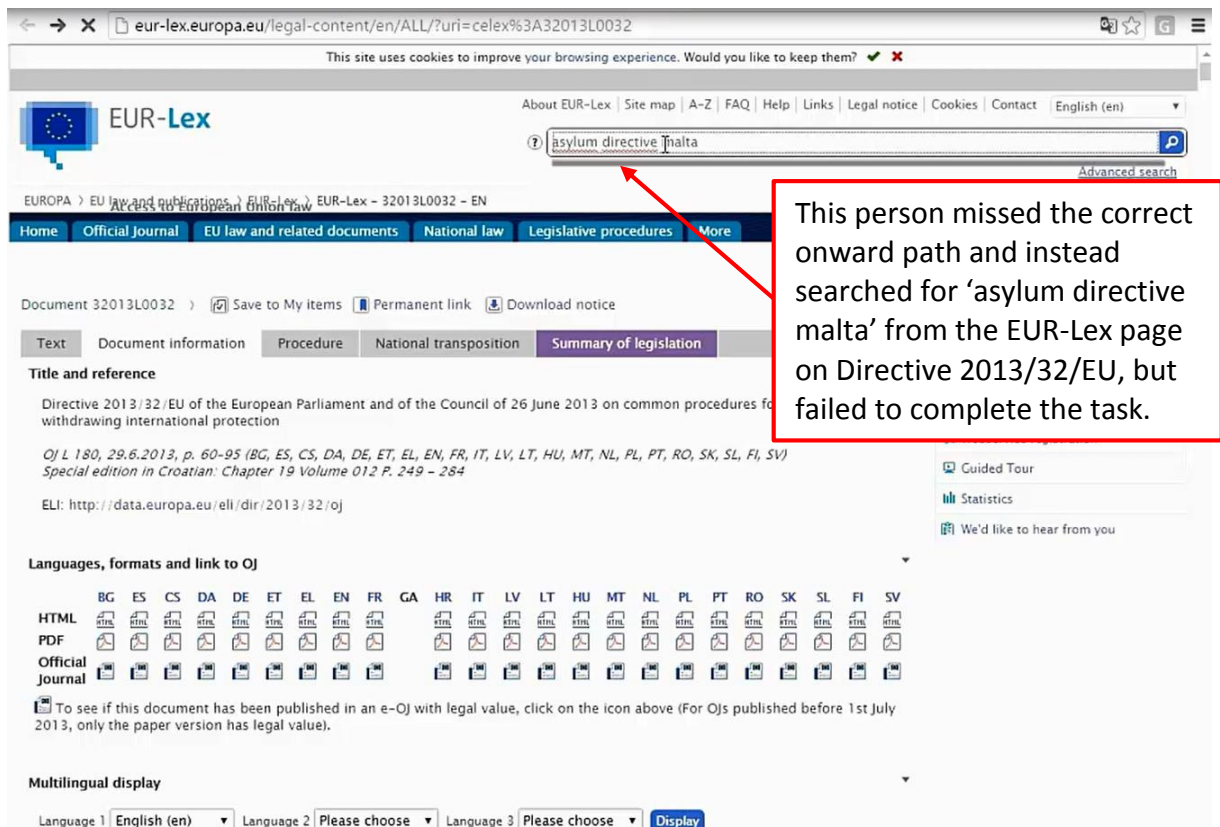


Seven people landed on the EUR-Lex page about Directive 2013/32/EU.

One person said: “I’m not sure if this Maltese law is published in the web page of the Commission. So I think, at this stage, I will stop. I would try to find a different solution. Maybe not find it in the European Commission web page.”

Only one person clicked on the tab ‘National transposition’ and found the answer.

The word ‘transposition’ is not frequently used by users.



This person missed the correct onward path and instead searched for ‘asylum directive malta’ from the EUR-Lex page on Directive 2013/32/EU, but failed to complete the task.

Advanced search [7] [Share] [Limit to legislation in force] [Limit to basic acts] [Exclude corrigenda] [Search] [Clear]

Collection
Legislation [Choose multiple collections]

LEGISLATION Collapse all Expand all

Text search

Search Find results containing:
2013/32/EU, Malta [In title] [In text]

OR Add results containing:
[In title] [In text]

+ OR conditions

NOT Remove results containing:
[In title] [In text]

+ NOT conditions

Type

☐ None

☐ All regulations

☐ Regulation

☐ Implementing regulation

☐ Delegated regulation

☐ Other

☒ All directives

☐ Directive

☐ Implementing directive

☐ Delegated directive

☐ All decisions

☐ Decision

☐ Implementing decision

☐ Delegated decision

Author of the document

Author: All [Other:]

Search by Celex number

Celex number: 3

Search hints:

- Implementing regulation = Implementing AND regulation
- exact phrase search
- * replace 0 to n characters
- ? replace a single character

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My recent searches (2)

Predefined RSS feeds

Webservice registration

Guided Tour

Statistics

We'd like to hear from you

After having tried the standard search function in EUR-Lex, this person entered logical search terms in the 'Advanced search' option, leading to 'No results found'.

EUR-Lex Access to European Union law

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Quick search: insert free text, CELEX number or descriptors. Use "" for exact matches. [Search]

Advanced search

EUROPA > EU law and publications > EUR-Lex > Advanced search > Search results

Home **Official Journal** **EU law and related documents** **National law** **Legislative procedures** **More**

You have selected:
EU law and related documents x
Legislation x

Search criteria

Domain: EU law and related documents, Subdomain: Legislation, Type of act: All directives, Results containing: 2013/32/EU, Malta in title and text, Search language: English

[Edit search] [Save to My searches] [Create in My RSS feeds]

[Save to My items]

Sort by: Default [Descending]

No results found.

Other sites managed by the Publications Office

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EU Open Data Portal
Ted
Whoiswho

CORDIS
N-Lex
EU law and publications

Direct access

Official Journal
EU law and related documents
National law
Preparatory acts
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6. DG HOME homepage offers no clear onward paths to find the answer.

The screenshot shows the DG HOME homepage. At the top, there is a header with the European Commission logo and the title 'MIGRATION AND HOME AFFAIRS'. Below this is a navigation bar with links: Home, What's new, Who we are, What we do, Financing, and e-Library. The main content area features a large image of refugees in a boat, with the text 'World Refugee Day 2016' and the date '20/06/2016'. Below this is a section titled 'Policies' with a grid of links: Legal Migration, Irregular Migration & Return, Common European Asylum System, Schengen, Borders & Visas, Industry for Security, Organised Crime & Human Trafficking, Crisis & Terrorism, Police Cooperation, International Affairs, and Europe for Citizens Programme. To the right of the 'Policies' section are three vertical banners: 'European Agenda on Migration', 'European Agenda on Security', and 'Securing EU borders'. Below the 'Policies' section are four categories: Documents, Financing, Agencies, and Networks, each with a sub-link and a plus icon. On the far right, there is a 'Latest news' section with three news items dated 29-06-2016, 28-06-2016, and 24-06-2016. A red box highlights the 'Common European Asylum System' link in the 'Policies' section, and a red arrow points to it from a text box on the right.

People arriving on this page clicked on 'E-Library' and 'Common European Asylum System' but were unable to find any logical onward paths to solve the task.

Instruction 7: *The Commission is consulting the public as part of its evaluation of the current EU consumer and marketing law. Find the closing date of the public consultation.*

7.1. Task reference

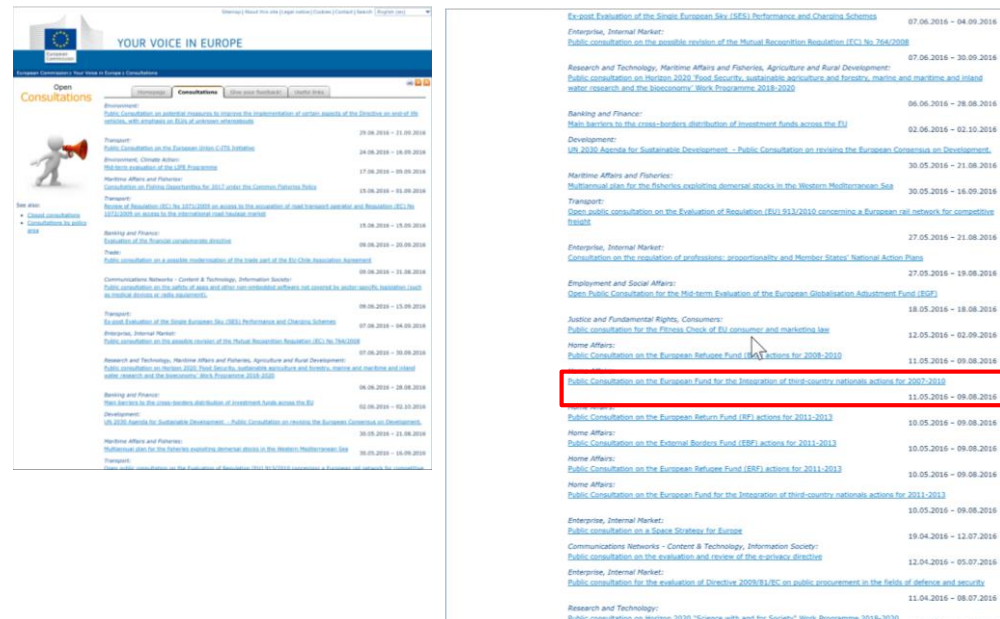
- Tiny task 44 from 'EC-wide' poll 2014 (Initiate, contribute to law making (public consultations, citizen's initiative))

The instruction is intended to test how easily people can find a public consultation.

7.2. Correct answer and target page

http://ec.europa.eu/yourvoice/consultations/index_en.htm

Answer= 2 September 2016

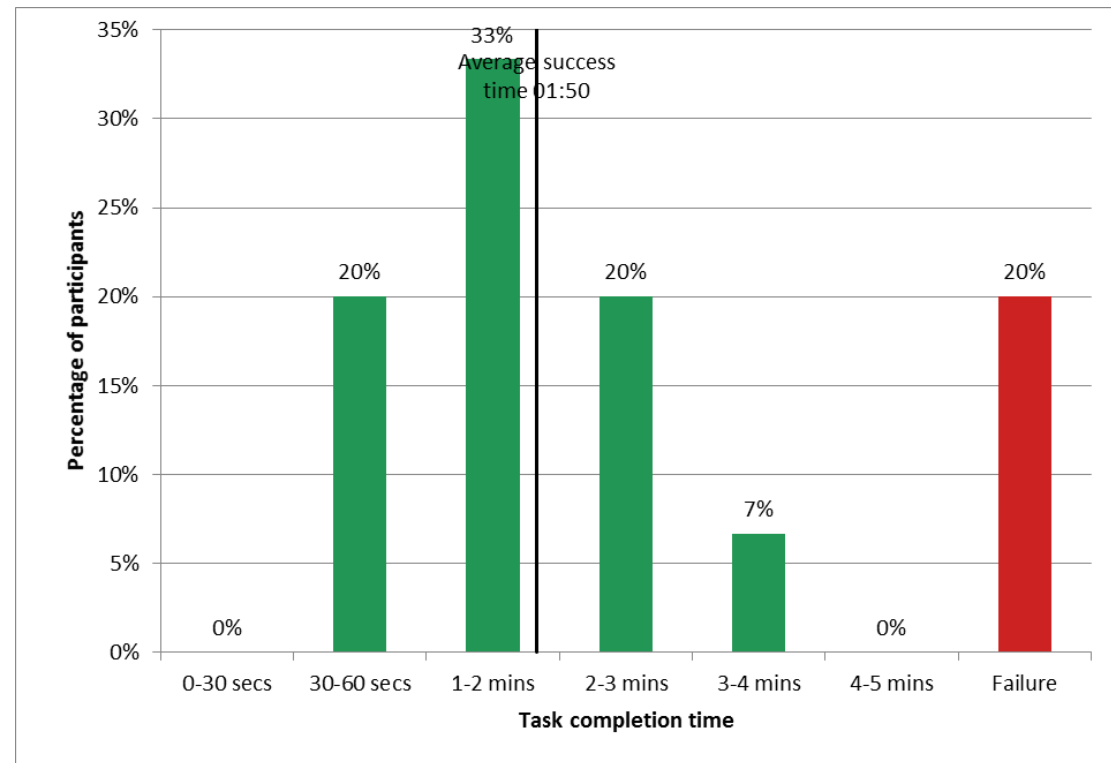
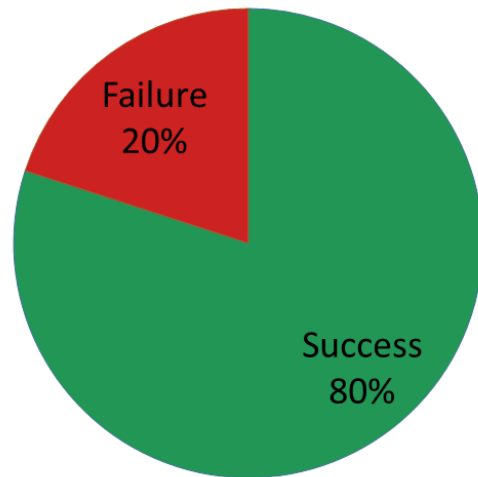


The screenshot shows the 'YOUR VOICE IN EUROPE' website with a list of public consultations. The entry for 'Public consultation on the European Fund for the Integration of third-country nationals actions for 2007-2013' is highlighted with a red box. The date '13.05.2016 - 09.09.2016' is visible next to the highlighted entry.

Consultation Title	Start Date	End Date
Enterprise, Internal Market: Enterprise, Internal Market: Public consultation on the possible revision of the Mutual Recognition Regulation (EC No 764/2008)	07.06.2016	04.09.2016
Research and Technology, Maritime Affairs and Fisheries, Agriculture and Rural Development: Public consultation on Horizon 2020: Trust, Security, sustainable agriculture and forestry, marine and inland water research and the Socioeconomy: Work Programme 2018-2020	07.06.2016	30.09.2016
Banking and Finance: Main factors in the cross-border distribution of investment funds across the EU	06.06.2016	28.08.2016
Development: UN 2030 Agenda for Sustainable Development - Public Consultation on revising the European Consensus on Development	02.06.2016	02.10.2016
Maritime Affairs and Fisheries: Multilateral plan for the fisheries exploiting demersal stocks in the Western Mediterranean Sea	30.05.2016	21.08.2016
Transport: Open public consultation on the Evaluation of Regulation (EU) 913/2010 concerning a European rail network for competitive freight	30.05.2016	16.09.2016
Enterprise, Internal Market: Consultation on the regulation of professions: proportionality and Member States' National Action Plans	27.05.2016	21.08.2016
Employment and Social Affairs: Open Public Consultation for the Mid-term Evaluation of the European Globalisation Adjustment Fund (EGF)	27.05.2016	19.08.2016
Justice and Fundamental Rights, Consumers: Public consultation for the Fitness Check of EU consumer and marketing law	18.05.2016	18.08.2016
Home Affairs: Public Consultation on the European Refugee Fund (ERF) actions for 2008-2010	12.05.2016	02.09.2016
Public consultation on the European Fund for the Integration of third-country nationals actions for 2007-2013	13.05.2016	09.09.2016
Home Affairs: Public Consultation on the European Return Fund (ERF) actions for 2011-2013	10.05.2016	09.08.2016
Home Affairs: Public Consultation on the External Borders Fund (ERF) actions for 2011-2013	10.05.2016	09.08.2016
Home Affairs: Public Consultation on the European Refugee Fund (ERF) actions for 2011-2013	10.05.2016	09.08.2016
Home Affairs: Public Consultation on the European Fund for the Integration of third-country nationals actions for 2011-2013	10.05.2016	09.08.2016
Enterprise, Internal Market: Public consultation on a Space Strategy for Europe	19.04.2016	12.07.2016
Communications Networks - Content & Technology, Information Society: Public consultation on the evaluation and review of the e-privacy directive	12.04.2016	05.07.2016
Enterprise, Internal Market: Public consultation for the evaluation of Directive 2009/18/EC on public procurement in the fields of defence and security	11.04.2016	08.07.2016
Research and Technology: Public consultation on Horizon 2020 "Science with and for Society" Work Programme 2018-2020		

7.3. Performance

Instruction 7: The Commission is consulting the public as part of its evaluation of the current EU consumer and marketing law. Find the closing date of the public consultation.



7.4. Findings: test instruction

The instruction worked as intended and is therefore suitable for retesting.

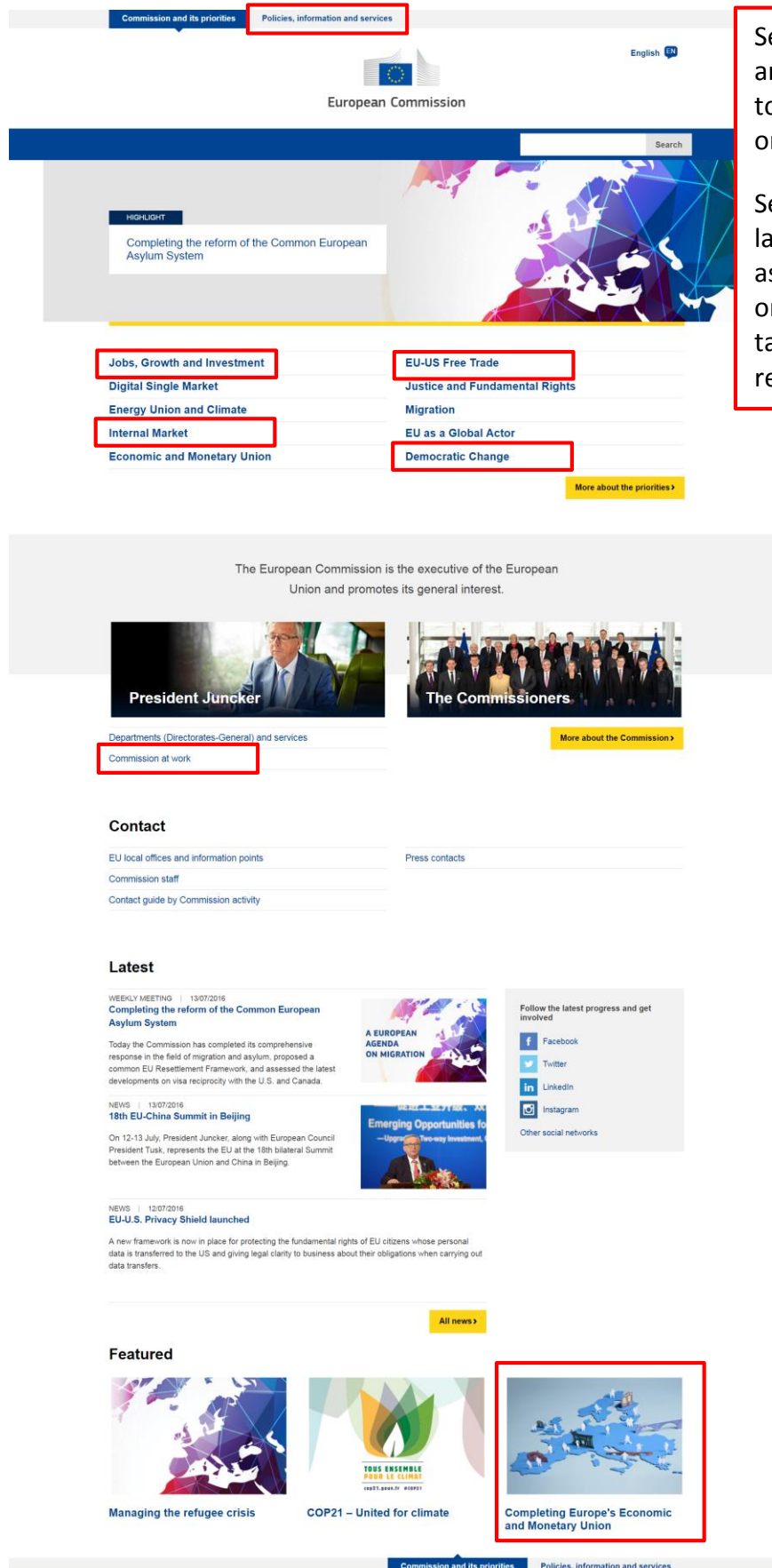
7.5. Findings: task performance

This task performed very well. Participants mainly used search (Google and EC search) to solve this task.

However, certain factors slowed task completion times:

- People found no onward path to solve this task from the Commission homepage
- EC search returns mixed results due to:
 - unclear, jargon-based titles
 - missing autocorrect
 - duplicate titles linking to different pages
 - titles leading from the general instead of the specific
- Use of internal jargon. The title of the public consultation seems to have been unclear (perhaps due to the words 'Fitness Check'?)

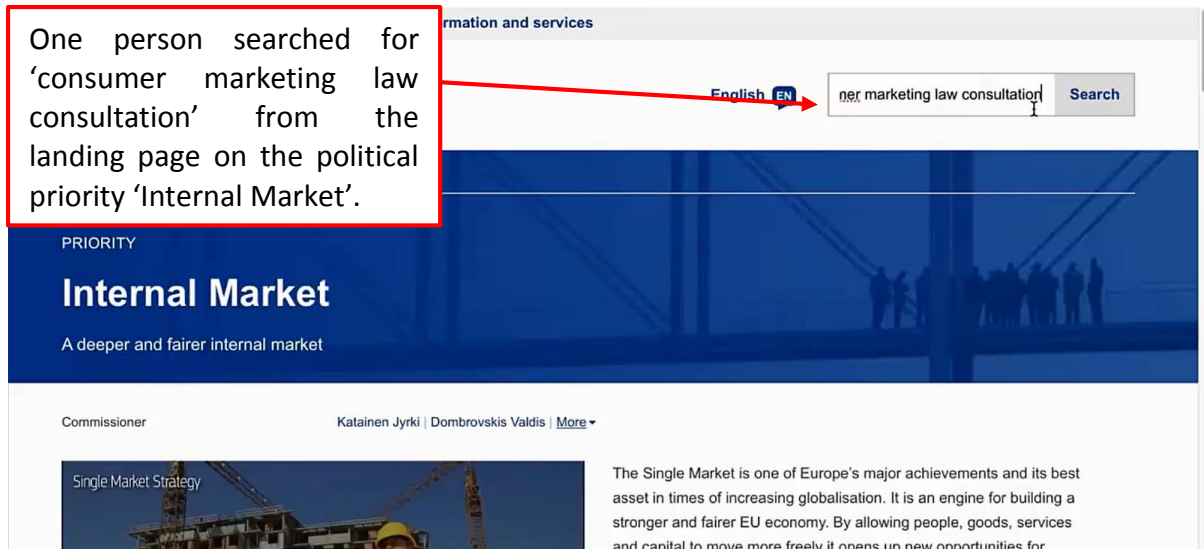
1. People found no onward path to solve this task from the Commission homepage.



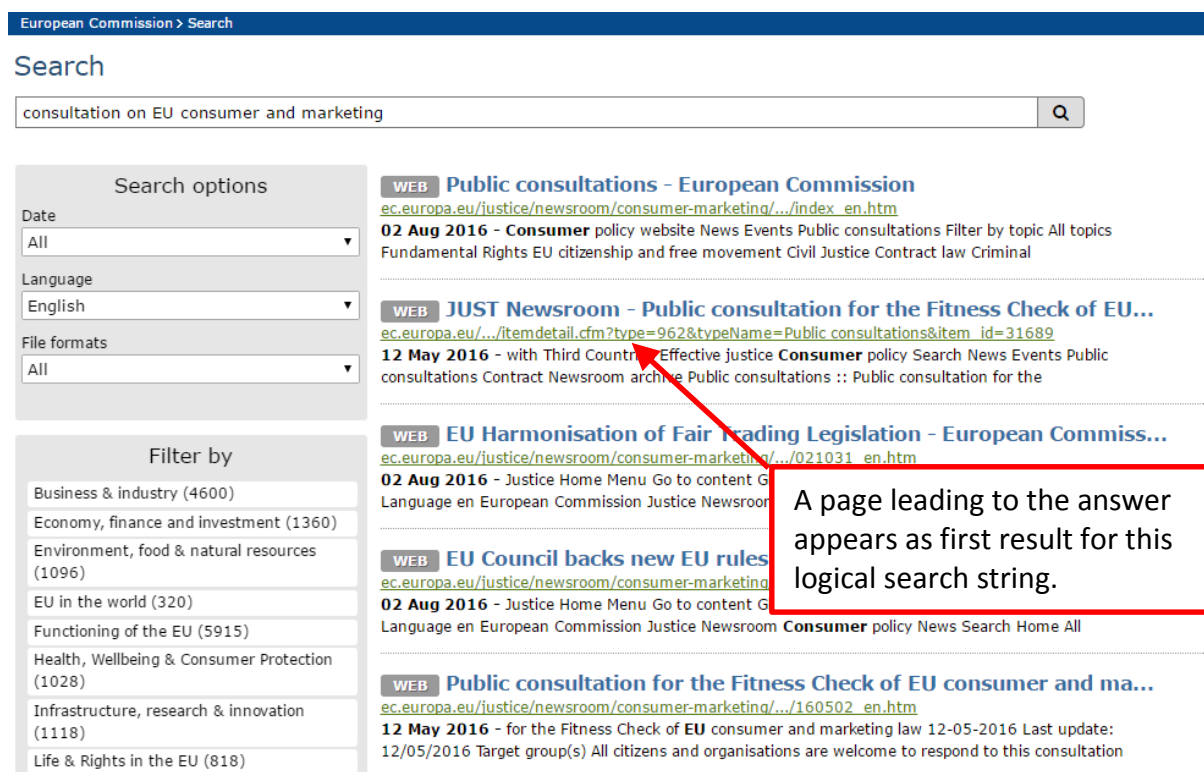
Several people scrolled up and down and then resorted to EC search having found no onward path.

Several others clicked on the labels/links outlined in red, assuming they would offer an onward path to solve the task. These people then also resorted to search.

One person searched for 'consumer marketing law consultation' from the landing page on the political priority 'Internal Market'.



2. **EC search returns mixed results.** Search worked rather well for this task. Logical terms which included the words 'Consumer Marketing' and 'Consultation' returned links to pages that contained the answer. However certain factors slowed down task completion times such as poor or duplicate titles and the lack of an autocorrect functionality.



No autocorrect. This person writes 'consultation' instead of 'consultation'. Autocorrect is particularly important for people who are not searching in their native language.

Titles lead from the general, and should lead from the specific.

No autocorrect. This person writes 'consumer' instead of 'consumer', and clicks on a result that offers no onward path to solve the task.

Unclear, jargon-based result.

Result without a title.

Search results for "consumer and market public consultation":

- Glossary - Justice**
ec.europa.eu/justice/glossary/index_en.htm
24 Sep 2015 - travelling to or living in a non-EU country where his/her EU country is not represented by an embassy or consulate, has the EU right to enjoy the protection of the diplomatic
- Growth - European Commission - News**
ec.europa.eu/.../itemdetail.cfm?item_type=251&lang=en&item_id=8692
26 Feb 2016 - 21%, Belgium (10%), the United Kingdom (9%), Austria (9%) and Italy (5%) In addition to the responses to the public consultation, around 60 position papers have been received
- European Commission - Competition - Public consultation on hori...**
ec.europa.eu/competition/consultations/.../index.html
24 Sep 2015 - Deutsches Kraftfahrzeuggewerbe Results of consultation and next steps The Commission has received comprehensive feedback from numerous stakeholder groups. Subsequently to
- Fédération Internationale des Corps et Associations Consulaires...**
ec.europa.eu/.../disolavlobbvlst.do?ld=39066194588-61&locale=en&indexation=true
18 Mar 2008 - probability. As neither the condition been satisfied, the President has dismissed the requ

Search results for "consumer marketing law consultation":

- study_enforcement_powers...**
ec.europa.eu/consumers/.../study_enforcement_powers...
24 May 2016 - AND PERENIC, in: Common Market CONSUMPTION WITHOUT BORDERS? COMPETENCE / FEDERAL
- Final report of the Study on interest rate restrictions in the ...**
ec.europa.eu/internal_market/.../irr_report_en.pdf
28 Mar 2011 - The Economics of Consumer Credit by Bertola, G., R. Disney and C. Grant (Eds.), The MIT Press, Cambridge, Massachussets. Cayne, D.J.; Trebilcock, M. (1973). "Market Considerations
- sec_2011_1102_en**
ec.europa.eu/smart-regulation/impact/.../sec_2011_1102_en.pdf
10 Oct 2011 - carried out at a stock exchange (e.g. EN 53 EN Singapore and France) or an exemption is allowed for securities listed at a recognised stock exchange (i.e. Poland) or traded
- FINAL - IBA contribution to Commission consultation _Towards mo...**
ec.europa.eu/competition/consultations/.../iba_en.pdf
12 Sep 2013 - ventures fall within its scope. In particular, transactions involving joint ventures that will operate only outside the EEA and which will not generate revenue within the
- ec.europa.eu/competition/consultations/.../aba_en.pdf
01 Dec 2008 - worldwide to the extent that the referred portion of the transaction cannot be expressly consummated under national competition law. The Sections believe that this issue is
- Study on possible national legal obstacles to full recognition ...**
ec.europa.eu/DocsRoom/documents/5324/attachments/1/.../pdf
29 Apr 2014 - 2 of the Regulation. Article 1 of the decree provides that the execution measures mentioned by

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search English (en)



EUROPEAN COMMISSION

European Commission > Search

Search

public consultation EU consumer

The first result leads to a page from the Representation in Malta, which happens to mention the answer.

Duplicate titles.

WEB Commission launches public consultation on EU consumer and mark...
ec.europa.eu/.../commission-launches-public-consultation-eu-consumer-and-marketing-law_en
08 Jul 2016 - en Representation in Malta Menu > > > Commission launches public consultation on EU consumer and marketing law Browse section: Commission launches public consultation on EU

WEB Consumers - European Commission
ec.europa.eu/consumers/index_en.htm
22 Jun 2016 - Director-General Meetings of Secretary-General Topics EU consumer policy Consumer safety Consumer rights and law Enforcement Consumer evidence Financial services Solving consumer

WEB Public consultations - European Commission
ec.europa.eu/justice/newsroom/opinion/index_en.htm
29 Jun 2016 - 2016 Annual Colloquium on Fundamental Rights on 'Media Pluralism and Democracy' Fundamental rights More 12-05-2016 Public consultation for the Fitness Check of EU consumer

WEB Public consultations - European Commission
ec.europa.eu/justice/newsroom/consumer-marketing/.../index_en.htm
29 Jun 2016 - Consumer policy website News Events Public consultations Filter by topic All topics Fundamental Rights EU citizenship and free movement Civil Justice Contract law Criminal

WEB European Association for the Co-ordination of Consumer Represent...
ec.europa.eu/.../displaylobbyist.do?id=507800799-308&locale=en&indexation=true
12 Apr 2016 - level groups (European Commission): No Consultative committees: Committee on Standards (Regulation (EU) 1025/2012) GPSD Committee (Directive 2001/95/EC) Communications Committee

(1209)
Environment, food & natural resources (946)
EU in the world (372)
Functioning of the EU (6493)
Health, Wellbeing & Consumer Protection (1015)
Infrastructure, research & Innovation (1177)

Work for the EU | Sitemap | Disclaimer | Cookies | Contact | Search English (en)



REPRESENTATION IN MALTA

European Commission > Malta > News > Commission launches public consultation on EU consumer and marketing law

Home page About us Services **News** Events Business and funding Education

Press review | EU Press room | Video gallery | Newsletter

Search

Commission launches public consultation on EU consumer and marketing law



The European Commission today launched a public consultation on the evaluation of key EU consumer and marketing law directives. It will contribute to the Fitness Check of six directives and the Consumer Rights Directive.

The six directives subject to the Fitness Check regulate issues such as goods, unfair contract terms and unfair commercial practices and business-to-business contracts.

The Consumer Rights Directive deals with matters such as pre-contractual information and the right of withdrawal from contracts concluded online.

The Fitness Check is part of the Commission's Better Regulation effort and will establish whether directives are effective, coherent and provide EU-added value. It will look at the application of the current rules. It will also lay the basis for future initiatives that will better protect consumers and set a fair level-playing field for economic operators, especially SMEs.

The results of the public consultation will be presented at the next Consumer Summit on 17-18 October 2016 and will feed into the Commission's Fitness Check report as well as the evaluation report on the Consumer Rights Directive to be published in 2017.

[The consultation is available here and will be open until 2 September 2016.](#)

Contact Points in Malta



This page from the Representation in Malta appeared high in search results. The page contains the answer, which enabled two people to complete the task.

3. **Internal jargon is an obstacle to task completion.** The title of the public consultation seems to have been unclear (perhaps due to the words “Fitness Check”?)

The screenshot shows the 'Public consultations' page on the European Commission's website. The page header includes the European Commission logo and the word 'CONSUMERS'. The breadcrumb trail reads: 'European Commission > Justice > Newsroom > Consumer policy > Public consultation'. The left sidebar contains a 'HOME' button, an 'ALL TOPICS' menu, and a 'CONSUMER POLICY' section with links to 'News', 'Events', and 'Public consultations'. The main content area is titled 'Public consultations' and features two entries. The first entry, dated 12-05-2016, is titled 'Public consultation for the Fitness Check of EU consumer and marketing law' and includes a 'Consumer policy' link and a 'More' button. The second entry, dated 20-08-2015, is titled 'Public Consultation on the Circular Economy' and includes a 'Consumer policy' link. The text of the second entry describes the Commission's aim to present a new circular economy strategy. A red box highlights the first entry's title and the 'More' button. A red arrow points from the 'More' button to the second entry's title. Another red arrow points from the 'More' button to the text of the second entry. A third red arrow points from the 'More' button to the 'More' button of the second entry.

Although the first link leads to the answer, this person clicked on 'More' in the second result and provided the wrong answer.

12-05-2016
Public consultation for the Fitness Check of EU consumer and marketing law
Consumer policy
More

20-08-2015
Public Consultation on the Circular Economy
Consumer policy
The Commission is aiming to present a new, more ambitious circular economy strategy late in 2015, to transform Europe into a more competitive resource-efficient economy, addressing a range of economic sectors, including waste. The strategy will be fully aligned with the priorities of the new Commission. It will comprise a revised legislative proposal on waste and a Communication setting out an action plan on the circular economy for the rest of this Commission's term of office. The action plan will cover the whole value chain, and focus on concrete measures with clear EU added value, aiming at 'closing the loop' of the circular economy. The Commission is engaged in a thorough reflection on how the objective of circular economy can be reached in an efficient way that is fully compatible with the jobs and growth agenda.
More

CONSUMER POLICY

- [EU citizenship and free movement](#)
- [Civil Justice](#)
- [Contract law](#)
- [Criminal Justice](#)
- [Data protection](#)
- [Gender equality](#)
- [Tackling discrimination](#)
- [Consumer policy website](#)

News

Events

Public consultations

Public consultations

12-05-2016

Public consultation for the Fitness Check of EU consumer and marketing law

[Consumer policy](#)
[More](#)

20-08-2015

Public Consultation on t

[Consumer policy](#)

The Commission is aiming to present Europe into a more competitive respo

CONSUMERS

European Commission

European Commission > Justice > Newsroom > Consumer policy > Public consultations

[HOME](#) [ALL TOPICS](#)

CONSUMER POLICY

- [Filter by topic](#)
- [All topics](#)
- [Fundamental Rights](#)
- [EU citizenship and free movement](#)
- [Civil Justice](#)
- [Contract law](#)

News

Events

Public consultations

marketing

This person scrolled down the list of public consultations in the area of 'Consumer policy' (the first result led to the correct answer), and then resorted to search, searching for 'marketing'.

Two people chose not to click the first result (leading directly to the answer) and instead clicked on the third result.

Search 1: Public consultation EU consumer and marketing law. About 1,040,000 results (0.70 seconds).
Results:
1. Public consultation for the Fitness Check of EU consumer and ...
2. Review of EU Consumer law (Fitness Check) - European Commission
3. Public consultations - European Commission (highlighted with context menu)
4. Commission launches public consultation c...

Search 2: public consultation on eu consumer and marketing law. About 1,170,000 results (0.60 seconds).
Results:
1. Public consultation for the Fitness Check of EU consumer and ...
2. Review of EU Consumer law (Fitness Check) - European Commission
3. Public consultations - European Commission (highlighted with mouse cursor)

Instruction 8: *For how many weeks can the public give feedback on legislative proposals once they are adopted by the Commission?*

8.1. Task reference

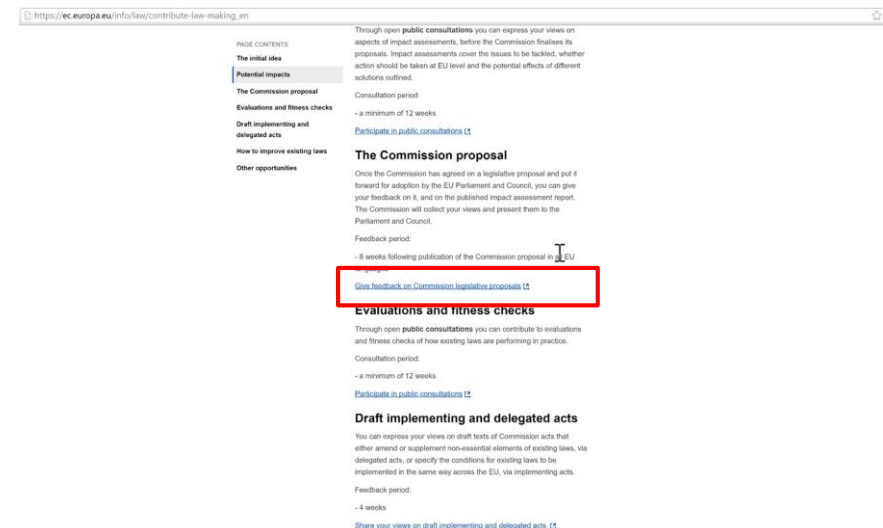
- Medium task 13 from ‘EC-wide’ poll 2014 (Track policy and law making process, updates)

The instruction is intended to test how easily people can find information on the process of law-making.

8.2. Correct answer and target page

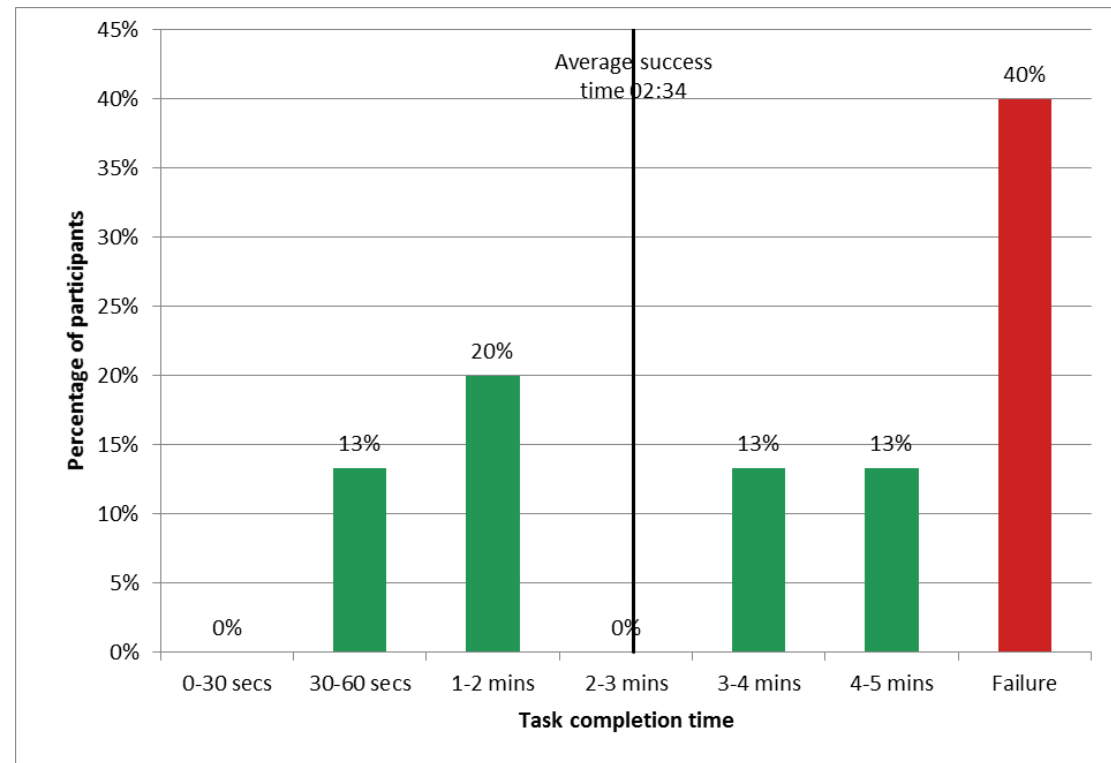
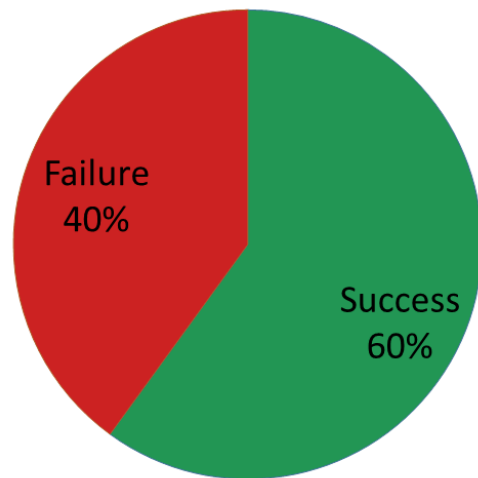
https://ec.europa.eu/info/law/contribute-law-making_en

Answer= “8 weeks following publication of the Commission proposal in all EU languages”



8.3. Performance

Instruction 8: For how many weeks can the public give feedback on legislative proposals once they are adopted by the Commission?



8.4. Findings: test instruction

The instruction worked as intended and is therefore suitable for retesting.

8.5. Findings: task performance

- People found no onward path to solve this task from the Commission homepage
- Subject-matter dealt with on multiple pages. Duplicate content has not been removed
- EC search returns poor results due to:
 - unclear, jargon-based titles
 - duplicate titles linking to different pages
 - titles leading from the general instead of the specific
 - missing autocorrect
- The page 'How EU policy is made' in the 'About the EU' class slowed down task completion times
- A EUROPA page appeared high in search results. This page directed people to the 'Your Voice in Europe' website but the onward path to solve this task (behind a tab in the top menu) was not clear.

1. People found no onward path to solve this task from the Commission homepage.

The screenshot shows the European Commission homepage. Red boxes and arrows highlight specific navigation paths taken by users:

- Path 1:** A red box highlights the "Policies, information and services" link in the top navigation bar. An arrow points to a text box stating: "Several people scrolled up and down, looking for an onward path to solve the task. One person said: 'OK...so where do I start from...?'" Four people clicked on the tab "Policies, information and services".
- Path 2:** Two red boxes highlight "Internal Market" and "Justice and Fundamental Rights" in the "Jobs, Growth and Investment" section. Arrows point to a text box stating: "Two people clicked on 'Internal Market' and 'Justice and Fundamental Rights' but the pages on these political priorities have no onward links to solve the task."
- Path 3:** A red box highlights the "Commission at work" link under "Departments (Directorates-General) and services". An arrow points to a text box stating: "One person toured the homepage, clicked on 'Commission at work' and failed to complete the task."

The homepage content includes the European Commission logo, a search bar, a highlight section about the Common European Asylum System, a grid of policy areas (Jobs, Growth and Investment; Digital Single Market; Energy Union and Climate; Internal Market; Economic and Monetary Union; EU-US Free Trade; Justice and Fundamental Rights; Migration; EU as a Global Actor; Democratic Change), a section about the Commission's role, portraits of President Juncker and the Commissioners, contact information, and a latest news section.

2. Subject-matter dealt with on multiple pages. Duplicate content has not been removed. Each page has a different title, structure, look and feel. Some of these pages appeared simultaneously in search results. The five answer pages were:

- ‘Contribute to Law-making’ page in the ‘Law’ class (validated answer page)
- ‘How EU policy is made’ page in the ‘About the EU’ class
- DG EMPL page ‘Feedback on adopted proposals’
- Your Voice in Europe “Give your feedback!” page
- DG DEVCO page ‘Your Feedback’

PAGE CONTENTS

The initial idea

Potential impacts

The Commission proposal

Evaluations and fitness checks

Draft implementing and delegated acts

How to improve existing laws

Other opportunities

solutions outlined.

Consultation period:

- a minimum of 12 weeks

[Participate in public consultations](#)

The Commission proposal

Once the Commission has agreed on a legislative proposal and put it forward for adoption by the EU Parliament and Council, you can give your feedback on it, and on the published impact assessment report. The Commission will collect your views and present them to the Parliament and Council.

Feedback period:

- 8 weeks following publication of the Commission proposal in all EU languages

[Give feedback on Commission legislative proposals](#)

Evaluations and fitness checks

Through open public consultations you can contribute to evaluations

PAGE CONTENTS

Commission plans

Commission acts

Parliament and Council adopt

Commission monitors and enforces

Commission evaluates and improves

- recommendations, outlining views and suggesting a line of action
- opinions to make a statement that does not impose any legal obligation on those to whom it is addressed

Administer funding programmes

- in the form of [grants](#) to projects or organisations that contribute to the implementation of an EU programme or policy
- or programmes helping other institutions, such as the European Investment Bank, to provide loans

And propose binding laws

- regulations, which are immediately and directly applicable in all EU countries
- directives, which EU countries must transpose into national law
- decisions, which are binding on, for example, an individual country or company

Once the Commission proposes a legislative text, citizens and other stakeholders have 8 weeks to provide suggestions on the proposal and the impact assessment that accompanies it, which then feed into the legislative debate before the European Parliament and EU Council of ministers.

About this Site | Contact | FAQ | Cookies | Search | Legal notice | English | en

EMPLOYMENT, SOCIAL AFFAIRS & INCLUSION

European Commission > Employment, Social Affairs & Inclusion > ... > Feedback on adopted proposals

POLICIES AND ACTIVITIES | **NEWS AND MULTIMEDIA** | **PUBLICATIONS AND DOCUMENTS**

Agencies and partners

- Social dialogue
- External Relations
- Stakeholder consultation and feedback
 - Roadmaps and inception impact assessments
 - **Feedback on adopted proposals**
 - Public consultations and other consultation activities
 - Non-governmental organisations
 - Corporate Social Responsibility (CSR) in the EU

Feedback on adopted proposals

After the Commission has adopted a legislative proposal, it is published in the Register of Commission documents.

You have the possibility to provide feedback by expressing your views on the Commission proposals during a period of 8 weeks after adoption.

The Commission will collect your views and present them to the European Parliament and the Council.

You will find on this page the feedback received on adopted proposals in the area of employment, social affairs and inclusion. Currently no feedback is available or the consultations are still open.

[Share](#) [Twitter](#) [Facebook](#) [LinkedIn](#) [YouTube](#)

News & Events

None

Events

YOUR VOICE IN EUROPE

European Commission > Your Voice in Europe > Discussions

Give your feedback!

Homepage | Consultations | **Give your feedback!** | Useful links

Feedback on Roadmaps and Inception Impact Assessments

[Roadmaps and Inception Impact Assessments](#) inform about new initiatives, evaluations and fitness checks planned by the Commission. You have the possibility to provide feedback by expressing your views right from the start of the Commission's work on these initiatives.

Early feedback on all roadmaps and inception impact assessments is welcome particularly in relation to evaluation and fitness checks where external studies are likely to be launched within 4 weeks following publication of the roadmap.

[Give your feedback](#)

Feedback on Commission Proposals

After the Commission has adopted a legislative proposal, it is published in the [Register of Commission documents](#). You have the possibility to provide feedback by expressing your views on the Commission proposals during a period of 8 weeks after adoption. The Commission will collect your views and present them to the European Parliament and the Council.

[Give your feedback](#)

Legal notice | Cookies | Contact on Europe | Search on Europe

INTERNATIONAL COOPERATION AND DEVELOPMENT

Building partnerships for change in developing countries

European Commission > International Cooperation and Development > Node > Feedback and Consultations

POLICY

- European development policy
- Policy coherence for development
- The EU approach to aid effectiveness
- Budget support and dialogue with partner countries
- Fragility and crisis management
- Financing for Development
- Innovative Financial Instruments (blending)
- International development

Feedback and Consultations

Do you want to give us your opinion on EU development initiatives and influence their direction? Take part in shaping international cooperation and development policy by providing your feedback and/or responding to our consultations – we are interested in hearing your views and learning from your experience.

FEEDBACK

Stakeholders and citizens have the possibility to provide feedback on all [Roadmaps and Inception Impact Assessments](#) and published initiatives on the [Better regulation portal](#).

DEVCO welcomes stakeholder input on its initiatives. While this feedback does not replace the formal public consultation process, it provides an early opportunity to receive your views on preparatory work. Stakeholders can share their views in any EU official language. Please note that there is a fixed time period for your feedback (4 weeks for roadmaps/inception impact assessments and 8 weeks for legislative proposals) and that each stakeholder has to identify themselves to submit feedback.

USEFUL UTILITIES

- Your voice in Europe

Examples of the pages appearing simultaneously in search results:

Search

feedback legislative proposals

Search options

Date
All

Language
English

File formats
All

Filter by

- Business & industry (531)
- Economy, finance and investment (404)
- Environment, food & natural resources (178)
- EU in the world (187)
- Functioning of the EU (860)
- Health, Wellbeing & Consumer Protection

WEB Impact assessments | European Commission
ec.europa.eu/info/law-making-process/.../impact-assessments_en
31 May 2016 - proposal, accompanied by its impact assessment report, is finalised and made public by the Commission, citizens and stakeholders have another chance to submit their feedback

WEB Contribute to law-making | European Commission
ec.europa.eu/info/law/contribute-law-making_en
30 May 2016 - for adoption by the EU Parliament and Council, you can give your **feedback** on it, and on the published impact assessment report. The Commission will collect your views and

WEB How EU policy is made | European Commission
ec.europa.eu/info/about-european-union/.../how-eu-policy-made_en
18 Jan 2016 - it, which then feed into the **legislative** debate before the European Parliament and EU Council of ministers. Give feedback on **legislative** proposals and impact assessments Parliament

WEB Feedback - DG Site - European Commission
ec.europa.eu/dgs/maritimeaffairs_fisheries/feedback/.../index_en.htm
13 Apr 2016 - does not guarantee the accuracy of the information contained therein. Neither the Commission nor any person acting on the Commission's behalf may be held responsible for the

GOOGLE how many weeks do I have to Give your feedback on legislative proposals

Todo Noticias Imágenes Shopping Videos Más Herramientas de búsqueda

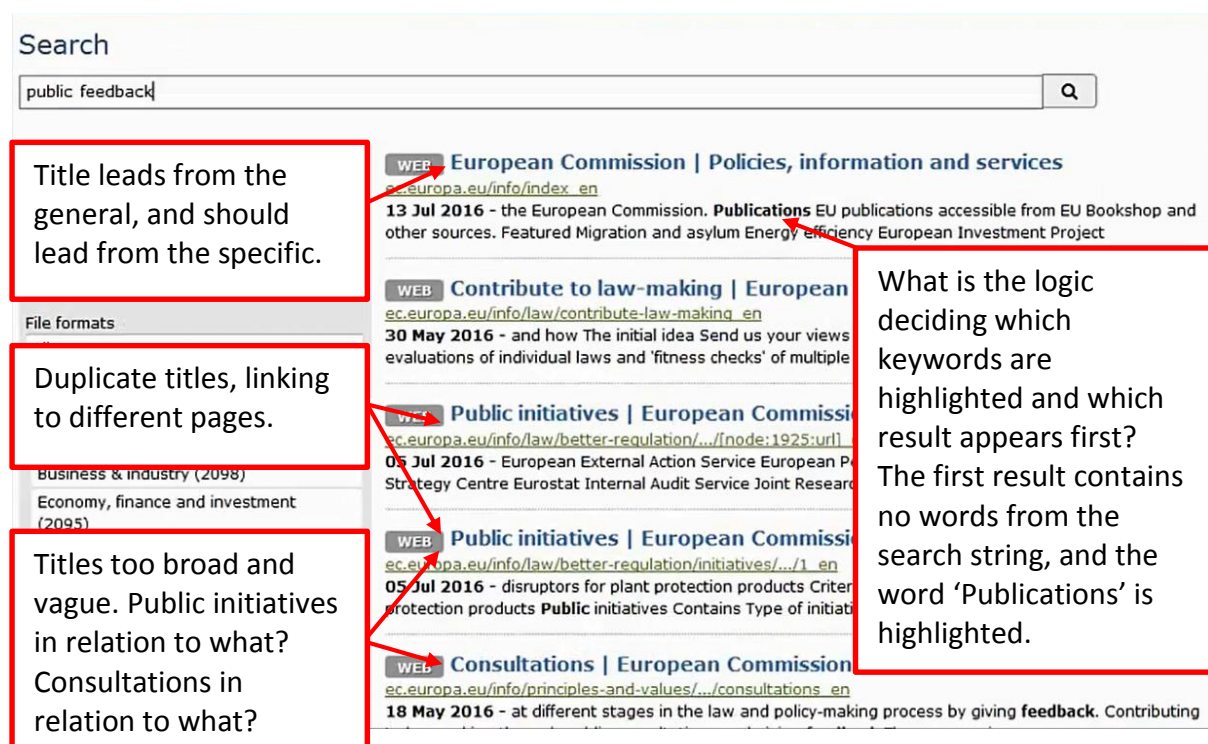
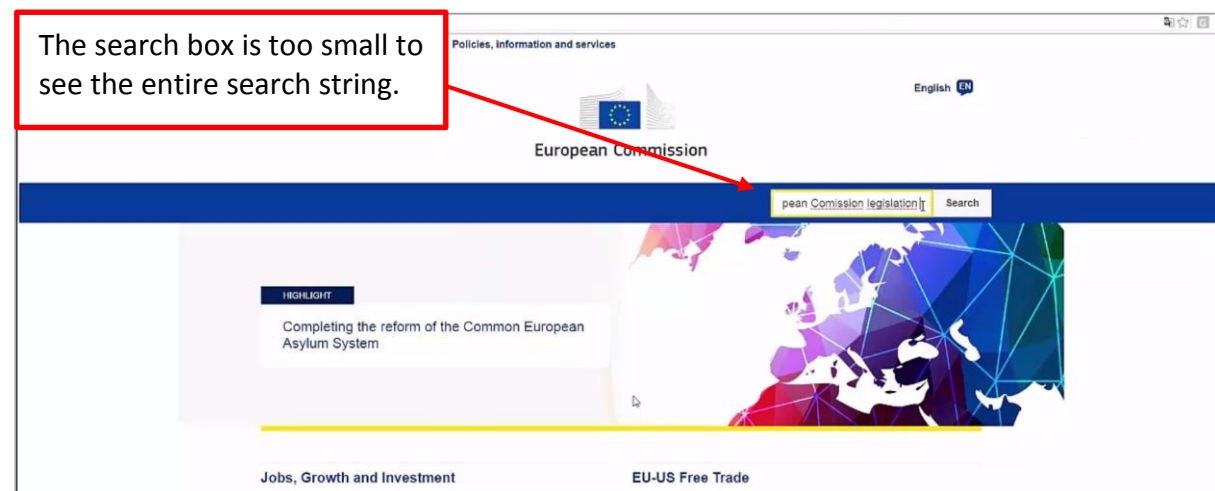
Aproximadamente 3.140.000 resultados (0,88 segundos)

Roadmaps / Inception impact assessments - European Commission
ec.europa.eu/smart-regulation/roadmaps/index_en.htm Traducir esta página
Feedback can be provided in all official languages of the EU, will be published ... Category, Impact assessment planned, Status, Give your feedback ... 13/05/2016, Legislative proposal 'Internal Market for Goods – Enforcement and ... 04/05/2016, Evaluation of Directive 2009/43/EC on transfers of defence-related products ...

Give your feedback! - Your Voice in Europe – European Commission ...
ec.europa.eu/yourvoice/discussions/index_en.htm Traducir esta página
12 ago. 2015 - Feedback on Roadmaps and Inception Impact Assessments ... You have the possibility to provide feedback by expressing your ... After the Commission has adopted a legislative proposal, it is ... The possibility for stakeholders to provide feedback on the drafts of these acts for a period of four weeks will be ...

Your Feedback - European Commission
ec.europa.eu > ... > International Cooperation and Development Traducir esta página
6 oct. 2015 - Stakeholders can share their views in any EU official language. ... impact assessments and 8 weeks for legislative proposals) and that each ...

3. EC search returns poor results



Search options

Date
All

Language
English

File formats
All

Filter by

- Business & industry (2098)
- Economy, finance and investment (2095)
- Environment, food & natural resources (1236)
- EU in the world (6311)
- Functioning of the EU (3377)
- Health, Wellbeing & Consumer Protection (1800)
- Infrastructure, research & innovation (2010)
- Life & Rights in the EU (1457)
- Media, culture & languages in the EU (1118)
- Others (859)
- Work & Education (838)

to law-making through public consultations and giving **feedback** There are various

WEB European Commission | Commission and its priorities
[ec.europa.eu/priorities/index_en](#)
06 Jul 2016 - En Internal Market A

WEB Europe
[europa.eu/racip/f](#)
01 Jul 2016 - sta The broad effort t

WEB Relationship between task assessors and task managers European
[ec.europa.eu/health/.../proc_relationship_en.htm](#)
14 Jul 2016 - EMA The EMA is mainly responsible for the communication to the **public**. Feedback on risk management measures EC independent Scientific Committees The Secretariat will organise

WEB Published initiatives | European Commission
[ec.europa.eu/info/law/better-regulation/initiatives_en](#)
14 Jul 2016 - European External Action Service European Personnel Selection Office European Political Strategy Centre Eurostat Internal Audit Service Joint Research Centre Legal Service

WEB ISSI-1-2014
[ec.europa.eu/research/participants/portal/.../320-issi-1-2014.html](#)
07 Jul 2016 - cafés' in informal settings, during which emerging science and technology issues and their Responsible Research and Innovation dimension (e.g. debating the pros and cons of

More results

One person tried to improve his search result by using the filter. He said: "The filter is very restrictive [...] there's only filters by sector."

What is the logic behind the list of filter options?

Search options

Date
All

Language
English

File formats
All

Economy, finance and investment (308)

Environment, food & natural resources (105)

EU in the world (100)

Functioning of the EU (621)

Health, Wellbeing & Consumer

WEB The digitising of industry: the wider view | European Commissio...
[ec.europa.eu/commission/.../digitising-industry-wider-view_en](#)
25 Apr 2016 - companies that succeed will be those that best innovate to come up with products and services that benefit people. So in **public** policy, we must also address these developments

WEB The steel industry: challenges, tools and the role of regions a...
[ec.europa.eu/.../steel-industry-challenges-tools-and-role-regions-and-local-communities_en](#)
15 Jun 2016 - registering imports before the adoption of provisional measures, the industry will get relief earlier. Of course the modernization of the Trade Defence Instruments package

PDF document
[ec.europa.eu/dgs/.../law_society_of_england_and_wales_ii_en.pdf](#)
14 Jan 2009 - up the existing acquis before coming forward with more **legislative** proposals. Effective evaluation of the implementation as well as of the effects of all measures is essential

PDF Annual Policy Report 2012
[ec.europa.eu/.../03.bulgaria_annual_policy_report_2012_april2013_en.pdf](#)
02 Oct 2013 - work have been done during the year on the preparation and coordination of project of the EC readmission agreement with Turkey, which is a priority for Bulgaria, proceeding

PDF Microsoft Word - st09778-re02
[ec.europa.eu/dgs/home-affairs/.../action_plan_jai_207_en.pdf](#)
18 Jul 2005 - and best practices for the purpose of improving law enforcement cooperation(2007) (i) **Proposal** on identity theft and identity management measures (2007) (i) Examination of

PDF Microsoft Word - 20141016_SB Report_FINAL_with_doi_ex_summary
[ec.europa.eu/dgs/.../smart_borders_executive_summary_en.pdf](#)
17 Oct 2014 - 2008 suggesting the establishment of an Entry/Exit System (EES) and a Registered

Poor titles.

Unclear, jargon-based results using abbreviations.


4. The page ‘How EU policy is made’ in the ‘About the EU’ class slowed down task completion times.

PAGE CONTENTS

- Commission plans
- Commission acts**
- Parliament and Council adopt
- Commission monitors and enforces
- Commission evaluates and improves

- recommendations, outlining views and
- opinions to make a statement that do not create a legal obligation on those to whom it is addressed

Administer funding programmes

- in the form of [grants](#)  to projects or organisations that contribute to the implementation of an EU programme or policy
- or programmes helping other institutions, such as the European Investment Bank, to provide loans

And propose binding laws

- regulations, which are immediately and directly applicable in all EU countries
- directives, which EU countries must transpose into national law
- decisions, which are binding on, for example, an individual country or company

Once the Commission proposes a legislative text, citizens and other stakeholders have 8 weeks to provide suggestions on the proposal and the impact assessment that accompanies it, which then feed into the legislative debate before the European Parliament and EU Council of ministers.

[Give feedback on legislative proposals and impact assessments !\[\]\(4bc17f06788033d9b8b3ff4b2e7856e6_img.jpg\)](#)

Parliament and Council adopt

This page contains the answer but it was overlooked by two out of three people landing here.

5. The EUROPA page 'How EU decisions are made' appeared high in search results. This page linked to the homepage of the 'Your Voice in Europe' website, but the onward path to solve this task (behind a tab in the top menu) was not clear, which slowed task completion times.

The image shows a Google search interface with the query "public feedback on legislative proposal after adoption". The search results show approximately 223,000,000 results in 0.84 seconds. The top result is "Feedback on adopted proposals - Employment, Social Affairs ..." from ec.europa.eu. Below it is the "EUROPA - How EU decisions are made" page, which is highlighted with a red box. A red arrow points from the search result to the page. The page has a blue header with navigation links: Home, About the EU, EU by topic, EU law, Life and business in the EU, Contact, and Documents and publications. The main heading is "How EU decisions are made". The text describes the EU's standard decision-making procedure, known as "Ordinary Legislative Procedure" (or "codecision"). It states that the directly elected European Parliament and the Council (the governments of the 28 EU countries) together decide on legislation. A section titled "Drafting EU law" explains that before the Commission proposes new initiatives, it assesses their environmental consequences and sets out the advantages and disadvantages of possible policy options. It also mentions that the Commission consults interested parties, including non-governmental organizations and representatives of industry and civil society. A red box highlights a sentence: "Citizens, businesses and organisations can participate in the consultation procedure via the website [Public consultations](#)." A red arrow points from this box to a text box on the right. The text box contains the following text: "Two people clicked on 'Public consultations' as the text promised more information about the **consultation procedure**. But the link leads to a page listing all open consultations."

Google public feedback on legislative proposal after adoption

About 223,000,000 results (0.84 seconds)

Showing results for public feedback on legislative proposal after **adoption**
Search instead for public feedback on legislative proposal after adoption

Feedback on adopted proposals - Employment, Social Affairs ...
ec.europa.eu/social/main.jsp?catId=1194&langId=en
After the Commission has adopted a legislative proposal, it is published in the Register of Commission documents. You have the possibility to provide feedback ...

EUROPA - How EU decisions are made
europa.eu › EUROPA › EU law
May 31, 2016 - In this way, the Commission ensures that legislative proposals correspond to ... in the consultation procedure via the website Public consultations. ... The European Parliament and the Council review proposals by the ... If the two institutions agree on amendments, the proposed legislation can be adopted.

Home About the EU EU by topic **EU law** Life and business in the EU Contact Documents and publications

How EU decisions are made

The EU's standard decision-making procedure is known as 'Ordinary Legislative Procedure' (or "codecision"). This means that the directly elected European Parliament and the Council (the governments of the 28 EU countries) together decide on legislation.

Drafting EU law


Before the Commission proposes new initiatives it assesses their environmental consequences that they may have. It does this by setting out the advantages and disadvantages of possible policy options.

The Commission also consults interested parties such as non-governmental organizations and representatives of industry and civil society. Groups of experts give advice on technical issues. In this way, the Commission ensures that legislative proposals correspond to the needs of those most concerned and avoids unnecessary red tape.

Citizens, businesses and organisations can participate in the consultation procedure via the website [Public consultations](#).


National parliaments can formally express their reservations if they feel that it would be better to deal with the proposal at the national level.

Two people clicked on 'Public consultations' as the text promised more information about the **consultation procedure**. But the link leads to a page listing all open consultations.



YOUR VOICE IN EUROPE

European Commission > Your Voice in Europe > Consultations




Open Consultations

Consultations

Climate Action: Consultation on monitoring and reporting of fuel consumption and CO2 emissions from Heavy Duty Vehicles	20.07.2016 – 28.10.2016
Climate Action: Consultation on the revision of Regulation (EU) No 443/2009 and Regulation (EU) No 510/2011 setting CO2 emission performance standards for light duty vehicles.	20.07.2016 – 28.10.2016
Energy: Establishment of the annual priority lists for the development of network codes and guidelines for 2017 and beyond	18.07.2016 – 14.10.2016
Youth, Sport: Evaluation of the Youth policy cooperation in the EU - public consultation	18.07.2016 – 16.10.2016
Home Affairs: Public Consultation on the actions under the programme "Prevention, Preparedness and Consequence Management of Terrorism and other Security related risks" (CIPS) for 2007 – 2013	14.07.2016 – 13.10.2016
Home Affairs: Public Consultation on the actions under the programme "Prevention of and Fight against Crime" (ISEC) for 2007-2013	14.07.2016 – 13.10.2016

See also:

- [Closed consultations](#)
- [Consultations by policy area](#)
- [Planned Consultations](#)  (193 kB)

Instruction 9: When did the European Commission publish the latest documents on the Starbucks case?

9.1. Task reference

- Tiny task 38 from 'EC-wide' poll 2014 (Competition (state aid, cartels, mergers, anti-trust))

The instruction is intended to test how easily people can find information on case law (ECJ decisions, important cases)

9.2. Correct answer and target page

http://ec.europa.eu/competition/elojade/isef/case_details.cfm?proc_code=3 SA 38374

Answer= 27 June 2016

The screenshot shows the European Commission's Competition website. The main header includes the European Commission logo and the word 'COMPETITION'. Below this, there is a navigation bar with links for 'HOME', 'Policy areas', 'Sectors', 'Who is in charge?', 'Competition and you', and 'Cases'. A search bar is located on the right side of the header. The main content area displays a table of cases. The first row is highlighted in yellow and corresponds to Case SA 38374, 'State aid implemented by the Netherlands to Starbucks'. A hand cursor is pointing at the 'Policy area' column for this case. Below the table, the details for Case SA 38374 are shown. The details include the Member State (Netherlands), the Last Decision Date (21.10.2015), and the Title (State aid implemented by the Netherlands to Starbucks). The details are organized into sections: 'Policy Area', 'Member State', 'Primary Objective', 'Section', 'Aid instrument', 'Case Type', 'Notification or Registration', 'Date', 'DG Responsible', 'Decision on 11.06.2014', 'Decision Text', 'Publication on 19.12.2014', 'Official Journal', 'Decision on 25.10.2015', 'Press release', 'Decision Text', and 'Related court case(s)'. The 'Decision Text' section for the 2015 decision is highlighted with a red box, showing the date 27.06.2016.

Policy Area	Case Number	Member State	Last Decision Date	Title
State Aid	SA 38374	Netherlands	21.10.2015	State aid implemented by the Netherlands to Starbucks

SA 38374: State aid implemented by the Netherlands to Starbucks

Member State: Netherlands

Primary Objective: Other

Section: C.10 - Manufacture of food products

Aid instrument: Tax state reduction

Case Type: Aid Rec Case

Notification or Registration: 21.02.2014

Date: 21.02.2014

DG Responsible: Competition DG

2014/NW

Decision on 11.06.2014: Decision to initiate the formal investigation procedure

Decision Text: Letter to the Member State - authentic language [\[PDF\]](#)
Published on 13.11.2014 [\[PDF\]](#)

Letter to the Member State - working language [\[PDF\]](#)
Published on 13.11.2014 [\[PDF\]](#)

Publication on 19.12.2014: Official Journal: [2014/C 366/2014](#)

2014/C

Decision on 25.10.2015: Inoperative decision with recovery

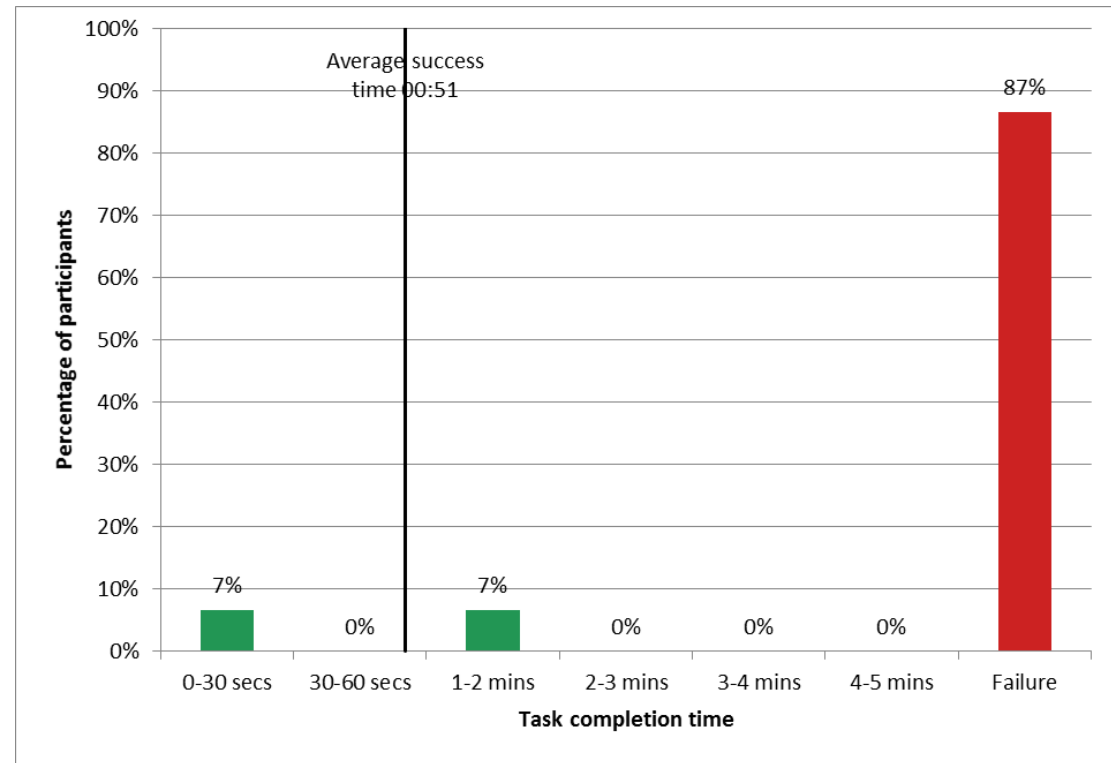
Press release: [PR-15-5989](#)

Decision Text: Letter to the Member State - authentic language [\[PDF\]](#)
Published on 27.06.2016 [\[PDF\]](#)
Letter to the Member State - working language [\[PDF\]](#)
Published on 27.06.2016 [\[PDF\]](#)

Related court case(s): [2016/JL](#)

9.3. Performance

Instruction 9: When did the European Commission publish the latest documents on the Starbucks case?



9.4. Findings: test instruction

This instruction was intended to test the findability of information on case law. However the word ‘document’ may have led people to consider the press release as a valid answer. **The instruction must therefore be reviewed before retesting.**

9.5. Findings: task performance

- People found no onward path to solve this task from the Commission homepage
- EC search returns poor results due to:
 - unclear, jargon-based titles
 - missing autocorrect
 - results clogged with old content
- Google returns good results, but the organisation-centric title of the answer page was not recognized as helpful
- DG COMP page on the Starbucks case: confusing content and page structure
- The press release on selective tax advantages slows task completion time.
- Page ‘Starbucks Coffee Company’ in the Transparency register slows task completion times.

1. People found no onward path to solve this task from the Commission homepage.



People searched for 'Starbucks' from the political website.

The search box is too small to see the entire search string.

The image displays three screenshots of the European Commission website, illustrating a search process. The first screenshot shows the top navigation bar with the European Commission logo and a search bar containing the text 'n document on Starbu'. A red box highlights the search bar, and a red arrow points to it with the text 'The search box is too small to see the entire search string.' The second screenshot shows the search results for 'Starbucks case tax', with a red box highlighting the search bar and a red arrow pointing to it with the text 'People searched for 'Starbucks' from the political website.' The third screenshot shows the search results for 'taxes starbucks', with a red box highlighting the search bar and a red arrow pointing to it with the text 'People searched for 'Starbucks' from the political website.'

Commission and its priorities Policies, information and services

English EN

Starbucks case tax

Search

European Commission > Priorities >

PRIORITY

A balanced EU-US Free Trade Agreement

Freer trade – without sacrificing Europe's standards

Commissioner Malmström Cecilia | Timmermans Frans | [More](#)

The EU is negotiating an ambitious and balanced trade and investment deal with the US. The Transatlantic Trade and Investment Partnership

Commission and its priorities Policies, information and services

English EN

taxes starbucks

Search

European Commission > Priorities >

PRIORITY

A Deeper and Fairer Economic and Monetary Union

Combining stability with fairness and democratic accountability

Commissioner Dombrovskis Valdis | Thyssen Marianne | Moscovici Pierre | Hill Jonathan

Completing Europe's EMU

The Commission's work on completing the Economic and Monetary Union builds on the [Five Presidents' Report](#), which set out four areas where work is needed. The Five Presidents' Report is the result of

2. EC search returns poor results

Starbucks documents

Search options

Date

Language

File formats

Filter by

Industry (9)

Economy, finance and investment (3)

Consumer Protection

Research & innovation (1)

Media, culture & languages in the EU (2)

Others (1)

but-incompatible-with-most-enabled-devices

PDF Commission staff working document - A Single Market Strategy fo...
ec.europa.eu/docsRoom/documents/14017/attachments/1/...pdf
28 Oct 2015 - up were mentioned by almost 62 % of companies and business 28 Cemat, L. A Norman-Lopez and A D T-Figueras, 'SMEs are more important than you think! Challenges and Opportunities

PDF State aid tax cases: Sine timore aut favore
ec.europa.eu/competition/speeches/text/sp2016_06_en.pdf
24 May 2016 - prices are fine as long as they follow the arm's length principle. But the transfer prices of Starbucks and Fiat did not meet these requirements. The Dutch Starbucks roaster

PDF jtpf_015_2014_en
ec.europa.eu/taxation_customs/resources/_/jtpf_015_2014_en.pdf
04 Feb 2015 - Fiat, Starbucks, Amazon), DG TAXUD is not directly involved. 4. ARBITRATION CONVENTION (AC) The Chair stated that the discussion of the revised draft report on Improving the

PDF study-on-business-models-open-government_en
ec.europa.eu/isa/_/study-on-business-models-open-government_en.pdf
12 Nov 2013 - models for Linked Open Government Data 12/11/2013 Page 177 Figure 25 Screenshot of OpenCorporates visualisation of the structure of Goldman Sachs There are some really good

PDF 8.devereux_-_tax_transparency_and_coordination_en
ec.europa.eu/_/8.devereux_-_tax_transparency_and_coordination_en.pdf
19 Oct 2015 - states on automatic exchange of information on cross-border tax rulings - "An assurance that tax ers on authorities how their tax will be g calculated" Background ? Commission

PDF Obesity roundtable - Workshop on Best Practice
ec.europa.eu/health/nph_determinants/_/ev_20041029_co19_en.pdf
11 Nov 2004 - European Modern Restaurant Association Roundtable on Obesity Best Practice Workshop Brussels, 29 October 2004 Who are we? ? Established 1995 ? Present in all member states

PDF Responses to reflection process on health strategy
ec.europa.eu/health/archive/nh_overview/_/ev20041019_co_131_en.pdf
11 Nov 2004 - The industry employs 500,000 people, 13.3% of the entire manufacturing workforce in the UK and growing as other industries continue to move overseas. In addition, hundreds

PDF New Nutrient Sources
ec.europa.eu/docsRoom/documents/1424/attachments/1/...pdf
28 Oct 2015 - Insects are often associated with poor hygiene standards and, according to scientists, the disgust reaction can therefore originate as a defence mechanism to protect us from

PDF Chengdu Investment Guide 2014
ec.europa.eu/docsRoom/documents/9921/attachments/1/...pdf
24 Jul 2014 - internationally known retailers as Carrefour, Ito-Yokado, IKEA, Metro, Auchan, Lotte, Decathlon and 7-11 have set up a number of outlets in Chengdu. The local well-known retailers

Organisation-centric, jargon-based results using abbreviations/acronyms.

Unclear title.

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search | English (en)

EUROPEAN COMMISSION

European Commission > Search

Search

Starbucks

Search options

Language

File formats

Filter by

Business & industry (16)

Economy, finance and investment (4)

Food & natural resources

Consumer Protection

Infrastructure, research & innovation (2)

Life & Rights in the EU (3)

Media, culture & languages in the EU (4)

Work & Education (1)

PDF part2_en
ec.europa.eu/competition/publications/annual_report/_/part2_en.pdf
15 Jun 2016 - The Netherlands - Starbucks Manufacturing EMEA BV (Starbucks Manufacturing) The other decision adopted by the Commission in 2015191 concerns a Dutch-based subsidiary of the

PDF Agricultural Knowledge and Innovation Systems Towards 2020 - an...
ec.europa.eu/_/agricultural-knowledge-innovation-systems-towards-2020_en.pdf
19 Feb 2014 - Other well-known related examples includes Dell's IdeaStorm and Starbucks's My Starbucks Idea. 8. Climate CoLab http://climatecolab.org. The goal of the Climate CoLab developed

PDF management-plan-2016-dg-comp-march2016_en
ec.europa.eu/info/_/management-plan-2016-dg-comp-march2016_en.pdf
18 Mar 2016 - EU Member States, they have to comply with internal market rules and competition law. The Commission has recently demonstrated that aggressive tax planning can entail a breach

PDF untitled
ec.europa.eu/info/_/management-plan-2015-dg-comp_july2015_en.pdf
20 Jul 2015 - by Member States for individual companies by way of tax rulings, tax exemptions for state owned companies, of lower tax levels or tax breaks for certain sectors or activities

PDF Presentazione standard di PowerPoint
ec.europa.eu/dgs/_/healthcare_corruption_daide_del_monte_en.pdf
16 Nov 2015 - complete lack of response from the public authorities after 30 calendar days) was extremely high, representing 65% of all requests. Many PS complain because OxAAB the cost

PDF certified-goods-and-services_en
ec.europa.eu/environment/_/certified-goods-and-services_en.pdf
30 Sep 2015 - harvest of wild products and marine initiatives. Verde Ventures is supported by the International Finance Corporation, the Overseas Private Investment Corporation, l'Agence

PDF strategic-evaluation-cooperation-ec-jordan-1340-annex3_en
ec.europa.eu/_/strategic-evaluation-cooperation-ec-jordan-1340-annex3_en.pdf
20 Feb 2015 - Directorate - Dr. Eman Okour, Head of Economic Empowerment Section, Women's Work

Organisation-centric, jargon-based results using abbreviations/acronyms.

Unclear titles.

Search

T-760/15

Search options

Date: All

Language: English

File formats: Pdf

PDF DB2016_WDIII_en
#c.europa.eu/budget/librari.../DB2016_WDIII_en.pdf
12 Jun 2015 - TOTAL EXPENDITURE 15 270 760 15 270 760 15 274 590 15 274 590 2 Human Resources
2.1 Establishment plan posts Function group and grade 2014 2015 2016 Authorised under the EU

PDF Microsoft Word - Europeans, Science and Technology_Revised repo...
#c.europa.eu/public_opinion/archives/ebs/ebs_224_report_en.pdf
02 Jun 2005 - or the environment. For each statement,
TOTAL Strongly agree Tend to agree Neither agree nor disagree

PDF COM(2006)234/F1 - EN
#c.europa.eu/transparency/readoc/repo/1/.../1-2006-234-F1.pdf
14 Sep 2014 - outputs Total cost OPERATIONAL OBJECTIVE No.1 citizen's health security Action 1.1 : protect
citizens against health threats Projects, conferences, studies, meetings, networks

PDF Eurobarometer
#c.europa.eu/finance/.../internal_market/.../germany_west-fr_en.pdf
26 Sep 2011 - foyer Chô- meurs Re- traités Etu- diants Self- employed Mana- gers Other white collars Manual
workers House persons Unem- ployed Retired Students Page 995 VOLUME C Pondéré

PDF Chemicals - Detergents - Final report - IMPLEMENTATION OF THE A...
#c.europa.eu/DocsRoom/documents/14107/attachments/1/.../pdf
01 Jan 2003 - 735 3,777 3,826 5.52 Italy 57,397 57,461 57,563 57,613 57,680 57,844 0.78 Luxembourg
416 416 417 418 419 420 1.05 Portugal 9,927 9,934 9,957 9,960 9,998 10,243 3.18 Spain

PDF SANCO/350054/2005-EN
#c.europa.eu/health/ph_overview/Documents/com_20060524_en.pdf
07 Jun 2006 - outputs Total cost OPERATIONAL OBJECTIVE No.1 citizen's health security Action 1.1 : protect

Old content appears in the search results.

Poor results when someone is looking for 'T-760/15', the actual case number.

Jargon-based results using abbreviations/acronyms.

Press | Archives | A-Z Index | Sitemap | About this site

EUROPEAN COMMISSION

European Commission > Search

Search

Starbucks case commssion

Search options

Date: All

Language: English

No results found

No results matching the search terms **Starbucks case commssion** using the selected options. Please try different search criteria. If the problem persists, contact the webmaster (See "About this site" above the banner).

No autocorrect. Autocorrect is particularly important for people who are not searching in their native language. These people entered 'commssion' and 'comission' instead of 'commission'.

European Commission > Search

Search

european comission starbuck case

Search options

Date: All

Language: English

No results found

No results matching the search terms **european comission starbuck case** using the selected options. Please try different search criteria. If the problem persists, contact the webmaster (See "About this site" above the banner).

Search

starbuck document

Search options

Date

All

Language

English

File formats

All

All

Pdf

Web

Word

Excel

PowerPoint

Economy, finance and investment (3)

PDF Commission staff working document - A Single Market Strategy for...
[ec.europa.eu/DocsRoom/documents/14012/attachments/1/.../pdf](#)
28 Oct 2015 - 31-33. 34 European Commission, 'Internationalisation of SMEs', Flash Eurobarometer 421, European Commission, 2015. 35 European Commission, Commission Staff Working Document

PDF jtpf_015_2014_en
[ec.europa.eu/taxation_customs/resources/.../jtpf_015_2014_en.pdf](#)
04 Feb 2015 - Fiat, Starbucks, Amazon). DG TAXUD is not directly involved. 4. ARBITRATION CONVENTION (AC) The Chair stated that the discussion of the revised draft report on improving the

PDF 2015 Commission staff working document on the movement of capit...
[ec.europa.eu/.../2015-market-monitoring-working-document_en.pdf](#)
06 Mar 2015 - OECD Standard. In connection with aggressive tax planning by multinationals, in June 2014 the Commission opened three in-depth investigations to examine whether decisions

Search

starbuck document

Search options

Date

All

Language

English

File formats

Web

Update Search

Filter by

PDF Commission staff working document - A Single Market Strategy fo...
[ec.europa.eu/DocsRoom/documents/14012/attachments/1/.../pdf](#)
28 Oct 2015 - 31-33. 34 European Commission, 'Internationalisation of SMEs', Flash Eurobarometer 421, European Commission, 2015. 35 European Commission, Commission Staff Working Document

PDF jtpf_015_2014_en
[ec.europa.eu/taxation_customs/resources/.../jtpf_015_2014_en.pdf](#)
04 Feb 2015 - Fiat, Starbucks, Amazon). DG TAXUD is not directly involved. 4. ARBITRATION CONVENTION (AC) The Chair stated that the discussion of the revised draft report on improving the

PDF 2015 Commission staff working document on the movement of capit...
[ec.europa.eu/.../2015-market-monitoring-working-document_en.pdf](#)
06 Mar 2015 - OECD Standard. In connection with aggressive tax planning by multinationals, in June 2014 the Commission opened three in-depth investigations to examine whether decisions

After selecting a search filter, a new button 'Update Search' appears. This person selects 'File formats > web' but does not notice the button. The results therefore stay unchanged.

3. Google returns good results, but the organisation-centric title of the answer page was not recognized as helpful.

GOOGLE starbucks case eu

Todo Shopping Noticias Imágenes Vídeos Más Herramientas de búsqueda

Aproximadamente 748.000 resultados (0,50 segundos)

SA.38374 - Case search – Competition - European Commission
ec.europa.eu/competition/elojade/isef/case_details.cfm?proc... Traducir esta página
Database of competition cases dealt with by the European Commission (antitrust, cartels, ... SA.38374
State aid implemented by the Netherlands to Starbucks ...

SA.38375 - Case search – Competition - European Commission
ec.europa.eu/competition/elojade/isef/case_details.cfm?proc... Traducir esta página
Member State: Luxembourg. Primary Objective: Other. Aid instrument: Other forms of tax advantage.
Tax base reduction. Case Type: Ad Hoc Case. Duration ...

European Commission - PRESS RELEASES - Press release
europa.eu/rapid/press-release_IP-15-5880_en.htm Traducir esta página
21 oct. 2015 - European Commission - Press Release details page - European -
of Starbucks Manufacturing, however, the existence and ...

Google EU Starbucks Case

All Shopping Images News Vi

About 767,000 results (0,97 seconds)

European Commission - PRESS RELEASES - Press release ...
europa.eu/rapid/press-release_IP-15-5880_en.htm Europa
Oct 21, 2015 - European Commission - Press Release details page - European - Press
... In the case of Starbucks Manufacturing, however, the existence and ...

SA.38374 - Case search – Competition - European Commission
ec.europa.eu/competition/elojade/isef/case_details.cfm?proc... Europa
Database of competition cases dealt with by the European Commission (antitrust,
cartels, ... SA.38374 State aid implemented by the Netherlands to Starbucks ...

SA.38375 - Case search – Competition - European Commission
ec.europa.eu/competition/elojade/isef/case_details.cfm?proc... Europa
Member State: Luxembourg. Primary Objective: Other. Aid instrument: Other forms of
tax advantage. Tax base reduction. Case Type: Ad Hoc Case. Duration ...

Google returned the answer page for logical search terms. The answer page appeared in the top Google search results for eight people but was disregarded by three of them. The title of the page starts with an organisation-centric abbreviation that is not recognised as helpful.

4. DG COMP page on the Starbucks case: confusing content and page structure. Six people landed on the DG COMP page which contained the answer, but:

- only two people gave the correct answer.
- two people scrolled down and then left the page.
- one person provided the decision date as the correct answer. (incorrect)
- one person scrolled down and clicked on the link next to 'Related court case(s)'.

European Commission > Competition > Cases

HOME Policy areas Sectors Who is in charge? Competition and you Cases

[What's new?](#) | [Manuals](#) | [Contact](#)

SA.38374 State aid implemented by the Netherlands to Starbucks

Member State:	Netherlands
Primary Objective:	Other
Sector:	C.10 - Manufacture of food products
Aid instrument:	Tax base reduction
Case Type:	Ad Hoc Case
Notification or Registration Date:	21.02.2014
DG Responsible:	Competition DG
	2014/NN
Decision on 11.06.2014:	Decision to initiate the formal investigation
Decision Text:	Letter to the Member State - authentic language Published on 13.11.2014 Letter to the Member State - working language en fr Published on 13.11.2014 [disclaimer]
Publication on 19.12.2014:	Official Journal: OJ C 460/2014
	2014/C
Decision on 21.10.2015:	Negative decision with recovery
Press release:	IP/15/5880
Decision Text:	Letter to the Member State - authentic language nl fr Published on 27.06.2016 Letter to the Member State - working language en fr Published on 27.06.2016 [disclaimer]
Related court case(s):	T-760-15

[New Search](#)

5. Press release on selective tax advantages slows task completion time.

The screenshot shows the European Commission Press Release Database search results for the query "Starbucks case commission". The search results are displayed in a list format. The top result is a press release dated 21 Oct 2015, titled "European Commission - PRESS RELEASES - Press release - Commissi...". The second result is a press release dated 26 Sep 2014, titled "Deepening EMU and Fiat and Starbucks tax decisions - European C...". A red box highlights the top result, and a red arrow points from it to the main content area of the page. The main content area displays the details of the selected press release, titled "Commission decides selective tax advantages for Fiat in Luxembourg and Starbucks in the Netherlands are illegal under EU state aid rules". The release is dated Brussels, 21 October 2015. The text of the release states: "The European Commission has decided that Luxembourg and the Netherlands have granted selective tax advantages to Fiat Finance and Trade and Starbucks, respectively. These are illegal under EU state aid rules." The release also includes a quote from Commissioner Margrethe Vestager, in charge of competition policy, stating: "Tax rulings that artificially reduce a company's tax burden are not in line with EU state aid rules. They are illegal. I hope that, with today's decisions, this message will be heard by Member State governments and companies alike. All companies, big or small, multinational or not, should pay their fair share of...".

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search | English (en)

EUROPEAN COMMISSION

European Commission > Search

Search

Starbucks case commission

Search options

Date: All

Language: English

File formats: All

WEB European Commission - PRESS RELEASES - Press release - Commissi...
europa.eu/rapid/press-release_IP-15-5880_en.htm
21 Oct 2015 - essentially the same situation. In the case of Starbucks Manufacturing, however, the existence and level of the royalty means that a large part of its taxable profits are

WEB Deepening EMU and Fiat and Starbucks tax decisions - European C...
ec.europa.eu/news/2015/10/20151021_en.htm
26 Sep 2014 - tax advantages to Fiat Finance and Trade and Starbucks, respectively which are illegal under EU state aid rules. Following in-depth

The press release about selective tax advantages appeared in top search results for most logical search terms. Six people inferred that this 'document' was the latest one released by the Commission and gave the date of the press release (21 October 2015) as the correct answer.

EUROPEAN COMMISSION

Press Release Database

European Commission > Press releases database > Press Release details

Latest updates | Related links | Contact | Search | Login | Subscribe

Other available languages: FR DE DA ES NL IT SV PT FI EL CS ET HU LT LV MT PL SK SL BG RO HR

Back to the search results | Expand | Share | PDF

European Commission - Press release

Commission decides selective tax advantages for Fiat in Luxembourg and Starbucks in the Netherlands are illegal under EU state aid rules

Brussels, 21 October 2015

The European Commission has decided that Luxembourg and the Netherlands have granted selective tax advantages to Fiat Finance and Trade and Starbucks, respectively. These are illegal under EU state aid rules.

Commissioner Margrethe Vestager, in charge of competition policy, stated: "Tax rulings that artificially reduce a company's tax burden are not in line with EU state aid rules. They are illegal. I hope that, with today's decisions, this message will be heard by Member State governments and companies alike. All companies, big or small, multinational or not, should pay their fair share of

Photos

Fiat obtained illegal tax advantage from Luxembourg

Starbucks obtained illegal tax advantage from the Netherlands

Latest updates | Related links | Contact | Search | Login | Subscribe

Other available languages: FR DE DA EN EL IT PT PL ES CS ET HU LV LT PT PL DE SK BG RO HR

Back to the search results | Expand | Print

European Commission - Press release

Commission decides selective tax advantages for Fiat in Luxembourg and Starbucks in the Netherlands are illegal under EU state aid rules

Brussels, 21 October 2015

The European Commission has decided that Luxembourg and the Netherlands have granted selective tax advantages to Fiat Finance and Trade and Starbucks, respectively. These are illegal under EU state aid rules.

Commissioner Margrethe Vestager, in charge of competition policy, stated: "The rulings that artificially reduce a company's tax burden are not in line with EU state aid rules. They are illegal. I hope that, with today's decisions, this message will be heard by Member State governments and companies alike. All companies, big or small, multinational or not, should pay their fair share of tax."

Following in-depth investigations, which were launched in June 2013, the Commission has concluded that Luxembourg has granted selective tax advantages to Fiat's financing company and the Netherlands to Starbucks' coffee roasting company. In each case, a tax ruling issued by the respective national tax authority artificially lowered the tax paid by the company.

The rulings as such are perfectly legal. They are comfort letters issued by tax authorities to give a company clarity on how its corporate tax will be calculated on the basis of specific tax provisions. However, the two tax rulings under investigation endorsed **artificial and complex methods** to establish taxable profits for the companies. They do not reflect **economic reality**. This is done, in particular, by setting prices for goods and services sold between companies of the Fiat and Starbucks group (so-called "transfer prices") that do not correspond to market conditions. As a result, most of the profits of Starbucks' coffee roasting company are shifted abroad, where they are also not taxed, and Fiat's financing company only paid taxes on underestimated profits.

This is illegal under EU state aid rules. Tax rulings cannot use methodologies, no matter how complex, to establish transfer prices with no economic justification and which unduly shift profits to reduce the taxes paid by the company. It would give that company an **unfair competitive advantage** over other companies. Typically SMEs that are based on their actual profits because they pay market prices for the goods and services they use.

Therefore, the Commission has ordered Luxembourg and the Netherlands to recover the unpaid tax from Fiat and Starbucks, respectively, in order to remove the unfair competitive advantage they have enjoyed and to restore equal treatment with other companies in similar situations. The amounts to recover are €20 - €30 million for each company. It also means that the companies can no longer continue to benefit from the advantageous tax treatment granted by these tax rulings.

Furthermore, the Commission continues to pursue its inquiry into tax ruling practices in all EU Member States. It cannot preclude the opening of additional formal investigations into tax rulings if it has indications that EU state aid rules are not being complied with. The existing formal investigations into tax rulings in Belgium, Ireland and Luxembourg are ongoing. Each of the cases is assessed on its merits and today's decisions do not prejudge the outcome of the Commission's ongoing probes.

Fiat

Fiat Finance and Trade, based in Luxembourg, provides financial services, such as intra-group loans, to other Fiat group car companies. It engages in many different transactions with Fiat group companies in Europe.

The Commission's investigation showed that a tax ruling issued by the Luxembourg authorities in 2012 gave a selective advantage to Fiat Finance and Trade, which has unduly reduced its tax burden since 2012 by €20 - €30 million.

Given that Fiat Finance and Trade's activities are comparable to those of a bank, the taxable profits for Fiat Finance and Trade can be determined in a similar way as for a bank, as a calculation of return on capital deployed by the company for its financing activities. However, the tax ruling endorses an artificial and extremely complex methodology that is not appropriate for the calculation of taxable profits reflecting market conditions. In particular, it artificially lowers taxes paid by Fiat Finance and Trade in two ways:

- Due to a number of **economically unjustifiable assumptions and down-ward adjustments**, the capital base represented by the tax ruling is much lower than the company's actual capital.
- The estimated **remuneration** applied to this already much lower capital for tax purposes is also much lower compared to market rates.

As a result, Fiat Finance and Trade has only paid taxes on a small portion of its actual accounting capital at a very low remuneration. As a matter of principle, if the taxable profits are calculated based on capital, the level of capitalisation in the company has to be adequate compared to financial industry standards. Additionally, the remuneration applied has to correspond to market conditions. The Commission's assessment showed that in the case of Fiat Finance and Trade, if the estimations of capital and remuneration applied corresponded to market conditions, the taxable profits declared in Luxembourg would have been 20 times higher.

Fiat obtained illegal tax advantage from Luxembourg

Starbucks

Starbucks Manufacturing IPMA BV ("Starbucks Manufacturing"), based in the Netherlands, is the only coffee roasting company in the Starbucks group in Europe. It sells and distributes roasted coffee and coffee related products (e.g. cups, packaged food, pastries) to Starbucks outlets in Europe, the Middle East and Africa.

The Commission's investigation showed that a tax ruling issued by the Dutch authorities in 2008 gave a selective advantage to Starbucks Manufacturing, which has unduly reduced Starbucks Manufacturing's tax burden since 2008 by €20 - €30 million. In particular, the ruling artificially lowered taxes paid by Starbucks Manufacturing in two ways:

- Starbucks Manufacturing pays a very substantial **royalty** to ABC (a UK based company in the Starbucks group) for coffee roasting know-how.
- It also pays an **inflated price** for green coffee beans to Switzerland-based Starbucks Coffee Trading Ltd.

The Commission's investigation established that the royalty paid by Starbucks Manufacturing to ABC cannot be justified as it does not adequately reflect market value. In fact, only Starbucks Manufacturing is required to pay for using this know-how - no other Starbucks group company or independent roaster to which roasting is outsourced are required to pay a royalty for using the same know-how to essentially the same situation. In the case of Starbucks Manufacturing, however, the existence and level of the royalty means that a large part of its taxable profits are unduly shifted to ABC, which is neither liable to pay corporate tax in the UK, nor in the Netherlands.

Furthermore, the investigation revealed that Starbucks Manufacturing's tax base is also unduly reduced by the highly inflated price it pays for green coffee beans to a Swiss company, Starbucks Coffee Trading Ltd. In fact, the margin on the beans has more than tripled since 2011. This high cost factor in coffee roasting, Starbucks Manufacturing's coffee roasting activities, which would not actually generate sufficient profits to pay the royalty for coffee roasting know-how to ABC, the royalty therefore enables Starbucks Manufacturing to shift profits generated from sales of other products to the Starbucks outlets, such as tea, pastries and cups, which represent most of the turnover of Starbucks Manufacturing.

Starbucks obtained illegal tax advantage from the Netherlands

Recovery

As a matter of principle, EU state aid rules require that incompatible state aid is recovered in order to reduce the distortion of competition created by the aid. In its first decision the Commission has set out the methodology to calculate the value of the unfair competitive advantage enjoyed by Fiat and Starbucks, i.e. the difference between what the company paid in what it would have paid without the tax ruling. The amount is €20 - €30 million for each of Fiat and Starbucks but the precise amounts of tax to be recovered must now be determined by the Luxembourg and Dutch tax authorities on the basis of the methodology established in the Commission's decision.

New investigative tools

In the two investigations the Commission has for the first time used information request tools under a Council decision by Member States of July 2013 (Council Directive 2013/12/EU). Using these powers the Commission can, if the information provided by the Member State subject to the state aid investigation is not sufficient, ask that any other Member State as well as companies (including the company benefiting from the aid measure or its competitors) provide directly to the Commission all market information necessary to enable it to complete the state aid assessment. These new tools form part of the State Aid Modernisation Initiative launched by the Commission in 2012 to allow it to concentrate its enforcement efforts on aid that is most likely to distort competition.

Further background

Since June 2013, the Commission has been investigating the tax ruling practices of Member States. It initiated this intensive inquiry to all Member States in December 2014. The Commission also has three ongoing in-depth investigations where it found concerns that tax rulings may give rise to state aid issues, concerning Apple in Ireland, Amazon in Luxembourg, and a Belgian tax scheme.

The fight against tax evasion and tax fraud is one of the top priorities of the Commission. In June 2015, the Commission unveiled a series of steps to tackle tax avoidance, secure sustainable tax revenues and strengthen the Single Market for businesses. The proposed measures, part of the Commission's Action Plan for fair and effective taxation, aim to significantly improve the corporate tax environment in the EU, making it fairer, more efficient and more growth-friendly. Key actions included a framework to ensure effective taxation where profits are generated and a strategy to reinforce the Common Consolidated Corporate Tax Base (CCCTB) for which a final proposal is expected in the course of 2016. The Tax Transparency Package presented by the Commission in March also laid its first success in October 2015 when Member States reached a political agreement on an automatic exchange of information on tax payments following only seven months of negotiations. This legislation will contribute to bringing about a much greater degree of transparency and will act as a deterrent from using tax rulings as an instrument for tax abuse - good news for businesses and for consumers who will continue to benefit from a very useful tax practice but under very strict scrutiny in order to ensure a framework for fair tax competition.

The new conditions for the State aid register on the DG Competition website since any conflicts of interest must be disclosed in the annual report. The State Aid Weekly e-news lists new publications of State aid decisions on the internet and in the EU Official Journal.

30/15/2000

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General public inquiries: Europe Direct by phone 00 800 67 89 10 11 or by email

At the very bottom of the press release there is an onward link to the answer, but the page is very long and the text is very dense and small. Only one person went all the way to the bottom of the page.

6. Page 'Starbucks Coffee Company' in Transparency register slows task completion times.

The screenshot shows the European Commission's Transparency Register search results for 'starbuck'. The search results list two entries. The first entry, 'Starbucks Coffee Company - Transparency Register', is highlighted with a red box. A red arrow points from this entry to the profile page below. The profile page shows the company's identification number, registration date, and other details. A red box highlights a text annotation on the right side of the profile page.

Three people wasted time by going to this page in the Transparency Register, which appeared very high in search results. The page provides no onward links to solve the task.

Starbucks Coffee Company
Identification number in the register: 921396316480-51
Registration date: 11/03/2015 23:36:30
The information on this entity was last modified on: 30/03/2016 09:59:49
The date of the last annual update was: 30/03/2016 09:59:49
Next update due latest on: 30/03/2017

Registrant : Organisation or self-employed individual

(Organisation) name: Starbucks Coffee Company
Acronym:
Legal status: Corporation
Website: http://www.starbucks.com

Instruction 10: Check which country does not recognise divorce judgments made elsewhere in the EU.

10.1. Task reference

- Tiny task 65 from 'EC-wide' poll 2014 (Judicial cooperation between EU countries, recognition of judgments)

10.2. Correct answer / target page

http://europa.eu/youreurope/citizens/family/couple/divorce-separation/index_en.htm

Answer= Denmark

• **one of you lives** – provided you are filing a joint application

• **your spouse lives**

• **you live, if:**

- you have lived there **at least 6 months** immediately before filing and
- are a national of that country.


If you are not a national, you can file only if you have lived there **at least 1 year** immediately before filing

• **both you and your spouse are nationals.**

The court with powers to rule on your divorce is the first court where the request is filed (if it meets the above conditions).

The court with powers to transform a legal separation into a divorce (if this is in line with that country's rules) is the court in the EU country that ruled on the legal separation.


The court with powers to rule may also decide on issues relating to [parental responsibility](#).

 **Ask a lawyer!**

In cases involving two or more EU countries, the law that governs your divorce is not necessarily the law of the country where you can file for divorce. To see which laws apply in your case, how a conflict of laws could be solved and what the consequences would be, we would advise you to consult a specialised lawyer.

Recognition of divorces and legal separations abroad

A divorce or a legal separation granted in one EU country is recognised by other EU countries without any special procedure being required.

 **Exception – Denmark**

EU rules on divorce and legal separation – for instance on jurisdiction and recognition – do not apply to Denmark.

Get details on divorce proceedings in the country (or countries) relevant to you:

Choose :


Sample story

Divorce without mutual consent - jurisdiction in the country of the couple's last common usual residence

An Irish-French married couple, Jack and Marie, lived together in Ireland. Thanks to Marie's connections, Jack found an interesting and well-paid job in France and moved there. One month after starting to work in France, Jack decided to file for divorce in Ireland.

This was possible because the couple last lived together in Ireland and Marie was still resident there.

Share on : [f](#) [t](#) [g+](#) [in](#) [e](#)

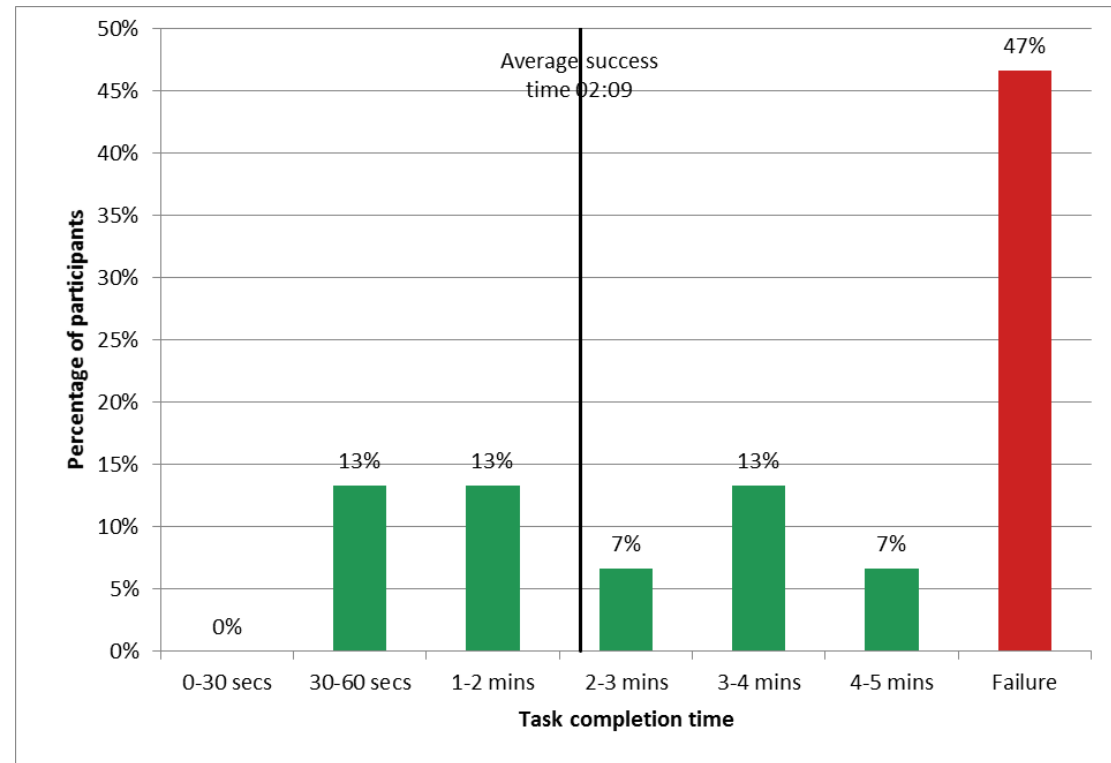
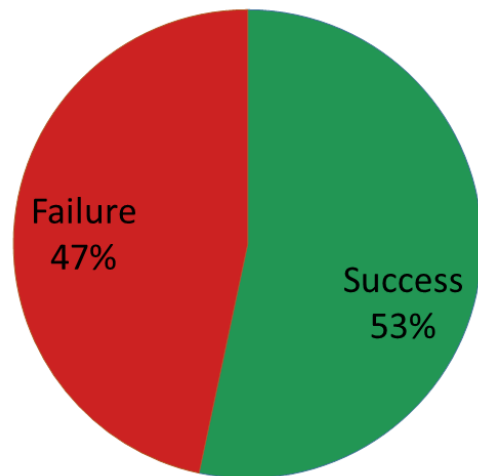
 [Help us improve](#)

FAQs

[FAQs - Divorce and legal separation](#)

10.3. Performance

Instruction 10: Check which country does not recognise divorce judgments made elsewhere in the EU.



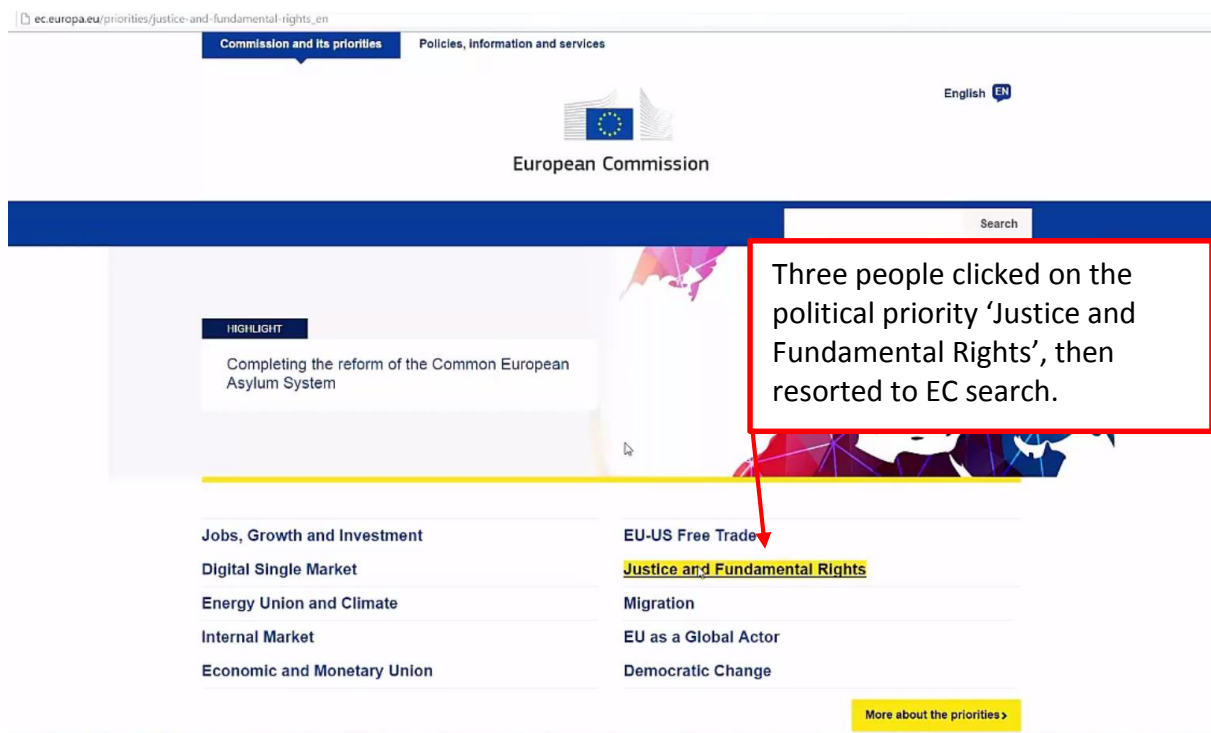
10.4. Findings: test instruction

The instruction worked as intended and is therefore suitable for retesting.

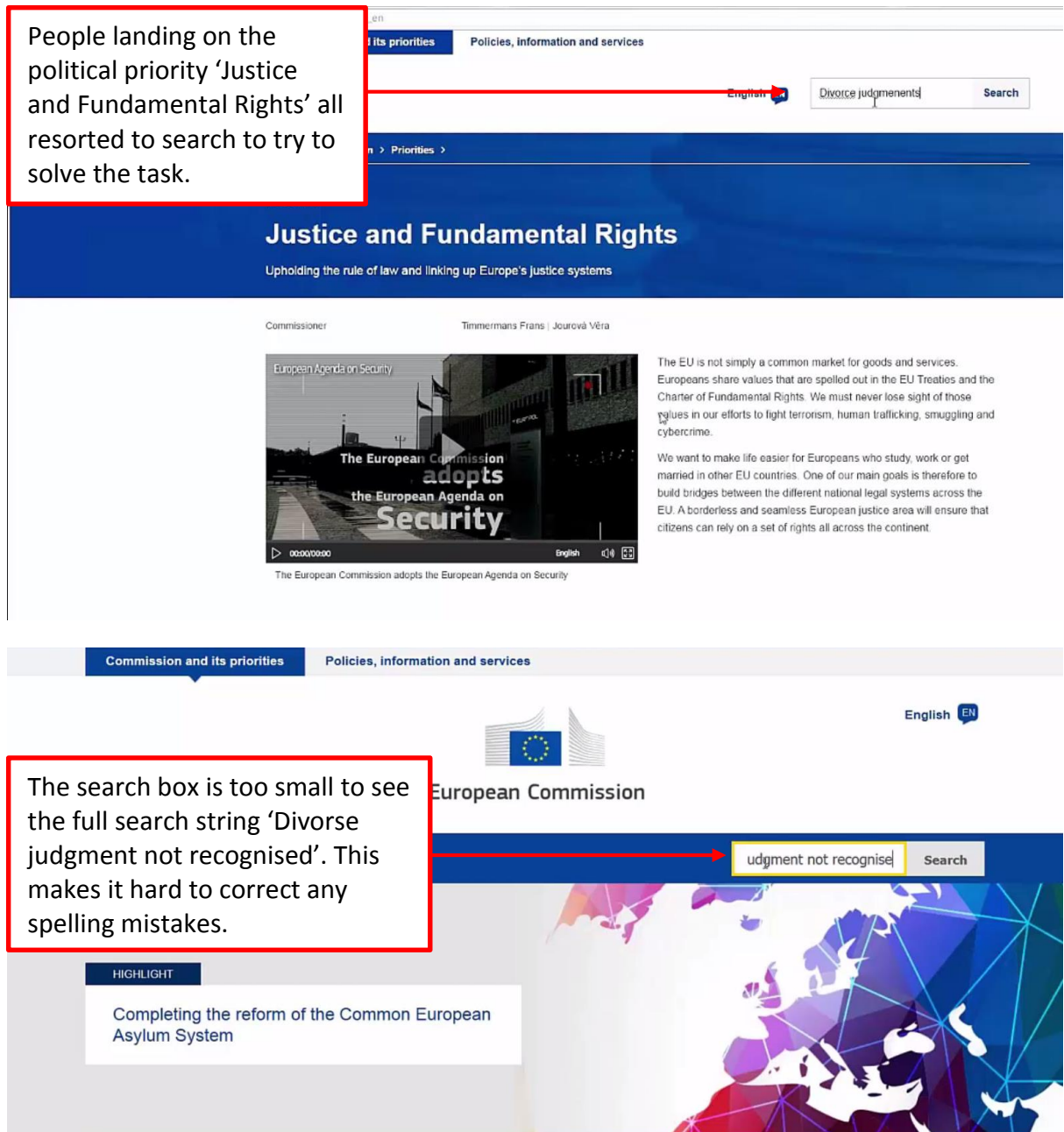
10.5. Findings: task performance

- People found no onward path to solve this task from the Commission homepage. The search box on the Commission homepage is too small.
- EC search returns poor results
 - no landing/overview/summary pages on 'Law' appearing in results
 - duplicate titles linking to different pages
 - unclear, jargon-based titles
 - results clogged with old and obsolete content
- Google returns helpful results
- DG JUST E-Justice Portal: duplicate titles and incomplete information slowed down task completion times.
- Your Europe FAQs page on 'Divorce and legal separation': misleading information leading to task failure
- EUR-Lex HTML version of Council Regulation 2201/2003: page contains the answer but dense blocks of text without subheadings, bullets, etc. makes it difficult to scan.

1. People found no onward path to solve this task from the Commission homepage. The search box on the Commission homepage is too small.



People landing on the political priority 'Justice and Fundamental Rights' all resorted to search to try to solve the task.



The screenshot shows the European Commission website. At the top, there is a navigation bar with 'Commission and its priorities' and 'Policies, information and services'. Below this, the 'Justice and Fundamental Rights' section is highlighted. The search bar at the top right contains the text 'Divorce judgments'. A red arrow points from the search bar to the text box on the left. Below the search bar, there is a video player showing 'The European Commission adopts the European Agenda on Security'. To the right of the video, there is text about the EU's values and goals. At the bottom, there is a 'HIGHLIGHT' section with the title 'Completing the reform of the Common European Asylum System'. A red arrow points from the search bar to the text box on the left.

Commission and its priorities Policies, information and services

English EN

Justice and Fundamental Rights

Upholding the rule of law and linking up Europe's justice systems

Commissioner Timmermans Frans | Jourová Věra

European Agenda on Security

The European Commission adopts the European Agenda on Security

The EU is not simply a common market for goods and services. Europeans share values that are spelled out in the EU Treaties and the Charter of Fundamental Rights. We must never lose sight of those values in our efforts to fight terrorism, human trafficking, smuggling and cybercrime.

We want to make life easier for Europeans who study, work or get married in other EU countries. One of our main goals is therefore to build bridges between the different national legal systems across the EU. A borderless and seamless European justice area will ensure that citizens can rely on a set of rights all across the continent.

Commission and its priorities Policies, information and services

European Commission

English EN

udgment not recognised Search

HIGHLIGHT

Completing the reform of the Common European Asylum System

The search box is too small to see the full search string 'Divorce judgment not recognised'. This makes it hard to correct any spelling mistakes.

2. EC search returns poor results.

Press | Archives | A-Z Index | Sitemap | About this site



EUROPEAN COMMISSION

European Commission > Search

Search

EU Divorse regulation

No autocorrect. Autocorrect is particularly important for people who are not searching in their native language. This person typed 'Divorse' instead of 'Divorce'. The suggested correction was "diverse".

Search options

Date: All

Language: English

File formats

DID YOU MEAN: [EU diverse regulation](#)

No results found

No results matching the search terms **EU Divorse regulation** using the selected options. Please try different search criteria. If the problem persists, contact the webmaster (See "About this site" above the banner).

European Commission > Search

Search

Divorse regulation

Search options

Date: All

Language: English

File formats

PDF [final-report-phase-1-current-state-of-affairs_en](#)
[ec.europa.eu/.../final-report-phase-1-current-state-of-affairs_en.pdf](#)
11 Dec 2013 - security, work, documents, properties. Complexity of further categorisation The classifications contains 2-3 levels it depends on what the user wants. Within the public service

This person also typed 'Divorse' instead of 'Divorce'. There was no suggested correction, and the single search result is unhelpful.

European Commission > Search

Search

divorce judgment made elsewhere

Filter by

- Business & industry (5)
- Economy, finance and investment (8)
- EU in the world (7)
- Functioning of the EU (101)
- Health, Wellbeing & Consumer Protection (3)
- Infrastructure, research & innovation (1)
- Life & Rights in the EU (348)
- Others (3)
- Work & Education (2)

WEB [European e-Justice Portal - Family matters](#)
[e-justice.europa.eu/content_divorce-45-be-en.do?member=1](#)
18 Jul 2014 - in the other Member States without any special procedure being required (Article 21(1), Brussels IIa). No special procedure is required for updating the civil-status records

WEB [European e-Justice Portal - Family matters](#)
[e-justice.europa.eu/content_divorce-45-hu-en.do?member=1](#)
04 Jul 2016 - An appeal may be lodged against the decision. However, no action may be brought for the judicial review or revision of **judgments** annulling the marriage or divorce **judgments**

WEB [European e-Justice Portal - Family matters](#)
[e-justice.europa.eu/content_divorce-45-lt-en.do?member=1](#)
27 Nov 2015 - one or both spouses. 3 What are the legal consequences of a **divorce** as regards: A marriage is considered to be dissolved from the day on which the **divorce** judgment enters

WEB [European e-Justice Portal - Family matters](#)
[e-justice.europa.eu/content_divorce-45-fi-en.do?member=1](#)
14 Mar 2016 - issued by a court in another Member State recognized in this Member State? As a rule, the recognition of a **divorce** judgment issued in another Member State is based on Council

WEB [European Commission - European Judicial Network - Divorce - Com...](#)
[ec.europa.eu/civiljustice/divorce/divorce_ec_en.htm](#)
11 Jul 2007 - has jurisdiction even if the case is subsequently brought in another court. But the other courts should decline to accept jurisdiction. Recognition of decisions A **divorce**

WEB [European Commission - European Judicial Network - Divorce - Int...](#)
[ec.europa.eu/civiljustice/divorce/divorce_int_en.htm](#)
17 Aug 2004 - en > > International law
Last update: 17-08-2004 **Divorce** - International law This

THEMES **Divorce**

Duplicate and near-duplicate titles, all leading from the general instead of the specific.

European Commission > Search

Search

divorce judgments EU recognize

Search options

Date: All

Language: English

File formats: All

Filter by

- Business & industry (1)
- Economy, finance and investment (1)
- EU in the world (2)
- Functioning of the EU (26)

WEB European e-Justice Portal - Family matters
e-justice.europa.eu/content_divorce-45-fi-en.do?member=1
14 Mar 2016 - 13 Is it possible to appeal against a decision relating to **divorce**/legal separation/marriage annulment? Judgments of **divorce** can be appealed in a Court of Appeal (hovioikeus)

WEB European Commission - European Judicial Network - Divorce - Com...
ec.europa.eu/civiljustice/divorce/divorce_ec_en.htm
11 Jul 2007 - has jurisdiction even if the case is subsequently brought in another court. But the other courts should decline to accept jurisdiction. Recognition of decisions A **divorce**

WEB European Commission - European Judicial Network - Divorce - Int...
ec.europa.eu/civiljustice/divorce/divorce_int_en.htm
17 Aug 2004 - 8) and non-member countries which are signatories to the agreement (currently 8). The purpose of the convention is to determine: which courts have jurisdiction to rule in

Last update: 17-08-2004

Divorce - International law

EJN logo

This page is now obsolete. The update is currently being prepared and will be available in the [European e-Justice Portal](#).

Procedures for the recognition of divorce

The most important international convention in this field is the [1970 Hague Convention](#) on the Recognition of Divorces and Legal Separations. The purpose of this convention is to facilitate, under certain conditions, the recognition in one State of a divorce granted in another State.

The convention does not apply to relations between Member States of the Union, which, in accordance with the principle of mutual recognition, are subject to the law of the State of origin.

It does apply, on the other hand, to relations between the Member States which have ratified the convention.

The purpose of the convention is to determine:

- which courts have jurisdiction to rule in divorce proceedings,
- how divorces granted in one contracting Member State should be recognised by the other contracting Member States.

The convention relates only to the recognition of judgments on divorce and legal separation.

Bilateral conventions

Some Member States also have bilateral conventions with non-member countries concerning the recognition of divorces.

Old and obsolete pages (2004, 2007) from the 'European Judicial Network' website appeared in top EC search results. The disclaimer on the pages reads "The page is now obsolete. The update is currently being prepared and will be available in the European e-Justice Portal."

3. Google returns helpful results.

← → ↻ <https://www.google.ro/webhp?sourceid=chrome-instant&ion=1&espy=2&ie=UTF-8#q=eu%20divorce%20judgement%20not%20recognized>

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

Google eu divorce judgement not recognized

All Videos News Images More Search tools

About 468,000 results (0.77 seconds)

EU – Legal separation and divorce across the EU – Your Europe ...
europea.eu/your-europe/citizens/family/couple/divorce-separation/index_en.htm
 Apr 4, 2016 - The reasons for which you can file for divorce or legal separation, as well ... in one EU country is recognised by other EU countries without any special ... for instance on jurisdiction and recognition – do not apply to Denmark.

EUR-Lex - 32000R1347 - EN - EUR-Lex - Europa.eu
eur-lex.europa.eu > EUROPA > EU law and publications > EUR-Lex
 (15) The word "judgment" refers only to decisions that lead to divorce, legal ... to a divorce, legal separation or marriage annulment shall not be recognised..

EUR-Lex - 61986CJ0145 - EN - EUR-Lex - Europa.eu
eur-lex.europa.eu > EUROPA > EU law and publications > EUR-Lex
 THE DECREE OF DIVORCE, WHICH FALLS OUTSIDE THE SCOPE OF THE CONVENTION, HAD NOT BEEN RECOGNIZED IN THE FEDERAL REPUBLIC OF ...

Auswärtiges Amt - International marriages
www.auswaertiges-amt.de/EN/Laenderinformationen/01.../Eheschliessung_node.html

Five out of eight people who succeeded in finding the answer used Google.

This person searched for 'EU divorce judgement not recognized' in Google. The first search result was the correct answer page. The person clicked that result and completed the task in 41 seconds.

4. DG JUST E-Justice Portal: duplicate titles and incomplete information slowed down task completion times.

The E-Justice Portal 'Family Matters [...] Divorce' landing page did not appear in search results, but pages on specific countries appeared very high. Participants clicked on pages for Slovenia, Finland, Luxembourg, Spain and Estonia. Some pages contained the answer, others did not.

The screenshot shows the European e-Justice Portal search results for the query "divorce judgment made elsewhere". The search results list several pages with duplicate titles: "European e-Justice Portal - Family matters". The first result is for Belgium (18 Jul 2014), the second for Hungary (04 Jul 2016), the third for Italy (27 Nov 2015), and the fourth for Finland (14 Mar 2016). A red box highlights these duplicate titles. Below the search results, a sidebar shows filters for various topics. A red arrow points from the search results to a specific page for Slovenia. The page for Slovenia shows a "TABLE OF CONTENTS" with 16 items. A red box highlights item 14: "What should I do to have a decision on divorce/legal separation/marriage annulment issued by a court in another Member State recognised in this Member State?". The page also shows a sidebar with flags of EU member states.

The country-specific pages in the e-Justice Portal all have duplicate titles

All country-specific pages in the e-Justice Portal on 'Divorce' have the same table of contents, but do not provide an easy onward path to EU-level information.

In an attempt to find the answer, several people clicked on question 14 which reads "What should I do to have a decision on divorce/legal separation/marriage annulment issued by a court in another Member State recognised in this Member State?"

5. Your Europe FAQs page on 'Divorce and legal separation': misleading information leading to task failure.

The screenshot shows the European Commission search results for the query 'divorce judgements'. On the left, there are search options for Date (All), Language (English), and File formats (All). Below these are filters for 'Business & industry (6)' and 'Economy, finance and investment (2)'. The search results list three items:

- WEB European Commission - Europe**
ec.europa.eu/civiljustice/.../maintenance_claim_net_e
06 Aug 2007 - The maintenance obligation that exists after the dissolution of the marriage. The court may, during the
- WEB European e-Justice Portal - Fam**
e-justice.europa.eu/content_divorce-45-si-en-do?member=1
11 May 2016 - of the spouse responsible for the fact that the marriage has become unendurable. 3 What are the legal consequences of a **divorce** as regards: The legal consequences of **divorce**
- WEB FAQs - Divorce and legal separation - Your Europe**
europa.eu/youreurope/citizens/family/couple/.../index_en.htm
25 Jun 2015 - Spain. But if countries other than these are involved, it can be very hard to predict which laws will apply. Given the uncertainty this can create, with national laws often

A red box highlights the third result, 'FAQs - Divorce and legal separation - Your Europe', with an arrow pointing to the text in the second image.

A YourEurope FAQ page on 'Divorce and legal separation' appeared in the top three EC search results. Three people clicked here. The main YourEurope page on the topic did not appear.

The screenshot shows the 'Your Europe' website. The breadcrumb trail is: EUROPA > Your Europe > Citizens > Family > Couples > Divorce and legal separation. The page title is 'FAQs - Divorce and legal separation', updated on 25/06/2015. The left sidebar shows a menu with 'Children', 'Couples' (selected), and 'Cross-border successions'. Under 'Couples', the options are 'Marriage', 'Registered partnerships', 'Unmarried couples', 'Divorce and legal separation' (selected), and 'Maintenance (support for family members)'. The main content area contains the following text:

My husband and I got married in the UK, but he is British, has now moved back to the Czech Republic?
NO - You can only file for divorce in the Czech Republic or one year (if you are not). As you last both lived together.

Are there EU-wide rules that determine which country's laws apply if you are living in another country?
NO - It will not necessarily be the law of the country where the courts handling the case are located. Some EU countries have agreed on rules for determining which country's laws apply - Austria, Belgium, Bulgaria, France, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Portugal, Romania, Slovenia and Spain. But if countries other than these are involved, it can be very hard to predict which laws will apply. Given the uncertainty this can create, with national laws often differing greatly, it is best to consult a specialised lawyer about where to file.

My divorce judgement was issued in Sweden. To have it recognised in Poland, do I have to go through Polish courts?
NO - A divorce (or legal separation or annulment) granted in any EU country (here, Sweden) will automatically be recognised in any other (here, Poland), without any special procedure.

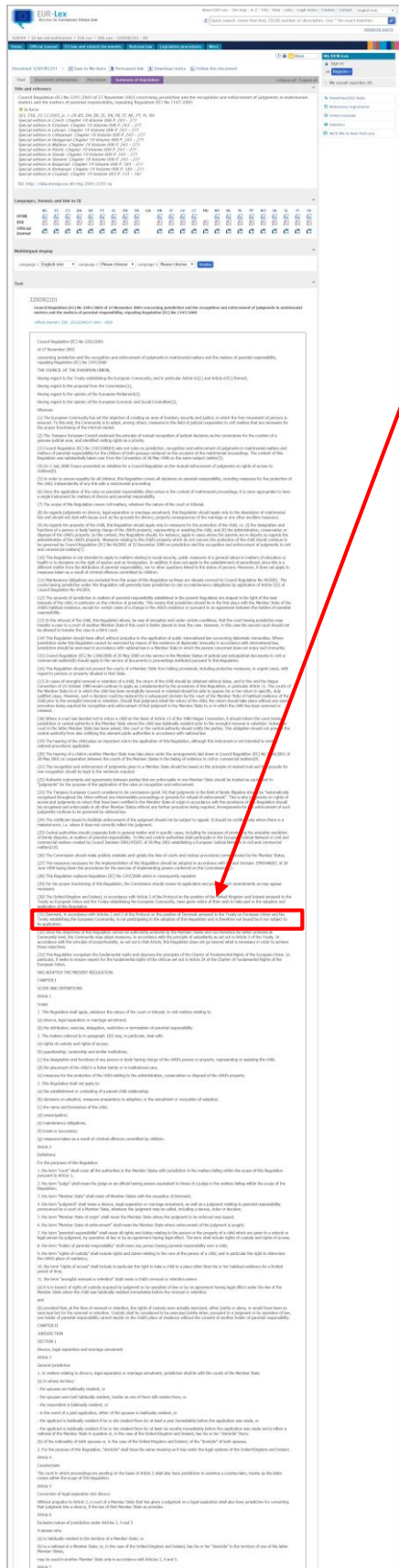
You can, however, get your Polish documents certifying your marital status updated on the basis of the Swedish judgment once it is final ("final" means appeals against it are no longer possible).

At the bottom, there are social media sharing icons and a 'Help us improve' link.

Two people gave the wrong answer from the page. The answer to question three reads "A divorce [...] granted in any EU country [...] will automatically be recognised in any other [...], without any special procedure."

- One person concluded: "So I guess, no country – every country recognises it."
- The other person said: "I found that all divorce judgements are recognised throughout the EU, wherever they are made, by everybody. So I'm a bit stuck to find which one doesn't."

6. EUR-Lex HTML version of Council Regulation 2201/2003: page contains the answer but dense blocks of text without subheadings, bullets, etc. makes it difficult to scan.



This screenshot of the Regulation shows just one third of the HTML text. The answer was here but not spotted. One person spent over 1 minute scrolling this page and then resorted to Google.

III. Annexes

Annex 1: EC-wide top task poll results, 2014

	Votes
1 EU law, rules, treaties, judgments	83931
2 Research and innovation	83306
3 Funding, grants, subsidies	79414
4 Education and training in EU	59623
5 EU strategy, political priorities	45331
6 Environmental protection	44921
7 Jobs, traineeships at the European Commission	40358
8 Find a job in another EU country	37657
9 EU news, announcements, press releases	36809
10 Human rights, fundamental rights	35274
11 Working in an EU country (rights, permits, benefits)	34986
12 Order, download an EU publication	33794
13 Track policy and law making process, updates	33558
14 Statistics and forecasts	32983
15 About the European Union (role, structure, how it works, origin)	30065
16 Food and farming (production and safety)	27703
17 Climate change, global warming	26932
18 Regional, rural and urban development	25764
19 Freedom of information (transparency, access to documents)	25157
20 About the European Commission (role, structure, how it works)	24866
21 Product safety, conformity, certification	24660
22 National implementation of EU law, infringements	24326
23 Public health, disease prevention	23933
24 Culture (heritage, arts, films, Capitals of Culture)	23907
25 Doing business in the EU	23650
26 Economic growth, financial stability in EU (crisis, assistance to member states)	23215
27 Doing business with the European Commission (calls for tenders, bids)	23021
28 Conferences, summits, meetings, events	22111
29 Industry norms and standards	21474
30 Employing people (recruitment, terms and conditions, redundancies)	21103
31 Recognition of educational, professional qualifications	20677
32 Energy efficiency	20226
33 Travel within, to and from EU (documents, visa, consular help, currencies)	19166
34 Moving to another EU country (residence formalities)	17958
35 Banking and financial markets (reform, regulation)	17895
36 Relations with non-EU countries, international organisations (diplomacy, cooperation agreements)	17895
37 Languages in the EU (diversity, translation, interpreting)	17295
38 Competition (state aid, cartels, mergers, anti-trust)	16638

39	Development and humanitarian aid	16625
40	Healthcare in another EU country	16114
41	Contact European Commission, European Union	15716
42	Trade with non-EU countries (import, export, agreements, anti-dumping)	15546
43	Loans, access to finance, microfinance	14796
44	Initiate, contribute to law making (public consultations, citizen's initiative)	13256
45	Public procurement (contracts with public authorities, governments)	12850
46	Euro (coins, notes, eurozone, Economic and Monetary Union)	12703
47	Intellectual property, copyright, trademarks, patents	12411
48	Customs, tariffs, quotas, duties	12050
49	Privacy, data protection	11917
50	Consumer and passenger rights	11838
51	EU labels (eco labels, quality labels, audits)	11793
52	Immigration into the EU (asylum, reuniting family, integration)	11771
53	EU budget	11738
54	EU vocabulary and abbreviations	11076
55	Voting in the EU	10659
56	Crime, fraud, corruption, human trafficking	10528
57	Security, defence (terrorism, sanctions, critical infrastructure)	10043
58	Chemicals (approval)	9910
59	Volunteering opportunities	9692
60	Corporate social responsibility for business	9455
61	E-government	9448
62	Taxation, excise (not VAT)	8767
63	Accession of new countries to the EU, enlargement	8678
64	VAT (Value Added Tax)	8098
65	Judicial cooperation between EU countries, recognition of judgments	7549
66	Pensions, retirement in another EU country	7433
67	Transport safety (air, road, banned airlines)	7256
68	Complaints to the European Commission	6673
69	Resource security (oil, gas, raw materials)	6556
70	Family (marriage, divorce, partnerships, adoption)	6378
71	Emergencies, disasters, civil protection	5944
72	Visit EU institutions, guided tours	5530
73	European Commissioner profiles	5157
74	Goods allowed when crossing borders (alcohol, cigarettes, cash, pets)	4097
75	Driving licence validity in EU countries	3732
76	Vehicles (buying, selling, registration, taxes, insurance)	3473
77	President of the Commission (profile, agenda)	3042

Annex 2 Test user profiles

Recruiting participants for TPI testing

To establish an adequate picture of task performance, 15 answers are required for each instruction. To ensure this, 15-18 participants must be recruited for each testing round.

Participants are recruited from a pool of people who have participated in previous polls and surveys (thereby giving their profile information) and who have volunteered to participate in future testing by giving their email address.

Some or all of the following profile elements are known for each volunteer (depending on the poll/survey they took part in):

- Language preferences (first and 2nd language choices)
- Country of residence
- Employment status (employed, self-employed, unemployed, student, retired)
- Workplace (private/public/NGO)
- Occupation (for example: Journalist, teacher, lawyer, etc.¹¹)
- Frequency of web visits
- Age
- Private or professional use
- Most important/relevant user tasks
- Interest areas (can be multiple)

All this data is held in a database.

TPI testing is done per class. This means that the recruitment pool consists of all volunteers who voted for one of the tasks included in the class. This pool is statistically analysed to identify the mix of profiles, focusing on the two elements 'occupation' and 'frequency of web visits'¹². The percentage of each major occupation is assigned a proportionate number in relation to the total number sought (15-18 participants per testing round). The actual mix of test participants should be as close as possible to the representative mix thus identified.

On the basis of this representative mix, specific volunteers are identified¹³ and invited (by personalised email) to participate in the testing round. The actual tests are scheduled bilaterally through email exchange with each participant. If a participant fails to show up for

¹¹ Depending on the survey, data on occupation varies.

¹² For certain classes, analysis might show that another element is also important, e.g 'age' for the class 'education'.

¹³ At this stage, the list of participants is also checked to ensure a proportionate distribution of the aggregated profile elements 'EU/Non-EU' and 'workplace' (public/private/NGO)

the test or there are insurmountable technical difficulties, a replacement participant is found with the same profile.

Ideal mix of profiles & actual mix:

	EC-wide 2014 poll results	Ideal mix of participants	Actual number of participants
Occupation			
Economist	8%	1	1
Journalist, media professional	3%	0	0
Lawyer, legal professional	22%	3	2
Lobbyist, interest representative	5%	1	1
Policy maker	7%	1	1
Teacher, professor, researcher (academia)	13%	2	3
Business	25%	3	3
Non-business	3%	0	0
Other professional	14%	2	2
Total		13	13
Frequency of web visit			
Daily	15%	2	3
Weekly	31%	5	5
Monthly	21%	3	5
Infrequently	21%	3	2
First time	12%	2	
Total		15	15
Employment status			
Employed	66%	11	12
Self-employed	13%	2	1
Student	11%	2	2
Total		15	15
Workplace			
Private companies	52%	7	5
Public institutions	38%	5	6
Non-profit	9%	1	2
Total		13	13
EU / non-EU			
EU	89%	14	13
Rest of Europe	4%	1	2
Total		15	15

Annex 3: Stability of results

