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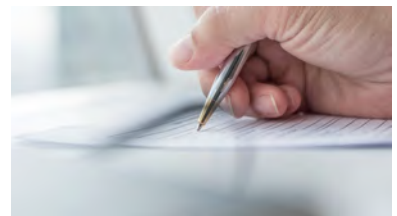
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New dentistry form

A new single form for dentistry costs is available on the Staff matters portal "Health/Forms" page.

It replaces all the old form* and can be used either as a cost estimate or as a bill form.

Take it with you when next visiting your dentist or dental specialist who, as a reminder, must complete it and attach the certificate of treatment ('attestation de soins')/receipt/invoice issued in accordance with national legislation..



<https://myintracomm.ec.europa.eu/retired/en/Pages/index.aspx> > **Staff Matters** > **Health** > **Forms (JSIS)**

* estimate, bill for dental treatment, estimate for orthodontic treatment

Where to ask questions on the sickness insurance scheme in Ispra

By telephone:

Reimbursement request/statement

Monday to Friday from 9.30 to 12.30

Tel: + 39 0332 78 57 57 // Fax: +39 0332 78 54 79

Membership rights/cover

Monday to Friday from 9.30 to 12.30

Tel: + 39-0332-78 30 30 // Fax: +39 0332 78 54 79

Request for medical authorisation (dental estimate, prior authorisation, recognition of a serious illness)

Monday to Friday from 9.30 to 12.30

Tel: + 39 0332 78 57 57 // Fax: +39 0032 78 54 79

Request for direct billing

Monday to Friday from 9.00 to 12.30 and from 14.00 to 16.00

Tel: +39 0332 78 99 66 // Fax: +39 0332 78 94 23

E-mail: PMO-ISPRA-PRISE-EN-CHARGE@ec.europa.eu



Health screening

Monday to Friday from 9.30 to 12.30

Tel: + 32 2 295 38 66

Receiving visitors:

Address:

JRC Club House - Room Rose, 1st floor

Opening hours:

Wednesday from 9.30 to 12.00 (no appointment needed)

JSIS: choosing whether or not to receive your paper statements by post



You should normally receive them automatically by post, as well as your prior authorisations, health screening invitations, bills, etc., unless you have opted to change the paper format setting in JSIS online.

Check online whether your settings are correct:

European Commission | RCAM | Numéro personnel | Bureau | Bouton | Brouillon | Documents

MES DONNÉES | MES DOSSIERS | MES DEMANDES | CRÉER UNE DEMANDE | RECHERCHER | MIS PRÉFÉRENCES

Cliquer ensuite sur → Mes préférences de communication

Mes préférences de communication

Dans la mesure du possible, le RCAM utilisera votre langue préférée pour communiquer avec vous. Si celle-ci n'est pas disponible le RCAM utilisera les autres langues mentionnées dans votre dossier en commençant par la langue 1 jusqu'à la langue 3.

Langue 1 Français
Langue 2 Néerlandais
Langue 3

Langue préférée Français

Courrier papier activé Oui Non

Adresse e-mail: @gmail.com

Les changements effectués seront effectifs endéans les 15 minutes. La langue préférée n'a pas d'impact sur vos décomptes, ceux-ci seront effectués dans la langue 1 pendant toute la période de migration.

Annuler Envoyer

Courrier papier activé Oui Non

Adresse e-mail: @gmail.com

Les changements effectués seront effectifs endéans les 15 minutes

Flu vaccination

Influenza is not only an unpleasant viral infection accompanied by high fever, aching muscles and severe headache, but it can also cause serious complications. The annual 'flu jab' is recommended for young children, pregnant women and the elderly, as well as persons suffering from a chronic illness. Being vaccinated by the end of December means that you are protected before the virus spreads to your area.



The vaccination must be postponed if you experience one of the following symptoms on the day: a fever higher than 38°C, shivering, cough, sore throat, cold or acute infection. If in doubt, consult your doctor.

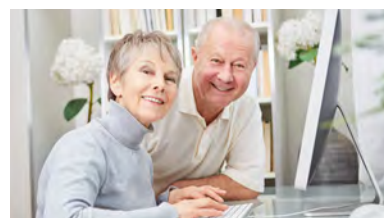
Flu vaccinations within the Commission's Medical Services are **reserved for staff in service**.

As a retired staff member, you can be vaccinated by your doctor. You should then request reimbursement of your expenses from the JSIS.

Rules on post - service occupational activities

How do you want to spend your time in retirement?

If you wish to engage in an occupational activity, whether gainful or not, you must inform the Appointing Authority during **2 years after leaving the service** (Article 16 of Staff Regulations). This applies to all former staff members (officials, contract agents, temporary agents).



If that activity is related to the work you carried out **during the last 3 years of service** and could lead to a conflict with the legitimate interests of the Commission, it is up to the Appointing Authority to either approve the activity, make its approval subject to certain conditions or ultimately, in some cases, forbid undertaking the activity.

The Appointing Authority has 30 working days to communicate its decision to you. This deadline starts running when you submit the form to the relevant service.

More rules for senior management

Former senior officials are not allowed, in principle, to engage during the 12 months after leaving the service in **lobbying or advocacy** vis-à-vis their former Institution on matters for which they were responsible during their last 3 years of service.

Every year the Commission is publishing information on the implementation of this rule, including a list of cases assessed, in compliance with the relevant rules on the protection of personal data.

CHANGES IN THE RULES

Commission Decision of 2013 on outside activities and assignments has been replaced by a new Commission Decision C(2018) 4048, which took effect on 1 September 2018.

Exemptions from the obligation to inform the Commission:

- Taking up service in another EU Institution or body
- With new Decision, taking up employment at a European Union institution or body in the meaning of the Treaty on European Union and/or the Staff Regulations does not trigger the obligation to inform the Commission.
- The activity 1) must be part of the limited list of permissible activities, 2) non-remunerated, 3) carried out in the staff member's personal capacity and 4) does not give rise to lobbying or advocacy vis à vis staff of their

former Institution.

- The following activities are in principle deemed to fulfil the mandatory conditions set out above for the prior permission to be considered granted:
 - i) charitable and humanitarian activities;
 - ii) activities relating to sport or wellbeing;
 - iii) activities deriving from political, religious, trade unionist and/or philosophical convictions;
 - iv) craftwork, artistic or cultural activities;
- unpaid teaching activities, unless they are performed for a commercial entity;
- the mere ownership of assets or holdings, or the management of the personal or family fortune, whether in a private capacity or as a shareholder of a company, but not running a business;
- the mere membership of a professional order or association, unless the code of conduct of the order or association conflicts with the staff member's obligations under the Staff Regulations.

PROVIDING A SERVICE TO THE COMMISSION

Unpaid contracts

The Commission can ask former officials receiving a retirement pension to undertake unpaid assignments or activities (Article 24 Commission Decision C(2018) 4048). An agreement needs to be signed between the former official and the Commission.

Ad hoc (paid) services

The Director-General for Human Resources and Security may authorize a former official who is receiving a retirement pension to provide paid services to the Commission, provided **certain conditions are met** (Article 24(3) Commission Decision C(2018) 4048).

Former officials can receive ad hoc payments for their services which, when cumulated with their retirement pension or allowance for the then current year, must not exceed their last total annual remuneration whilst in activity.

<https://myintracomm.ec.europa.eu/retired/en/Pages/index.aspx> > **Staff Matters** > **Ethics and staff conduct** > **Outside activity** > **Outside activity after leaving the service**

STATE OF THE UNION 2018

On the 12th of September 2018, President Juncker made a call for a more sovereign Europe that allows its nations to be global players. Looking to 2019, he used the speech to **set out proposals** – on migration, cybersecurity and foreign policy – that can **deliver positive results for citizens in the run-up to the European elections**.

The State of the Union brochure (a 176-page document including the address; legal texts; press material) has been fully updated to **incorporate the final, authorised version of the President's speech in all languages (Irish to come soon)**, as well as the **Letter of Intent**, which sets out in detail the actions the Commission intends to take over the coming months.

Alongside these updates, the reader will also find:

- a section outlining the progress made on the Commission's 10 political priorities;
- a policy implementation report;
- the road map for a more united, stronger, and more democratic union – including next steps;
- information on the Multi Financial Framework 2021–2027 proposal;
- up-to-date information on the European economy, the European Fund for Strategic Investments, progress on



- creating a stronger and more stable financial sector, and support for reform in Member States;
- specific chapters focusing on Greece, the EU-Japan Economic Partnership Agreement, the key partnership with Africa, the European Solidarity Corps, Better Regulation and more;
- a summary on Citizens' Dialogues across the EU;
- the state of public opinion in the EU.

In addition, DG COMM services have prepared a **general PowerPoint presentation on the State of the Union 2018**, available in all languages.

https://ec.europa.eu/commission/sites/beta-political/files/soteu2018-brochure_en.pdf

https://ec.europa.eu/commission/priorities/state-union-speeches/state-union-2018_en

<https://myintracomm.ec.europa.eu/EN/NewsPortal/Pages/NewsDetails.aspx?itemid=175e5453-f6a6-4521-a938-796f9baea043>

<https://myintracomm.ec.europa.eu/news/EuropeandBeyond/Pages/state-of-the-union-2018.aspx>

Passengers with reduced mobility

Persons with reduced mobility have certain guaranteed rights, such as the right to free assistance when travelling by plane, train, bus or boat.

Travelling by plane

Passengers with reduced mobility should be able to travel by plane as easily as other passengers. They are also entitled to free **assistance** when boarding and leaving the aircraft, during the flight and at the airport before and after the flight. In order to receive assistance, they should ideally contact the airline or tour operator at least **48 hours before departure** to explain the type of assistance required.

A passenger **may not be denied access to an aircraft owing to their mobility issues**, save for reasons of safety or if the aircraft is too small.

Airlines are not obliged to help passengers with reduced mobility with their **meals** or **medication** during a flight and may require passengers who need such assistance, for example during a long flight, to travel with a helper.

If a passenger has trouble obtaining assistance for a journey, they must contact the airport services or airline concerned. If they receive an unsatisfactory reply, they are advised to contact the recognised national body of the country in which the problem occurred.



Travelling by train

Passengers with reduced mobility should be able to travel by train as easily as other passengers. They should also be able to easily obtain information on the accessibility of trains by contacting the railway company.

They are entitled to free **assistance** when boarding and leaving the train, when connecting to another train, as well as on board and at the station before and after the journey.

In order to receive assistance, they should ideally contact the railway company or tour operator at least **48 hours before departure** to explain the type of assistance required.

A passenger **may not be denied access to a train owing to their mobility issues**, unless this is strictly necessary in order to comply with the company's access rules.

If a passenger has trouble obtaining assistance for a journey, they must contact the station or railway company concerned.

If they receive an unsatisfactory reply, they can contact the recognised national body of the country in which the problem occurred.

EU countries can choose not to apply these rules to national trains circulating within a country and to international trains whose journey begins or ends outside the EU.

For more information, passengers must contact the relevant national authorities.



Travelling by bus or coach

Passengers with reduced mobility should be able to travel by bus or coach as easily as other passengers.

A passenger may not be prohibited from buying a ticket, making a booking or boarding a bus or coach owing to their mobility issues, unless this is strictly necessary in order to comply with health and safety legal requirements, or if the infrastructure cannot guarantee safe travel.

For long journeys (over 250 km):

- the company must allow the passenger to choose somebody to travel with him/her free of charge, if this would resolve any safety issues which would otherwise prevent the passenger from travelling;
- the passenger is entitled to **assistance** at designated stations and in order to board and leave the bus or coach. This assistance is free, but to be sure of obtaining it, passengers must contact the bus company or tour operator at least **36 hours before departure** to explain the type of assistance required.

The operator or terminal manager may ask the passenger to come to a specific location no earlier than one hour before departure.

If a passenger has trouble obtaining assistance for a journey, they must contact the bus terminal or bus company concerned.

If they receive an unsatisfactory reply, they can contact the recognised national body of the country in which the problem occurred.



Travelling by boat

Passengers with reduced mobility should be able to travel by boat as easily as other passengers.

They are entitled to free assistance when embarking or disembarking from the boat, when connecting to another boat, on board and at the port.

In order to receive **assistance**, it is advisable to contact the carrier or tour operator at least **48 hours before departure** to explain the type of assistance required.

Even if the passenger does not do so, the carrier and terminal operator must make a reasonable effort to help the passenger embark, disembark and move around on board.

The passenger must inform the ticket vendor at the time of booking if they have specific needs in terms of accommodation, seating or assistance, or if they need to transport medical equipment.

The carrier may ask the passenger to travel with a helper (who would travel free of charge) if this is deemed necessary for safety reasons or due to the vessel's layout or the port's infrastructure.

If a passenger has trouble obtaining assistance for a journey, they must contact the port authorities or the carrier concerned.

If they receive an unsatisfactory reply, they can contact the recognised national body of the country in which the problem occurred.



i National body responsible for air travel:

https://ec.europa.eu/transport/sites/transport/files/2006_1107_national_enforcement_bodies.pdf

i Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air:

<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&from=EN>

i National transport body responsible for rail travel:

https://ec.europa.eu/transport/sites/transport/files/themes/passengers/rail/doc/2007_1371_national_enforcement_bodies.pdf

i Designated bus terminals:

https://ec.europa.eu/transport/sites/transport/files/themes/passengers/road/doc/designated_bus_terminals.pdf

i Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004

<https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:055:0001:0012:EN:PDF>

i SOURCE: [YOUR EUROPE](#)

Protect yourself online and in real life

The Internet is a useful and practical tool; however, caution is required when using it.



- Always protect your **passwords and user names**. Choose a complicated password (for example, the first letter of each word of a sentence you will easily remember), do not store it on your computer or in your bag, and do not use the same password for all websites.
- Protect your computer with high-quality **anti-virus software** and update it regularly.
- **Never** give personal information (name, date of birth, address, bank account number, etc.) to strangers by telephone, text message or email. Your bank will never ask you for personal codes (PIN, password for online banking).
- If somebody contacts you with **bad news** (an accident, etc.), keep calm and hang up if they ask you to pay a certain amount for their hospital stay or medical care. If you receive an email from a close friend or relative regarding their **financial difficulties** during a trip abroad, for example, and asking for money, do not fall into the trap as their email account could have been hacked; try to call them instead or contact them via social media.
- If you have any doubts concerning certain **bills**, contact your provider to make sure that you do not become a victim of fraud.
- Be wary if you receive an **email** from somebody you do not know. If the email address seems suspicious, block it immediately as spam.
- Check the **identity of websites** you visit. When using an online banking site or making a purchase online, make sure that you are on the right page by checking that the prefix **https://** appears before the web address (URL) (the 's' means that it is protected by security protocols). The URL of your bank's website should also be preceded by a padlock. If there is no padlock, do not make any payments as your bank details risk being stolen.
- Delete **emails containing extremely attractive purchase conditions** for various retailers.
- If you receive **emails containing files from an unknown sender**, NEVER open them. Do not click on any links and do not reply.
- If you receive unsolicited **promotional emails**, you can unsubscribe. Companies do not have the right to contact individuals without their consent, so it could be a scam.
- Be wary if you are **asked for donations** as scammers sometimes pose as charities.
- Do not share **personal information** regarding you or your family on social networks, such as your address, the dates of upcoming holidays or your grandchildren's school. Protect your account using the security settings. Any photos you post must not display information that could reveal your identity.
- Be wary if somebody **unknown to you** contacts you online. Pay attention to the information you share.
- And since it is better to be safe than sorry, **if your doorbell rings**, make sure that you only open the door to people that you know.

i **USEFUL WEBSITES:**

<https://safeonweb.be/en>

<https://www.bee-secure.lu/fr/themes/arnaques>

2019 AIACE conference: see you in Lisbon!

The annual AIACE conference will take place in Lisbon from 18 to 22 May 2019, when the Association will celebrate its 50th birthday. AIACE members will gather together to celebrate this event (which they are already busy preparing). The programme will be slightly different next year and there will be more conferences/debates with guest participants spread out over two half-days. Most importantly, AIACE has made an extra effort to lower costs and make participation more accessible to as many people as possible, thanks in part to the efforts of its Portuguese colleagues. As usual, representatives of the administrations will be present at the General Assembly to share the latest news and answer participants' questions as best they can. Participation in the General Assembly and workshops is obviously free of charge for AIACE members. Interesting excursions are planned for after the meetings. The programme details will soon be made available on the AIACE website.



<http://aiace-europa.eu/>

New opening times for buildings and garages in Brussels

As of the beginning of September the **opening hours of some of the European Commission buildings and garages changed**. After having studied the habits of the users, it became clear that **some buildings and garages open too early and close too late**.



Opening 30 minutes later or closing earlier will not only significantly reduce the guarding cost, but will also contribute to energy savings, while continuing to offer the same service.

<https://myintracomm.ec.europa.eu/retired/en/Pages/index.aspx> > **Staff Matters > Buildings and mobility > Buildings and car parks > buildings opening hours**

The new and improved Staff Matters Portal

The Staff Matters section on My IntraComm has been significantly improved. New features are available: next time you browse for information on medical costs, access to Commission buildings or other issues, you will notice an improved structure, layout and search engine which will allow you to find what you need now much easier.



Thanks to this new structure, all Staff Matters-related information provided by PMO, DG HR, OIB and OIL becomes now more accessible.

The new Staff Matters Portal is a project jointly managed by DG HR and PMO, and developed by DIGIT. PMO will start using it by the end of the year, replacing the current PMO Contact. This project involves changes in practice and new features compared to PMO Contact. In practice, the user will be encouraged first to read the information on the Staff Matters Portal; if he or she does not find an answer, a question may be asked. That is why the content of the Staff Matters pages is being constantly improved.

<https://myintracomm.ec.europa.eu/retired/en/Pages/index.aspx> > **Staff Matters > Staff Matters: all topics**

★ CHIEF EDITORIAL: ANDREEA DANULESCU

🎨 GRAPHIC DESIGN & IMPRESSION: OIB CONCEPT & REPRODUCTION

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