



Annual Activity Report 2021



**EUROPE DIRECT
CONTACT CENTRE**

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a single helpline for citizens

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Video and photos about the EDCC:
<https://audiovisual.ec.europa.eu/en/topnews/M-004627>

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How did the contact centre operate?



How did the contact centre operate?

The Europe Direct Contact Centre (EDCC) is a single helpline for citizens who want to get in touch with the European Union. It is an important channel through which the European Union interacts with citizens. It is managed by the European Commission's Directorate-General for Communication and is operated by an external contractor on behalf of the Commission.

In 2021, the EDCC continued replying to citizens' enquiries about the European Union in all 24 official languages on a variety of subjects, often about the practical and tangible benefits of EU policies and programmes.

The EDCC replied to a total of 204 475 questions. They were treated via email (71.1%) or phone (28.9%).

The number of questions handled by the EDCC was by far the highest in 20 years history of the contact centre. It was 39% higher than the number of replies in 2020.

The year was dominated by the coronavirus pandemic: 55 725 questions or 27% of all of the questions in 2021 related to the virus and the EU response. They concerned a wide range of specific sub-topics. During the summer of 2021, we recorded a significant raise in the number of questions regarding information on safe travel and health measures in EU mainly about vaccination and test requirements.

The replies included 25 818 replies to chain letters. Chain letters are sent from different citizens who in a coordinated action send the same or very similar questions. The most important topic in this context concerned Italian national rules that required an EU Digital COVID Certificate ('Greenpass') for access to certain venues and activities. The replies underlined that such decisions were taken by national authorities and explained the EU's role in coordinating the policy response and providing vaccines and the EU Digital COVID Certificates.

While coronavirus-related questions were a substantial part of all questions, the largest number of enquiries concerned individual rights and opportunities offered by the EU such as the freedom of movement, consumer rights, passengers' rights, rights of residence, employment opportunities in other EU countries, social protection rights and grants under the new generation of EU funding programmes 2021-27.

A corporate communication service

The Europe Direct Contact Centre serves citizens on behalf of the whole Commission. The EDCC Charter, endorsed by the Commission's Corporate Communication Steering Committee in 2020 set guidelines for the cooperation with different departments. The aim is to keep all citizens well-informed as well as to save resources for officials.

The EDCC cooperates daily with so-called 'back offices' in most directorate-generals of the Commission as well as other entities. To help keep a common understanding of the work, an annual interservice meeting as well as other working meetings were set-up, and in 2021 a new M365 Teams channel was created.

The 'back offices' provide guidance and training on the replies within their area of competence. They also replied to the questions that are more complex or sensitive. The share of questions which had to be escalated to a 'back office' was 4.5% in 2021 - which is in line with the aim of 5% set in the EDCC Charter.



Successful transition to a new external contractor in combination with important innovations

On 1 February 2021, a new external contractor started operating the EDCC on behalf of the Commission, following the regular renewal of the Framework Contract and the related tender procedure. The change did not cause any major disturbances in the operations and we continued to offer high quality, coherence and efficient replies.



As part of the new contract, some important innovations were introduced including a new pricing system to further enhance cost-efficiency, a new approach to knowledge management in line with the Commission's corporate policy, and remote working arrangements for EDCC staff. This allowed the service to be provided from different geographic locations across the EU, a model that proved particularly important in the context of the coronavirus pandemic.

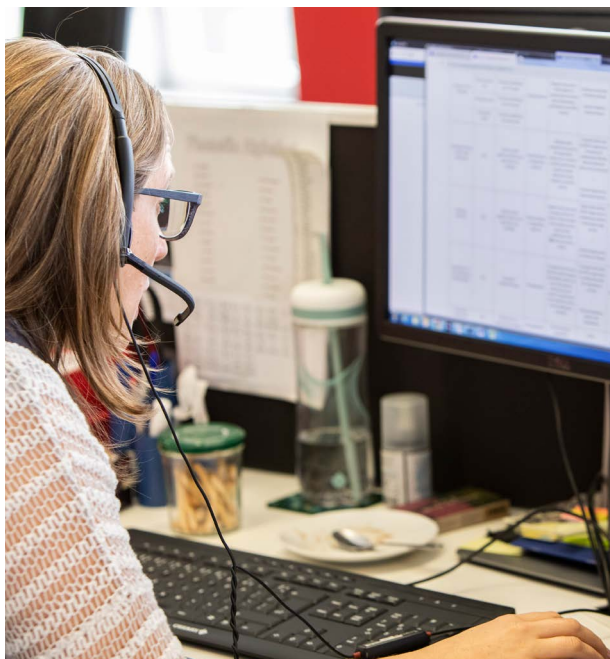
Cooperation with European Parliament and Council

The Europe Direct Contact Centre does not only cooperate with all concerned Commission services but also with the European Parliament and the Council in order to guide citizens to specific services offered by the other institutions in their area of responsibility, such as the 'Ask EP' service of the European Parliament or the Council's 'Public Info' service to citizens. Cross-promotion of the various services also takes place, and the EDCC's contact details are mentioned on relevant interinstitutional pages on the Europa website.



Efficient knowledge management

EDCC staff has access to a dedicated knowledge base. This allows them to give an accurate and fast service to citizens.



The knowledge base contains information about the EU, officially published articles on the web, replies received from experts of the EU institutions who have instructed the EDCC as well as all the previous replies to questions received. DG Communication is currently undertaking a major effort to reorganise this knowledge base in a forward-looking way, also in a technical sense. This follows the Commission's strategic data policy.

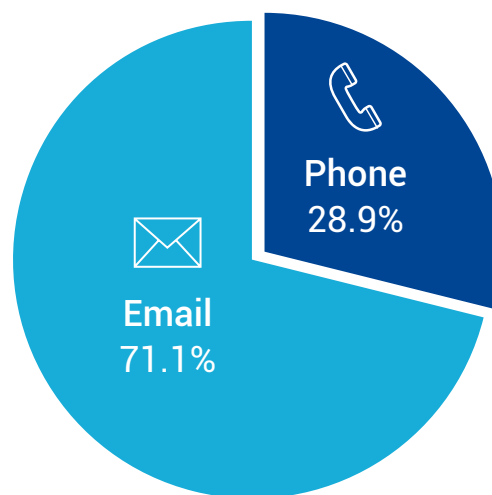
Gradually over the next years, we foresee to apply machine learning to the knowledge base and set-up artificial intelligence software to help to provide automatic replies. It will also make it possible for people outside the EDCC to access the knowledge base.

Number of questions

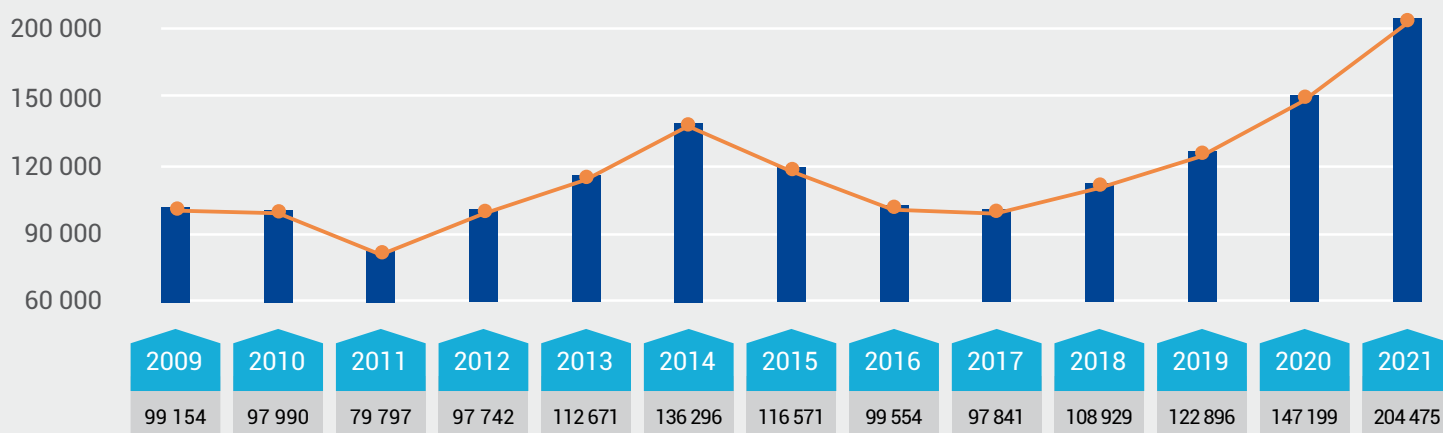
In 2021, the Europe Direct Contact Centre replied to 204 475 questions.

28.9% of the questions received were answered by phone. This share has remained largely stable over the years: in 2020 it was 23.3%, but in 2021 this percentage increased to the 'normal' level close to 30%.

The email questions were sent by citizens through web-forms on Europa. However, 2 917 of the almost 205 000 questions received in 2021 reached the EDCC through an internal transfer, after the citizens had sent the questions directly to a staff member of the EU institutions.



Trend in number of questions over years



In 2021, the EDCC saw an increase in replies to questions by 57 276 replies compared to 2020 - an increase of 39%. The coronavirus pandemic contributed to the increase, but it was not the only explanation. 55 227 questions in 2021 related directly to coronavirus (including 25 818 chain letters), in comparison to 22 259 questions in 2020. There was also a steady increase in the number of questions on many other subjects, suggesting a greater interest in EU matters and/or awareness that the EU can be contacted directly in case of questions.

Response time



20 seconds

average pick-up time



4.7 days

average time to reply to emails

The EDCC picked up the phone after an average of 20 seconds.

When a citizen wrote to the EDCC, a reply was given on average after 4.7 days. The promise of the EDCC was to reply within 3 days. This did not include 6.5% of the questions which were so sensitive or technical that they had to be examined by the competent experts in the Commission services.

The time in replying to emails was influenced by the huge influx of questions related to the coronavirus pandemic and in particular travel rules. It was not possible to predict the coronavirus situation and the EDCC had to hire and train extra staff. In particular, during the months of August to November the reply time was above target. From December 2021, the average time in replying to emails was down to 1.2 days. This was the same figure as for 2020.



Questions per country

Country of residence	Number of questions	% of EDCC volumes	Per 100,000 inhabitants
Italy ¹	43 707	21.4%	73.3
Germany	19 545	9.6%	23.5
Spain	15 308	7.5%	32.3
France	13 315	6.5%	19.8
Belgium	11 328	5.5%	98.3
Portugal	5 882	2.9%	57.1
Poland	5 820	2.8%	15.3
Netherlands	5 641	2.8%	32.4
Romania	5 069	2.5%	26.2
Greece	4 663	2.3%	43.5
Sweden	3 759	1.8%	36.4
Hungary	2 973	1.5%	30.4
Austria	2 884	1.4%	32.4
Bulgaria	2 841	1.4%	40.9
Ireland	2 706	1.3%	54.5
Czechia	1 999	1.0%	18.7
Croatia	1 992	1.0%	49.1
Denmark	1 942	0.9%	33.4
Slovakia	1 917	0.9%	35.1
Finland	1 731	0.8%	31.3
Lithuania	1 385	0.7%	49.6
Cyprus	1 303	0.6%	146.7
Slovenia	1 161	0.6%	55.4
Malta	969	0.5%	188.3
Luxembourg	816	0.4%	130.3
Latvia	780	0.4%	40.9
Estonia	414	0.2%	31.2
Total EU	161 850	79.2%	36.2

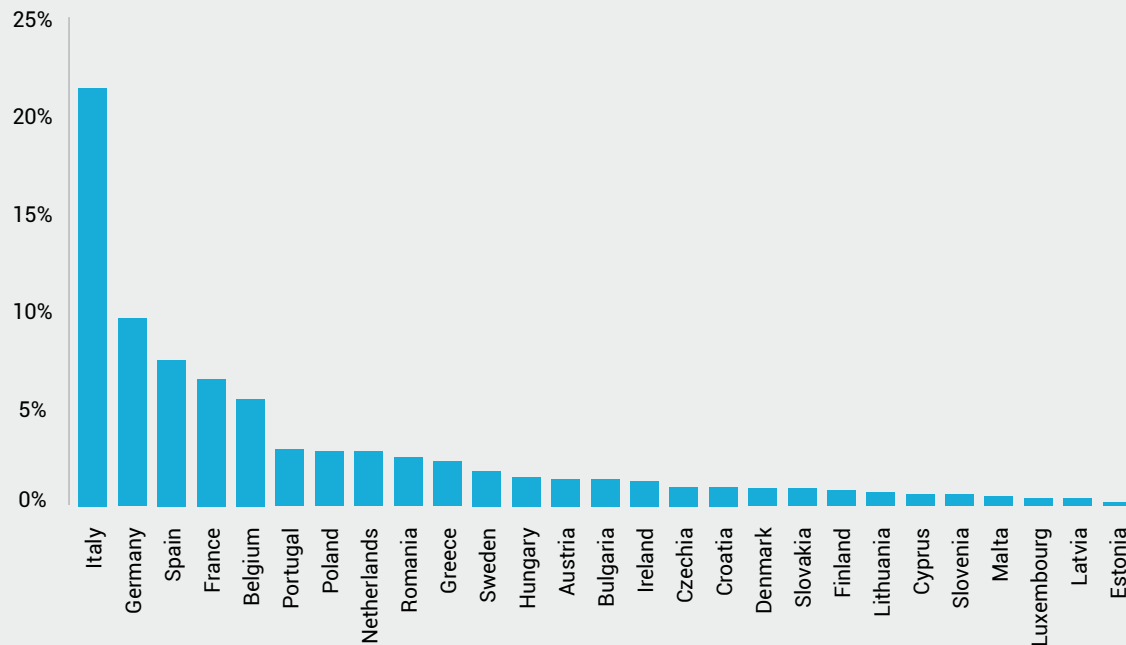
Questions came from all EU countries. In absolute numbers, the highest number of questions came from Italy, followed by Germany and Spain. Compared to the size of the population, Belgium and some of the smaller Member States were over-represented. Poland and Czechia were the countries with fewest questions compared to the population. 17.6% of the questions came from outside the EU, this share decreased from 24% in 2020.

Country of residence	Number of questions	% of EDCC volume
United Kingdom	8 539	17,6%
Other European countries than the EU and the UK)	8 901	
Asia	6 765	
North America	4 274	
Latin America	3 759	
Africa	3 911	
Unspecified	6 475	
Grand total	204 475	3.1%

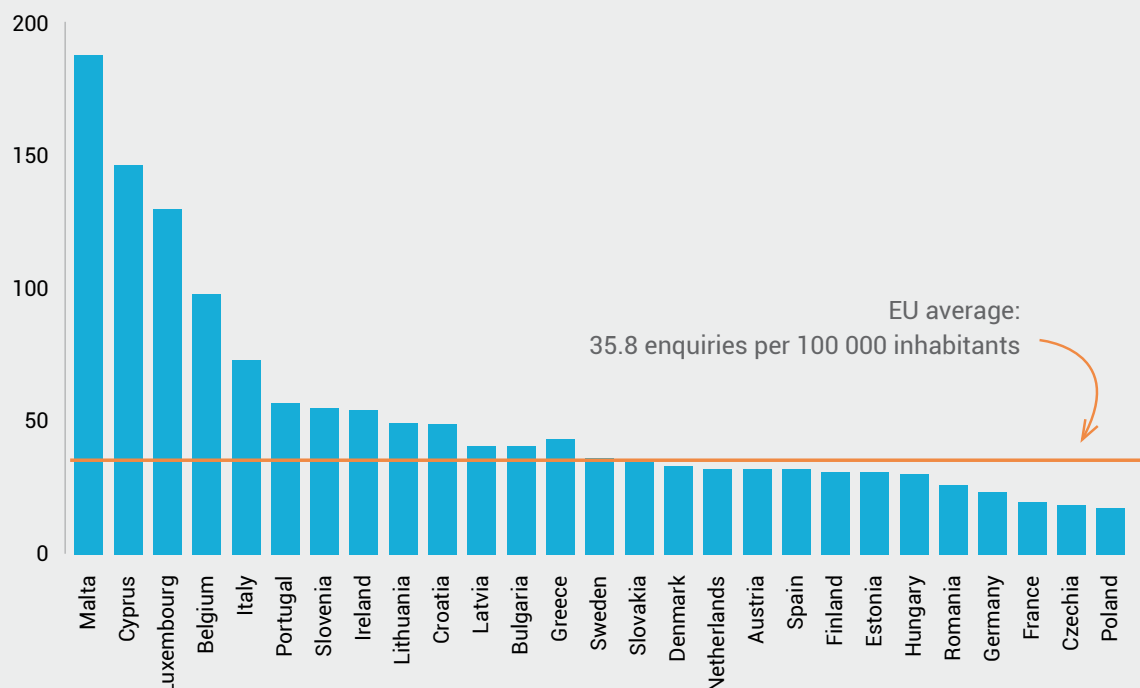
¹ This includes 25 842 chain letters in Italian. If these were excluded, Italy would be the country with the second most questions, namely 17 865.



Questions by country as a percentage of total number of EDCC questions, excluding 'unspecified' questions.



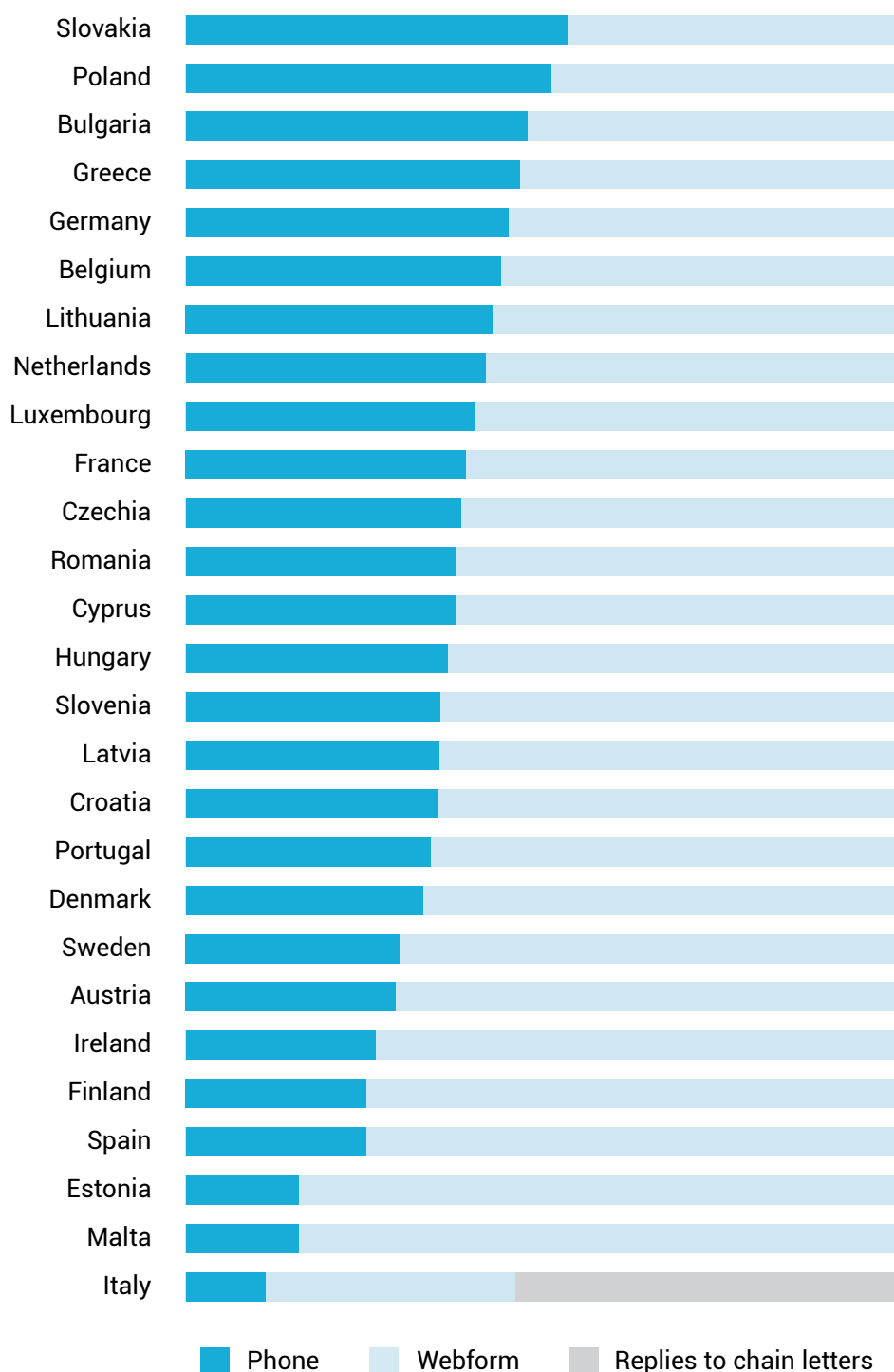
Questions by country per 100 000 inhabitants of the country's population (excluding 'non-EU' and 'unspecified' enquiries)



Questions by country and channel

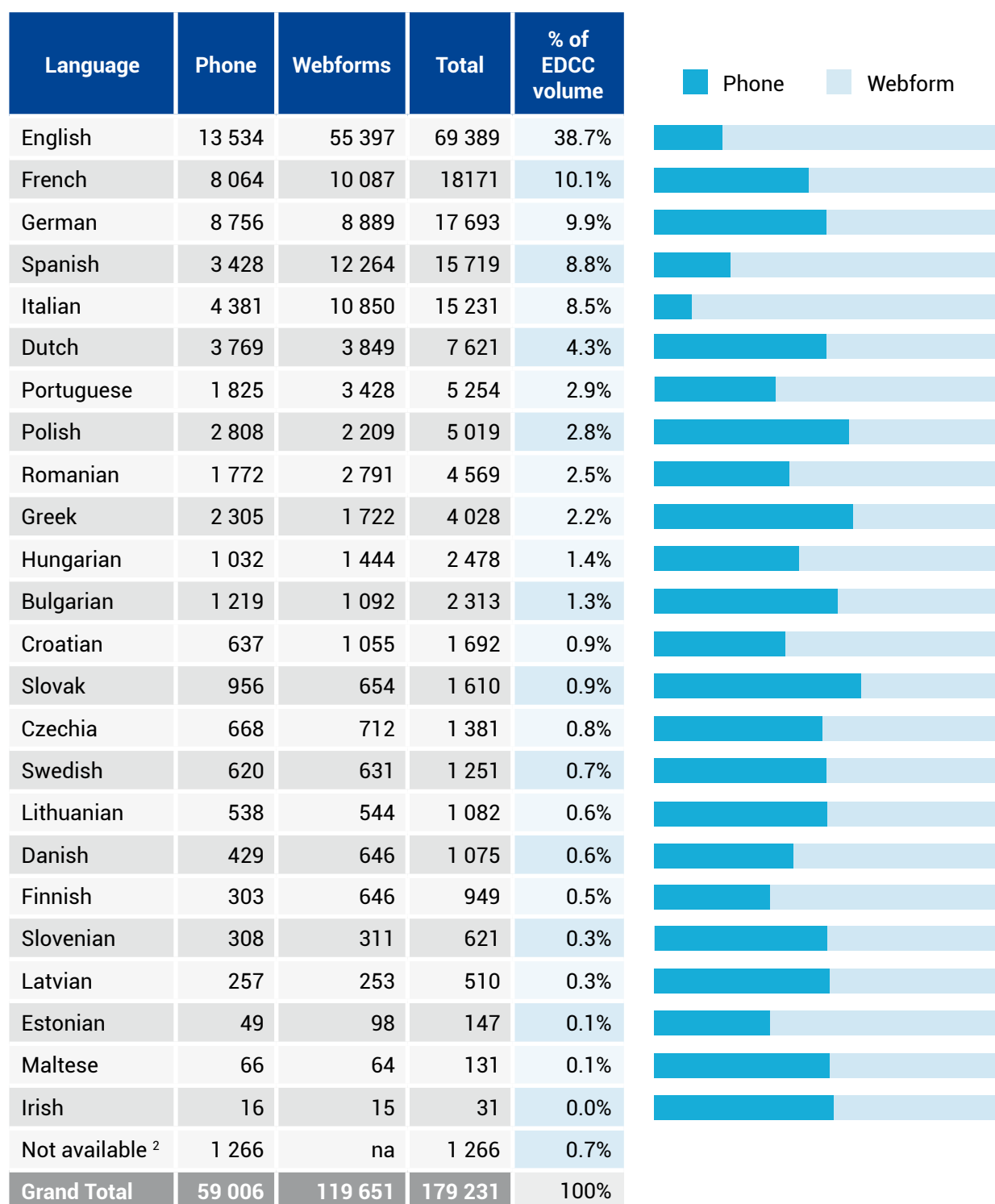
About 29% of the questions were phone conversations. The countries that used the phone the most compared to webforms were Slovakia, Poland, Bulgaria, Greece and Germany with 40-50% of the total enquiries. Least likely to use the phone were citizens situated in Malta or Estonia.

Questions per country and channel as percentage of the total number of questions.



Questions per language

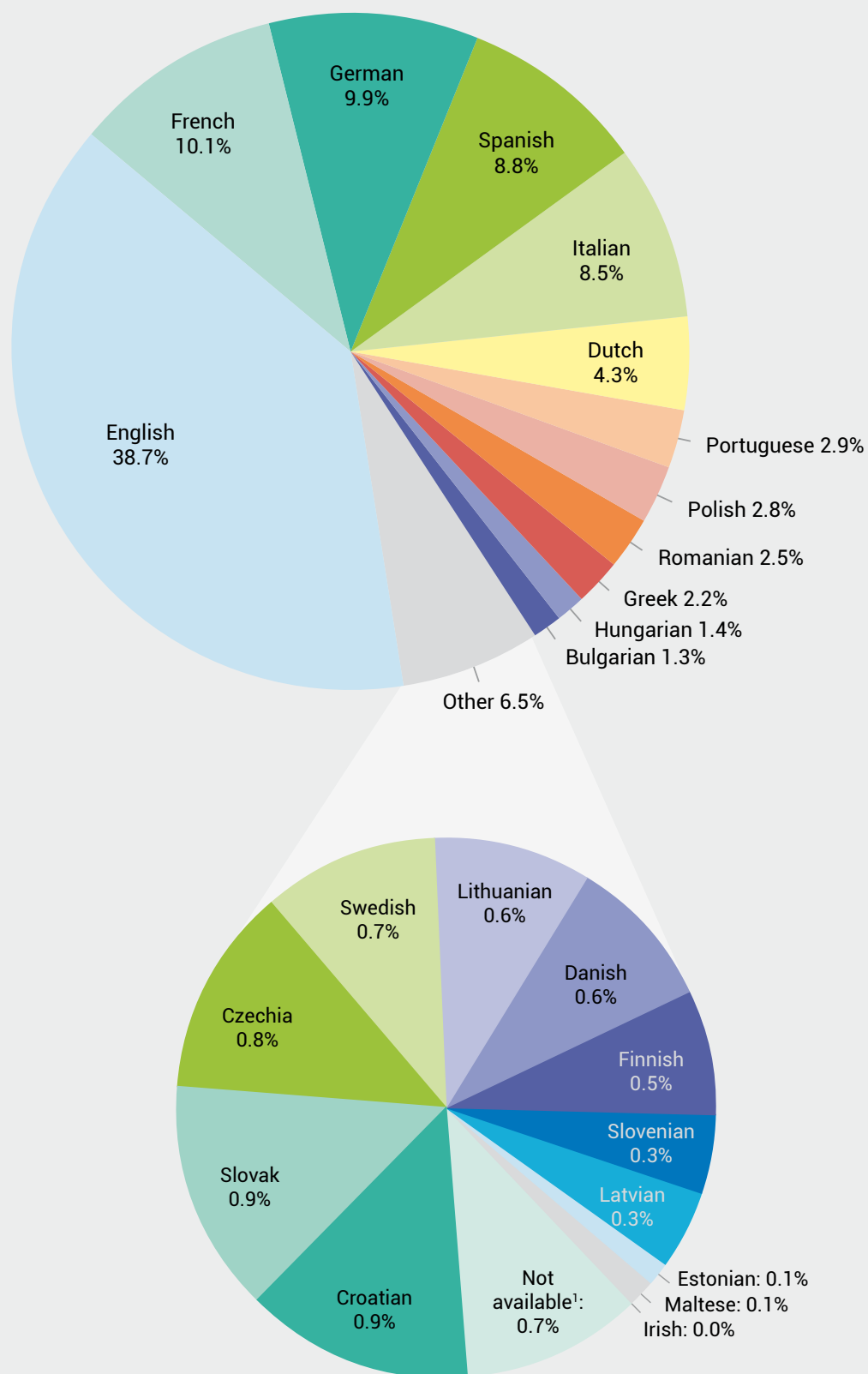
The EDCC replied in all 24 official EU languages, but almost 39% of the enquiries were in English. Some citizens, when asking questions from non-English speaking countries, prefer to use English in particular for written questions¹.



¹ The table excludes 25 842 chain letters in Italian.

² Cases where the language was not registered due to a temporary technical error.

Questions by language



Language trend over the years

English remains by far the most used language by citizens contacting the EDCC. However, for the first time in the history of the EDCC, the share of English language questions fell in a significant way. This seemed to be related to the surge, in the summer of 2021, of questions about coronavirus travel rules. They were, to a relatively high degree, asked by EU citizens using other languages than English. The share of English language questions increased again towards the end of 2021 and at the start of 2022.

Percentage (%) of all questions per year for the five most used languages

	English	French	German	Spanish	Italian
2016	44.2%	10.9%	9.3%	5.6%	5.2%
2017	49.4%	11.5%	9.4%	7.5%	5.2%
2018	48.2%	10.9%	10.8%	8.0%	5.2%
2019	45.0%	10.5%	10.6%	7.7%	6.0%
2020	47.8%	9.0%	9.0%	8.6%	6.4%
2021	38.7%	10.1%	9.9%	8.8%	8.5%

The 2021 figures exclude 25 842 chain letters in Italian. If they were included, the shares in 2021 would be 33.9% for English, 17.8% for Italian, and other languages would have slightly lower shares.



Escalations

By far the largest number of questions are replied directly by the EDCC based on general guidelines and information already published. However, 4.5% of the questions were so technical or sensitive that the EDCC had to ask experts within the European Commission or other EU entities – so-called 'escalations'. This was a clear decrease compared to 2020, when the figure was 7.4%.

The aim of the Directorate-General for Communication was to keep this rate at 5%, since fewer escalations mean faster replies to citizens and less work in the various EU departments. This decrease was due to a deliberate effort made by the EDCC to readily acquire the information needed to be able to reply directly to citizens. It was also helped by the large number of questions in 2021 about coronavirus related cross border travel rules, which were mostly replied to with reference to the 'Re-Open EU' platform. The calculation includes the 25 842 chain letters replied by a few standard replies. If they were excluded, the escalation rate would be 5%.

The Research Executive Agency, responsible for the implementation of the Horizon Europe programme, maintains guidelines that require more questions to be escalated than for other subjects. When the research area is included, the escalation share is 6.5%. This share was 12.4% in 2020.

The table shows the entities that work as a formal 'back office'. The Directorate-General for Communication 'back office' handles escalations under the competence of other entities within the EU institutions.

In addition to these escalations, the EDCC also transferred 420 questions to 'Your Europe Advice' and 149 to 'SOLVIT'. These services are operated by DG GROW, and replied to citizens within their particular fields, namely legal advice related to the single market and issues with public authorities.

Back office	Escalations	% of EDCC volume
Research Horizon Europe	4 158	32.2 %
SANTE	1 238	9.6%
COMM	935	7.2%
GROW	838	6.5%
Europass	567	4.4%
TAXUD	485	3.8%
ENV	392	3.0%
TRADE	321	2.5%
FISMA	318	2.5%
ENER	291	2.3%
JUST	276	2.1%
External Action	269	2.1%
MOVE, incl. passenger rights	264	2.0%
EMPL	259	2.0%
WIFI4EU	254	2.0%
European Parliament	208	1.6%
AGRI	203	1.6%
EAC	187	1.4%
Web EUROPA	186	1.4%
EMPL	178	1.4%
CLIMA	168	1.3%
SG, incl. Citizens' Initiative	132	0.9%
HOME	128	1.0%
MARE	97	0.8%
BUDG	88	0.7%
Council	86	0.7%
ECFIN	86	0.7%
REGIO	84	0.7%
INTPA	72	0.6%
European Institute of Technology	65	0.5%
ECHO	52	0.4%
NEAR	51	0.4%
DGT	51	0.4%
CNECT	42	0.2%
EPSO	23	0.2%
EC SOLVIT	23	0.2%
Grand Total	12 899	100.0%

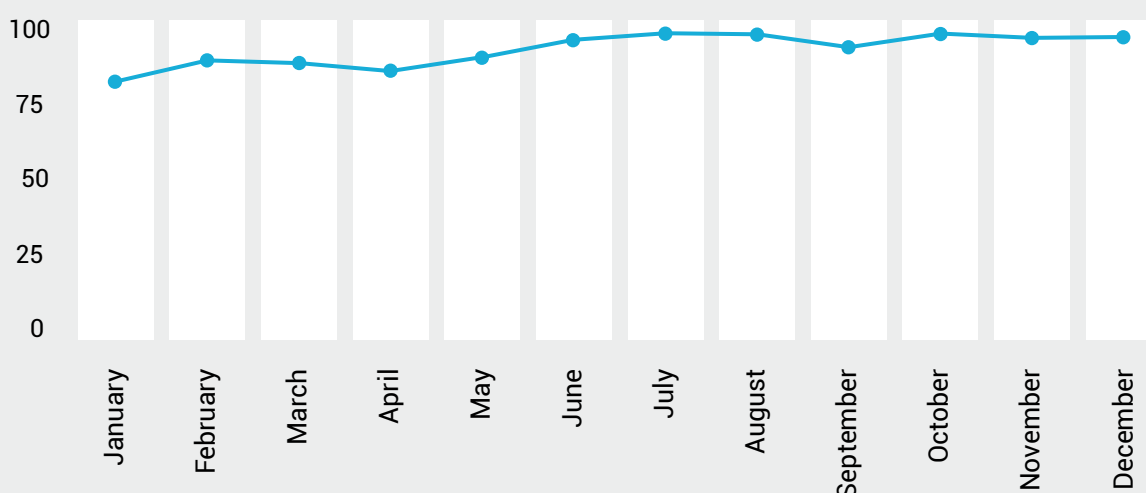


User satisfaction

Citizens may give feedback to the EDCC service when they receive a reply, whether the reply is given via phone or by e-mail. In 2021, 6.1% of the citizens made use of this opportunity. The overall satisfaction rate in 2021 was 90.9%, in comparison to 85.5% in 2020.

	Satisfied	Dissatisfied	Total	Satisfaction rate
January	1 404	344	1 748	80.3%
February	356	54	410	86.8%
March	414	67	481	86.1%
April	372	73	445	83.6%
May	561	80	641	87.5%
June	942	66	1 008	93.5%
July	1605	81	1 686	95.2%
August	1 338	72	1 410	94.9%
September	1 373	135	1 508	91.1%
October	1 319	66	1 385	95.2%
November	1 175	80	1 255	93.6%
December	886	55	941	94.2%
Total	11 745	1 173	12 918	90.9%

Satisfaction rate %



**What did
citizens ask
about?**



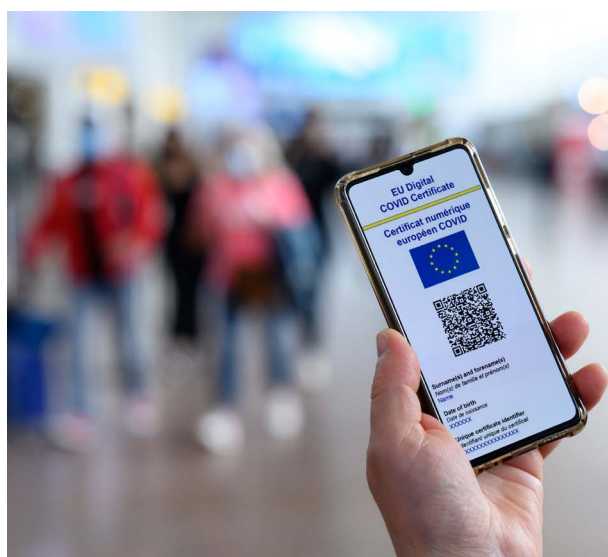
EU coronavirus response: vaccines, certificates and travel

The coronavirus pandemic dominated the year 2021.

The EDCC replied to a total of 55 725 questions related to the coronavirus pandemic, this was 27% of questions relating to all subjects in 2021. This included about 25 000 questions which were chain letters coming from Italians concerning the use of the EU Digital COVID Certificate.

When the coronavirus pandemic started in early 2020, the majority of questions were related to the compensation for cancellations and changes in EU schemes. As from the summer of 2020, the focus changed to border travel rules. This trend continued as the main focus of citizens throughout 2021.

In particular, in the summer of 2021, there was a considerable increase in the number of questions about travel rules. At the time, international travel was possible but subject to a number of different and changing rules in respect to vaccination, testing and registering. A number of questions also related to travel into the EU from non-EU countries.



The official 'Re-Open EU' platform, which contains updated travel and health information across European countries played a central role in the replies to these questions. The EDCC thereby contributed to make this service known to a wider public.

Other coronavirus-related topics concerned the EU effort to ensure vaccines, the EU Digital COVID certificate and a large range of other topics related to EU competence. For example, the social security rules related to living and working in non-EU countries, consumer protection, influence on EU grant schemes and the economic coordination to help companies to survive the crisis.

CORONAVIRUS TOP SUBJECTS	Number of questions	% of coronavirus volume
Public health ¹	31 581	56.7%
Migration and Home affairs (border crossing)	17 211	30.9%
Justice and Consumers' rights	5 425	9.7%
Not EU competence	382	0.7%
Mobility and Transport	310	0.6%
EU general and Member States	130	0.2%
Employment and social affairs	111	0.2%
EU institutions	141	0.3%
Enterprise and industry	59	0.1%
Other	375	0.7%
Total	55 725	100.0%

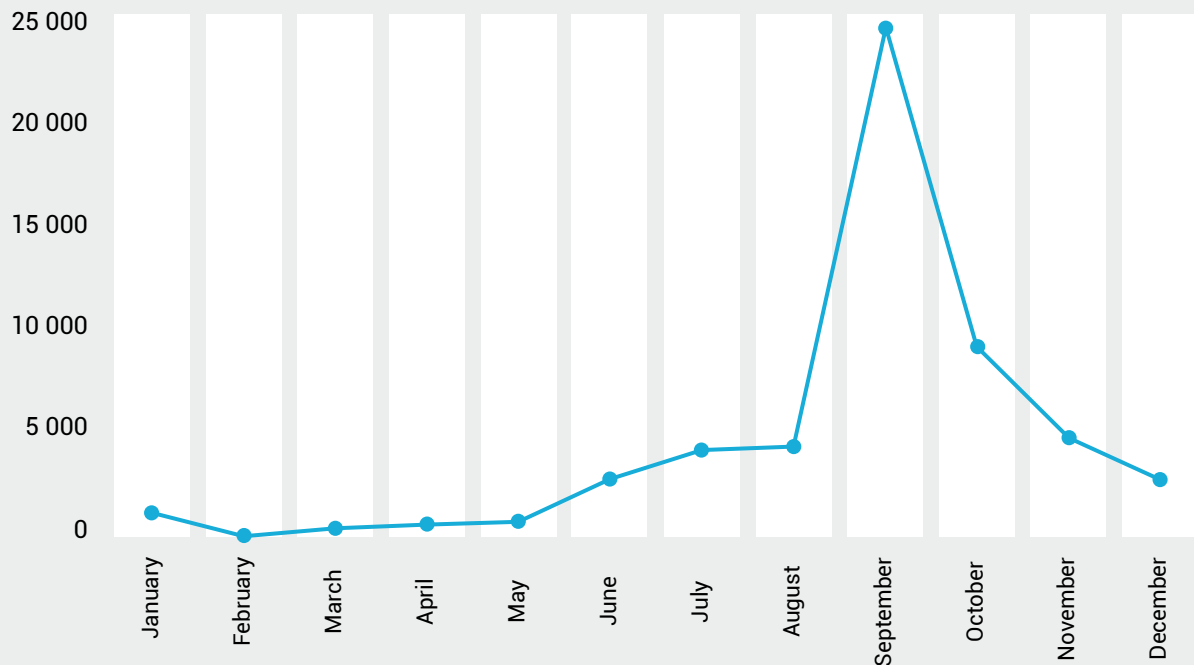
¹ including 25 842 chain letters

Examples of coronavirus-related questions:

- I plan to drive from Netherlands to Spain next week. What shall I do?
- I live in Ireland and plan a trip to Prague on 2nd December. I am fully vaccinated and hold an EU Digital COVID Certificate. Do I need to have a PCR test as well?
- I am an Italian citizen and resident in Buenos Aires, Argentina. I would like to know if, with the current restrictions, I could enter the EU through Madrid with my European (Italian) passport.
- I want to know where I can find information about the coronavirus pandemic in the Netherlands since I want to move there from Northern Ireland.
- I have ordered tickets for a football match, which cannot take place for well-known reasons, and I will not get my money back.
- How can I check if a face mask that I have is certified correctly?
- I am a Polish citizen residing in Austria but received three Pfizer vaccines in Israel and I have a vaccination certificate. It is possible to convert it to the EU Digital COVID Certificate?
- I have a company in Italy and need to send an employee to Belgium for a few days (posted worker). What are the rules to follow, and also what are the coronavirus rules (quarantine etc)?
- I am a Spanish citizen working in Ireland and would like to telework from Spain due to coronavirus and personal issues. I would like to be covered by the social security of Ireland and keep paying taxes in Ireland.
- I would like to apply for the EU's MCSA postdoctoral fellowship. Are my years of experience in research in Switzerland and in the United Kingdom since 1 January 2021 considered as time spent in third countries? And is furlough due to coronavirus pandemic considered as career break?
- The Commission adapted a temporary framework for state aid and measures to support the economy in the content of the coronavirus. I read that the Commission proposed a new extension until June 2022. I would like to know when the Commission will take a final decision?
- Can you give us any advice on how to proceed regarding VAT rates and coronavirus antibody tests?



Number of coronavirus questions replied by month

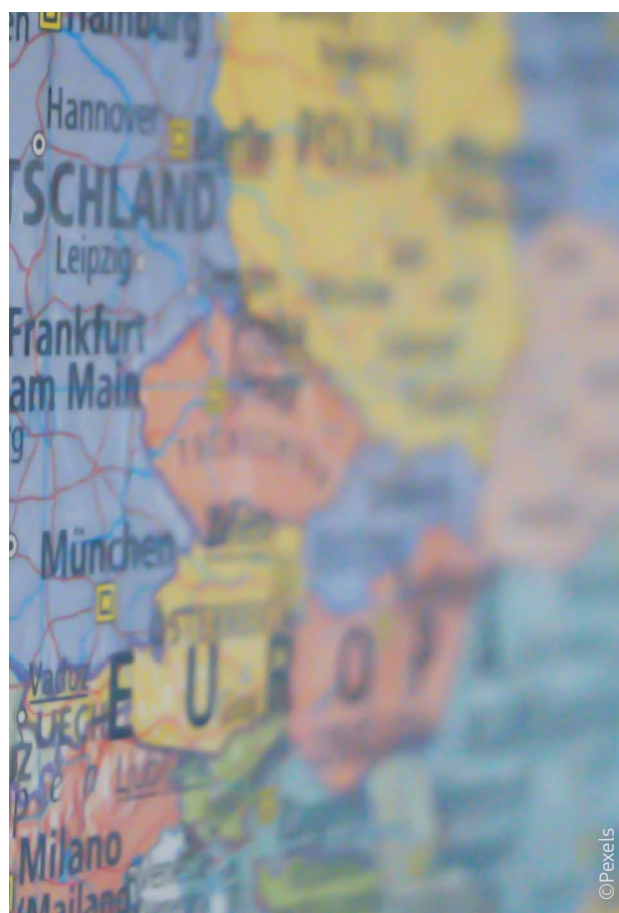


Coronavirus questions by country

Questions related to coronavirus pandemic came from all EU countries and also from outside the EU (9.1%). There was no significant difference compared to questions on other subjects.

Country of residence	Number of questions	% of coronavirus volume
EU	50 650	90.9%
Italy ¹	31 216	56.0%
Belgium	2 700	4.8%
Spain	2 694	4.8%
France	2 672	4.8%
Germany	2 444	4.4%
Greece	1 032	1.9%
Portugal	993	1.8%
Poland	701	1.3%
Netherlands	546	1.0%
Romania	526	0.9%
Ireland	518	0.9%
Hungary	515	0.9%
Slovakia	509	0.9%
Lithuania	454	0.8%
Sweden	452	0.8%
Bulgaria	431	0.8%
Cyprus	346	0.6%
Austria	333	0.6%
Croatia	309	0.6%
Czech Republic	265	0.5%
Malta	230	0.4%
Slovenia	194	0.3%
Luxembourg	178	0.3%
Latvia	157	0.3%
Finland	115	0.2%
Denmark	87	0.2%
Estonia	33	0.1%

Country of residence	Number of questions	% of coronavirus volume
Non-EU	5 075	9.1%
North America	1 075	1.9%
Other European Countries	970	1.7%
Latin America	938	1.7%
United Kingdom	859	1.5%
Asia	427	0.8%
Africa	136	0.2%
Other	670	1.2%
Total	55 725	100.0%



©Pexels

¹ Including 25 842 chain letters

Helping citizens cope with Brexit

The United Kingdom left the EU on 1 February 2020. The practical consequences continued to cause uncertainty during 2021.

On the 1 January 2021, the formal transitional period ended. In order to help with this the EDCC was exceptionally open for citizens during two weekends, at the end of December 2020 and beginning of January 2021.

The contact centre replied to 2 776 questions related to Brexit in 2021. This compared to 3 809 in 2020 and 4 463 in 2019. Topics most asked about were customs rules, residence and travel right. 42% of the questions came from people residing in the UK - either EU or British citizens.



Practical questions on EU funding

2021 was the first year of the new long-term budget of the EU with a range of new funding programmes and the start of the Next Generation EU stimulus package at the heart of Europe's recovery plan.

The EDCC continued to reply to enquiries related to EU funding opportunities. The most prominent example is the EU research programme: Horizon Europe. Thanks to the Research Enquiry Service, the EDCC was able to answer to 9 635 questions from applicants and participants under this programme.

For citizens the most popular grant programmes are in the youth field: [Erasmus+](#), [Discover EU](#) (travel pass for railway journeys) and the [Solidarity Corps](#). A large network of dedicated helpdesks exist to assist young people with these opportunities, in particular the Eurodesk, but there were nevertheless 5 639 questions directed to the EDCC.

[Europass](#) is the scheme that helps promote learning and working in other EU countries, most known to help create EU-wide CVs. The EDCC helped 6 464 citizens use the portal.

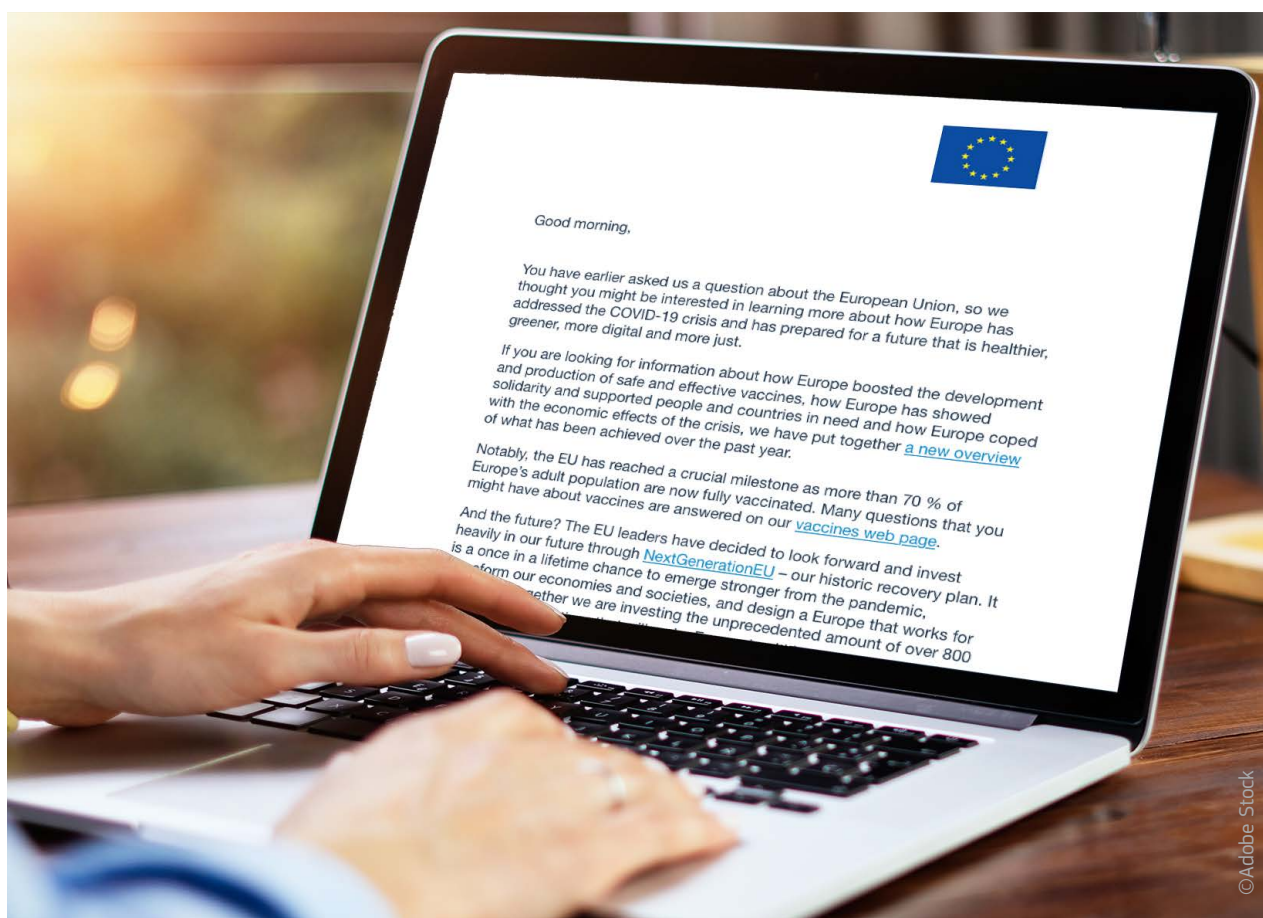
The EDCC also provided practical support to citizens involved in [WiFi4EU](#), which helps municipalities to set up free wifi nets for the public. This related to 2 200 questions.

Proactive outreach on EU priorities

The EDCC helped communicate EU policies, not only by replying to questions received but also through a proactive information email to 183 000 citizens who had earlier contacted the EDCC and had explicitly accepted to be contacted again. This newsletter was sent out in October 2021 and informed them about the EU's policy response to the coronavirus pandemic, the NextGenerationEU recovery plan and campaign, the State of the Union speech by President von der Leyen and the Conference on the Future of Europe.

The EDCC also replied to 231 questions about how to access the special web portal of the Conference on the Future of Europe, during which citizens could take part in the debate via a special web portal.

All written replies from EDCC to any question contains a footer, which draws attention to overall EU priorities. In 2021, they were related to coronavirus as well as the State of the European Union speech by the Commission president and to the Conference on the Future of Europe.



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Topics

In 2021, many of the questions received related to the coronavirus pandemic. In particular, the right to travel, the restrictions implemented by the EU countries but linked to the EU-wide vaccination. This contributed to the impression seen every year, that the largest number of questions concerned individual rights and opportunities offered by the EU. This also included questions relating to consumer rights, rights of residence, jobs opportunities, social protection, study grants and passenger rights.

TOP 10 TOPICS	Number of questions	% of EDCC volume
Food safety and public health ¹	37 635	18.4%
Migration and home affairs	35 010	17.1%
Justice and consumers' rights	18 523	9.1%
Employment and social affairs	10 954	5.4%
Research – Horizon Europe	9 635	4.7%
Education and culture	8 590	4.2%
EU institutions	6 899	3.4%
Customs and taxation	6 565	3.2%
Europass	6 464	3.2%
Mobility and transport, including passengers' rights	6 335	3.1%
Total	146 610	

¹ Including 25 842 chain letters concerning the use of EU Digital COVID vaccination certificates in Italy.

OTHER TOPICS	Total	% of EDCC volume
Enterprise and industry	5 762	2.8%
Foreign policy	3 282	1.6%
EU careers	2 877	1.4%
EU general and Member States	4 244	2.1%
Environment	2 245	1.1%
WIFI4EU	2 200	1.1%
External trade	2 169	1.1%
Energy	1 457	0.7%
Financial markets and capital movements	1 431	0.7%
Internal market and services	1 426	0.7%
International partnerships	1 338	0.7%
Mobility and transport (other than passenger rights)	925	0.5%
Climate action	923	0.5%
Agriculture and rural development	908	0.4%
Europa server	771	0.4%
Europe Direct	702	0.3%
Information society and media	652	0.3%
Regional policy	611	0.3%
Your Europe Advice	461	0.2%
European Parliament	442	0.2%
Humanitarian aid	389	0.2%
Competition	376	0.2%
Enlargement	327	0.2%
Budget	318	0.2%
SOLVIT	300	0.1%
European Institute of Innovation and Technology	298	0.1%
Council of the European Union	274	0.1%
Maritime affairs and fisheries	257	0.1%
Economic and monetary affairs	219	0.1%
Translation	116	0.1%
European Citizens' Initiative	114	0.1%
Out of scope ²	12 589	6.2%
Request for clarification ³	5 762	2.8%
Not available ⁴	2 466	1.2%
Request for contact details: all services	1 722	0.8%
Non-EU language ⁵	286	0.1%
Grand total	204 475	100.0%

² Questions that do not fall under the scope of the EU. The citizen receives a reply explaining why the EDCC cannot provide an answer to their question.

³ Enquiries with either no clear question or important details missing: the citizen receives a reply inviting them to submit this additional information.

⁴ Cases where the topic was not registered due to a temporary technical error.

⁵ Questions in other languages than the 24 EU official languages: the citizen receive an invitation to write back in one of the 24 EU official languages.

Details of the most popular topics

These tables provide more detailed information about the exact issues citizens were interested in under the previously mentioned top 10 topics. In addition, it lists the sub-areas related to external relations.

FOOD SAFETY AND PUBLIC HEALTH	37 635
Public health	33 917
Food	1 458
Animals	1 372
Specific documents, reports and legislation	338
Medical devices	259
Plants	218
Funding	49
Scientific committees	24

MIGRATION AND HOME AFFAIRS	35 010
Information Systems for Borders, Migration and Security	30 368
EU migration policy	4 193
Specific documents, reports and legislation	277
Funding	63
Counter-terrorism	40
Law enforcement and security	37
Agencies (EASO, Europol, FRONTEX, eu-LISA)	32

JUSTICE AND CONSUMERS' RIGHTS	18 523
Free movement of EU nationals (residence, travel)	9 230
Consumers (rights and safety)	3 563
Civil justice	1 422
Family members of EU nationals (residence, travel)	1 421
Fundamental rights	571
Data protection	540
Specific documents, reports and legislation	387
Rule of law	339
EU citizenship	281
Anti-discrimination	245
Criminal law	206
Company law, corporate governance, corporate governance in banks and investment firms	95
Contracts and liability	79
Funding	63
Gender equality	60
Corporate social responsibility, responsible business conduct	21

EMPLOYMENT SOCIAL AFFAIRS AND INCLUSION	10 954
Moving and working in Europe	6 005
Rights at work	1 938
Social protection and social inclusion	1 314
Moving and working in Europe	629
Employment support	462
Specific documents, reports and legislation	221
Funding	221
Social protection and social inclusion	104
Agencies and partners	31
European Skills Agenda	15
Analysis, evaluation, impact assessment	14



RESEARCH ENQUIRY SERVICE	9 635
Info on Horizon Europe (NCPs legal docs guides forms)	2 250
Obtaining funding under Horizon Europe	2 206
Participant registration, legal and financial validation, LEAR	1 379
Request for clarification	841
Proposal submission and evaluation	657
Validation services	483
Previous framework programmes	406
Legal and financial issues	273
European Research Policy and non-Horizon Europe issues	249
Info about on-going Horizon Europe projects	209
Horizon Europe Policy issues	149
Communication	146
Expert	145
Certification and audit matters	62
Publications, reports of funded projects	41
Ethics	32
Gender equality	27
Outstanding problem with an on-going project	21
Other topics	80

EDUCATION AND CULTURE	8 590
Erasmus +	2 789
European Solidarity Corps	1 425
Education and training policy	1 142
Discover EU	1 425
Traineeships	695
Youth policy	506
Culture	456
Sports policy	101
Languages	51

EU INSTITUTIONS	6 899
European Commission	2 272
Decision making process	1 897
Publications Office	1 418
Others	676
Court of Justice	223
Personnel	204
Agencies	118
European Ombudsman	48
European Central Bank	28
Committee of the Regions	8
Court of Auditors	7

CUSTOMS AND TAXATION	6 565
Customs	3 009
VAT, business	1 787
Direct taxation	697
VAT, individuals	379
Excise duties	245
Tax co-operation and control	113
Website, documents corrections	113
Requests for documents	97
Indirect taxation	94
Fighting tax fraud and tax evasion	23
Requests for interview	8



EUROPASS	6 464
User support and technical issues	6 118
Suggestions, user feedback	107
Europass documents	82
Content and content issues	52
Cooperation and development	51
National Europass centres and partnerships	35
Political matters	19

MOBILITY AND TRANSPORT	6 335
Air passenger rights	3 693
Road safety	1 501
Transport policy	925
Road passenger rights	97
Rail passenger rights	69
Ship passenger rights	50
Political matters	19

EXTERNAL RELATIONS	7 505
Foreign policy	3 282
Trade policy	2 169
International partnerships	1 338
Humanitarian aid	389
Neighbourhood policy, enlargement	327

Hot topics

The EDCC registered some questions as 'Hot topics', in order to monitor the interest of citizens in respect to some contemporary political subjects. This came in addition and in parallel to the standard registration of the topic, which is done according to a stable classification system of all policy areas.

TOPIC	Number of questions
Coronavirus vaccination	27 613
Coronavirus general	20 610
EU Digital COVID Certificate	7 502
Brexit	2 776
Afghanistan	794
Conference on the Future of Europe	238
Directive on fixed-term work, Spain	198
Rule of law	116
A European Green Deal	51

