



EUROPEAid

Directorate General for INTERNATIONAL
COOPERATION AND DEVELOPMENT

DEVCO
Welcome Pack

2015

Please read me on your screen, I am full of useful links.
But you could print the '*Practical Information*' section for ease of reference.

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WELCOME

Dear Colleagues,

We are very pleased to welcome you to **DG International Cooperation and Development (DG DEVCO)**. We hope you will find it a pleasant and challenging working environment.

This guide has been established to help you to get off to a good start in DG DEVCO. In the guide we have included information about DG DEVCO as well as the wider Commission, you will find links to our intranet and the European Commission's IntraComm so that you can quickly access the information that you are looking for. This guide compliments the general guide/s provided by DG HR during your general induction session/s and the more specialised guide/s provided by your DG/Unit.

Your colleagues and your tutor should be able to complement the information that you find in this document. Each newcomer to DEVCO is usually assigned a tutor, he or she will provide guidance and support in the execution of your tasks.

In the coming weeks you will be contacted by the Training sector of unit 03, Knowledge Management, and invited to various training sessions for newcomers. You are encouraged to take the opportunity to learn more about your new workplace by attending these courses.

We wish you all the best at DG DEVCO.

Human Resources Unit - R4



DG DEVCO AT WORK

- **DEVCO organisation chart:**
http://ec.europa.eu/europeaid/sites/devco/files/organisation-chart-20151001_en.pdf
- **DEVCO Commissioner:**
Neven MIMICA, Commissioner for International Cooperation and Development
http://ec.europa.eu/commission/2014-2019/mimica_en
- **DEVCO's mission statement:**
http://ec.europa.eu/europeaid/sites/devco/files/mission-statement-december-2014_en.pdf
- **DEVCO's development policies:**
http://ec.europa.eu/europeaid/policies/policies_en
- **Delegations:**
<http://myintracomm.ec.europa.eu/dg/devco/delegations/Pages/index.aspx>
- **DEVCO's Financing and Contracting Guide:**
(Practical Guide [PRAG], DEVCO Companion, EDF Financial Guides, and Programmes Estimates Guide)
<https://myintracomm.ec.europa.eu/DG/DEVCO/FINANCE-CONTRACTS-LEGAL/Pages/index.aspx>
- **Infopoint (publications, conferences and events):**
<http://ec.europa.eu/europeaid/node/37369>
- **Capacity4dev.eu:**
An online knowledge management and collaboration platform set-up by EuropeAid
<http://capacity4dev.ec.europa.eu/>
- **DEVCO 's intranet (homepage)**
<https://myintracomm.ec.europa.eu/dg/devco/Pages/index.aspx>
- **DEVCO HR dedicated intranet pages**
<https://myintracomm.ec.europa.eu/dg/devco/human-resources/Pages/index.aspx>

Other knowledge sharing tools at DEVCO:

- [Learn4Dev](#) – training for development network.
- ['News and publications on development' portal](#) – RSS feeds of the latest press reviews and thematic articles of interest to DEVCO from key development related websites.
- ['DEVCO discusses' group](#) on Yammer (the internal social platform for Commission staff).

THE EUROPEAN COMMISSION AT WORK

- **The European Commission's work programme:**
http://ec.europa.eu/atwork/index_en.htm
- **President Juncker's webpage on Commission IntraComm:**
http://ec.europa.eu/commission/2014-2019/president_en
- **Budget Proposal - Multiannual Financial Framework (MFF) 2014-2020:**
<http://ec.europa.eu/budget/reform/>
- **Secretariat-General IntraComm:**
http://ec.europa.eu/dgs/secretariat_general/index_en.htm
- **SG VISTA (all official documents):**
<http://www.cc.cec/home/dgserv/sg/sgvista/i/sgv2/portail/portail.cfm?lng=en>
- **Working Methods of the European Commission 2014-2019**
<https://myintracomm.ec.europa.eu/sg/comcab/pages/methods.aspx>
- **Lost in My Intracomm? - A to Z index:**
<http://myintracomm.ec.europa.eu/applications/pages/azindex.aspx>
- **Clear Writing Campaign:**
http://www.cc.cec/translation/clear_writing/index_en.htm
- o Drafting documents: a Writer's Toolbox
Here you will find the tools you need to write clear, effective documents
https://myintracomm.ec.europa.eu/hr_admin/en/drafting/Pages/index.aspx

PRACTICAL INFORMATION FOR YOUR DAY-TO-DAY WORK

- **DEVCO Training sector:**
<https://myintracomm.ec.europa.eu/dg/devco/resources-procedures/training/Pages/index.aspx>
- **SYSLOG Training Database: information and enrolment:**
Before entering a training request, please make sure you have your hierarchical superior's approval: http://www.cc.cec/di/syslog_formation/home/accueil.cfm?langue=EN
- **Brussels Learning Centre:**
https://myintracomm.ec.europa.eu/hr_admin/en/training/Pages/Learning-Centre.aspx

- **IT - Infrastructure and Office automation:** single point of contact for all IT matters:

From 8 am to 6 pm

 77777

 [EC HELPDESK IT](#)

How to receive my PC login?

A login for the Commission network (NET1) is automatically generated the night before the start of the contract if your personal data is introduced in Sysper2 by the Human Resources unit.

Please contact the helpdesk (77777) who will give you a login and a temporary password

<http://myintracomm.ec.europa.eu/dg/devco/resources-procedures/it-infrastructures-office-automation/Pages/index.aspx>

- **Document management:**
Ares is a central web application within the European Commission allowing all users to register documents created, held and received by the Commission. Documents can also be filed and shared. Everyone should be able to use Ares, therefore you should enquire about attending a training course. **DEVCO ARES Helpdesk phone number is 75000.**
<https://myintracomm.ec.europa.eu/dg/devco/resources-procedures/document-management/Pages/index.aspx>
 - Mail distribution: <http://myintracomm.ec.europa.eu/dg/devco/resources-procedures/document-management/Pages/cad.aspx>
- **Eurolook:**
Eurolook enables you to create templates for notes, letters etc. You may be requested, for example, to draft a note on behalf of your Director, using Eurolook you can create a template for the note with the Director's details once they have been entered in the Eurolook application.
 - Drafting a note for the Director-General's signature:
<http://www.cc.cec/Ares/documentInfoDetails.do?documentId=080166e589479513>

- **Office infrastructure:**
<https://myintracomm.ec.europa.eu/dg/devco/resources-procedures/office-infrastructure/Pages/index.aspx>

DEVCO meeting rooms
<http://myintracomm.ec.europa.eu/dg/devco/resources-procedures/office-infrastructure/Pages/room-bookings.aspx>
- **Visitors:**
<http://myintracomm.ec.europa.eu/corp/security/EN/BuildingAccess/Brussels/Pages/Visitors.aspx>
- **Visitor procedures using ePass:**
<http://myintracomm.ec.europa.eu/corp/security/EN/BuildingAccess/ePass/Pages/EPassApplication.aspx>
- **Internal administrative procedures:**
<https://myintracomm.ec.europa.eu/dg/devco/resources-procedures/Pages/internal-administrative-procedures.aspx>

DEVCO HUMAN RESOURCES

Human Resources in Headquarters – DEVCO.R4

- **Head of unit:** Emmanouil-Georgios PAPAIOANNOU ☎ 69988
- **Deputy Head of Unit:** Karine GENTY ☎ 68934

If you would like to speak to a member of unit R4 concerning a specific HR matter, please consult the internal organisation chart of [R4 unit](#).

For general questions concerning HR matters, please consult the assistant of your Directorate.

1. Your contacts in DEVCO:

- Your Head of unit;
The assistant of your Directorate (see https://myintracomm.ec.europa.eu/dg/devco/human-resources/Documents/Homepage/DEVCO_assistants.pdf)
- The "Mobility and Career" sector of DEVCO.R4. Your HR desk officers are:
 - Responsible for Directorates DG,DDGs,A and B Mr Walter LONERO ☎ 61337
 - Responsible for Directorate C Ms Evelyne BIASI ☎ 68446
 - Responsible for Directorates D and E Ms Maddy TIHON ☎ 93292
Ms Pina KHARBOUCH ☎ 87947
 - Responsible for Directorate G Ms Sybille AMBOULLE ☎ 93064
 - Responsible for Directorate H Ms Manca TREER ☎ 66347
 - Responsible for Directorate R and DEL staff other DGs Ms Patricia LEJUSTE ☎ 93212
 - Responsible for FPI Ms Claudia TURCHIARELLI-BARONIO ☎ 92735
 - Responsible for SNEs-Secondments-NEPTs Ms Cora DEWULF ☎ 55940
 - Responsible for Blue Book trainees Ms Maddy TIHON ☎ 93292

Each HR desk officer is also in charge of staff from DEVCO in the delegations linked to each Directorate – functional mailbox for delegations [DEVCO CA DELEGATIONS](#). The "Mobility and Career" sector is headed by Micha RAMAKERS ☎ 92452.

2. Useful information for officials and temporary agents:

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/permanent-staff-officials/Pages/index.aspx>

3. Useful information for contract agents:

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/external-staff/Pages/index.aspx>

4. Your contacts in DG HR (B2):

- For information about your contract (documents, grading, extension, and so on):
Functional mailbox: [HR B2 BXL AC](#)

If you intend to leave us before your contract expires:

Please inform your Directorate and the Human Resources Unit (R4). Resignations should be sent to [HR B2 DEPARTS](https://myintracomm.ec.europa.eu/dg/devco/human-resources/external-staff/contract-agents/Pages/index.aspx) (see DEVCO R4 for the template - <https://myintracomm.ec.europa.eu/dg/devco/human-resources/external-staff/contract-agents/Pages/index.aspx>).

5. Your contacts In PMO (Payment Office)

- Concerning travel costs related to your interview or medical visit: PMO.05

GENERAL HR MATTERS

- **Probation period:**

New officials and contract agents with a contract of at least one year must satisfactorily complete a nine-month probation period. Temporary agents complete a six-month probation period. At the end of your probation period you will be required to write an assessment of your work in Sysper2 and transmit it to your Head of unit who will in turn write an assessment of your work so far. For more information on the procedure see the link below:

Officials:

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/permanent-staff-officials/Pages/index.aspx>

Non-permanent staff:

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/external-staff/Pages/index.aspx>

- **Appraisal and promotion:**

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/permanent-staff-officials/Pages/appraisal.aspx>

- **Rights and obligations and your working environment:**

https://myintracomm.ec.europa.eu/hr_admin/en/need-to-know/Pages/rights-duties.aspx

- **Pay and allowances:**

https://myintracomm.ec.europa.eu/hr_admin/en/pay/Pages/index.aspx

https://myintracomm.ec.europa.eu/hr_admin/en/rights/allowances/Pages/index.aspx

- **Human Resources and Security:**

<https://myintracomm.ec.europa.eu/HR/en/Pages/index.aspx>

- **Ethics and Integrity:**

Officials and other agents of the Commission are subject to rules on ethics. Their rights and duties are defined by the Staff Regulations and the Code of Good Administrative Behaviour for staff of the Commission. An obligatory course on ethics exists for all new staff in the Commission.

DEVCO: <https://myintracomm.ec.europa.eu/dg/devco/human-resources/rights-and-obligations/Pages/ethics-and-integrity.aspx>

EC: https://myintracomm.ec.europa.eu/hr_admin/en/ethics/Pages/index.aspx

- **Equal Opportunities and Non-Discrimination:**

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/hr-policies-and-processes/Pages/equal-opportunities.aspx>

- **Career Guidance within each DG (ReLOP) and at Commission level (SCOP):**

DEVCO: <https://myintracomm.ec.europa.eu/dg/devco/human-resources/hr-policies-and-processes/Pages/career-guidance.aspx>

EC:

https://myintracomm.ec.europa.eu/hr_admin/en/career_management/career_guidance/Pages/index.aspx

- **Working hours:**

As of 1 January 2014, following the reform of the Staff Regulations, the standard working week is 40h, or 8h per day. It is obligatory for all staff to be present from:

- 09.30 – 12.00 and
- 15.00 – 16.30 (16.00 on Wednesdays and Fridays)

- **Working modalities / conditions**

(Flexitime, Part time / Credit time)

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/working-conditions/Pages/flexitime.aspx>

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/working-conditions/Pages/work-patterns.aspx>

- **Leave / Absences:**

Leave manager (GECO) in DEVCO:

- Mr Carlos SOUTO SOBRADO ☎ 90879
- Ms Chantal STRUYS ☎ 67509

<https://myintracomm.ec.europa.eu/dg/devco/human-resources/working-conditions/Pages/leave-absence.aspx>

Enter your leave request in the [Time Management module \(TIM\)](#) in Sysper2. The request will go to your Head of unit for approval.

Public Holidays:

In 2015: <https://myintracomm.ec.europa.eu/infoadm/en/2014/Pages/ia14008.aspx>

In 2016: <https://myintracomm.ec.europa.eu/infoadm/en/2015/Pages/ia15008.aspx>

- **Supplementary home leave:**

Officials who are entitled to the expatriation or foreign residence allowance are entitled to 2.5 days of supplementary leave every year. The same conditions are applicable to Seconded National Experts (SNE/END).

Supplementary home leave cannot be carried over or reimbursed.

- **Special leave:**

Enter your special leave request in Sysper2; the supporting documents should be sent to the GECO (Carlos SOUTO SOBRADO tel. 90879, Chantal STRUYS tel.67509 Office: L-41 07/148).

- **Illness:**

Inform the secretariat of your unit as soon as possible.

If you are absent on sick leave for more than 3 calendar days, a medical certificate is compulsory. Send the certificate to the medical Service within 5 working days – **Don't forget to put your personnel number on the certificate.**

European Commission Medical Service
BRE2 6/339
B-1049 Brussels
Fax: +32-2-299.20.56
E-mail: [HR BXL CERTIFICATS MEDICAUX](mailto:HR_BXL_CERTIFICATS_MEDICAUX)

Check out the HR site for additional information:

http://myintracomm.ec.europa.eu/hr_admin/en/medical/Pages/ill.aspx

➤ For **medical emergencies** at the office, call **22222**.

➤ **Medical Centre of the Commission:** Breydel II – 6th floor – av. d'Auderghem, 19 (near Schuman roundabout). Open from 08.30 to 5.00 pm (4.00 pm on Friday).

General medical questions can be addressed to the number +32 (0)2 29 20300 or the mailbox [HR BXL HEALTH ADVICE](mailto:HR_BXL_HEALTH_ADVICE).

To make an appointment for your yearly check-up:

By telephone +32 (0)2 29 52764 or by e-mail HR [HR BXL SERV MEDICAL RENDEZ-VOUS](mailto:HR_BXL_SERV_MEDICAL_RENDEZ-VOUS)

- **Support and psychological counselling:**

Psychological and social information is available if you are experiencing problems at work or privately, all cases are treated on a strict confidential basis.




https://myintracomm.ec.europa.eu/hr_admin/en/need-to-know/Pages/psychological-assistance.aspx

THE EUROPEAN UNION

- **European Commission:**
Intranet-Intracomm: <https://myintracomm.ec.europa.eu/EN/Pages/welcome.aspx>
Internet: http://ec.europa.eu/index_en.htm
 - The President's page
http://ec.europa.eu/commission/2014-2019/president_en
 - The Commissioners :
http://ec.europa.eu/commission/2014-2019_en
- **European Parliament:**
<http://www.europarl.europa.eu/portal/en>
- **Council of the European Union:**
<http://www.consilium.europa.eu/homepage?lang=en>
- **European External Action Service:**
http://eeas.europa.eu/index_en.htm
- **Court of Justice:**
http://europa.eu/about-eu/institutions-bodies/court-justice/index_en.htm
- **Court of Auditors:**
http://europa.eu/about-eu/institutions-bodies/court-auditors/index_en.htm
- **For further information on EU bodies please go this website:**
http://europa.eu/about-eu/institutions-bodies/index_en.htm

PRACTICAL INFORMATION

- **Welcome to Brussels:**
https://myintracomm.ec.europa.eu/hr_admin/en/welcome-office-bxl/Pages/index.aspx
- **Welcome to the European Commission as a Newcomer:**
 Your first day at the Commission:
https://myintracomm.ec.europa.eu/hr_admin/en/welcome-office-bxl/integration/Pages/Newcomers.aspx

	<ul style="list-style-type: none"> • SOS: Emergencies – Security: Call 22222 in case of: fire, urgent health problem, accident in the workplace. First-aid kits can be found at the reception desks of every building.
	<ul style="list-style-type: none"> • Fire alarm and evacuation: <ul style="list-style-type: none"> ➤ There is a fire alarm test every first Thursday of the month at 12.30pm. You do not need to leave the office / building. ➤ In case of fire and / or evacuation, turn off your PC, leave your office and go to the Square Orban – if you work in L-41; Rue de Spa or rue du Marteau (depending on the emergency exit) – if you work in J-54 or J-59. ➤ Follow the Green signs.
	<ul style="list-style-type: none"> • Name and location of our buildings: <ul style="list-style-type: none"> ➤ L-41 = Rue de la Loi n° 41, ➤ J-54 = Rue Joseph II n° 54, ➤ J-59 = Rue Joseph II n° 59, B - 1040 Brussels • Opening hours of our buildings: <ul style="list-style-type: none"> ➤ L-41: 06.00 – 22.00 (09.00 – 18.00 Saturdays, Sundays and certain Commission holidays) ➤ J-59 : 07.00 – 21.00 (10.00 – 19.00 Saturdays, Sundays and certain Commission holidays) ➤ J-54: 07:00 – 21.00 (09.00 – 18.00 Saturdays and certain Commission holidays) <p>You can also check the opening times here: http://www.cc.cec/psg/public/askBuildingOpeningsHours.do?&method=askOpeningHours&language=en </p> • Our Postal address: European Commission – DG DEVCO Rue de la Loi 41 <i>Building + your office floor + your office n°</i> B - 1049 Brussels <ul style="list-style-type: none"> ➤ Building reception L-41: ☎ 65802, 93520 ➤ Building reception J-54: ☎ 98868, 98869

➤ Building reception J-59: ☎ 74091

- **Car parks in our buildings:**

You must request a vehicle access badge to enter the car park

<https://myintracomm.ec.europa.eu/dg/devco/resources-procedures/office-infrastructure/Pages/gbi-logistic.aspx>

<https://myintracomm.ec.europa.eu/corp/security/EN/BuildingAccess/Brussels/Pages/Parking.aspx>

- Rue de l'Industrie, ☎ 93459: 06.00 - 21.00 (Saturdays and Sundays: same opening hours as the building)
- Rue Joseph II, 59, ☎ 98564: 07.00 – 21.00 (Saturdays and Sundays: same opening hours as the building)
- Rue Joseph II, 54, ☎ 95170: 07.00 – 21.00 (Saturdays: same opening hours as the building)

- **Logistics:**

For technical problems in the building please contact the local *Chef d'immeuble*:

- DARC Paul (L-41) ☎ 93459
- NAPOLITANO Antonio (J-59) ☎ 77510
- VANDERVEKEN Sarah (J-54) ☎ 95170

For **technical problems** such as electricity, light bulbs, water, toilets, etc. please contact our **Central Technical Service**: ☎ 55555.

- **Commission buildings:**

Please wear **your staff card (badge)** when you enter a Commission building. Please remove your staff card when you leave the building.

For information on the location of Commission buildings, their opening hours, shower facilities etc. please consult this link:

https://myintracomm.ec.europa.eu/hr_admin/en/building_bxl/Pages/index.aspx

- **Commission buildings' map:**

http://ec.europa.eu/oib/pdf/building-map_en.pdf

- **Abbreviations / Acronyms:**

<http://publications.europa.eu/code/en/en-5000400.htm>



- **European Commission Library and e-Resources Centre:**

<https://myintracomm.ec.europa.eu/corp/cl/en/Pages/index.aspx>



- **Telephone:**

- Your number from outside the Commission is: 00.32.2.29 + *your extension*.
- Calling outside the Commission (in Brussels): Dial 0 plus the number beginning with 02.
- Calling outside the Commission (international calls): Dial 0.00 + *the country prefix*.
- If you want to make international calls from a phone in a meeting room, you must

	<p>call Infotel (by dialing * 11) and identify yourself (with your personnel number).</p> <ul style="list-style-type: none"> ➤ However, international calls are not allowed on service phones (e.g. a phone in a stairwell or a lift). ➤ For service calls: Dial 0 plus the number. ➤ Private calls: You can request a pin number to dial before making a private call on the eGestel page: http://www.cc.cec/egestel/index_en.html. The amount of your bill will be deducted from your salary. <p>Before leaving the DG please contact the "Telecom" service in DIGIT no later than 3 days before the end of your contract (DIGIT-GESTEL-FACTURATION-BXL@ec.europa.eu) or ☎ 81335 – 57537</p> <ul style="list-style-type: none"> • Virtual fax: http://www.cc.cec/itservices/en/content/virtual-fax • Internal telephone and office numbers: These are easy to find in the Address Book of Outlook or on the Who's Who page on the My IntraComm = Intranet of the European Commission: http://europa.eu/whoiswho/public/index.cfm?lang=en. Look under Who's who > Guide des Services: http://www.cc.cec/guisys/doc/index_en.htm
	<ul style="list-style-type: none"> • Canteens and cafeterias: <ul style="list-style-type: none"> ➤ Canteen: L-41, 1st Floor Opening hours: 12h00 – 14h15 ➤ Cafeteria: L-41, J-59 and J-54 ground floors Opening hours: 08h30 – 16h30 ➤ Vending machines: ground floor ➤ Newsagents: L-41 ground floor ➤ List of canteens in the Commission: https://myintracomm.ec.europa.eu/hr_admin/en/catering_bxl/canteens/Pages/index.aspx • Presto Banquet Facilities in Commission buildings are managed via the application "Presto". For further information on how to use this application, please see the instructions available at: https://myintracomm.ec.europa.eu/hr_admin/en/catering_bxl/Pages/index.aspx http://www.cc.cec/presto/index.cfm (ECAS password required)
	<ul style="list-style-type: none"> • Smoking: The Commission is a smoke free zone: http://www.cc.cec/home/stop_smoking/index_en.html



- **Greening the Administration:**

Add me to your favourites but please don't print!

https://myintracomm.ec.europa.eu/hr_admin/en/emas/Pages/index.aspx

EMAS in DEVCO

<https://myintracomm.ec.europa.eu/dg/devco/resources-procedures/Pages/emas.aspx>

Refuse Bins in your office:

- **BLACK:** everything except paper.
- **YELLOW:** Paper.
- **BLUE:** plastic (containers in cafeteria and kitchens).



- **Public Transport:**

You will find information concerning the partial reimbursement of your public transport costs as well as links to the public transport companies in Brussels and Belgium:

https://myintracomm.ec.europa.eu/hr_admin/en/transport_mobility_bxl/Pages/public.aspx

- Buses Nr **21 and 22** around the *Schuman* area are free of charge for all European Commission staff upon presentation of staff card.



- **Bicycles:**

Service bicycles are available to the Commission's staff for work-related travel. On this page you will also find a link to the *Villo* bicycle sharing scheme:

https://myintracomm.ec.europa.eu/hr_admin/en/transport_mobility_bxl/Pages/bikes.aspx

SOCIAL & FAMILY USEFUL LINKS

- **My Family in Brussels:**
[under construction](#)
- **Social Life in Brussels:**
 - <https://myintracomm.ec.europa.eu/en/Events/Pages/ViewAllEventsBrussels.aspx>
 - <http://www.carrefoureuropeen.org/>
- **Self-help groups in Brussels:**
https://myintracomm.ec.europa.eu/hr_admin/en/social_bxl/Pages/self_help_groups.aspx
- **Sport and Culture Clubs:**
https://myintracomm.ec.europa.eu/hr_admin/en/social_bxl/leisure/Pages/index.aspx
https://myintracomm.ec.europa.eu/hr_admin/en/overijse/Pages/index.aspx

List of clubs granting special conditions for EU officials:

https://myintracomm.ec.europa.eu/hr_admin/en/overijse/Documents/fitness-clubs-list_en.pdf