

**BO**  
**sa**

2020

**Policy and Support**  
in key figures



# NEW REALITY, NEW OPPORTUNITIES

Who could have imagined beforehand what a remarkable year 2020 would be? It will go down in history as **'the coronavirus year'**, that much is clear. A year in which the health and safety of our employees, clients and suppliers were even more paramount than usual. Yet it was much more than that.

After all, the new reality also offers opportunities. More than ever, we want to be flexible and excel at good and sustainable governance. With this annual report, we are also continuing our commitment to making our operations transparent and communicating openly about them.

The FPS Policy and Support – like many other organisations – took up the challenges posed by coronavirus. We were forced to **adapt** our **service provision** to ensure continuity for our clients. And we succeeded, as you will see from this annual report.

In 2020, we also worked hard to find **solutions** for dealing with the pandemic. Whether it was adapting the regulations, supporting the federal procurement policy, developing new digital solutions or monitoring the budget: we were ready with our expertise and support.

We have also continued to carry out our basic tasks, activities and services, albeit remotely and digitally. The mission of our FPS, which is embodied in its name, is never far from our thoughts: **policy and support** for client organisations, citizens and businesses, within the policy areas entrusted to us.

In any case, the year 2020 underlined the importance of **flexible, efficient** but also **human public services**. The FPS Policy and Support is working hard on these aspects, along with its clients and stakeholders.

I am proud of the way everyone at the FPS Policy and Support has continued their work. In difficult circumstances, a great sense of solidarity emerged. We are proud of what we have achieved and invite you to discover in this annual report the results of our hard work in 2020 through our most striking key figures and successes.

Enjoy the read!

**Ben Smeets**

Acting chair of  
the management  
committee



# FPS BOSA IN KEY FIGURES

€152.885.000  
OPERATING FUNDS

## REMOTE WORKING

 **98.5%**  
of employees are working at home

 **25.689**  
Teams meetings  
(08.2020 - 01.2021)

**214**  
Teams meetings  
per day

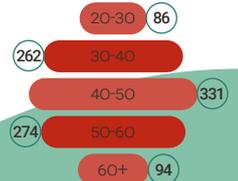
## REMOTE WORKING EQUIPMENT RECEIVED

- 550 laptop stands
- 550 keyboards
- 800 mice

## STAFF

**1.047**  
EMPLOYEES

**42%** men  
**58%** women



AGE

**3.7%** FPS BOSA  
**6.2%** federal average

ABSENTEEISM RATE

**151** NEW STAFF

# FEDERAL PUBLIC SERVICE POLICY & SUPPORT

FPS BOSA provides **policy** and **support**. We advise the relevant ministers and the government on the preparation and implementation of policy. At the same time, we support client organisations, citizens and businesses. .

We do so in these **policy areas**:

-  > Human Resources
-  > Budgeting and accounting
-  > Public procurement
-  > Digital services



The **values** that support our organisation are:

- customer focus
- respect
- accountability
- collaboration

We live up to these values, both internally and in respect of our clients and partners.



## Governance agreement 2021-2023

The new governance agreement contains **8 strategic objectives** to help our FPS grow as a centre of expertise that delivers added value, works reliably and with a focus on results, innovates and provides relevant services. All of this will be done in collaboration with clients and partners.

## Complaints



**909 complaints** in 2020, of which 83 were justified



## Parliamentary questions

**121 questions** in 2020

**39** answered orally

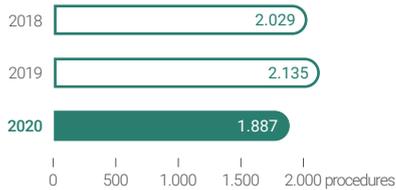
**82** answered in writing

# HUMAN RESOURCES

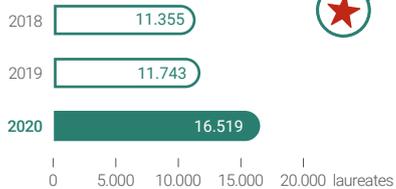
## Attracting and selecting talent



NUMBER OF SELECTION PROCEDURES CONCLUDED



NUMBER OF SUCCESSFUL CANDIDATES



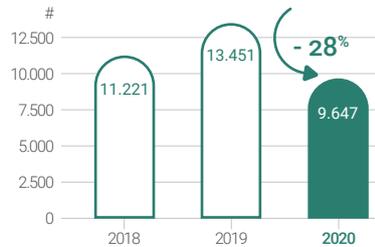
## Developing knowledge and skills

CLASSROOM LEARNING

Number of training sessions



Number of registrations



ONLINE LEARNING

Number of online courses created



Number of registrations



# HUMAN RESOURCES

## Guiding and mobilising talent

**110** career advice sessions  
**81** individual coaching sessions  
**95** group coaching sessions



## Innovation for a future proof government

Nido, the federal innovation lab, hosted a **dialogue** on the **COVID-19 pandemic** and its **impact on government**. This was done at the request of the Observatory for Public Sector Innovation (OPSI), which is linked to the **OECD**.

More than **30 speakers** and some **200 officials** scrutinised **5 challenges**.



## HR network

The FPS Policy and Support has set up a **federal HR network** where HR staff can exchange ideas, find inspiration and work together.

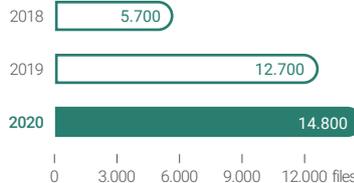


We organised **4 activities** that attracted **963 participants**. The network has **846 members**.

## Personnel and payroll administration



PersoPoint welcomed **10 new organisations** and will manage **14.800 personnel files**



## PersoPay: new payroll engine

A new payroll engine calculates and pays the salaries of **6.700 staff members** from **12 federal organisations**. These staff members also received a **new pay slip**. In time, the new payroll engine will calculate the salary of all federal employees.



## Supplementary pension plan for contract staff

As of 1 July 2019, a supplemental pension is accrued for federal government contract staff.

The FPS Policy and Support awarded the **public contract** to the insurer, transferred and **verified the data** of some **20.000 staff members** and **drew up the pension statements** for the beneficiaries.



# BUDGETING AND ACCOUNTING

## A full budget for 2021

After two years of working with provisional appropriations, a 2021 budget was tabled in parliament in mid-November, after the government took office.



This budget was voted on before the end of the year, so that the federal public services could start 2021 with a full budget.



## Administrative and budgetary control

The FPS Policy and Support provides strategic advice to the Minister for the Budget on budgetary matters from the federal organisations. For example, we implement public accounting laws and regulations governing administrative and budgetary control.

**2.567** files processed



## Internal audit

Good governance of an organisation requires a high-performance **internal audit**, including risk management tools, risk matrices and risk mapping.

A federal working group has developed a proposal to adapt the regulations on internal auditing and to simplify reporting. The Board of Chairs approved this proposal.

## Spending reviews



Spending reviews are linked to the budget. This is where a working group of civil servants (sometimes supplemented by external experts) is asked to analyse existing public expenditure and to propose **alternative policy options**.

After eighteen months of preparation, the Council of Ministers approved the implementation of spending reviews in the federal public administration in late 2020.

# BUDGETING AND ACCOUNTING

## FEDCOM

FEDCOM is the platform used by federal organisations to organise their accounting and logistical processes.

**3.904 users** of the platform  
in **26 federal organisations**

FEDCOM contains a total of  
**443.648 active suppliers**  
and **357.050 clients** in 2020.

**23.393 suppliers** and **29.895 clients**  
were added.

## Invoice payment term

Federal public services paid their invoices  
after **34 days** on average in 2020.

The FPS Policy and Support scores better  
than average with a payment term of  
**11 days**.

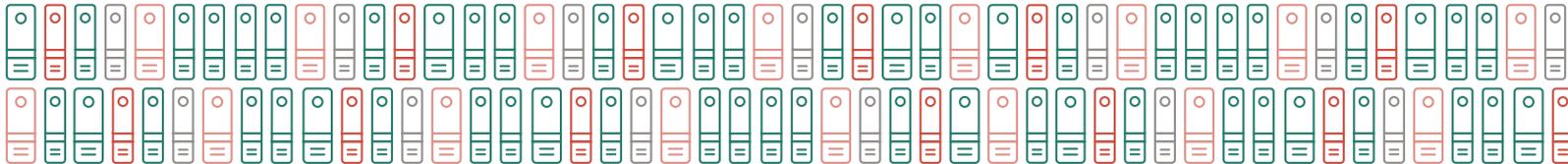
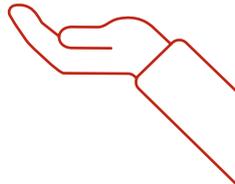


## FAAS: Finance as a service

The Finance as a Service (FAAS) project  
provides a **standard financial and  
accounting management package** to  
federal organisations that do not use  
FEDCOM.

This way, we are  
improving the financial  
reporting of the  
organisations concerned.

FAAS was first rolled out  
in 2020 at the **Belgian  
Buildings Agency**.



# DIGITAL SERVICES

## Hermes: a leg up for e-invoicing

The **Hermes platform** helps Belgian entrepreneurs move to **electronic invoicing**.

It is a link between companies that already send structured e-invoices and those that cannot yet process them, converting XML to PDF format where necessary.

## Federal Service Platform

Electronic data can be securely exchanged on the Federal Service Platform. In 2020,

**442.200.000 messages** were exchanged with authentic sources: an **86%** increase over 2019.

## Federal websites screened for web accessibility

All public services have had to make their websites more accessible from 2020. This not only helps the 15% of the population with disabilities, but improves access for all.



The FPS Policy and Support screened **139 federal websites** for accessibility and sent an audit report to administrators.

In addition, we offer thematic webinars or individual coaching to site administrators.

### ACCESSIBILITY STATEMENT COMPLETION ASSISTANT

We created this assistant to help with drawing up a site's (mandatory) accessibility statement.

## Citizen participation in the Chamber

**MijnOpinie/ MonOpinion (MyOpinion)** is a digital platform for citizen participation.

In 2020, the Chamber of Representatives took it into use. Any citizen aged 16 and above can submit a petition through the platform. Those who collect **25,000 signatures** online can ask to be heard in a parliamentary committee.

## eBox

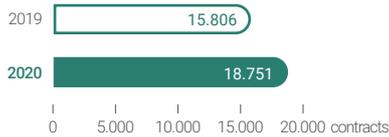


The **eBox** is a secure electronic mailbox in which citizens can receive, store and manage all their government documents.

We hit the **1.000.000 user mark** in 2020

# PUBLIC PROCUREMENT

## e-Procurement



**18.751** contracts through e-Procurement, **96.1%** of which with electronic documents.



The **e-Procurement** portal allows federal, regional or local public organisations to manage and monitor their public procurement.

Companies can consult public contracts on the platform, submit a tender and monitor their file.



## Framework agreements for federal public organisations

### THE FEDERAL PROCUREMENT CONSULTATION

The Strategic Federal Procurement Consultation (CSAF/SFA) drives federal procurement policy and sets priorities for joint framework agreements.



The CSAF/SFA proposed **50 joint agreements** in 2020. In addition, **25** agreements were awarded.

### THE FEDERAL PROCUREMENT OFFICE (FORCMS)

**23 new framework contracts** were concluded in these areas:

- Mobile devices
- Computer accessories
- Protective equipment against COVID-19
- Delivery and installation of fixed and mobile racks
- Printer paper



## Support for public procurement

**2.170** legal opinions to federal public organisations

**16** training courses for more than **200** participants

Support for a quarter of all order forms from the FPS Policy and Support: some **450** files, worth **61.232.479 Euros**, or **92%** of the operational commitment appropriations achieved



# BOSA VS. CORONA

## BUDGETING AND ACCOUNTING

### Coronavirus provision

A provision was included in the budget to cover expenses due to the coronavirus crisis and to quickly mobilise the necessary funds. Ultimately, more than **3.6 billion Euros** in funds were released from this provision.

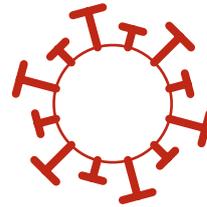
### Monitoring the budgetary impact of measures

The FPS Policy and Support is maintaining an inventory of the coronavirus measures taken by the government. This meant it always had a clear view of the direct budgetary impact.



## PUBLIC PROCUREMENT

The FPS Policy and Support adapted **5 framework contracts** to add items needed in the battle against COVID-19 (plexiglass, hand gel, disinfectant, etc.).



## HUMAN RESOURCES

### Regulations

In 2020, the FPS Policy and Support drew up **5 Royal Decrees** to provide federal civil servants with a regulatory framework for the coronavirus crisis (remote working, work exemptions, postings, etc.).

### Online selection tests

Thanks to the new internal regulations, **selections** and **language exams** were able to be **conducted remotely**. The backlog that the selections accumulated due to the lockdown was largely cleared by the end of the year.



- In April: **48 online tests**
- In December: **800 online tests**
- In 2020: **2.346 online tests**

### Expanded online learning offer

The FPS Policy and Support greatly expanded its **online training offer** so that all civil servants could continue to take the courses. This was successful: in March and April 2020, there was a **five-fold increase** in the number of participants over 2019.





The most popular courses were "Well-being at work", "Preparation for the oral and written Selor test", "Knowing and exploring yourself" and "Office 365". By the end of 2020, **the e-Campus**, the online learning platform, had seen more than **32.000 participations** in 'learning solutions', by **almost 11.000 unique visitors**.

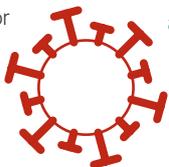
### Well-being: prevention and monitoring

In addition to its core tasks, **Empreva** drew up **prevention measures and procedures** around coronavirus and ensured the monitoring of **positive COVID-19 cases** at federal organisation workplaces.



**1.155 contacts** by the occupational physician in the monitoring of COVID-19 patients

**560 reports** of COVID-19 cases or clusters in the workplace



## DIGITAL SERVICES



### Track and trace

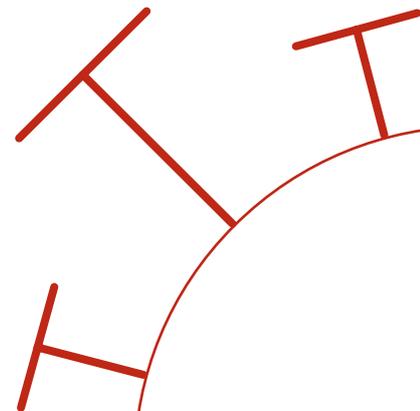
The FPS Policy and Support contributed to a QR code system for **tracking and tracing deliveries** of personal protective equipment and other material to the FPS Public Health.

### CSAM

CSAM is the government's identity and access management system.

The **requirement for home working** and the many digital transactions with online public services resulted in an **86<sup>-3%</sup> increase** in the number of authentications over 2019:

**134.876.600 authentications** in 2020



# EDITORIAL

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