

SYMPOSIUM

WARSAW
11-12 OCTOBER 2012



PROVIDING HIGH-QUALITY
PUBLIC SERVICES IN EUROPE
BASED ON THE VALUES
OF PROTOCOL 26 TEU AND TFEU

EN



PROTOCOL NO 26 TEU and TFEU

ON SERVICES OF GENERAL INTEREST

THE HIGH CONTRACTING PARTIES,

WISHING to emphasise the importance of services of general interest,

HAVE AGREED UPON the following interpretative provisions, which shall be annexed to the Treaty on European Union and to the Treaty on the Functioning of the European Union:

Article 1

The shared values of the Union in respect of services of general economic interest within the meaning of Article 14 of the Treaty on the Functioning of the European Union include in particular:

- the essential role and the wide discretion of national, regional and local authorities in providing, commissioning and organising services of general economic interest as closely as possible to the needs of the users;
- the diversity between various services of general economic interest and the differences in the needs and preferences of users that may result from different geographical, social or cultural situations;
- **a high level of quality, safety and affordability, equal treatment and the promotion of universal access and of user rights.**

Article 2

The provisions of the Treaties do not affect in any way the competence of Member States to provide, commission and organise non-economic services of general interest.

MESSAGE FROM THE PRESIDENT OF CESI-EUROPE ACADEMY



On behalf of the Board of CESI-Europe Academy, I have pleasure in welcoming you to Warsaw on the occasion of this symposium, entitled 'providing high-quality public services in Europe based on the values of Protocol 26 TEU and TFEU'.

'Services of General Interest' or SGI, amount to a European conception of public services. The European Union's recognition of public services has been progressive, as they did not have a real legal basis until 2009.

The Lisbon Treaty represents major progress, given that it consolidates Services of General Economic Interest, or SGEI, thus creating a full legal category for them.

The European conception of SGEI is founded on the subsidiarity principle: the Member States enjoy a large amount of discretionary power when it comes to defining, organising and paying for the services which they wish to deem SGEI in order to meet the needs of their citizens.

What is new is that European law nevertheless sets down, in Protocol 26 TEU and TFEU, the need to guarantee for services of general economic interest, **a high level of quality and safety** and respect to **affordability, equal treatment and the promotion of universal access and of user rights**.

These six values apply and must be guaranteed throughout the European Union.

In order to clarify the consequences which follow and with a view to improving our knowledge of how to improve these clauses, **CESI has set in motion, with support from the European Commission, and in addition to this symposium, a study of the six values contained in the protocol.**

The study, conducted by Pierre Bauby, will be presented at CESI's Congress on 1 December 2012 and will take our work into consideration.

At present, the symposium intends to hold an exchange of views with regard to these six shared values.

Why these six values? What is the reality which they seek to cover?

What use can be made of the current framework set down by the Protocol in the Member States? What are the roles of the stakeholders? What role can the sectoral social dialogue committees 'Centralised administrations', 'Local and regional administrations' and 'Education', in which CESI is an active participant, play in defining these values and the European strategy when it comes to SGI?

These are the questions which this symposium shall endeavour to answer, with experts and practitioners in attendance to shed light on the issue and presentations of concrete practical cases. In addition to the representatives from our Polish affiliate WZZ-SO, I would like to extend my thanks to Mr Pierre Bauby and Ms Françoise Castex, President of the European Parliament's 'Public Services' intergroup.

By mobilising ardent defenders of public services, CESI intends to play a part in thinking about the future of these services in Europe and remind everyone of its attachment to strong public services, which are modern and focused on the needs of their users.

I wish you all a wonderful symposium!

Wilhelm GLOSS, President of CESI-Europe Academy

PROGRAMME

SYMPOSIUM	'Providing high-quality Public Services in Europe based on the values of Protocol 26 TEU and TFEU' Warsaw, 10-12 October 2012
PLACE	Hotel Warsaw Marriott Al. Jerozolimskie 65/79 / 00-697 Warsaw, Poland
INTERPRETATION	DE, EN, FR, ES, IT, PL The symposium will be conducted by Sophie MOSCA

WEDNESDAY, 10 OCTOBER 2012

	Participants' arrival
18:00-19:00	Participants' registration
19:30	Welcome cocktail at the hotel for symposium's participants

THURSDAY, 11 OCTOBER 2012

08:45	Welcome <ul style="list-style-type: none">- Opening of the seminar: Wilhelm GLOSS, President of CESI Europe Academy- Welcome: Sławomir WITTKOWICZ, President of WZZ-SO, Polish member organisation of CESI- Welcome: Michał BONI, Polish Minister of Administration and Digitization
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Understanding the European approach to public services better

10:00	Understanding the European approach to public services better
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What are Services of General Interest? What are the subcategories within this concept? What is the history of this European approach, from the very beginning in the Treaties of Rome and Amsterdam all the way to its legal consecration in the Treaty of Lisbon? What progress has been made in terms of case law at the Court of Justice?

- Definition of SGI
- The first steps in the treaties
- The role of EU institutions

Sophie MOSCA, Journalist for the daily paper *Europolitics*
Pierre BAUBY, Professor at University of Paris 8
- Discussion

10:45	COFFEE BREAK
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11:15

Public services in the Treaty of Lisbon

As opposed to its predecessors, the Treaty of Lisbon provides a real legal basis for SGEIs. They are the object of Article 14 TFEU and of an entire protocol (Protocol 26 of the consolidated version of the Treaty), annexed to the Treaty and which has equivalent legal value. It consecrates the principle of subsidiarity: The Member States are free to define, organise and finance the services that they qualify as SGEIs. However, the European Law states that certain values must be guaranteed: a high level of quality, a high level of safety, affordability, equality of treatment, universal access and the respect of users' rights.

- Article 14 TFEU
- Protocol 26
- Article 36 of the Charter of Fundamental Rights
- Case law (Corbeau + Commune d'Almelo + Altmark cases)

Stéphane RODRIGUES, Lecturer at University of Paris I

12:00

Discussion then lunch

The Values of Public Services as per Protocol 26 TEU and TFEU

13:45

1st panel: A high level of quality

The competent authority establishes objective and transparent quality standards to guarantee that the public service fulfils its obligations. How can the State fulfil the objective of providing citizens with the best service possible for the best price possible? What tools and quality management instruments are used? What are the response obligations of public services? What are adequate response times? What evaluation systems must be put in place? Who is responsible for them? (What about the implication of trade unions and users?) When? How regularly? (Evaluation vs. Impact Study) What are the relevant evaluation criteria? Should more social and environmental criteria be included? What should the dissemination of the evaluation [results] be?

- General presentation: Matthias REDLICH, Graduate in Political Science/ Graduate in Administrative Sciences, University of Leipzig, Germany
 - Practical case study: *Managing Quality in Healthcare Sector at hospital level*
Susan J. Burnett, QUASER Project Leader, Imperial College London, UK
 - Discussion
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15:15

2nd panel: A high level of safety

What safety for public service users? Safety of supply and physical safety? Physical safety (increase in the feeling of insecurity)?

- General presentation: Christian CLEUTINX, Senior Fellow Clingendael International Energy Programme, Belgium
 - Practical Case study: Water Supply in the city of Bucarest
Epsica CHIRU, General Deputy Director – S.C. Apa Nova Bucuresti S.A.
Romanian branch of Veolia Water
 - Discussion
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16:30

COFFEE BREAK

16:50

3rd panel: Affordability

The implementation of public service missions carries costs, namely in view of the requirements of the values of Protocol 26, which ask for a high level of affordability. What funding regimes for public service missions to ensure affordability? How could SGEI affordability be better assessed for different categories of users and in specific sectors? What measures to ensure affordability for low income users? Must the personal situation of the user be considered? Must all users pay the same amount?

- General presentation on the issues relating to the funding of public services
Yannis EUSTATHOPOULOS, Research economist at the Labour Institute in the General Confederation of Greek Workers (INE-GSEE), Greece
- Practical case study: *Tools against Fuel Poverty*
Mauro BROLIS, Business Manager of CESTEC Energy and Environment Unit, Italy
- Discussion

FRIDAY, 12 OCTOBER 2012

09:00 4th panel: Equality of treatment

Issue of equal access to PS? What about the territorial network? What about the digital response of E-Administration? E-Administration and the digital divide? Issue of dealing with discrimination against users. What is the competent authority?

- General presentation: Kristian SIIKAVIRTA, LL.D., Senior assistant Public Law, University Helsinki, Finland
- Practical case study in Education Sector: Mary KYRIAZOPOULOU, Project Manager for European Agency for Development in Special Needs Education
- Discussion

10:00 5th panel: Promotion of universal access

Universal service is a notion that is becoming progressively more precise.

The scope and perimeter of universal service have evolved over time and from one sector to the other, and it does not apply to all sectors of activity of general interest yet, even if the Protocol annexed to the Treaty of Lisbon lists "the promotion of universal access" as one of the "common values" of the EU.

"Universal service" remains unclear and the content varies depending on the sectors: on the one hand, it appears as a minimum guaranteed service for all, a sort of "safety net"; on the other, "the notion can be considered as the rediscovery of certain principles of public service in terms of accessibility or equality..."

- General presentation: José-Manuel RUANO, Ph.D. Professor of the Complutense University of Madrid (UCM), Spain
- Practical case study: *Industrial relations in the postal sector in Finland and "Play or pay" mechanism*, Pertti JOKIVUORI, Ph.D., University of Jyväskylä, Finland
- Discussion

11:15 COFFEE BREAK

11:35 6th panel: Promotion of users' rights

Users have the right to clear, useful and easily accessible information on the essential conditions of supply, management, financing and billing or pricing of the service.

Users should also have the right to access information concerning their persons, whether retained or collected by the service manager and/or provider and the competent authority. The same applies to what is done with this information.

Users also have the right to file a complaint to the service manager and/or provider in the case of non-compliance with a PS obligation.

- General presentation: Jim DAVIES, Senior Lecturer in Law, University of Northampton, UK
- Practical case study: *Air Passenger rights*
Hans DE CONINCK, Consumer Rights Expert, Belgium
- Discussion

12:30 Final round table:

At the end of the Symposium, this round table will represent the opportunity for CESI representatives and those of other institutions to react to the values as presented in Protocol 26, or make comments about them, in view of a better guarantee of [the respect of the] principles common to European public services.

- Françoise CASTEX, MEP, President of the European Parliament's Public Services Intergroup
- Raymond HENCKS, President of EESC's permanent study group 'Services of General Interest'
- Angelika POTH-MÖGELE, Director of Policy at the CEMR

13:15 Conclusions by Klaus HEEGER, General Secretary of CESI

13:30 Lunch and departure of the participants

LIST OF SPEAKERS

Pierre BAUBY

Researcher and Professor, SciencePo Paris, Université Paris 8



Pierre Bauby, researcher and professor in Political science (Paris 8 University, Science Po, CNFPT, etc.) is specialist in public services (services of general interest) and public action. He is expert of the Public Services Intergroup of European Parliament and of the European Economic and Social Committee (EESC) and participates in several European networks. He conducts for CESI the study on the six common values defined by the Lisbon Treaty. He is author of several studies, particularly :

Leuropéanisation des services publics; Service public, services publics; Europe: une nouvelle chance pour le service public! (with Françoise Castex); Mapping of the Public Services in the European Union and the 27 Member States (with Mihaela M. Similie); Les services publics en Europe, Pour une régulation démocratique; Reconstruire l'action publique; Le service public; L'Etat-stratégie.

Michał BONI

Minister of Administration and Digitization, Poland



Born on 10 June 1954 in Poznan. Graduate of Polish Language Department of Warsaw University, with specialisation in cultural sciences. In 1986 Mr Boni defended his Ph.D. thesis on sociology of culture. Specialist in human resources management. Since January 2009 in the office of Minister - Member of the Council of Minister and Chief of the Permanent Committee of the Council of Ministers. Currently

responsible for the coordination of legislative activities of Ministries. One of the authors of the «50+ Solidarity of generations» programme, which is aimed at helping fifty-years-old-plus people in staying and/or getting back in/to the labour market. Well known as a negotiator with trade unions on the themes of education, health care, shipyard industry, and also the reform of the pension system. Since 2008 leading the Board of Strategic Advisers to the Prime Minister. The Board is responsible for analyses and diagnoses of socio-economic situation of Poland and also participates in the composition of strategic plans of the government. Among the most important documents and reports, composed by the Board, one will find especially «Report on the intellectual capital of Poland» and «Report Poland 2030. Development challenges».

Mauro Brolis

Business Manager of CESTEC Energy and Environment Unit, CESTEC SpA, Italy



Mauro Brolis is the Business Manager of Cestec Energy and Environment Unit.

Cestec is the regional Centre for Energy and Competitiveness of the Lombardy Region, and it supports the regional Government in managing and planning programmes and actions for improving competitiveness, energy and sustainable development issues.

Energy and Environment Unit of Cestec particularly cares about energy efficiency in buildings and industrial processes, promotion of RES and energy saving.

Concerning eco-buildings, the Unit cooperated with the regional Department for Energy in setting an articulated code for energy efficiency in new and existing building and also defined a common methodology to evaluate energy performance of buildings to certify (Cestec has managed over 15.000 experts in energy certification of buildings and about 1 million energy labeled buildings since September 2007).

Mauro Brolis is now coordinating a “Regional Programme for Energy and Environment” to implement a regional strategy to achieve European targets in reducing GHGs emissions by 2020. The Unit is composed by 30 professionals (engineers, architects, environmental experts).

All over his career at Cestec, he has been involved in many regional and national projects in this field as well as European ones such as LIFE+ Project, BioEnerGIS, Ground Reach, EPEE (European fuel poverty and energy efficiency - Intelligent Energy for Europe)

Mauro Brolis began his experience in Cestec in 2000 after a graduation from Milan University. Before his job in Cestec, he worked as a technical journalist in different newspapers and TV channels and as a teacher in high schools (1996 – 2000).

Susan J Burnett

QUASER Project Leader, Imperial College London, UK

Having worked in the health sector for over twenty years Susan has experience on the board of high profile organisations. For five years she was Director of National Programmes at the National Patient Safety Agency. Her research interests include national policy for patient safety and its impact at the frontline, comparing the approaches taken in different European countries; organisational strategies to improve patient safety; and the role of the Board, senior leaders and managers in patient safety including the impact of management systems on the reliability of healthcare. Susan runs the Centre's consultancy group and is involved in a wide range of projects in the field of patient safety and service quality.

Susan Burnett is leading the Imperial College work on the EU funded QUASER project looking at quality and safety in five European countries.

Françoise CASTEX

MEP, President of the European Parliament's Public Services intergroup

An MEP (PS) since 2004, Françoise Castex came to politics via her commitment to the trade union cause. Starting out as the Deputy Secretary-General of FEN's Adult Education Association between 1990 and 1998, she was also chairwoman of the departmental committee of the Gers League of Human Rights from 1992 until 1998 and a member of its central committee from 1995 until 1998.

Re-elected in 2009, she is presently a member of the Committee on Legal Affairs and the Committee on Employment and Social Affairs and was also behind the setting up of the European Parliament's Public Services intergroup at the end of 2009, which she has presided over since January 2010.



Christian CLEUTINX

Senior Fellow Clingendael International Energy Programme, Belgium



Christian Cleutinx, a Belgian, is an international expert in energy security, diplomacy and international dialogues with 30 plus years of experience in energy policy and international relations with a special emphasis on Russia, Central Asia and the United States. He was until April 1st 2011 Director General of the Euratom Supply Agency at the European Commission. He advises and lectures on energy policy and geopolitics

for universities, think tanks and international institutions. He is Senior Fellow at the Netherlands Institute of International Relations Clingendael and lecturer at the Freie Universität Berlin

After studies in Belgian universities and post-graduate work in Chicago, he held managerial positions in energy and hi-tech corporations. He joined the European Commission in 1975.

Between 1982 and 1986 he was in charge of industrial policy, antitrust, transport, environment and energy at the Delegation of the European Commission in Washington DC. In 1986 he became Head for Solid Fuels and Oil. From 2000 onwards, after having been an initiator of the EU-Russia Energy Dialogue, he coordinated its activities until 2009. He also headed the energy negotiations with Ukraine that led to the signature of the MOU between the EU and Ukraine on energy cooperation. In 2002-2005 he participated as a sherpa to the strengthening of the energy cooperation between the EU and the United States. In early 2003, he became director within the Directorate General for Energy and Transport, being first in charge of conventional energies including the internal energy market before moving to Luxemburg where he took over the Commission's Nuclear Safeguards Directorate in charge of nuclear nonproliferation to become in 2008 Director General of the Euratom Supply Agency.

He is an author of informative and seminal papers on energy relations and policies.

Christian Cleutinx, an economist, holds an MBA degree as well as Master Degrees in Economics and Finance.

Epsica CHIRU

General Deputy Director – S.C. Apa Nova Bucuresti S.A., Romania



Epsica Chiru holds a doctorate in Inorganic Chemistry and Environmental Protection awarded by the University "Politehnica" Bucharest. He is graduated in chemistry at the Faculty of Technological Chemistry – University "Politehnica" Bucharest.

Before to join the former Water Regia of Bucharest in 1997, he worked as researcher at the Research Institute for Wastewaters Treatment Bucharest. He was also worked as associated lecturer at the University "Dimitrie Cantemir" and Bucharest University for Civil Engineering.

He published more than 60 scientific papers and 4 books for students. He was local coordinator / expert in EU Projects ("Integrated Concepts for Reuse of Upgraded Wastewater", "Mitigation of Water Stress through new Approaches to Integrating Management, Technical, Economic and Institutional Instruments", "Development of Water Industry for European Integration" a.s.o.). From the start of the Concession Contract of water sewerage services for Bucharest Municipality he joined the new company, Apa Nova Bucharest as director in charge for water quality and environmental protection. From 2007 he is General Deputy Director of Apa Nova Bucharest, in charge for quality and environmental protection, coordinating potable water

production and technical directorates, emergency situations management and being spoke person of the company.

Jim DAVIES

Senior Lecturer in Law, University of Northampton, UK



Jim Davies spent many years in the telecommunications industry specialising in organisational change and strategic process development before deciding to become a lawyer in 2002. After graduating in law as a mature student he went on to gain a Master's degree in European Law and Integration and successfully defended his PhD thesis on the concept of consumer citizenship at the University of Leicester in 2010. Now affiliated to the University of Northampton as a senior lecturer with responsibility for developing the research profile of the law school, he has written a monograph, *The European Consumer Citizen in Law and Policy* published by Palgrave Macmillan in September 2011; jointly edited and contributed to the book *Developments in Services of General Interest* (with Professor Erika Szyszczak, Professor Mads Andenas and Dr. Tarjei Bekkedal) published by TMC Asser Press in 2011; and has contributed a chapter to *Social Services of General Interest in the EU* to be published by TMC Asser Press in October 2012. He has recently contributed an editorial to the new *Journal of European Consumer and Market Law* (*Zeitschrift für Europäisches Unternehmens- und Verbraucherrecht*) providing critical commentary on the optimism surrounding new consumer ADR/ODR proposals.

Hans DE CONINCK

Consumer Rights Expert, Belgium



Hans De Coninck, lawyer and economist, has been working for the Belgian Consumers Association/ Test-Aankoop since 1974 (section Budget & Droits) until 2011. He was founder of several arbitration and mediation schemes, including the Travel Arbitration and Conciliation Board in 1983. He was co-founder of the ECLG (European Consumer Lawyers Group) in 1978, dealing with European Consumer Law, and co-founder of the consumer law periodical DCCR (*Droit de la Consommation-Consumentenrecht*, currently edited by Larcier). After his retirement in 2011, he works as an independent consumer law expert, mainly dealing with travel law, air transport law, European contract law and enforcement matters (ADR, ODR, small claim procedures, injunctions and collective redress). Nowadays, he is expert for BEUC (Bureau Européen des Unions de Consommateurs) in these matters, and he is member of the current European project COJEF (Consumer Judicial Enforcement Forum).

Yannis EUSTATHOPOULOS

Research economist at the Labour Institute in the General Confederation of Greek Workers (INE-GSEE), Greece



Yannis Eustathopoulos is an associate researcher at the Labour Institute in the General Confederation of Greek Workers (INE-GSEE) and the Labour Institute in the Cypriot Labour Federation (INEKPEO). Over the last few years, his research work has chiefly focused on the economic, social and environmental challenges linked to the liberalisation and privatisation movements. Within this framework, he has contributed to the evaluation of SGEI (Services of General Economic Interest) and corporate networks in the energy, telecommunications and water sectors in Cyprus and Greece as well as the study of new public management models in

Europe. More recently, he has taken an interest in studying the impact of policies to fight climate change on the qualitative and quantitative dimensions of employment in companies in the energy sector. His activities aim, inter alia, to organise seminars and other trade union activities targeted at employees from public companies and organisations.

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Wilhelm GLOSS

President of the CESI - Europe Academy



Wilhelm Gloss has presided over CESI's Europe Academy since February, 2009. At the same time, the jurist holds the office of Deputy-Chairman of the group of Christian Trade Unionists in the Austrian Trade Union Federation (ÖGB). In this capacity, he is also a member of Eurofedop and CESI Presidium. Prior to this work, he headed the department for service, salary and pension logistics in the Federal Chancellery of the Republic of Austria.

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Klaus HEEGER

Secretary-General of CESI



Klaus Heeger, a son of a German diplomat, was born in 1967 and grew up in Germany, Switzerland and in the former USSR. Next to German, he speaks English, French, Russian, Estonian and Spanish. Klaus Heeger holds a degree in law and has lived most of the time of his life in foreign countries. Between 1996 and 2002, Heeger was employed by CESI. This was followed by other occupations among them in

the European Parliament and as a private entrepreneur in Estonia. Since January 2012 Klaus Heeger is the new Secretary-General of CESI.

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Raymond HENCKS

President of EESC's permanent study group 'Services of General Interest'



Member of the Executive Board of the General Confederation of Public Services in the Grand Duchy of Luxembourg (CGFP/CESI). President of EESC's (European Economic and Social Committee) permanent study group 'Services of General Interest'. Member of the Board of the Postal and Telecommunications Enterprises in the Grand Duchy of Luxembourg.

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Pertti JOKIVUORI

PhD, University of Jyväskylä, Finland



Pertti Jokivuori was born in Kuusankoski, Finland, in 1962. He is a social scientist (PhD), at the University of Jyväskylä, Finland, in 2002. Pertti Jokivuori is a specialist in the fields of working life, industrial relations and social capital. Since 1997 to 2006 Mr. Jokivuori has been a special correspondent in the European Industrial Relations Review (London). From March 2006 he has been a correspondent of

European Industrial Relations Observatory (EIRO) which is one area of expertise of the European Foundation for the Improvement of Living and Working Conditions (Dublin). EIRO is a monitoring instrument offering news and analysis on European industrial relations at national and at EU level. Its aim is to collect, analyze and disseminate high-quality and up-to-date information on key developments in industrial relations in Europe. It aims primarily to

serve the needs of national and European level organisations of the social partners, governmental organisations and EU institutions. Pertti Jokivuori has been a university lecturer and researcher at the University of Jyväskylä since 1994. He has studied, for example, the role of social capital and trust in local, company-level bargaining, working life, industrial relations and organisational sociology. Mr. Jokivuori's special research area is also quantitative methodology. Moreover, he has put out several scientific articles, research reports and books. Since 1997 Pertti Jokivuori has given several expertise evaluations of the projects of the Finnish Work Environment Fund.

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Mary KYRIAZOPOULOU

Project Manager for the European Agency for Development in Special Needs Education



Mary Kyriazopoulou has a Master of social sciences from the University of Middlesex (UK). She works as project manager for the European Agency for Development in Special Needs Education. Her main responsibilities involve project management with the participation of all the Member States, disability studies, policy analysis, involvement in the strengthening of collaboration with the European Commission, the European Parliament and other institutions and organisations. She has worked as project manager, responsible for the field of social integration and independent living of disabled people for the Helios Team of Experts, (Team of Experts of the European Commission; technical assistance for the First, Second (HELIOS I) and Third (HELIOS II) Community Action Programme for the Equalization of Opportunities for and the Integration of Disabled people in Europe, General Directorate of Employment, Industrial Relations and Social Affairs; Actions in favour of Disabled People). Her work involved animation, coordination and management of European networks and projects with the participation of all the Member States. She has also worked as consultant/project manager for municipalities, NGOs, etc for the planning, implementation and evaluation of national and European projects in the fields of education, vocational training, employment, independent living, use of technology, for disadvantaged groups (e.g. disabled people, immigrants, women). She has acted as evaluator for a number of projects in the field of Applications relating to the disabled and the elderly for the European Commission, Directorate General Information Society Technologies: Systems and Services for the Citizen.

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Sophie MOSCA

Journalist, Europolitics, Belgium



Sophie Mosca has been working as a journalist for the daily Europolitics, which specialises in European affairs, for 4 years. She covers subjects affecting the internal market and competition. In particular, she follows events in the field of public services. Since 2004, she has been collaborating with various other European media for whom she follows Community news in a broader sense. She has, on several occasions, held conferences and debates on these subjects. A graduate in Political Philosophy and Law (University of Burgundy) and in Political Science (IEP Paris), she began her professional life in the banking sector where she developed structured financing products for public bodies before moving into management consultancy, in particular for large local associations. From 2001 until 2004, she was a spokeswoman at the European Court of Justice.

Angelika POTH-MÖGELE

Director of Policy at the Council of European Municipalities and Regions (CEMR)



Angelika Poth-Mögele has 20 years' experience in representing local and regional governments' interests at European level, in different organisations and different functions.

She joined the CEMR in 2004 where she is responsible for the EU-policy team, focusing on influencing EU policy, legislation and respective projects. Policy areas covered: cohesion and territorial policy; internal market;

environment; energy; transport; environment and climate; social policy and employment; information society and e-government.

Matthias REDLICH

Graduate in Political Science/ Graduate in Administrative Sciences, University of Leipzig



Matthias Redlich holds a degree in Political and Administrative Science. His recent scientific lectures and publications in the field of public service delivery deal with the requirements and expectations of the citizens. Since 2010 he has been working as research assistant at the Competence Centre for Public Economy and general-interest services. The center that consists to the University of Leipzig conducts research on

all kind of questions concerning public tasks. Thus mechanisms of regulation and competition are in their regular focus of case studies scientific analysis and advice.

Stéphane RODRIGUES

Reader at the Sorbonne Law School; Member of the Sorbonne Institute for Research on International and European Law (IREDIÉS), France



Born in 1968, Stéphane Rodrigues is a reader (entitled to supervise research) at the Sorbonne Law School (Paris1University) where he has taught European Union law since 1999 at the Centre for Continuing Education (CEP). From 1992 until 1998, he was a senior research fellow at Electricité de France's (EDF) Future-oriented Mission and, in this capacity, Secretary-General of the study group 'Initiative

for Public Utilities in Europe' (ISUPE).

The holder of a doctorate in law, his work chiefly deals with the legal system underpinning services of general interest, freedom of movement within the internal market (including the regulation of public markets) and State aid law. He is a member of the Sorbonne's Institute for Research on International and European Law (IREDIÉS). He also directs the pole 'Public Services and Markets' within the network 'Trans-Europe-Experts' and is a lawyer at the Brussels bar.

Amongst his published works, we shall cite the following: *L'Union européenne, Union de droit, union des droits, Mélanges en l'honneur de Philippe Manin*, produced jointly with Jean-Claude Masclat, Hélène Ruiz Fabri and Chahira Boutayeb; *L'Europe et le logement social. Guide à l'attention des PME*, with Muriel Boulmier, preface by Jean-François Poncet; *Les services publics locaux face au droit communautaire. Les exigences du marché intérieur*; *Les services d'intérêt économique général et l'Union européenne*, produced jointly with Jean-Victor Louis, preface by José Manuel Durão Barroso; *L'accès aux services d'intérêt économique général*, produced jointly with Jacques Vandamme.

José Manuel RUANO

Ph.D. Professor of the Complutense University of Madrid (UCM), Spain



José M. Ruano is Ph.D. Professor of the Complutense University of Madrid (UCM) and has been visiting scholar in several European and American Universities. His main research fields are public policy analysis, comparative public administration and reform of the State. He has worked as an expert on modernization of the State in several international projects financed by the European Union, the World Bank, the French National School of Administration (ENA) and the Spanish National Institute of Public Administration (INAP) among other institutions. Currently he is Vice-President and member of the Scientific Council of the European Association Entretiens Universitaires Réguliers pour l'Administration en Europe (EUROPA) and co-ordinates the Master Program in Governance and Public Administration in the UCM.

Kristian SIIKAVIRTA

University lecturer, University of Helsinki, Law faculty, Finland



Kristian Siikavirta holds a university lecturer position (Law and Economics) in University of Helsinki, Law faculty. He has studied European and national state aid law and has completed his law doctorate in 2007 (University of Helsinki). His doctoral thesis was on state aid law and administration (Law and Economics). During his post-doctoral career he has been working in University of Vaasa (Public Law) and in University of Helsinki. He is also a partner in private legal expert group since 2009. He has worked as a legal journalist in the foremost legal publisher (printed and e-publishing) in Finland – Edita Publishing Ltd. In his expert role he has assisted Finnish public authorities on various state aid projects. He has published actively on legal aspects on state aid and on public-private relationship on markets. He is a member of editorial staff of one of the oldest journals in administrative science in the world – Nordisk Administrativt Tidsskrift.

Mihaela M. SIMILIE POPA

Lecturer, Université Paris 8



Mihaela M. Similie Popa, PhD in Law and researcher in administrative sciences. Currently she conducts researches on services of general interest and is associated lecturer at Paris 8 University. She is carrying out for CESI the study on the six common values defined by the Lisbon Treaty.

She is author of, in particular, *Mapping of the Public Services in the European Union and the 27 Member States* (with Pierre Bauby); *L'impact de la politique de cohésion dans trois régions françaises : Rhône-Alpes, Lorraine et Limousin*; *What is the Contribution of Services of General Interest to the European Union's Cohesion Policy?*.

Slawomir WITKOWICZ

President of WZZ 'Solidarno -O wiata'

He studied Educational Sciences at what is now the University in Bydgoszcz (previously, it was the Pedagogical College). He has worked continuously in the field of education since 1985 and began his activities to oppose the then Communist authorities in 1981. He was one of the organisers and an active participant



in the illegal Committee to Defend Political Prisoners. During his studies, in 1981, he was also active in the 'Independent Students' Union' - an organisation which was abolished by the military authorities after the introduction of martial law. During the state of war, he secretly kept in touch with opposition groups in Bydgoszcz and had personal contact with members of the organisation Amnesty Inter-

national from Poland and Switzerland. After independence had been regained in 1989, he began to build up the first teacher structures within the trade union NSZZ 'Solidarity'. Until 2004, he was a very active trade unionist, including at regional level. In 1993, he was one of the organisers and the leader of the strike held by Polish teachers, which lasted several weeks and led to the resignation of the then government of the Polish republic. On 7 May 2004, alongside a group of friends and colleagues, he founded the Free Trade Union 'Solidarno - O wiata' (WZZ 'Solidarno - O wiata') and has continued to lead it ever since. WZZ 'Solidarno - O wiata' is the third representative teachers' organisation in Poland and is a member of the European Confederation of Independent Trade Unions (CESI) in Brussels. Mr Wittkowicz takes part in the social dialogue - both at regional level (member of the regional committee for the social dialogue in Bydgoszcz) as well as at national level (member of one of the groups of the tripartite committee for socio-economic problems in Warsaw). In addition to this, he is a member of the Board of the 'Forum Zwi zków Zawodowych' (FZZ) and President of FZZ's Trade Council 'Science, Education and Culture'. He takes part in negotiations with representatives of the government of the Republic of Poland and in the work of the Polish parliament (Sejm). In 1997, he initiated the founding of a trade union savings bank for those working in the education sector in his home town of Bydgoszcz and until 2012 he ran the social work of the supervisory board of the Union 'Eurogrosz' in Bydgoszcz.

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