



European Monitoring Centre  
for Drugs and Drug Addiction



# The EU justice and home affairs agencies



EUROPEAN UNION

**Europe Direct is a service to help you find answers  
to your questions about the European Union.**

**Freephone number (\*):  
00 800 6 7 8 9 10 11**

(\* The information given is free, as are most calls (though some operators, phone boxes or hotels may charge you).

More information on the European Union is available on the Internet (<http://europa.eu>).  
Luxembourg: Publications Office of the European Union, 2014

ISBN 978-92-9243-228-7

doi:10.2847/28205

© European Union, 2014

Reproduction is authorised provided the source is acknowledged.

*Printed in Belgium*

PRINTED ON ELEMENTAL CHLORINE-FREE BLEACHED PAPER (ECF)



European Monitoring Centre  
for Drugs and Drug Addiction



EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



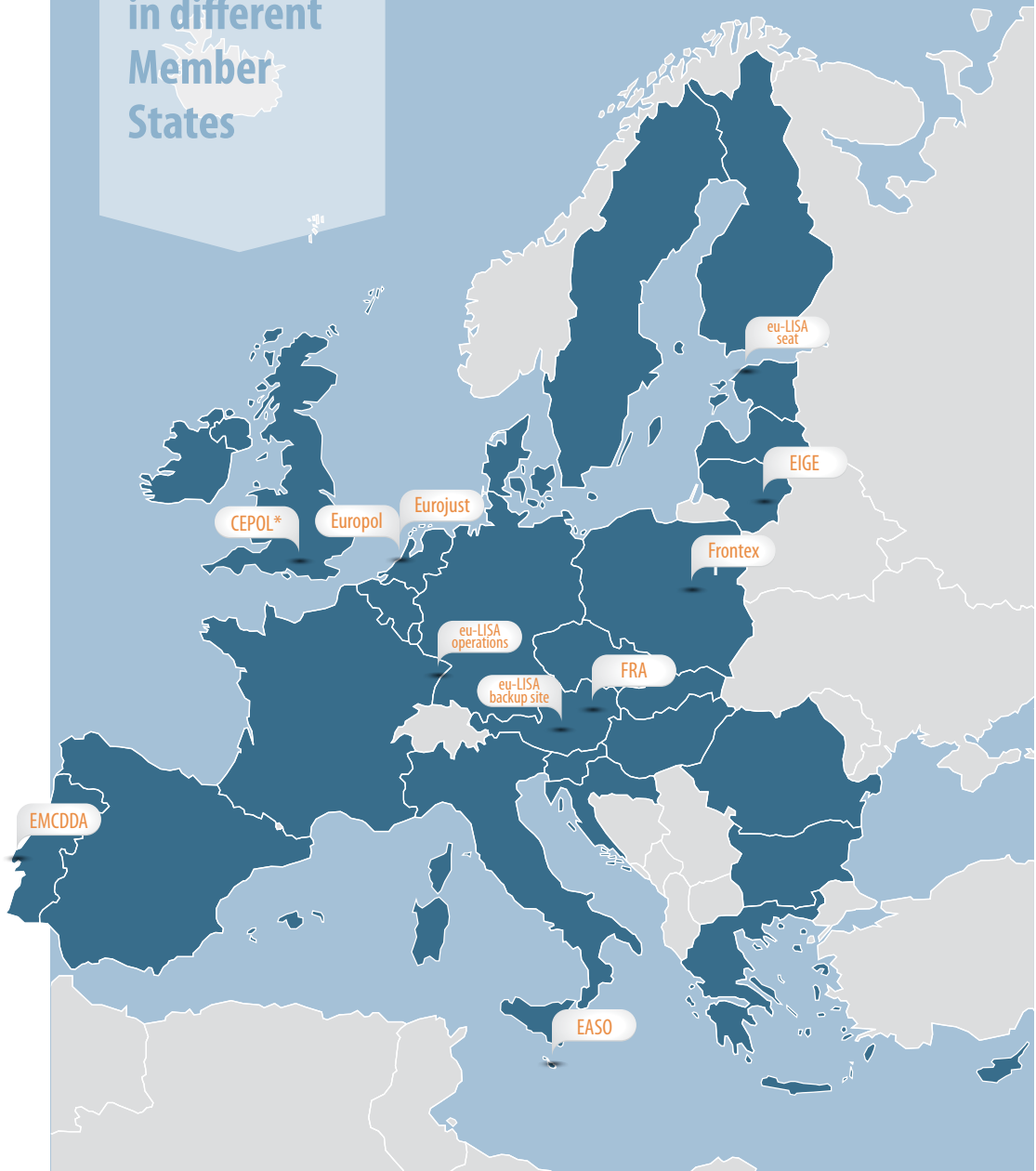
European Police College

# The EU justice and home affairs agencies



EUROPEAN UNION

## Distribution of the EU JHA agencies in different Member States



\* The seat of CEPOL is expected to move from the United Kingdom to Hungary.

# Introduction

The European Union has set up a number of decentralised agencies to carry out specific legal, technical or scientific tasks within the European Union. The EU regulatory agencies are independent, and have their own legal personality. They provide added value by facilitating the implementation of policies, enhancing dialogue and helping to share information and expertise. EU agencies also provide practical support to Member States and the EU institutions. In the area of justice and home affairs (JHA) there are currently the following agencies:

European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union (**Frontex**)

---

European Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (**eu-LISA**)

---

European Asylum Support Office (**EASO**)

---

European Institute for Gender Equality (**EIGE**)

---

European Monitoring Centre for Drugs and Drug Addiction (**EMCDDA**)

---

European Police College (**CEPOL**)

---

European Police Office (**Europol**)

---

European Union Agency for Fundamental Rights (**FRA**)

---

The European Union's Judicial Cooperation Unit (**Eurojust**).

---

The EU JHA agencies are spread across different Member States (see map).

The JHA agencies established a network, in 2006, to foster bilateral and multilateral cooperation and synergies in areas of common interest, such as strategic and operational work, external relations or training.

As from 1 January 2014, EASO took over the Chair of the network. In this context, EASO decided to coordinate this publication in the form of a brochure to enhance public knowledge on the work of these agencies. This brochure gives an overview of the missions and tasks of all the EU justice and home affairs agencies. It also provides other practical information such as contact details.



# Contents

Introduction	3
Frontex	7
eu-LISA	9
EASO	11
EIGE	13
EMCDDA	15
CEPOL	17
Europol	19
FRA	20
Eurojust	22





---

**NAME OF THE AGENCY:** **The European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union (Frontex)**

---

**LOCATION:** Warsaw, Poland

---

**ESTABLISHED:** 2004

---

**LOGO:** 

---

## TASKS

The agency was set up to improve integrated management of the EU's external borders by facilitating cooperation between the border authorities of the Member States (MS) and Schengen-associated countries, in relation to control on persons at the EU external borders. Frontex provides the MS with necessary technical support and expertise and promotes solidarity between the MS with the aim of bringing assistance to those facing disproportionate pressures at the border. In pursuit of this goal Frontex has several areas of responsibility, which are defined in the founding regulation — (EC) No 2007/2004.

These include the following.

- ▶ **Risk analysis** — All Frontex activities are risk-analysis driven. Frontex assesses risks to EU border security, building up a picture of the situation, patterns and trends in irregular migration and cross-border criminal activity at the external borders, including trafficking in human beings. The analyses are shared with the Member States and the Commission and used by the agency for planning its activities.
- ▶ **Joint operations** — Frontex coordinates the deployment of specialised guest officers and technical equipment (aircraft, vessels, and border control/surveillance equipment) from the MS to those external borders where there is a need for additional assistance.
- ▶ **Rapid response** — At the request of a Member State faced with a situation of urgent and exceptional pressure, especially the arrival at points on the external borders of large numbers of nationals from non-EU (i.e. third) countries, Frontex coordinates the rapid deployment of European Border Guard Teams.
- ▶ **Research** — Frontex serves as a platform to bring together Europe's border-control personnel and the worlds of research and industry, with the aim of bridging the gap between technological advancement and the needs of border control authorities.
- ▶ **Training** — Frontex develops curricula and training standards for border authorities striving to harmonise education of border

guards in all Member States and Schengen-associated countries. This harmonisation is intended to ensure that wherever a traveller crosses an external EU border, they will encounter uniform border-control standards. It also enables border guards from different countries to work together in joint operations at optimal efficiency.

- ▶ **Joint returns** — Frontex develops best practices for returns and serves as a coordinator of joint return operations.
- ▶ **Information-sharing** — Frontex develops and operates information systems that enable swift and reliable exchange of information between the border authorities of the Member States.

## BACKGROUND

The removal of internal border checks under the Schengen provisions makes controls at external borders much more important, since Schengen members rely on border checks and surveillance conducted by other member states.


It is estimated that each year more than 700 million passengers cross Europe's external borders. One of the biggest challenges, therefore, is stopping any illegal activity without creating unnecessary delays for travellers.

Frontex was created to assist the Member States in the management of their external borders and to bring greater consistency and harmonisation to EU border control.

## CONTACT DETAILS

 Rondo ONZ 1, 00-124 Warsaw, POLAND

---

 +48 222059500

---

 [frontex@frontex.europa.eu](mailto:frontex@frontex.europa.eu)

---

 <http://www.frontex.europa.eu>

---

**NAME OF THE AGENCY:** **European Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA)**

**LOCATION:** Seat of the agency: Tallinn, Estonia  
Operational management: Strasbourg, France  
Backup site: Sankt Johann im Pongau, Austria

**ESTABLISHED:** Operational since 1 December 2012



## TASKS

- ▶ Operational management of the second-generation Schengen Information System (SIS II), the Visa Information System (VIS) and Eurodac
- ▶ Operational management of communication infrastructure
- ▶ Design and implementation of new systems
- ▶ Training on technical use of SIS II for SIRENE Bureaux
- ▶ Training on technical use of SIS II for Schengen evaluators
- ▶ Technical training on SIS II, VIS and Eurodac.

## BACKGROUND


eu-LISA has been established to manage EU large-scale information systems in the area of freedom, security and justice. The agency supports the implementation of the EU's border management, asylum and migration policies by fulfilling the operational management tasks for the second generation Schengen Information System (SIS II), Visa Information System (VIS) and Eurodac. eu-LISA is dedicated to continuously adding value to the Member States, supporting through technology their efforts for a safer Europe. The agency is managed and represented by Executive Director Mr Krum Garkov, who came into office on 1 November 2012 and who, by the end of 2013, headed a staff of 120.

The agency started its operations on 1 December 2012 and achieved financial autonomy as of 22 May 2013. eu-LISA has been established for an indefinite period of time. The highest governing body of eu-LISA is the Management Board. It is composed of representatives of Member States and of the European Commission. Associated countries (Iceland, Liechtenstein, Norway and Switzerland) as well as Europol and Eurojust are also represented on the Board. The Management Board is assisted by Advisory Groups, one for each IT system operated under the agency.

The long-term strategic goals of eu-LISA are to:

- ▶ grow as a reliable contributor and facilitator of freedom, security and justice policies in the EU;
- ▶ become an acknowledged ICT centre of excellence and service provider;
- ▶ grow as a principal EU ICT technology centre and expertise hub;
- ▶ develop a modern, efficient and agile organisation.

## CONTACT DETAILS

 EU House Rävåla pst 4, 10143 Tallinn,  
ESTONIA

---

 + 372 6042001

---

 [info@eulisa.europa.eu](mailto:info@eulisa.europa.eu)

---

 <http://www.eulisa.europa.eu>

---

---

NAME OF THE AGENCY: **European Asylum Support Office (EASO)**

---

LOCATION: Malta

---

ESTABLISHED: 2010

---

LOGO:



## TASKS


EASO's task is to contribute to the coherent implementation of the Common European Asylum System by facilitating, coordinating and strengthening practical cooperation among Member States on the many aspects of asylum. EASO provides: practical and technical support to Member States and the European Commission; operational support to Member States with specific needs and to Member States subject to particular pressure on their asylum and reception systems, including the coordination of asylum support teams composed of national asylum experts; and evidence-based input for EU policymaking and legislation in all areas having a direct or indirect impact on asylum. EASO provides different kinds of support, namely:

- ▶ **permanent support:** supporting and stimulating the common quality of the asylum process through common training, common asylum training material and common quality and common country of origin information (COI);
- ▶ **special support:** tailor-made assistance, capacity building, relocation, specific support and special quality control tools;
- ▶ **emergency support:** organising solidarity for Member States subject to particular pressures by providing temporary support and assistance to repair or rebuild asylum and reception systems;
- ▶ **information and analysis support:** sharing and merging information and data, analyses and assessments at EU level, including EU-wide trend analyses and assessments;
- ▶ **third-country (i.e. non-member country) support:** supporting the external dimension of the common European asylum system, supporting partnerships with third countries to reach common solutions, including by capacity building and regional protection programmes, and coordinating Member States' actions on resettlement.


## BACKGROUND

EASO is an agency of the European Union set up by virtue of Regulation (EU) No 439/2010 of the European Parliament and of the Council. The agency plays a key role in the concrete implementation of the common European asylum system. EASO was established with the aim of enhancing practical cooperation on asylum matters and helping Member States fulfil their European and international obligations to give protection to people in need. EASO acts as a centre of expertise on asylum. It also provides support to Member States whose asylum and reception systems are under particular pressure.

## CONTACT DETAILS

 MTC Block A, Winemakers Wharf,  
Grand Harbour Valetta, MRS 1917, MALTA

---

 +356 22487500

---

 [info@easo.europa.eu](mailto:info@easo.europa.eu)


---

 <http://www.easo.europa.eu>

---

 <https://www.facebook.com/easo.eu>

---

 <http://www.youtube.com/easochannel>

---

---

**NAME OF THE AGENCY:** **European Institute for Gender Equality (EIGE)**

---

**LOCATION:** Vilnius, Lithuania

---

**ESTABLISHED:** Operational since June 2010

---

**LOGO:**



## TASKS

The European Institute for Gender Equality (EIGE) is an autonomous body of the European Union, established to contribute to and strengthen the promotion of gender equality, including gender mainstreaming in all EU policies and the resulting national policies, and the fight against discrimination based on sex, as well as to raise EU citizens' awareness of gender equality by providing technical assistance to the Community institutions, in particular, the Commission and the authorities of the Member States.

Equality between women and men is a fundamental principle and one of the core values of the European Union. Therefore 'Making equality between women and men a reality for all Europeans and beyond' is the vision of the European Institute for Gender Equality.


To make this vision a reality, EIGE was created to become the knowledge centre and the front-runner in developing reliable evidence, collecting knowledge, developing methods and tools and sharing useful experiences and expertise on gender equality and gender mainstreaming. The European Institute for Gender Equality started implementing its first work programme in June 2010.

The research results from the Institute's first years and its newly developed Gender Equality Index show that despite strong legal commitments and progress, the European Union is only half way towards a gender-equal society. The low proportion of women in decision-making positions, both political and economic, demonstrates a clear democratic deficit. The lack of harmonised and available data to measure gender-based violence is another challenge where the Institute plays a pivotal role in developing sound data to measure the progress in this area.


## BACKGROUND

The European Parliament and the Council of the European Union defined the grounds for the Institute's objectives and tasks in its Founding Regulation 1922/2006 of 20 December 2006, and assigned it the central role of addressing the challenges of, and promoting equality between women and men across the European Union.

## CONTACT DETAILS

 Gedimino pr. 16, LT-01103 Vilnius,  
LITHUANIA

---

 Administration: +370 52157400  
Operations: +370 52157444

---

 [eige.sec@eige.europa.eu](mailto:eige.sec@eige.europa.eu)


---

 <http://eige.europa.eu>

---

<http://eurogender.eige.europa.eu>

---

 <https://www.facebook.com/eige.europa.eu>

---

 <https://twitter.com/eurogender>

---

 <http://www.youtube.com/eurogender>

---



---

**NAME OF THE AGENCY:** **European Monitoring Centre for  
Drugs and Drug Addiction (EMCDDA)**

---

**LOCATION:** Lisbon, Portugal

---

**ESTABLISHED:** 1993

---

**LOGO:**



European Monitoring Centre  
for Drugs and Drug Addiction

---

## TASKS

The European Monitoring Centre for Drugs and Drug Addiction (EMCDDA) is the hub of drug-related information in Europe. Its mission is to provide the EU and its Member States with 'factual, objective, reliable and comparable information at European level concerning drugs and drug addiction and their consequences'.

Independent, science-based information is a vital resource to help Europe understand the nature of its drug problems and better respond to them. The EMCDDA provides a factual overview of European drug problems and a solid evidence base to inform the drugs debate.

Today the agency offers policymakers the data they need for drawing up sound drug laws and strategies. It also helps professionals and practitioners working in the field pinpoint best practice and new areas of research.

The EMCDDA relies on the European information network on drugs and drug addiction (Reitox) for the majority of its data. This network, managed by the agency and composed of a focal point in each of the EU Member States, Norway and at the European Commission, contributes to the agency's core business of collecting and reporting consistent, harmonised and standardised information on the drug phenomenon across Europe.

One of the agency's key tasks is to detect new drugs appearing on the European market that could pose risks to citizens. In cooperation with Europol, the European Medicines Agency, the European Commission and EU Member States, it carries out early-warning and risk-assessment activities that may pave the way for legal controls. To date, the EMCDDA and its partners have detected over 350 uncontrolled substances appearing for the first time on the European drug scene. Over 80 new drugs were detected in 2013 alone.

Since the agency's remit was broadened in 2006 (see 'Background'), its main tasks have been to:


- ▶ monitor the state of the drugs problem in Europe, including emerging trends and polydrug use;
- ▶ monitor solutions to drug problems and promote and facilitate the exchange of best practice;
- ▶ assess the risks of new psychoactive substances and maintain a rapid information system on their use;
- ▶ develop tools and instruments to help Member States and the European Commission monitor and evaluate national and EU drug policies respectively.

## BACKGROUND


- ▶ Founding regulation: Council Regulation (EEC) No 302/93 of 8 February 1993
- ▶ Recast regulation: Regulation (EC) No 1920/2006 of the European Parliament and of the Council, signed on 12 December 2006
- ▶ Council Decision 2005/387/JHA of 10 May 2005 on the information exchange, risk assessment and control of new psychoactive substances.

The EMCDDA's recast regulation, which entered into force in 2007, reaffirmed the agency's mission to provide the EU and its Member States with an independent and sound picture of Europe's drug phenomenon. However, it also broadened the scope of the agency's tasks, better equipping it to respond to new challenges in the drugs field (e.g. new drugs and emerging trends).

## CONTACT DETAILS

 Praça Europa 1, Cais do Sodré, 1249-289  
Lisbon, PORTUGAL

---

 +351 211210200

---

 [info@emcdda.europa.eu](mailto:info@emcdda.europa.eu)

---

 <http://www.emcdda.europa.eu>

---

---

**NAME OF THE AGENCY:** **European Police College (CEPOL)**

---

**LOCATION:** Bramshill, United Kingdom

---

**ESTABLISHED:** 2005

---

**LOGO:**



## TASKS

The European Police College (CEPOL) is an EU agency dedicated to providing training and learning opportunities to senior police officers on issues vital to the security of the European Union and its citizens. Training is organised in categories according to priorities in the field of internal security identified by the Council of the European Union. Training covers issues ranging from leadership to law enforcement techniques and from EU cooperation to economic crime. Activities are designed to facilitate the sharing of knowledge and best practice and to contribute to the development of a common European law enforcement culture.

Police officers and police professionals can choose between attending a residential course, seminar or conference, or learning through online resources, including online seminars (webinars) and online modules. The European police exchange programme, which enables bilateral exchanges and group study visits, is open to police officers, commanders, trainers and researchers.

CEPOL also provides tools for trainers, including common curricula on European police cooperation tools and on pan-European crime threats that can be incorporated into national training curricula.

All participants are granted access to CEPOL's electronic network, which provides further resources to prolong and deepen the learning experience.

In 2013, CEPOL implemented 103 activities, reaching 8,216 participants.

## BACKGROUND

- ▶ At a meeting in Tampere on 15-16 October 1999, the European Council agreed that a European Police College should be established to train senior officers of police forces.
- ▶ Established by Council Decision 2000/820/JHA, CEPOL became operational on 1 January 2001. The seat of CEPOL Secretariat was temporarily based in Copenhagen, Denmark.
- ▶ In July 2004, Council Decisions 2004/566/JHA and 2004/567/JHA amended Decision 2000/820/JHA. Council Decision 2004/566/JHA stated that CEPOL shall have legal personality.
- ▶ Council Decision 2004/567/JHA stated that the seat of CEPOL shall be in Bramshill, United Kingdom, and that the Governing Board shall set-up a permanent secretariat to assist CEPOL with administrative tasks.
- ▶ In September 2005, Council Decision 2005/681/JHA repealed Council Decision 2000/820/JHA and on 1 January 2006, CEPOL began operating as an agency of the European Union.

## CONTACT DETAILS

 CEPOL House, Bramshill, Hook, Hampshire, RG27 0JW, United Kingdom

---

 +44 1256602668

---

 [info@cepol.europa.eu](mailto:info@cepol.europa.eu)

---

 <http://www.cepol.europa.eu>

---

---

**NAME OF THE AGENCY:** **European Police Office (Europol)**

---

**LOCATION:** The Hague, the Netherlands

---

**ESTABLISHED:** 1999

---

**LOGO:** 

---

## TASKS

Europol is the European law enforcement agency. It is an intelligence-led organisation and coordinates responses to serious international crime and terrorism. Europol takes a proactive approach to undermining entire criminal networks.


Europol works closely together with the law enforcement agencies of the 28 EU Member States, as well as with other cooperation partners.

Europol puts analysis at the centre of its activities. By understanding how crime groups operate, Europol and its cooperation partners are able to undermine the criminal organisations and frustrate their activities. The exchange of personal data makes it important for Europol to live up to the highest standards of data protection and data security.

## BACKGROUND

In 1993, the forerunner to Europol was formed — the European Drugs Unit (EDU), which was tasked with tackling the organised crime groups operating in Europe that were overwhelmingly involved in drug trafficking at the time. However, as organised crime developed in the years that followed, so did Europol's role, and more areas of organised crime were added to its mandate to reflect these new threats.

## CONTACT DETAILS

 Eisenhowerlaan 73, 2517 KK The Hague, NETHERLANDS

---

 +31 703025000

---

 <http://www.europol.europa.eu>


---

 <https://www.facebook.com/europol>

---

 [https://twitter.com/Europol\\_EU](https://twitter.com/Europol_EU)

---

 <http://www.youtube.com/user/EUROPOLtube>

---

---

**NAME OF THE AGENCY:** **European Union Agency for Fundamental Rights (FRA)**

---

**LOCATION:** Vienna, Austria

---

**ESTABLISHED:** 2007

---



## TASKS

The FRA helps to make fundamental rights a reality for everyone in the EU.

The agency undertakes comparative research across a range of thematic areas in the context of the EU Charter of Fundamental Rights.

The thematic areas of the agency's work are determined through a 5-year multiannual framework (MAF). On 11 March 2013, the Justice and Home Affairs Council of the European Union, on proposal from the European Commission and after consulting the European Parliament, adopted the agency's current MAF.

The Council's decision states that the agency will work in the following nine areas:

- ▶ access to justice;
- ▶ victims of crime, including compensation for victims;

- ▶ the information society and, in particular, respect for private life and protection of personal data;
- ▶ Roma integration;
- ▶ judicial cooperation, except in criminal matters;
- ▶ the rights of the child;
- ▶ discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;
- ▶ immigration and integration of migrants, visa and border control and asylum;
- ▶ racism, xenophobia and related intolerance.

The framework is implemented in complementarity to the work of other EU bodies, the Council of Europe and other international organisations involved in the field of human rights.

The current multiannual framework will expire on 31 December 2017 and will be replaced by a new Council decision.

In addition, the agency gives evidence-based advice and formulates opinions to the EU institutions and the EU Member States.

The agency cooperates closely with civil society and raises awareness of fundamental rights among the general public.

## BACKGROUND


The FRA is one of the EU's decentralised agencies. These agencies are set up to provide expert advice to the institutions of the EU and the Member States on a range of issues. The FRA helps to ensure that the fundamental rights of people living in the EU are protected.

Fundamental rights set out minimum standards to ensure that a person is treated with dignity. Whether this is the right to be free from discrimination on the basis of age, disability or ethnic background, the right to the protection of personal data or the right to get access to justice, these rights should all be promoted and protected.

Through the collection and analysis of data in the EU, the FRA assists EU institutions and Member States in understanding and tackling challenges to safeguard the fundamental rights of everyone in the EU. Working in partnership with the EU institutions, its Member States and other organisations at the international, European and national levels, the FRA plays an important role in helping to make fundamental rights a reality for everyone living in the EU.


## CONTACT DETAILS

 Schwarzenbergplatz 11, A-1040 Vienna, AUSTRIA


 +43 1 580 30-0


 [information@fra.europa.eu](mailto:information@fra.europa.eu)

 <http://fra.europa.eu>

 <http://www.facebook.com/fundamentalrights>

 <http://twitter.com/eurightsagency>

 <http://www.youtube.com/user/EUAgencyFRA>

 <http://www.linkedin.com/company/eu-fundamental-rights-agency>

NAME OF THE AGENCY: **European Union's Judicial Cooperation Unit (Eurojust)**

LOCATION: The Hague, the Netherlands

ESTABLISHED: 2002

LOGO:



## TASKS

Eurojust's main tasks are to stimulate and improve the coordination of investigations and prosecutions in the Member States; to improve cooperation between the competent authorities of the Member States; and to support in any way possible the national authorities in their investigations and prosecutions. Eurojust may request the competent national authorities to:

- ▶ undertake the investigation or prosecution of specific acts;
- ▶ accept that one of them is better placed to investigate or prosecute than another;
- ▶ coordinate with one another, e.g. to set up a JIT;
- ▶ provide Eurojust with any information necessary to carry out its tasks; and/or
- ▶ take special investigative measures, or take any other measure justified for the investigation or prosecution.

Eurojust is also competent in assisting in solving conflicts of jurisdiction between the Member States.

## BACKGROUND

Eurojust is the European Union's Judicial Cooperation Unit, established by Council Decision 2002/187/JHA, and further strengthened by Council Decision 2009/426/JHA, to support and strengthen coordination and cooperation between national authorities in the fight against serious cross-border crime affecting the European Union. Eurojust also offers support beyond EU borders where it has cooperation agreements with third states or where, in a specific case, there is an essential interest in providing such assistance.


Eurojust is composed of 28 national members, one from each Member State, seconded in accordance with their legal systems. In addition, most national members are assisted by a deputy as well as by an assistant. Currently, national members, deputies and assistants are




senior prosecutors or judges. Member States can also second national experts to Eurojust. Liaison magistrates from Norway and the United States have been also seconded to Eurojust in accordance with the cooperation agreements in place. The work of Eurojust is supported by an administration of over 200 staff members.

In order to fulfil its objectives, Eurojust offers assistance to national authorities by, for example, organising coordination meetings where national authorities can exchange information, identify and solve possible problems or overlaps, and build mutual trust. Eurojust also sets up coordination centres where, on an agreed common action day, arrests, house searches and other measures can be coordinated in real time. Another important coordination tool is the Joint Investigation Team (JIT). Eurojust provides support in the setting up and functioning of JITs and can also provide funding.

## CONTACT DETAILS

 Maanweg 174, 2516AB The Hague,  
NETHERLANDS

---

 + 31 704125000

---

 [info@eurojust.europa.eu](mailto:info@eurojust.europa.eu)

---

 <http://www.eurojust.europa.eu>

---



## HOW TO OBTAIN EU PUBLICATIONS

### Free publications:

- one copy:  
via EU Bookshop (<http://bookshop.europa.eu>);
- more than one copy or posters/maps:  
from the European Union's representations ([http://ec.europa.eu/represent\\_en.htm](http://ec.europa.eu/represent_en.htm));  
from the delegations in non-EU countries ([http://eeas.europa.eu/delegations/index\\_en.htm](http://eeas.europa.eu/delegations/index_en.htm));  
by contacting the Europe Direct service ([http://europa.eu/europedirect/index\\_en.htm](http://europa.eu/europedirect/index_en.htm)) or  
calling 00 800 6 7 8 9 10 11 (freephone number from anywhere in the EU) (\*).

(\* ) The information given is free, as are most calls (though some operators, phone boxes or hotels may charge you).

### Priced publications:

- via EU Bookshop (<http://bookshop.europa.eu>).

### Priced subscriptions:

- via one of the sales agents of the Publications Office of the European Union  
([http://publications.europa.eu/others/agents/index\\_en.htm](http://publications.europa.eu/others/agents/index_en.htm)).

