

CALL FOR EXPRESSIONS OF INTEREST FOR CONTRACT STAFF

IN THE BUILDINGS FIELD Function Groups I-II-III-IV

EPSO/CAST/S/3/2012

I. INTRODUCTION

At the request of the European Union institutions, the European Personnel Selection Office (EPSO) is launching a selection procedure to set up a database of successful candidates from which to recruit contract staff **in the field of buildings**.

The institutions of the European Union recruit contract staff to provide additional capacity in specialised fields. Contract staff are employed in accordance with the conditions given in section IX of this call for expressions of interest.

The working relationship with the European institutions is governed by the Conditions of Employment of Other Servants of the European Union. The working conditions can be found in full online at <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20100101:EN:PDF> (chapter IV, page 172)¹.

The database will be used in particular by the European Commission (OIB and OIL), the European Parliament and the European Court of Justice. **The functions will be based in Brussels and Luxembourg as required.**

Selection procedures for contract staff usually attract a large number of highly qualified candidates who are successful in the selection procedure. Therefore, candidates should be aware that for certain profiles it is possible that the number of names in the database will be greater than the needs of the institutions.

The table below shows the institutions' estimated needs for contract staff in this field for a particular period of time taking into account factors such as the limited nature of the contracts and staff rotation.

Approximate size of the pool of successful candidates required by the institutions over the three-year period 2012-2014:

Function group	Profile	Number
FGI	Building Management – Technical and Administrative Support Agent	60
FGII	Building Management – Logistical Support Assistant	66
FGIII	Building Management – Building Technician/Building Project Manager	70
FGIII	Health and Safety Officer	16
FGIV	Building Management – Building Engineer/Architect	35

**Candidates may only register for one profile and one function group.
Candidates who make more than one application will be disqualified.**

¹ The general implementing provisions governing the conditions of employment for contract staff employed by the European Commission and the European Parliament can be found on EPSO's website.

II. NATURE OF DUTIES²

FG I - Building Management – Technical and Administrative Support Agent

Under the supervision of an official or a member of the temporary staff, the contract staff member will take on administrative and technical support duties related to the management of technical contracts (e.g. electrical engineering, energy management, HVAC, fire detection, remote management, lifts), logistical contracts (cleaning and waste management) or contracts for finishing work (partitioning, painting, flooring, locks and door fittings, glazing, joinery/carpentry).

Among other things these duties require the ability to provide both administrative and technical support in addition to knowledge of office software. By way of example, the duties may include:

- assisting with the implementation of sub-contractors' contracts in technical fields (finishing work, locks and door fittings, cleaning, waste management, electrical engineering)
- monitoring and checking the provision of services, related data input and drawing-up simple statistical reports
- monitoring the management of stocks of materials
- maintaining relations with user/client services
- assisting with the coordination of work in the different buildings
- helping to monitor the state of repair of buildings (requests for work further to malfunctions, monitoring office fitting work, etc.)
- various manual duties related to office fitting.

FG II - Building Management – Logistical Support Assistant

Under the supervision of an official or a member of the temporary staff, the contract staff member will take on administrative, technical and financial monitoring duties related to the management of technical contracts (e.g. electrical engineering, energy management, HVAC, fire detection, remote management, lifts), logistical contracts (cleaning and waste management) or contracts for finishing work (partitioning, painting, flooring, locks and door fittings, glazing, joinery/carpentry).

Among other things these duties require an aptitude for administrative management and financial monitoring in addition to a good working knowledge of office software and computer aided design (CAD) software. By way of example, the duties may include:

- ensuring that sub-contracted duties are properly carried out by:
 - monitoring the quality of the work carried out by external service providers
 - coordinating technical work (services in the fields of energy management, HVAC, electrical engineering, fire detection, remote management, lifts, finishing works, locks and door fittings, joinery/carpentry, painting, flooring, cleaning, waste management)
 - acceptance of technical installations, works, supplies, etc.
- managing stock and inventories of materials
- helping to monitor the state of repair of the buildings (requests for work further to malfunctions, monitoring office fitting work, etc.)
- working together on-site with the services responsible for security or hygiene in the workplace
- working together on-site with the representatives of various services involved in office moves/office fitting
- working with the head of sector to follow-up complaints from the occupants of the buildings
- helping on a technical level to draft specifications, invitations to tender, price requests, etc. for technical or logistical purchases and/or work
- helping to monitor the consumption of the budget allocated to technical and logistical contracts
- managing and monitoring maintenance contracts and contracts in the building sector on a day-to-day basis.

² The profiles described in this Call for expressions of interest are simplified versions of the generic profiles that will be used when drawing up contracts. These simplified versions are provided for information purposes and are not legally binding.

FG III – Building Management – Building Technician/Building Project Manager

Under the supervision of an official or a member of the temporary staff, the contract staff member will take on duties related to the management and technical, administrative and financial supervision of contracts in the area of:

- installations: electrical, HVAC, lifts, water and sanitation, lifting devices, remote management, energy management, telecommunications cabling, fire detection, or
- construction: e.g. major works and finishing work, masonry, and small civil engineering works, or
- building project management.

Among other things these duties require an aptitude for administrative and technical coordination and financial monitoring in addition to a good working knowledge of office software and/or computer aided design (CAD) software. By way of example, the duties may include:

- duties related to maintenance, the operation of technical installations and fitting-out the buildings
- full management of projects that are complex or require coordination
- assisting with the management of the building stock
- editing or helping to draft specifications in the areas mentioned
- administrative and financial management of contracts with external companies/partners
- acceptance of technical installations, work, supplies
- monitoring and inspecting the execution of work
- planning, preparing and/or monitoring the budget for technical or logistical matters
- coordinating relations with clients/users, surveying and monitoring their needs
- preparing (specifications) and monitoring technical feasibility studies and/or drawing-up statistical reports
- monitoring building projects concerning the environment and urban planning regulations
- analysing the technical and financial aspects of buildings the institutions plan to occupy.

FG III – Health and Safety Officer

Under the supervision of an official or a member of the temporary staff, the contract staff member will take on duties related to the management and technical, administrative and financial supervision of contracts in the area of health and safety in the workplace and risk prevention.

Among other things these duties require the ability to coordinate both administrative and financial matters in addition to a thorough knowledge of office software.

By way of example, the duties may include:

- implementing preventative measures (fire prevention, building safety, hygiene)
- helping to draw up safety instructions and files of rules and regulations
- monitoring in full the safety aspects of building work (construction and renovation)
- editing or helping to draft specifications in the areas mentioned
- administrative and financial management of contracts with external companies/partners.

FG IV - Building Management – Building Engineer/Architect

Under the supervision of an official or a member of the temporary staff, the contract staff member will take on conceptual work, analysis and technical and administrative supervision in the area of:

- installations: electrical, HVAC, lifts, water and sanitation, lifting devices, remote management, energy management, telecommunications cabling, fire detection, or
- construction: major works and finishing work, masonry, and small civil engineering works, or
- building project management.

Among other things these duties require an aptitude for drafting, analysis, technical supervision, administrative management and a thorough working knowledge of office software and/or computer aided design (CAD) software.

By way of example, the duties may include:

- managing the building stock including planning the occupation of the spaces available
- managing building projects (new buildings or renovation)
- drawing-up feasibility reports for planned office fitting or conversion work
- planning, launching and monitoring the maintenance and management of technical installations and/or building and office fitting projects
- proposing and monitoring the use of specialised technology such as: water and sanitary installations, HVAC, lifts, electrical installations
- drafting technical specifications and participating in public procurement procedures
- analysing the urban planning aspects of building projects
- monitoring and coordinating building work, drafting acceptance reports, coordinating safety issues
- planning and managing contracts with external companies/partners
- buying materials specific to buildings and their fitting-out
- providing advice and analysis with regard to risk prevention
- implementing actions to improve the energy performance of buildings
- preparing the Activity Plan for the Annual Work Programme
- providing advice and analysis on complex technical issues
- contributing to the simplification of procedures in the relevant areas
- supervising the follow-up of reports from external technical testing services
- coordinating the team's work.

III. INDICATIVE TIMETABLE OF THE SELECTION PROCEDURE

The procedure will be administered by EPSO with the assistance of a selection panel comprised of representatives from departments of the EU institutions. The **indicative** timetable is as follows:

STEP	Indicative dates	
	Profiles attracting more than 600 applications	Profiles attracting 600 applications or fewer
Verbal and Numerical Reasoning (V&R) tests	May-June 2012	n/a
CV sifting	July 2012	May 2012
Competency test	October 2012	
Results of the competency test	November 2012	

IV. ELIGIBILITY REQUIREMENTS

On the closing date for online applications you must fulfil the following conditions:

A. General conditions
a) be a citizen of one of the Member States of the European Union.
b) enjoy your full rights as a citizen.
c) have fulfilled any obligations imposed on you by the laws on military service.
d) meet the character requirements for the duties involved.
B. Minimum specific conditions - Education/experience
FG I - Building management – Technical and Administrative Support Agent Successful completion of compulsory education and 3 years' professional experience.
FG II - Building management – Logistical Support Assistant <ul style="list-style-type: none">• A level of post-secondary education, attested by a diploma, in a technical field related to the duties described in Section II, or• A level of secondary education (leaving certificate giving access to higher education), attested by a diploma, and 3 years' professional experience related to the duties described in Section II, <p>Or, for employment by the European Commission only:</p> <ul style="list-style-type: none">• following successful completion of compulsory education, a total of 8 years of:<ul style="list-style-type: none">▪ relevant professional training and/or▪ professional experience at a level equivalent to the duties described in Section II, or• following successful completion of compulsory education, a total of 10 years as a member of staff of the European Union and training provided by the institution in a field relevant to the duties to be carried out.
FG III - Building management – Building Technician/Building Project Manager <ul style="list-style-type: none">• A level of post-secondary education, attested by a diploma, in a technical field related to the duties described in Section II, or• A level of secondary education (leaving certificate giving access to higher education), attested by a diploma, and 3 years' professional experience related to the duties described in Section II
FG III – Health and safety Officer <ul style="list-style-type: none">• A level of post-secondary education, attested by a diploma, in a technical field related to the duties described in Section II, or• A level of secondary education (leaving certificate giving access to higher education), attested by a diploma, and 3 years' professional experience related to the duties described in Section II
FG IV - Building management – Building Engineer/Architect <ul style="list-style-type: none">• University degree of at least 3 years (Bachelor level) attested by a diploma in a field related to engineering, civil engineering, construction, electromechanical engineering, electrotechnical engineering or architecture

C. Knowledge of languages	
a) Language 1 (L1) and a) Language 2 (L2)	Main language: thorough knowledge of one of the official languages of the European Union ³ A satisfactory knowledge of English, French or German; must be different from language 1 above.

You may apply for only one of the 23 official languages as your main language (L1). You will not be able to change your choice of languages once you have validated your online application form.

Note: If you are invited to an interview, you will have to submit all supporting documents. If it is found that the information you provided is incorrect, you will be excluded from the selection procedure and your name will be removed from the database.

V. HOW TO APPLY AND DEADLINE FOR APPLYING

You must apply online by following the instructions on the EPSO website, http://europa.eu/epso/apply/today/contract_en.htm, and particularly in the online application manual. You must fill in the application form in English, French or German.

The responsibility for completing your on-line application before the deadline is entirely yours. We advise you not to wait until the last minute before applying, since if the lines are exceptionally busy or the Internet connection goes down, you may have to repeat the whole on-line application process; and once the deadline has passed, you will no longer be able to do so.

Once you have validated your application, you will no longer be able to make any changes; the data entered are immediately processed by EPSO with a view to organising the selection procedure.

DEADLINE (including validation)
19/04/2012 at 12:00 (midday) Brussels time

VI. SELECTION PHASES

A distinction will be made during the selection procedure between profiles for which more than 600 applications are received and those where 600 or fewer applications are received.

SELECTION PHASES			Applicable to
Phase A	Part I	Verbal and Numerical Reasoning Test to select, for each profile, approximately 600 candidates with the highest aggregate marks to go forward to the selection based on qualifications	Profiles for which more than 600 applications have been received only
	Part II	Selection based on qualifications to select the candidates who will go forward to the competency test (approximately twice the number of candidates required, for each profile, by the institutions)	All profiles
Phase B	Competency test		All profiles

³ The official languages of the European Union are: BG (Bulgarian), CS (Czech), DA (Danish), DE (German), EL (Greek), EN (English), ES (Spanish), ET (Estonian), FI (Finnish), FR (French), GA (Irish), HU (Hungarian), IT (Italian), LT (Lithuanian), LV (Latvian), MT (Maltese), NL (Dutch), PL (Polish), PT (Portuguese), RO (Romanian), SK (Slovakian), SL (Slovenian), SV (Swedish).

VERBAL AND NUMERICAL REASONING COMPUTER-BASED TESTS

For all profiles for which more than (approximately) 600 applications are received, candidates will have to sit a series of computer-based verbal and numerical reasoning tests prior to the selection based on qualifications.

	Test format	Time allowed for the test	Language of the test	Maximum marks	Pass mark
a)	Verbal reasoning skills (multiple choice test)	35 minutes	Candidate's main language (L1)	20	10
b)	Numerical reasoning skills (multiple choice test)	20 minutes	Candidate's main language (L1)	10	5

The tests will be held in test centres across the European Union.

For each profile, a selection will be made based on qualifications for the 600 candidates with a pass mark in each test who obtained the highest aggregate marks.

SELECTION BASED ON QUALIFICATIONS

Candidates will be screened on the basis of their qualifications, particularly in terms of their diplomas and professional experience, against the criteria set out below, and those whose profiles best match the duties and the selection criteria will be invited to the competency test.

A selection panel will be appointed to assist EPSO at this stage of the selection procedure, specifically to take charge of the selection based on qualifications (CV sifting).

Criteria for selection based on qualifications

GFI - Building management – Technical and Administrative Support Agent

1. At least 3 years' experience in a technical field related to buildings, building maintenance and or finishing work (e.g. partitioning, painting, flooring, locks and door fittings, glazing, cleaning, waste management, electrical installations, etc.)
2. Diploma in a technical field related to the nature of the duties
3. Professional experience of computers (office software, e.g. MS Office, MS Word, Excel, Outlook)
4. Professional experience of reading plans or technical drawings
5. Professional experience of customer service in direct contact with the clients
6. Professional experience in the field of health and safety in the workplace (e.g. ambulance crew, first aid team member, prevention adviser)
7. Knowledge of one or more other languages (not languages 1 and 2) of the European Union
8. Experience in an international environment for at least 6 consecutive months

GFI - Building management – Logistical Support Assistant

1. Diploma in a technical field related to the nature of the duties (e.g. energy management, HVAC, fire detection, remote management, lifts, locks and door fittings, electrical engineering)
2. Additional professional experience in a technical field (different to that counted under the minimum eligibility conditions)
3. Professional experience of computers (office software, e.g. MS Word, Excel, Outlook)
4. Professional experience of reading plans or technical drawings (CAD)
5. Professional experience of customer service in direct contact with the clients

6. Professional experience in the field of health and safety in the workplace (e.g. ambulance crew, first aid team member, health and safety adviser)
7. Professional experience of managing the budgetary and financial aspects of projects
8. Knowledge of one or more other languages (not languages 1 and 2) of the European Union
9. Experience in an international environment for at least 6 consecutive months

GFIII - Building management – Building Technician/Building Project Manager

1. Experience of at least 3 years in addition to the required minimum in the area of buildings, technical installations in buildings, construction (or similar) and/or managing building projects (new/renovation)
2. Professional experience of computers: specialised software for the fields of buildings and building maintenance (e.g. AutoCAD, Archibus, CMMS)
3. Additional training leading to technical certification (e.g. Belgian certification for electricians level BA4 or BA5) and/or in the area of building safety, health and safety at work (e.g. designated worker, safety coordination)
4. Professional experience and/or specialised training in the field of management systems (e.g. EMAS Eco-Management and Audit Scheme, ISO, etc.)
5. Professional experience and/or specialised training in the area of standards for working conditions
6. Professional experience of managing the budgetary and/or financial aspects of projects
7. Knowledge of one or more other languages (not languages 1 and 2) of the European Union (at least level B1⁴)
8. Experience in an international environment for at least 6 consecutive months

GFIII - Health and safety Officer

1. Experience of at least 3 years in the area of health and safety at work, buildings, technical installations in buildings, construction (or similar) and/or managing building projects (new/renovation)
2. Additional training in the area of building safety, health and safety at work (e.g. designated worker, safety coordination)
3. Professional experience of computers: specialised software for the fields of buildings and building maintenance (e.g. AutoCAD, Archibus, CMMS)
4. Professional experience and/or specialised training in the field of management systems (e.g. EMAS Eco-Management and Audit Scheme, ISO, etc.)
5. Professional experience and/or specialised training in the area of standards for working conditions
6. Professional experience of managing the budgetary and/or financial aspects of projects
7. Knowledge of one or more other languages (not languages 1 and 2) of the European Union (at least level B1⁵)
8. Experience in an international environment for at least 6 consecutive months

GFIV - Building management – Building Engineer/Architect

1. An additional qualification in one of the following fields: civil engineering, air conditioning, electrical engineering, electromechanical engineering, architecture, construction, mechanical engineering, electronics
2. After having obtained the diploma, experience of at least 2 years in the field of buildings, technical installations in buildings, construction (or similar) and/or managing building projects (new/renovation)
3. Professional experience of coordinating a team
4. Professional experience of computers: specialised software for the field of buildings and building maintenance (e.g. AutoCAD, Archibus, CMMS)

⁴ See the reference grid on the Europass website at the following address:
http://europass.cedefop.europa.eu/europass/home/hornav/Downloads/CEF/LanguageSelfAssessmentGrid.csp?loc=en_EN

⁵ See the reference grid on the Europass website at the following address:
http://europass.cedefop.europa.eu/europass/home/hornav/Downloads/CEF/LanguageSelfAssessmentGrid.csp?loc=en_EN

5. Professional experience and/or specialised training in the field of management systems (e.g. EMAS Eco-Management and Audit Scheme, ISO, etc.)
6. Professional experience and/or specialised training in the area of standards for working conditions
7. Professional experience of managing the budgetary and/or financial aspects of projects
8. Knowledge of one or more other languages (not languages 1 and 2) of the European Union (at least level B1⁶)
9. Experience in an international environment for at least 6 consecutive months

Note: If you are invited to an interview, you will have to submit all supporting documents. If it is found that the information you provided is incorrect, you will be excluded from the selection procedure and your name will be removed from the database.

The selection based on qualifications is carried out **solely** on the basis of the information provided by the candidate in the 'Talent Screener' tab of the application form and takes place in two stages:

- Stage 1: An initial selection based on qualifications will be made on the basis of the responses (yes/no) ticked by the candidate and the weighting assigned to each question, which will be on a scale of 1 to 3 according to the importance attached to the corresponding criterion. The candidates who obtain the highest number of points will go through to the second selection stage (about four times the number of candidates, per profile, required by the institutions).
- Stage 2: The selection panel will scrutinise candidates' responses and will award 0 to 4 points for each response; the points are then multiplied by the weighting assigned to the corresponding criterion.

The candidates who obtain the highest number of points will be invited to the competency test (about twice the number of candidates, per profile, required by the institutions).

COMPETENCY TEST

Candidates will sit the competency test to assess their knowledge in the chosen profile

Test type	Time allowed for test	Language of the test	Maximum number of points	Minimum score required
Multiple choice test on paper	50 minutes	Language 2 (L2)	25	16

The test will be held in Brussels.

EPSO will pay an allowance for travel expenses in line with the relevant rules on reimbursement, which can be found on EPSO's website at http://europa.eu/epso/apply/on_going_compet/reimburse/index_en.htm

VII. TEST RESULTS

The results of the computer-based tests, the competency test and the CV sift will be published in the candidates' EPSO accounts.

⁶ See the reference framework on the Europass website at the following address:
http://europass.cedefop.europa.eu/europass/home/hornav/Downloads/CEF/LanguageSelfAssessmentGrid.csp?loc=en_EN

VIII. INCLUSION IN THE DATABASE

The names of candidates who obtain the pass mark in the competency test will be entered in a database and will not be made public in any other form. Access to the database will be granted to the European Commission, the European Parliament and the European Court of Justice. Other European Institutions/Agencies may also obtain access should they have a need for these profiles. The database will remain valid for a period of three years from the date when candidates are notified of their results.

IX. SELECTION FOR POTENTIAL RECRUITMENT

Inclusion in the database is not a guarantee that you will be offered a job. As vacancies arise, institutions will search the database and invite for an interview those candidates who best match the job requirements in question; depending on the outcome, they may then make a formal job offer. Your knowledge of your main language will also be assessed during this interview. The applicant chosen for the position will be offered either a CA 3A⁷ or a CA 3B⁸ contract, depending on the employer making the job offer, as indicated below.

Contract	Place of activity
CA 3A (could lead to an indefinite contract)	Commission: The two Offices for Infrastructure and Logistics in Brussels and Luxembourg, the Paymasters Office (PMO); the European Personnel Selection Office (EPSO) and the European Administration School (EAS), plus agencies and Commission Representations and European Union Delegations
CA 3B (fixed-term)	Commission Directorates-General (not the Offices) and other institutions, European Anti-Fraud Office (OLAF) and the Publications Office of the European Union (OP)

X. REVIEW/APPEAL PROCEDURES

If, at any stage of the selection procedure, you believe that a mistake has been made or that EPSO has acted unfairly or has failed to comply with the rules governing this selection procedure, and that your interests have been prejudiced as a result, the following appeal procedures are available:

Procedure	Contact	Time limit ⁹
1. Request that your application be reconsidered	Either via the contact page on EPSO's website or or by fax to: +32 2 2979611	10 calendar days
2. Lodge an administrative complaint under Article 90(2) of the Staff Regulations of Officials of the European Union ¹⁰	Either by post to: European Personnel Selection Office (EPSO) C-25, 1049 Brussels, Belgium or via the contact page on EPSO's website	3 months
Having followed these steps (step 1 is optional), you may then:		

⁷ Under Article 3a of the Conditions of Employment of Other Servants of the European Union (CEOS) and under the conditions laid down by the CEOS and the General Implementing Provisions of the institution, agency or office.

⁸ Under Article 3b of the Conditions of Employment of Other Servants of the European Union (CEOS) and under the conditions laid down by the CEOS and the General Implementing Provisions of the institution, agency or office.

⁹ From the date of publication of the results in the candidates' EPSO accounts.

¹⁰ Please include in the subject line of your letter the reference of the selection procedure, your candidate number and the words 'Article 90(2) complaint'.

3. a) If your complaint is either explicitly or implicitly rejected, submit a judicial appeal under Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations ¹¹	European Union Civil Service Tribunal Boulevard Konrad Adenauer 2925 Luxembourg	3 months
Or ¹²		
3. b) Make a complaint to the European Ombudsman ¹³	European Ombudsman 1 avenue du Président Robert Schuman CS 30403 67001 Strasbourg Cedex FRANCE	2 years

XI. COMMUNICATION

EPSO will contact you via your EPSO account. It is up to you to consult your EPSO account at regular intervals — at least twice a week — to keep track of the progress of the procedure and to check the information relevant to your application. If you are prevented from doing so because of a technical problem that is attributable to EPSO, you must notify EPSO immediately.

For all correspondence with EPSO, please use the contact form on the EPSO website at: <https://europa.eu/epso/application/passport/webform.cfm?usertype=1&lang=en>.

To ensure that all general texts and all communication between you and EPSO are clearly understood on both sides, only English, French, or German will be used for the invitations to the various tests and correspondence between you and EPSO.

XII. GROUNDS FOR DISQUALIFICATION LINKED TO THE APPLICATION PROCESS

EPSO takes great care to see that the principle of equal treatment is observed. Consequently, if at any stage in the procedure EPSO finds that you have created more than one EPSO account, made more than one application to this selection procedure or that you have made any false declarations, you will be disqualified from the selection procedure.

Fraud or attempted fraud may render you liable to penalty. We would point out that anyone recruited by the institutions must show themselves to be of the highest possible integrity.

¹¹ For details of how to submit an appeal and to calculate the time limits, please consult the website of the European Union Civil Service Tribunal at: http://curia.europa.eu/jcms/jcms/T5_5230.

¹² Important: if you lodge a judicial appeal (step 3a) above), you may not submit a complaint to the Ombudsman (step 3b) above).

¹³ Note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging complaints or for submitting appeals to the Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the European Union. Note also that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned. You can find details of the procedure on the Ombudsman's website at <http://www.ombudsman.europa.eu/en/home>

XIII. SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

a) Condition existing at time of application

1.	If you have a disability or a condition that might pose difficulties for you when taking the tests, tick the corresponding box on the online application form and indicate what arrangements you consider necessary to make it easier for you to take the tests, quoting the number of the selection procedure and your application number (be sure not to omit these).
2.	Send either a medical certificate or a certificate attesting your disability issued by a recognised body (whichever is appropriate) as soon as possible after validating your online application. These supporting documents will be examined so that special arrangements to suit each case can be made in order to satisfy (as far as possible) requests that are judged to be reasonable. Requests and supporting documents should be sent: either by e-mail to: EPSO-accessibility@ec.europa.eu, or by fax to: +32 22998081, addressed to 'EPSO accessibility', or by post to: European Personnel Selection Office (EPSO) 'EPSO accessibility' (C-25) 1049 Bruxelles/Brussel BELGIUM

b) Condition developing after application

1.	If a condition of the kind described above develops after the deadline for online applications, you must inform EPSO as soon as possible. Please state in writing what arrangements you consider necessary.
2.	Send the relevant documents either by e-mail to: EPSO-accessibility@ec.europa.eu, or by fax to: +32 22998081, addressed to 'EPSO accessibility', or by post to: European Personnel Selection Office (EPSO) 'EPSO accessibility' (C-25) 1049 Bruxelles/Brussel BELGIUM