



PMO... BACK TO THE FUTURE?

Luxembourg, 30/11/2022

The messages coming in from our PMO colleagues are very alarming. The reorganisation that took place at the beginning of the year has led to a constant malaise among our colleagues at the workplace and especially in Luxembourg:

- A significant number of experienced colleagues, including several members of the hierarchy, were forced by circumstances to request mobility to other Commission services or even other institutions, which greatly **weakened** the PMO in terms of competence and historical memory.
- In some units, the lack of domain expertise on the part of new case managers contributed to the creation of a significant backlog.
- **The lack of forecasting** has led to situations that are difficult to manage, the most obvious example being the area of missions: the PMO considered that the absence of missions during the pandemic would justify the transfer of claims to a new experienced team and the redeployment of former mission managers to other units with new tasks (salaries, pensions etc...). The resumption of missions has created a significant backlog that requires, as we have just learned, the temporary "requisition" of former mission managers, to eliminate, as far as possible, this backlog which will, in turn, have **a negative impact on their new units!**
- This situation of **constant overload** and **pressure** on staff has a negative effect on their motivation and causes **unnecessary stress** that can easily generate cases of **burnout**.
- In addition, the staff of the PMO is mainly composed of **contract agents**, a category of staff by definition more fragile, in a precarious situation and, practically, without alternatives of internal mobility, which multiplies the negative effects of any action on the part of the administration.

Union Syndicale Fédérale Luxembourg considers that any reorganisation of services within the Commission must take into account the long-term repercussions on staff and other services or institutions and not be based on considerations of the moment or expectations of precarious savings.

Union Syndicale Fédérale Luxembourg pointed out that it had already identified the impasse on the new PMO structure and the negative effects on staff this summer, but it had received only reassuring comments from the Office's hierarchy.

Union Syndicale Fédérale Luxembourg calls on the PMO hierarchy to **remain attentive to its staff** and to consult them regularly, in order to better value their indisputable expertise.

The staff is made up of human beings that need to be listened to, and for this reason we call for the immediate establishment of an independent listening chamber to meet with the staff of the Office.

However a listening chamber is far from enough ! USFL actually intervenes and will continue to do so in the coming days to ensure that the entire staff representation initiates concrete actions at all suited levels.

Need help? Contact us:

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