

## ABOUT US

Founded in 2010, the European Sectoral Social Dialogue Committee for Central Government Administrations is one of the 44 Sectoral Committees which contribute to the European social model, with the support of the European Commission.

The objectives of this new committee, which brings together trade union (TUNED) and employer (EUPAE) representatives from this sector, are to improve the functioning of administrations and standards on working conditions, to promote social dialogue at national level, and to contribute by its opinions to the preparation of European policies affecting central government administrations.

**With this Framework Agreement, trade unions and public employers of the committee make 20 concrete commitments to improve the quality of public services for citizens.**

Read the full text on  
<http://ec.europa.eu/social/>

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Legal deposit : D/2012/7737/45  
December 2012

# European framework agreement EUPAE/TUNED

**for a quality service**  
in Central Government  
Administrations



TUNED

Trade Unions' National and  
European Administration Delegation

EUPAE

European Public  
Administration Employers

## ✓ WELCOME

- Availability
- Proximity
- Courtesy
- Responsibility
- Accessibility
- Responsiveness
- Sufficient level of staff

## ✓ EQUITY

- Impartiality
- Solidarity
- Diversity

## ✓ INTEGRITY

- Neutrality
- Independence
- Protection

# SERVICE AND RESPECT OF THE RULE OF LAW

Public employees and employers shall implement public policies aimed at the **general interest**,  
**serving the common good.**

## ✓ COMMUNICATION

- Information
- Transparency
- Data protection

## ✓ QUALITY OF LIFE AT WORK

- Attractivity
- Meaningful work
- Justice
- Social cohesion
- Against precarious work
- Competence development
- Good working conditions
- Freedom of association

## ✓ EFFICIENCY

- Rapidity
- Efficiency
- Optimal use of resources
- Eco-responsibility
- Quality