



Médiateur européen

- 5 JUL. 2013

Warsaw, 21 June 2013
Ref.: 10988/21.06.2013

Mr Nikiforos Diamandouros
Date d'arrivée
European Ombudsman

Your ref: OI/13/2012/MHZ: S2013-173421

Dear Mr Diamandouros,

Thank you for your letter of 7 May 2013 and your further clarifications in respect to your suggestions on (e) Availability of the homepage of Frontex's website in all EU official languages/explanation of Frontex language policy, and (j) Information to tenderers on the possibility to complain to the Ombudsman, provided in your report of 7 February 2013.

(e) Availability of the homepage of Frontex's website in all EU official languages/explanation of Frontex language policy

In addition to the previous response of Frontex, we fully recognise the need to have our website available in the official languages of the EU, other than English. Unfortunately, under the prevailing austere conditions within the EU, Frontex has a lack of both human and financial resources to offer and maintain the entire content of the Frontex website in all EU languages.

The Frontex website currently hosts over 3800 pages of material. The translation costs of such a large amount of text into 23 languages (circa EUR 8 million) make it virtually impossible for Frontex to adopt a fully multi-lingual approach.

Keeping in mind the serious restrictions mentioned above, Frontex is nevertheless working on providing general information about Frontex to the non-English speaking readers. In the first months of 2014, Frontex will develop a language policy for the Frontex Internet site and will publish general information about the Frontex mandate and activities in French, German, Spanish, Italian, Greek.

(j) Information to tenderers on the possibility to complain to the Ombudsman

The EU Commission's model letter to unsuccessful tenderers was updated in March 2013. Following these amendments, Frontex updated its model letter to unsuccessful tenderers. The

model letter now contains information about the role of the European Ombudsman for the receipt of complaints from tenderers and also the associated internet address.

I trust that the above information satisfies your request for further comments from Frontex on the above two important areas of interest.

Yours sincerely



Ilkka Laitinen

Executive Director