Follow up to the European Parliament non-legislative resolution on organisational mismanagement of European Personnel Selection Office (EPSO) competitions

1. **Resolution tabled pursuant to Rule 233(2) of the European Parliament's Rules of Procedure**

2. **References:** 2025/2880(RSP) / B10-0497/2025 / P10_TA(2025)0313

3. **Date of adoption of the resolution:** 27 November 2025

4. **Competent Parliamentary Committee:** Committee on Petitions (PETI)

5. **Brief analysis/ assessment of the Resolution and requests made in it:**

The European Parliament adopted a Resolution in November 2025 demanding major reforms for the European Personnel Selection Office (EPSO) due to perceived significant organisational mismanagement, repeated technical failures, and lack of transparency in recruitment, calling for clearer timelines, better candidate support, and stronger oversight to restore trust and ensure fair access to EU public service jobs, stemming from complaints about online exams and procedures.

The Resolution was triggered by a petition highlighting recurring issues in EPSO’s organisation of several competitions to select future staff for the EU institutions. MEPs expressed concern that these shortcomings harm the reputation of EU institutions and deter top talent.

Key demands in the Resolution

- Transparency & integrity: restore credibility and trust by making EU selection processes open, objective, understandable and well-functioning;

- Candidate-friendly reforms: implement clearer communication and support, more predictable planning, more flexible procedures and fair retake opportunities in case of technical issues.

- Improved testing: review and modernise testing methods, reintroduce onsite test facilities and closely control the use of AI.

- Stronger oversight: enhance institutional monitoring of EPSO's way of working.

6. **Response to the requests in the resolution and overview of the action taken, or intended to be taken, by the**

Commission:

- The Commission welcomes the European Parliament's interest in EU careers and notes the call to the European Personnel Selection Office to improve its operations. The Commission is fully aware of the challenges that EPSO has faced in recent years and of the impact these difficulties have had on potential candidates, as well as on the recruitment services of the EU institutions.

- The Commission considers the resolution conveys constructive feedback that will contribute to the continuous improvement of EPSO and that aligns with our commitment to steering EPSO, in collaboration with the other EU institutions, to the highest standards of professionalism, impartiality and transparency.

- In recent times, EPSO has embarked on a profound transformation to modernise and streamline its selection model, based on the decisions taken by all the EU institutions which are part of its Management Board. Predictability, stable planning and ensuring a smooth candidate experience are the guiding principles for this transformation.

- It is worth recalling that the current selection model was put in place following the decision of EPSO/EuSA Management Board in January 2023 of conducting open competitions fully online. Remote testing was considered as a greener, more flexible and efficient option, which may also facilitate participation of candidates with caring responsibilities, with limited mobility or from remote areas. However, EPSO continues to offer the possibility for onsite testing to candidates with disabilities requiring special accommodations.

- When it comes to recruiting staff from reserve lists, each EU institution has its own procedures in place, which have been adapted to better complement the new competition model implemented by EPSO.

- In June 2025, EPSO concluded a Framework Contract with a new test provider, *Open Assessment Technologies (OAT),* an EU-based company. The Framework Contract incorporates additional safeguards to ensure effective delivery, notably: a cascade mechanism to avoid overreliance on a single contractor; reinforced supervision of the contract implementation, and stronger requirements for the processing of personal data. All efforts are now focused on ensuring a seamless transition to this new contractor and on securing the effective functioning of remote testing on a large scale.

- Since May 2024, EPSO has been working with an interim provider *(TestWe)*, an EU-based company that also provides services to the Commission and other EU institutions for their (internal) competitions, while seeking in parallel, a new long-

term provider through a procurement procedure. This approach has enabled EPSO to continue delivering on its mission. In 2025 alone, EPSO published 29 reserve lists for open competitions, yielding over 3400 successful candidates in various fields such as economics, statistics, finance, transport and science. More reserve lists are due in 2026.

- It should be clarified that EPSO does not rely on AI solutions in its competitions. The only phase where EPSO currently uses AI as an aide is limited to exam invigilation. Nevertheless, EPSO has also started reflecting on how AI could support certain steps of the EPSO competition processes with appropriate human oversight and due respect for privacy and data protection, in line with EU's AI Act and industry trends.

- Regarding the clarity of texts in the 24 EU official languages, EPSO relies on internal Commission services for translating test content, applying rigorous quality and confidentiality criteria.

- In relation to the current examination system and the risk of filtering out qualified specialist candidates, it should be recalled that the new competition model assesses subject-specific knowledge. Under the new competition model for specialist profiles, candidates only need a pass mark (no longer applying ranking) in the cognitive tests, which continue to be a strong predictor of future performance. These tests are not meant to exclude qualified candidates, but rather to ensure minimum standards to access and progress in an EU career.

- With reference to the call to carry out an independent assessment of EPSO's operations, it is worth recalling that in the last 5 years EPSO has undergone a series of audits by the European Court of Auditors, European Data Protection Supervisor and the Commission's Internal Audit Service (IAS) and has followed up on the recommendations received from these bodies as well as the European Ombudsman. The implementation of the action plan following the IAS audit started in December 2025 and is still ongoing.

- EPSO attaches high importance to ensuring a smooth candidate experience in its testing operations. This was the reason behind the launch of a new tendering procedure and eventual selection of a new test delivery provider in 2025. EPSO is striving to reduce the grounds for complaints, particularly as regards technical issues, as well as to improve complaints management more broadly. EPSO is also focusing in providing clear and transparent information and support to candidates during the selection process. A revamp of EPSO's website is planned for 2026.

- EPSO is stepping up its outreach activities to promote EU careers to increase and further diversify its candidate pool, including from Member States underrepresented in EU

institutions. This action also requires a collective effort from all EU institutions and Member States.

- In this context, it should be stressed that it is not within EPSO's mandate to prepare candidates for EPSO competitions, as doing so would constitute a conflict of interest. Nevertheless, EPSO provides an overview of the test portfolio on the dedicated sample test page, which helps candidates to familiarise with the testing platform.

- Gathering of feedback from candidates via dedicated surveys and the compilation of statistical data on candidates and successful candidates per Member State will also be strengthened.

- Looking ahead, in 2026, EPSO will continue its efforts to enhance the integrity and effectiveness of the EU selection process under the guidance of its Management Board, notably by addressing the following main challenges: onboarding successfully the new provider for online test delivery to ensure technically sound and stable operations in the future; achieving a more reliable planning and shortened competition duration; organising the AD5 graduates competition after a 6-year interruption (the Notice of Competition was published on 5 February 2026); progressively updating EPSO's IT infrastructure.

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