



Department of Enterprise, Trade and Employment
Roinn Fiontar Trádála agus Fostaíochta

Annual Report 2007





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FOREWORD BY TÁNAISTE AND MINISTER FOR ENTERPRISE, TRADE AND EMPLOYMENT



This report reviews historically the activities and performance of the Department in 2007, we are doing so in full knowledge of the huge changes that have taken place in the global economy and in Ireland's economic performance. We acknowledge the significant challenges that we must address in stimulating national recovery in the face of one of the most severe crises in international financial markets in modern times. What I hope the Report demonstrates is that the Department is well positioned to respond to the difficult times that lie ahead.

2007 was a significant year for the Irish economy as new challenges in the global economy manifested themselves. Oil prices showed an upward trend during the year and inflation within the eurozone began to creep upwards, with the European Central Bank further increasing interest rates on two occasions within the first half of the year. Nevertheless, despite these external factors affecting the economy, this Annual Report indicates how the performance of the Department of Enterprise, Trade and Employment in 2007 will help Ireland to take best advantage of the opportunities that become available. The Report, which sets out the Department's achievements in respect of the commitments contained in its Statement of Strategy 2005-2007, provides evidence of the sound economic principles that have been applied in recent years and which will speed recovery as these external constraints ease.

A key challenge for us within these circumstances is to retain our competitiveness. In 2007, my Department was engaged in a range of initiatives aimed at ensuring that our businesses maximise their potential growth by providing their goods and services at competitive rates. This policy was underpinned by actions that were taken to further the Lisbon Strategy on growth and jobs. Progress on these were noted in the context of the Department's response to the

European Commission on the Lisbon National Reform Programme, most notably in the areas of improving competitiveness, infrastructure, regulation and social inclusion, increasing R&D investment and efficiency, and encouraging greater innovation and entrepreneurship.

I believe that the key to our future prosperity and sustainable long-term growth can be found in the area of research and development, which will drive investment in our economy and provide a demand for high-skilled workers. To that end, my Department plays a lead role in implementing the Strategy for Science, Technology and Innovation 2007-2013. Under the Strategy, the Government has committed a total of €8.2bn towards generating and using new knowledge for economic and social progress, within an innovation driven culture.

While this investment will take place under the guidance of Technology Ireland, a welcome change highlighted in this report is the increased impact of small business on the economy. The first CSO "Small Business in Ireland" Report brought together a comprehensive set of statistics that clearly demonstrates how recent initiatives in this area have empowered small business to deliver upon their potential.

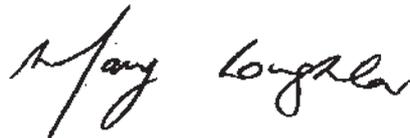
A corollary to this investment is the necessity to build a workforce that has the requisite expertise and ability to meet the demands of a fast-changing global market place. We must ensure that we have a well-educated workforce with the requisite skills to meet the demands of businesses. Accordingly, in conjunction with ongoing investment in the formal education system by the Department of Education and Science, this Department allocated over €1bn on FÁS training and employment activities in 2007. I believe that the importance of training cannot be overstated if we are to provide the calibre of worker that is attractive both to indigenous and multi-national companies.

A more challenging economic climate will give rise to new pressures on how labour markets operate. The new National Employment Rights Authority is bringing a new dimension to the area of employment rights. The significant level of funding made available in 2007 supported the work of the Office, including the recruitment of additional inspectors.

2007 was a significant year for the protection of consumer rights, with the enactment of the Consumer Protection Act 2007. The Act gives powers in areas of consumer advocacy, education and awareness, enforcement, information provision and research. Now, over 30 specific commercial practices including pyramid selling have been outlawed. The Act considerably enhances the range of enforcement options and makes specific provision for fixed payment penalties.

I also welcome the resumption of the North/South Ministerial Council in July 2007. Economic co-operation across the border is a high priority for the Department and I believe that business and consumers alike will benefit from opening of markets and increased trade over the whole island. This report notes the continued development of key business networks by InterTradelreland in this regard.

As recent events demonstrate, the next few years will be very challenging for the Department and for the country, but I am confident that we have the right people to make the right choices to help return the economy to a more stable footing.



Mary Coughlan, TD

Minister of Enterprise, trade and Employment

INTRODUCTION BY SECRETARY GENERAL



This Annual Report for 2007 covers the final year of the Department's Statement of Strategy 2005-2007 and as such, it offers a good perspective on our level of success in meeting our strategic objectives over the preceding three-year period, as well as many commitments from the Programme for Government. This report shows that we have worked coherently and efficiently towards achieving the strategy objectives in respect of the four supporting pillars, namely (1) Enterprise, Innovation & Growth, (2) Quality Work & Learning, (3) Making Markets & Regulation Work Better, and (4) Business Delivery, Modernisation & Customer Service.

Particular features in 2007 include:

- Continued promotion of investment on Science, Technology and Innovation of the €8.2bn allocated under the National Development Plan 2007-2013, including encouraging enterprises to focus on enhancing competitiveness through the application of R&D and funding awards of almost €365m to higher education institutes throughout the country.
- The Enterprise Agency Group, which was established in 2005 to report on progress in implementing the Enterprise Action Plan agreed by Government, completed its work and presented its final report to the Minister in October 2007.
- Achieving a significant increase in Ireland's overall trade surplus from €18.6bn in 2006 to €26.4bn in 2007, with Services Exports rising by 18% to €64.8bn.
- Fulfilling our commitments under our Towards 2016 Modernisation Action Plan and participating in the first phase of an Organisational Review Programme of Government Departments, which reviewed positively the capacity of the Department to deliver on its many strategic plans.
- Arrangements under the Employment Permits Act 2006, which aims at attracting the migration of workers with necessary skills that are unavailable within the European Economic Area were introduced in January and were successfully embedded during the year.
- A new Consumer Protection Act provided for a stronger and more modern range of protections to help address a range of consumer protection issues such as unfair commercial practices and misleading advertising.

While the above achievements are to be welcomed, we are fully aware of the further challenges that lie ahead. We will continue to explore all options and use all available mechanisms to drive our future economic progress.

The coming years will present a real test of our structures and policies. It will be a case of having to do more with less. However, I am satisfied that we have the necessary expertise and the commitment within the Department to deliver within the more exacting conditions that we face. As well as investing in the productive sectors of the economy, my Department has been looking at ways of improving its corporate governance and its economic analysis capability. This Annual Report provides ample evidence of our progress to date and of our capacity to deliver a high quality service to our stakeholders across the broad range of functional areas for which the Department has responsibility.

I believe that our success in these areas is down to the quality, commitment and abilities of the staff in the Department and I would like to take this opportunity to thank them all for their hard work in 2007. I look forward to maintaining our momentum over the next few years and rising to the challenges of delivering upon our Governmental and Departmental commitments and stimulating the Irish economy.



Sean Gorman,
Secretary General.

ORGANISATION CHART



Members of the Department's Management Board (L to R) Dermot Mulligan, Siobhan Daly (Secretary), Dermot Curran, Clare Dunne, Sean Gorman (Secretary General), Martin Cronin (CEO, Forfas), Brian Whitney, Gerry Donnelly, Breda Power & Martin Shanagher (missing from photo Kieran Grace, Planning Officer).

OUR POLICY

We will work for Government and the people to grow quality employment and national competitiveness

Our policies are designed to enhance competitiveness, help create an environment where enterprise can flourish and consumers are protected, up-skill the labour force, provide sustainable employment opportunities, improve workplace conditions, and help to build an inclusive society.

Our approach to interacting with our key stakeholders – Government and the Oireachtas, members of the public, other public and private organisations and internally with our staff – is founded upon our core values ¹ of:

- Fairness and Respect
- Openness and Transparency
- Flexibility and Responsiveness
- Partnership and Consultation
- Responsibility
- Motivation and Performance
- Service
- Professionalism

Structure of the Department

The Department is divided into the following seven divisions:

- Enterprise and Agencies
- Competitiveness and International Affairs
- Science, Technology and Intellectual Property
- Labour Force Development
- Employment Rights and Industrial Relations
- Commerce, Consumers and Competition
- Corporate Services and Economic Policy

¹ See the Department's Human Resources Strategy 2005-2007

PILLARS & KEY GOALS OF OUR STRATEGY

This Annual Report is based on activities aligned along the four pillars set out in our Statement of Strategy 2005 – 2007 and each pillar contains a number of high-level goals, which form the basis for the work of the Department over the period. These Pillars and Goals are:

Pillar 1 - Enterprise, Innovation, Growth

Key Goals

- The enhancement of Ireland's productivity and competitiveness levels so as to sustainably produce and sell on world markets, goods and services which add to national welfare.
- The development and implementation of policies to enhance the enterprise environment leading to high rates of sustainable entrepreneurship activity, the start-up and growth of competitive firms, continued inward foreign direct investment and sustainable development.
- The stimulation of business to increase commitment to R&D, the promotion of innovation and a culture of entrepreneurship amongst researchers and the encouragement and rewarding of effective linkages between enterprise and academia.
- The harnessing of the potential of the knowledge-based economy for economic and social well being, turning knowledge into products and services, and contributing to the development of enterprises that can compete internationally and thereby deliver growing employment for the benefit of all.

- Working with the relevant stakeholders to ensure that Ireland becomes internationally renowned for the excellence of our research and is at the forefront in generating and using new knowledge for economic and social progress, within an innovation driven culture.
- Reviewing and updating industrial policies and interventions in light of the evolving competitiveness environment, developments in respect of the all-island economy and the need for regional balance.

Pillar 2 - Quality Work & Learning

Key Goals

- The pursuit of labour market policies which promote the development of human capital and lifelong learning, help to address the skills needs of the economy, facilitate increased participation in and access to employment, and contribute to social inclusion.
- The further enhancement of quality employment by improving and enforcing employment rights and entitlements, including safety and health at work, and promoting social partnership, industrial peace and effective dispute resolution.

Pillar 3 - Making Markets & Regulation Work Better

Key Goals

- Ensuring that the current regulatory system delivers efficient and competitive markets with high standards of corporate governance and consumer protection.
- The further development of the legislative framework, having regard to best regulatory practice, in particular the principles of Better Regulation.
- The reduction of the cost of the delivery of compensation and the delivery processing times for personal injury claims with a view to improving the functioning of the insurance market for the benefit of consumers and businesses.

Pillar 4 - Business Delivery, Modernisation & Customer Focus

Key Goals

- The provision of high level professional support and advice across the Department in key support areas, in order to ensure that we meet our business goals and continue to be at the forefront of the modernisation agenda.
- The delivery of excellent services to our external customers and stakeholders through ensuring the most effective use, development and deployment of our resources and the achievement of maximum value for our expenditure.

ENVIRONMENTAL ANALYSIS

Activity in 2007 was conducted in the context of the third and final year of the Department's Statement of Strategy 2005-2007 and this Annual Report therefore fulfils a dual role in highlighting the achievements of the preceding three years, and 2007 in particular, while indicating the challenges that have yet to be completed and those new ones that have arisen in recent months.

Those three years have seen a dramatic change in the performance of the global economy and, as a result, the Irish economy is facing a number of challenges. Nevertheless, GDP growth in 2007 was 6 per cent while GNP growth was 4.1 per cent. Services sector exports grew by 17.6 per cent, while non-services sector exports grew by 2 per cent. Our import and export performance in 2007 gave rise to a trade surplus of over €26,000m and contributed to employment growth of 57,600 (2.6%). While the number of people unemployed rose by 7,600 (7.5%) last year, unemployment at 4.5 per cent was still below the European average.

These statistics indicate that we achieved good levels of success in these areas during 2007. As a small open economy, though, our economic prosperity is still heavily dependent on external demand for our goods and services and developments in 2008 have impacted on our medium-term economic outlook.

Our priority, therefore, is to build upon the Department's achievements in 2007, albeit in a more difficult environment in which the main stakeholders are facing pressures that have not been experienced for some time. However, our successes in 2007 in respect of the targets under the four pillars set out in the Statement of Strategy give cause for optimism. In this regard, the Report identifies a wide range of initiatives and measures that were put in place to give effect to the agreed Programme for Government.

Paramount within the Enterprise, Innovation and Growth pillar were measures aimed at strengthening the competitiveness of the Irish economy, with particular emphasis on small- and medium-sized enterprises. It is important to note in this context that the Report reveals that the domestic sector is becoming a more prominent and important factor for stimulating growth in the economy. Much of this success is down to the significant progress made in relation to the implementation of the recommendations of the Small Business Forum Report. Measures such as the "Tech-Check" Programme, which provides access to an independent technology check-up as a means of improving productivity and profitability, and improved and extended Business Expansion and Seed Capital Schemes were successfully introduced during the year. This was further supplemented by changes made in the Finance Bill 2008 to the tax regime for small businesses, which both reduces their liabilities and alters the timing of payments, thereby easing the burden for small and new companies.

Enterprise Ireland exceeded the targets set in its own three-year Strategy, especially in respect of the New High Potential Start-Ups and Productivity Fund Approvals initiatives. The net result was a New Export Sales outturn from assisted companies of €4.42bn over the 3 years, compared to the targeted outturn of €3bn.

During 2007, the Department worked with the European Commission to agree a new simplified Research and Development Grant Scheme, which will see Enterprise Ireland and the IDA invest more than €500m to support R&D companies based in Ireland under the Government's Strategy for Science, Technology and Innovation 2008-2013. This will build upon the €57m in EU funding obtained in 2007 by successful Irish proposals under the EU Seventh Framework Programme for Research and Development.

The Department recognises that wider social concerns and the need to maintain a level of work skills that would be attractive to potential investors are key aspects of future development that drive ongoing investment in training under the Quality Work and Learning pillar. Accordingly, the business-focused agenda was complemented in 2007 by a series of measures aimed at improving conditions in the labour market, particularly the employability of the lower skilled workforce and persons with disabilities. As agreed under social partnership, supports such as the FÁS One Step Up Programme, which provided training to approximately 27,000 people in 2007, and the Skillnets Training Networks Programme continue to provide development training to vulnerable workers.

As an indication of the importance of this issue, funding of over €1bn was allocated to FÁS in 2007 to help deliver its training and employment activities. This represents an increase of almost 7.5% over 2006 and was invested in training programmes designed to assist the long-term unemployed, socially excluded, redundant workers and women seeking to gain access to the labour market. In 2007, this investment resulted in over 53,000 people embarking on FÁS training programmes.

The commencement from 1st January 2007 of the Employment Permits Act 2006 formed a key component of our National Skills Strategy and will ensure a flexible, responsive and managed approach to economic migration policy. This new system of employment permits is more efficient at meeting the needs of the labour market and will allow us to attract the highly skilled people we need to meet enterprise demands.

An equally important development in the labour market, and one which meets a commitment given under Towards 2016, was the establishment on an interim basis of the new National Employment Rights Authority (NERA) in February 2007. NERA aims at securing compliance with employment rights legislation and fostering a culture of compliance in Ireland. To this end, NERA commenced discussions with the social partners on the development of a comprehensive and responsive system of employment rights compliance and enforcement during the year.

These measures, in conjunction with other ones outlined in the Report, contributed to the achievement of a new record low in the number of workdays lost to industrial disputes. The number of such days lost, at 6,038, means that 2007 was the fourth year since 2002 that had produced a new record low.

This background made a significant contribution to improved competitiveness, which was further enhanced by other measures taken under the Making Markets and Regulation Work Better pillar. The National Consumer Agency was established on a statutory basis in May 2007 with powers and functions in areas of consumer advocacy, research, education and awareness, information and enforcement. The Agency is underpinned by the Consumer Protection Act 2007, which contains a suite of measures that significantly strengthen the protections available to Irish consumers. These include specific prohibitions on misleading and aggressive commercial practices and outlaws unfair practices such as pyramid selling, prize draw scams and persistent unwanted "cold calling".

Other legislative changes benefiting companies were made in 2007, some of which involved the transposition of issues covered by the range of EU Directives on Company Law. Of particular note are the Public Limited-Liability Company Regulations 2007, which make it easier for companies to expand and to manage cross-border operations, and the Companies Amendment Regulations 2007, which makes it easier to file and access company information electronically. These measures are consistent with the EU Action Programme to Reduce Administrative Burdens. Further action in the area will be driven by needs identified by the High Level Group on Business Regulation that was established by the Minister in April 2007.

In addition, the insurance reform agenda activity in recent years has led to significant savings on the administration of personal injury awards. The Personal Injuries Assessment Board (PIAB) made over 8,200 awards totalling €181m during 2007, incurring operational costs of €7.4m. This represents a financial saving of almost €40m and a faster service of 29 months on average compared to the previous adversarial litigation system.

The Department's strategic targets are underpinned by a high quality customer service ethos that is set out in the Business Delivery, Modernisation and Customer Focus pillar. Four principal Strategic Management Initiative Working Groups drive the modernisation agenda, each of which takes best advantage of cross-Departmental dynamics to achieve customer-focused change. An indication of the Department's commitment to the process was evidenced by its decision to volunteer to take part in the Operational Review Programme (ORP) that was launched by the Taoiseach last year. The ORP Team reviewed the Department's capacity to deliver on its many strategic plans and the Department has prepared an Action Plan detailing how it proposes to improve its delivery capability in line with the findings of the report.

As with other sectors of the economy, our capacity to deliver on our strategic objectives is dependent on the ability of its staff to respond to the challenges that present themselves. The changing economic climate makes it imperative that we are well equipped to address our own needs as well as those sectors of the economy that are dependent on us. In this regard, the Department continued to invest in training and ICT supports to give all staff the opportunity both to maximise their potential and to meet business needs.

It is in this context that the delivery of the Department's elements of the National Development Plan (NDP) 2007-2013 will be undertaken. The €13.7bn investment for Enterprise, Science and Innovation and for Human Capital as set out in the NDP will be overseen by this Department. The strategic goals and objectives, and the associated targets required to maximise the returns on this investment, are set out in our new Statement of Strategy 2008-2010.

NOTABLE ACHIEVEMENTS IN 2007

Pillar 1 – Enterprise, Innovation, Growth

- The competitiveness drive continued during 2007 and many of the recommendations outlined in the NCC's Competitiveness Challenge 2006 were implemented in line with Government policy, particularly in the context of the framework provided by the National Skills Strategy, the Energy White Paper and the establishment of the Management Development Council.
- The Strategy for Science, Technology and Innovation 2006-2013, which strongly focuses on ensuring sustained development of human resources in science, technology and innovation and on building strong linkages to ensure diffusion and commercialisation of an increased flow of new ideas and knowledge, continued to be rolled out during 2007.
- Further new measures designed to help the small business sector in relation to VAT Registration Turnover Thresholds and Preliminary Corporation Tax payments, were announced in Budget 2008 by the Minister for Finance on 5 December 2007
- The launch of the "Tech-Check" Programme in April 2007, which provides small businesses with the opportunity to access a highly subsidised independent technology check-up and help them to identify ways to boost their productivity and profitability through the better use of technology.

Pillar 2 – Quality Work & Learning

- The publication of the National Skills Strategy report entitled Tomorrow's Skills – Towards a National Skills Strategy by the Expert Group on

Future Skills Needs (EGFSN) in March 2007 is an important input to policy on developing our human capital through upskilling, training and education programmes for the period to 2020.

- The Employment Permits Act 2006 was commenced in January 2007 and provides for new economic migration and employment permits arrangements that are more responsive and more efficient at meeting the needs of the labour market as we continue our transformation into an economy driven by innovation and based on knowledge.
- The European Commission adopted Ireland's European Social Fund Human Capital Investment Operational Programme 2007-2013 in November 2007. The Programme, which has an overall budget of €1.36bn, with an ESF contribution of €375m, will concentrate on addressing the identified training and/or employment support needs of the labour market in line with the EU agreed principles and regulations. In particular, it will focus on two main priorities, namely, upskilling the workforce and activation and participation of groups outside the workforce.
- The new National Employment Rights Authority (NERA) was established on an interim basis in February 2007 and moved to new headquarters in Carlow in July as part of the Government's Decentralisation Programme. NERA has commenced consultations with its range of stakeholders and initiated a structured dialogue with the parties to the Social Partnership Agreement on the development of a comprehensive and responsive system of employment rights compliance and enforcement.

Pillar 3 – Making Markets & Regulation Work Better

- The National Consumer Agency was set up on a statutory basis in May 2007. The Agency, which now incorporates the Office of the Director of Consumer Affairs, has a wide statutory mandate with additional powers and functions in areas of consumer advocacy, research, education and awareness, information and enforcement. It is supported by other measures that modernised and consolidated the law dealing with advertising, marketing, price display, and consumer information following the enactment of the Consumer Protection Act 2007.
- Regulations implementing the European Company Statute which make it easier for companies to expand and to manage cross-border operations without the red tape of having to set up a network of subsidiaries came into effect from 21 January 2007.

Pillar 4 – Business Delivery, Modernisation & Customer Focus

- The Department volunteered to participate in the first phase of the Organisational Review Programme, which is specifically aimed at reviewing the capacity of Government Departments to delivery on their many strategic plans.
- In accordance with a civil service wide agreement, the Department's Performance Management and Development System (PMDS) became formally integrated with wider HR policies, with implications for staff as regards pay and eligibility to be considered for promotion competitions in relation to underperformance.
- An ambitious Leadership Programme in the Department aimed at Assistant Principal and Principal Officer level, and which encompasses "360-degree" assessment, personal coaching, core modules on leadership, strategy delivery and communications, was launched in September 2007.
- The Department's first Annual Output Statement, outlining the Department's budget and priorities for 2007 in key Programme Areas and setting out a number of key targets for the year was compiled early in 2007, was presented to the Dáil Select Committee on Enterprise and Small Business for consideration.

Summary of Key Priorities Identified in the Statement of Strategy

SUMMARY OF KEY PRIORITIES IDENTIFIED IN THE STATEMENT OF STRATEGY

Enterprise Strategy Group

The Enterprise Strategy Group (ESG) was established to develop policy options for Ireland's enterprise strategy for growth and employment for the coming decade. Their report – Ahead of the Curve, Ireland's Place in the Global Economy was published in July 2004. A follow up action plan was then agreed by Government. The Enterprise Advisory Group (EAG) was set up in Autumn 2005 to report on progress in implementing the Enterprise Action Plan. The range of issues tackled by the Action Plan involved some that were relatively straightforward to implement while others involved a depth of complexity and resource allocation that points to a longer term implementing timeframe. The route to their implementation consequently has been comprehensively addressed, for example in long term strategic agendas such as the National Development Plan.

The terms of reference for the EAG gave it a mandate to the end of 2007. It presented its third and final report to the Minister in October 2007. As it has completed its work (ahead of time) it will no longer meet. The major themes of the ESG's report are still relevant and will continue to influence this Department's policy agenda.

Small Business

Considerable progress continued to be made during 2007 on the implementation of the recommendations of the Small Business Forum Report (published in May 2006) with the introduction of a number of new and improved initiatives aimed at unleashing the full potential of the sector (see page 23 of this Annual Report for more details).

Investment in Research and Development

The Strategy for Science, Technology and Innovation (SSTI) 2006-2013 provides for the continued development of a world-class research system, underpinned by the essential physical and human infrastructure. The Strategy also contains mechanisms to ensure that our significant investment in research is turned into commercial value to the greatest extent possible. In regard to enterprise, the Strategy sets out structures and mechanisms to enhance supports to industry and encourage firms to become more engaged in R&D activity. The Strategy is a core component of the National Development Plan 2007-2013, with an €8.2 billion investment in Science, Technology and Innovation to deliver the knowledge economy and bring Ireland into line with R&D performance in leading economies.

During the period under review, this Department continued to co-ordinate a whole of Government approach to the implementation of the Strategy. The Department ensured that the governance structures put in place to ensure effective interaction, coordination and review of outputs across eight Government Departments, the Office of the Chief Scientific Adviser, state agencies and higher education institutions, operated effectively. On two occasions in 2007, the Interdepartmental Committee on STI reported to the Cabinet Committee on STI on progress made in implementing the Strategy. On both occasions the Cabinet Committee was assured that the investment being made in human capital, physical infrastructure and commercialisation of research is contributing to the realisation of the vision outlined in the Strategy.

Economic Migration Issues

A continuing challenge for the Irish labour market in 2007 was to bring in from outside the European Economic Area (EEA) those skills which could not be sourced from within the EEA and which were required to progress our economy to one that is knowledge-based and innovation-driven. The Employment Permits Act 2006, which was commenced in 2007, allowed Ireland to launch new economic migration and employment permits arrangements which would ensure a flexible, responsive and managed approach to economic migration policy. The four types of employment permit introduced under the Act are:

- a Green Card;
- a Work Permit;
- an Intra-Company Transfer Permit; and
- Spousal and Dependant Permits.

Policy in this area is vacancy-driven rather than based on quotas or points; that is, the core of the policy is the offer of a job. In this way, Ireland's system of employment permits strategy is responsive and efficient at meeting the needs of the labour market

Lifelong Learning

The Expert Group on Future Skills Needs (EGFSN) published the National Skills Strategy report entitled *Tomorrow's Skills – Towards a National Skills Strategy* in March 2007. This important document set out Ireland's strategic skills objectives to 2020 and will inform policy going forward.

Mr Seán Haughey, T.D., was appointed as Minister of State at the Department of Education and Science and the Department of Enterprise, Trade and Employment with overall responsibility for Lifelong Learning during 2007.

Unemployed and Long-Term Unemployed Persons/ People with Disabilities

FÁS continues to provide a series of services for those seeking employment including the main work and/or training schemes, Community Employment and Job Initiative, as well as placement and career guidance services.

A High Level Working Group has been set up, comprising representatives from the Department of Enterprise, Trade and Employment, the Department of Social and Family Affairs, the Department of the Taoiseach and FÁS, to progress the activation of other client groups toward the labour market, in particular, Lone Parents and Disabled People.

Consumer Strategy Group

The Consumer Strategy Group was appointed in March 2004 to advise and make recommendations for the development of a national consumer policy strategy. The Group's final Report "Make Consumers Count" was published in May 2005. The core recommendation in the Report was that a new National Consumer Agency, incorporating the existing Office of the Director of Consumer Affairs, be established. In this regard, the Consumer Protection Act 2007 was enacted on the 1st May 2007 and established the National Consumer Agency on a statutory basis. The Agency, which incorporated the existing Office of the Director of Consumer Affairs, was given a wider statutory mandate with additional powers and functions in areas of consumer advocacy, research, education and awareness, information and enforcement. The Agency's mandate will allow it to act as a forceful advocate on behalf of consumers and consumer interests.

Competition Policy

During 2007, the Minister initiated a review on the operation and implementation of the Competition Act 2002. As part of this review process, a public consultation was launched. The review will examine how effective the legislation has been in meeting the objectives for which it was enacted from the perspective of the Competition Authority, competition practitioners, business and the general public and that work has continued into 2008.

Decentralisation

The Department has been making good progress in the decentralisation of the required 250 posts to Carlow under the Government's Decentralisation Programme. The Department opened an advance office in Carlow in July 2007. The New Office is situated on O'Brien Road, Carlow and was officially opened on Thursday 6 September 2007.

On the staffing side, assignments of staff to "Carlow posts" continued in 2007 and by the end of the year, there were 97 staff in place in Carlow. This figure has since increased to over 100. As well as staff already decentralised to Carlow, by the end of 2007 a further 86 civil servants had committed to decentralise to Carlow with this Department.

With regard to the permanent move, the Department continued to work closely during 2007 with the Office of Public Works on the procurement of permanent offices in Carlow town centre.

Better Regulation

In April 2007, the Minister for Enterprise, Trade and Employment established a High Level Group on Business Regulation under the Chairmanship of the Secretary General of his Department. The Group's aim is to identify and reduce administrative burdens on Irish business in a prioritised manner, to measure the cost savings and to act as a "clearing house" in addressing obstacles to the reduction of administrative burdens. The Group's objective is to reduce the

administrative burden of domestic regulation on business by 25% by 2012.

In the short term, the Group is focusing on five priority areas identified in the Report of the Business Regulation Forum. The five areas are Taxation, Statistics, Environment, Health and Safety, and Employment and Company Law. The Group reported to the Minister for Enterprise, Trade and Employment on its work in July 2008.

North/South Co-operation

North/South economic co-operation is a high priority for the Department. Following the restoration of the Northern Ireland Assembly and Executive, the fifth plenary meeting of the North/South Ministerial Council was held in Armagh on 17 July, 2007. This was a very significant occasion as it was the first plenary meeting of the North/South Ministerial Council since 2002. *InterTradeIreland* – the Trade and Business Development Body, which is one of the six North/South Implementation Bodies established under the Good Friday Agreement; continued the development of key business networks on the island of Ireland and supported a range of initiatives aimed at enhancing the capability of businesses to grow their enterprise on an all-island basis.

High Level Group on Manufacturing

Under the 'Towards 2016' Agreement, a High Level Group on Manufacturing was established to consider and identify measures to meet the challenges facing the sector. The Department of Enterprise, Trade and Employment, in conjunction with Forfás, provided Secretariat and support services to the group. The group met throughout 2007 and the chairman Mr Joseph Harford presented an interim report to the Partnership Forum in July 2007 outlining the group's early work and preliminary findings.

The Group's final report was published in April 2008. The report contains some 26 Recommendations directed at key areas of innovation and productivity leading to transformational change, reskilling and

management development for the innovative firm and increasing awareness/take up of existing supports. In addition the group recommends the establishment of a Manufacturing Forum to take responsibility for overseeing the implementation of the recommendations outlined in the report and to act as a strong advocate and champion for the manufacturing sector to ensure that manufacturing remains central to current and future industrial policy. Follow up to the report will be discussed with the Social Partners as part of the review on "Towards 2016" in 2008.

Shannon Development

Shannon Development's new mandate, as decided by the Minister in July 2005, was further embedded during the year with responsibility for indigenous industry in the mid-west region transferred to Enterprise Ireland on 1st January 2007. The Company reviewed the management of its property portfolio in line with its mandate and this included development of a master plan for the regeneration of the Shannon Free Zone during the year under review.

The European Social Fund

During 2007, the Department completed negotiations with the European Commission and relevant National Bodies, which resulted in the adoption of the ESF Human Capital Investment Operational Programme 2007-2013 by the European Commission on 6th November 2007. The Programme will concentrate on addressing the identified training and/or employment support needs of the labour market in line with the EU agreed principles and regulations. In particular, it will focus on two main priorities - namely upskilling the workforce and the activation and participation of groups outside the workforce.

International Dimension

A key priority for 2007 was to build on the ongoing success of Ireland's export performance. Despite difficulties in some of our key markets, particularly the problems posed by the unfavourable exchange rate between the Euro and both the US Dollar and Sterling, latest Central Statistics Office (CSO) figures show that the value of merchandise exports rose by 2% in 2007 to €88.6bn. Notably, Services Exports rose by an impressive 18% last year, to €64.8bn. Ireland's overall trade surplus increased from €18.6bn in 2006 to €26.4bn in 2007. During the year, good progress was made in emerging markets, particularly some of the new EU Member States and Asian economies.

Ireland, also participated actively in meetings of the EU and other international organisations on export control issues, chairing the Experts Group of the Wassenaar Arrangement, the international export control regime for conventional arms and dual use goods, in 2007.

Finally as outlined under individual "Strategy Actions" throughout this Annual Report, the Department continued in 2007 to work closely with our International Partners, especially at EU level, to progress our wide policy agenda.

Modernisation Agenda

The Department's various Strategic Management Initiative (SMI) Working Groups continued to progress the Modernisation Agenda across the Department during 2007. The work of these Groups contributes to the advancement of such modernisation activities as implementation of the Human Resource, Training & Development and ICT Strategies, monitoring the Quality of our Customer Service, advancing our Decentralisation activities and so on.

During 2007, the Department submitted two reports to the Civil Service Performance Verification Group on progress being made in relation to delivering the many commitments contained in our Towards 2016 Modernisation Action Plan, and both reports were approved by the Group (see www.CSPVG.gov.ie for further details).

National Partnership Agreement

2007 saw continued work by the Department on implementing various commitments entered into under the Towards 2016 Social Partnership Agreement.

During the year the Department also engaged in the ongoing review process on implementation of Towards 2016 and on preparations for the next set of pay negotiations under the Agreements which fell for discussion in 2008.

Pillar 1

Enterprise, Innovation, Growth

PILLAR 1

ENTERPRISE, INNOVATION, GROWTH

Competitiveness

OBJECTIVE

To promote competitiveness so as to attain productivity levels in Ireland equivalent to the most advanced economies in the world through prioritizing policy interventions in the domains of entrepreneurship, investment in research and development, competition and consumer policy, regulatory reform, human resource development and public sector reform. This will be complemented by a focus on cost competitiveness so as to restore relative prices to compare favourably with comparator countries; and by a commitment to work with our EU partners on the actions to achieve the Lisbon competitiveness targets.

STRATEGIC ACTIONS:

We will maintain a high profile for competitiveness issues and challenges over the period of the strategy through reporting to Government on a six monthly basis.

We will report annually to the Government on the Annual Competitiveness Report and Challenge of the National Competitiveness Council and undertake an action-oriented follow-up of the recommendations.

National Competitiveness

During 2007, the National Competitiveness Council (NCC) published its Annual Competitiveness Report 2006 that acknowledged Ireland's continued strong economic performance. The Competitiveness Challenge called for policy action in ten key areas (each containing a number of recommendations) designed to address the challenges in Ireland's international competitive performance.

As highlighted in previous NCC reports, the nature of Ireland's economic growth has changed dramatically in recent years, from export-led growth to a situation where domestic sectors are driving the Irish economy. For sustainable long-run wealth generation, the NCC emphasised that Ireland needs to return to a phase of export-driven growth.

To progress the Council's recommendations, the Department continued to chair an interdepartmental group, charged with overseeing implementation of the Council's recommendations. Many of the recommendations outlined in the NCC's Competitiveness Challenge 2006 have been implemented in line with Government policy. Of particular note has been the implementation of recommendations in the context of the framework provided by:

- the National Skills Strategy
- the Energy White Paper
- establishment of the Management Development Council.

STRATEGIC ACTION:

We will undertake thematic or sectoral analyses of competitiveness issues from time to time, as the need arises.

During 2007, the Department worked closely with Forfás leading to the publication of a number of studies (Details in the Forfás Annual Report) including an analysis on waste management.

STRATEGIC ACTION:

We will actively support, as part of the national contribution to the Lisbon Strategy, the effective adoption and implementation of the policy fields and instruments, agreed following the mid-term review of Lisbon, which fall within the ambit of the Department. As part of the commitment to enhance national stakeholder "ownership" of the agenda, this will include timely and effective communication to the Oireachtas Committee on EU Affairs on issues arising. It will also include effective engagement with cross-Departmental teams concerned with the EU and, in particular, the Lisbon agenda.

In pursuit of the 'Lisbon strategy' for growth and jobs, the Department took the lead responsibility - in consultation with other relevant Government Departments - in drafting the micro-economic and employment policies, in preparation for submission of the Progress Report on the Lisbon National Reform Programme (NRP) to the European Commission.

The Department was centrally involved in the ongoing reviews and country surveillance processes in relation to the competitiveness and employment elements of the NRP, including attendance at peer review meetings in Brussels.

The Commission issued a very good score-card in relation to the implementation of Ireland's National Reform Programme (NRP) over the period 2005-2007. Once again, Ireland was amongst a small group of Member States which did not receive any specific recommendations. Good progress was also reported on most of the commitments made by the Spring European Council. Progress was also good over the full

2005-2007 period with regard to the implementation of particular policies to address micro-economic challenges, notably improving competitiveness, infrastructure, regulation and social inclusion, increasing R&D investment and efficiency, encouraging greater innovation and entrepreneurship and sustainable development.

During the year under review, the Department also actively participated in the system of Oireachtas Scrutiny of EU proposals and submitted Information Notes on 92 proposals. Five of these proposals were referred for further scrutiny to various Joint Committees of the Oireachtas. The Department also submitted six-monthly reports for 2007 to the Oireachtas under the European Union (Scrutiny) Act, 2002.

STRATEGIC ACTION:

We will pro-actively support efforts to make the EU Competitiveness Council a key driver of competitiveness related reforms at the Union level.

A range of co-ordination work, networking, information gathering and issue-influencing was also carried out with particular reference to the EU Competitiveness Council. In that regard, in collaboration with our Permanent Representation in Brussels, we continued to take an active part in EU negotiations to influence the outcomes of EU legislative and non-legislative measures. During the year, in the context of the EU Competitiveness Council we focused on: Competitiveness and Productivity; Intellectual Property issues; R&D Programmes; Reducing Administrative Burdens; Climate Change; Consumer Protection; Company Law and Small and Medium Sized Enterprise Policy.

During the year, as part of our input into the Competitiveness Council, we actively participated in the High Level Group on Competitiveness and Growth and the Enterprise Policy Group.

STRATEGIC ACTION:

We will continue consultation on, and maintain awareness of, issues affecting particular sectors of enterprise and continue to seek to have those issues addressed as far as is possible, at national, EU and international levels.

Competitiveness as an overarching theme has been included in the terms of reference of the Cabinet Sub Committee on Housing, Infrastructure and Public Private Partnerships (PPPs). The Department continues to raise competitiveness issues which affect enterprise at this forum.

The Department has established a consultation forum with the Commission for Energy Regulation (CER) and our enterprise development Agencies, where enterprise concerns are considered in the context of the CER's energy price setting role.

In 2007, the Minister and officials met with companies and representative organisations, across a number of sectors, to discuss factors impacting on business competitiveness and pursued the issues with the relevant authorities, domestically and at EU level.

Innovation and Competitiveness

Mr. Michael Ahern, T.D. was appointed in July 2007 as Ireland's first Minister for Innovation Policy to promote a multi-faceted innovation agenda and to co-ordinate policies across the Departments of Enterprise, Trade and Employment and Education and Science. Work on a Policy Statement on Legislation in Ireland commenced in 2007. This statement will be designed to encompass a wider innovation agenda and promote a demand-driven innovation strategy in support of competitiveness. It will also provide a reference point and wider context for the implementation of the Strategy for Science, Technology and Innovation 2006-2013. Ten key policy areas have been identified which underpin the Government's approach to innovation in support of the knowledge economy and enterprise. These include the development of public procurement to drive demand for innovative goods and services, services innovation, business networks and clusters, lifelong learning and skills and workplace innovation.

Enterprise Strategy Group**OBJECTIVE**

To implement the recommendations of the Enterprise Strategy Group (ESG) report as decided by the Government.

STRATEGIC ACTIONS:

In line with Government decisions and the agreed action plan, we will progress the implementation of the recommendations of the ESG report.

We will use the Expert Group, set up to monitor implementation of the ESG recommendations, to ensure sustained progress in achieving this objective.

We will report twice yearly to Government on progress in implementing the ESG recommendations and will report on these activities in the Department's Annual Report.

The Enterprise Advisory Group (EAG), chaired by Mr. Michael Buckley, submitted its final observations on implementing the ESG agenda to the Minister during 2007. In line with the commitment to report to Government on activity in implementing the ESG agenda, progress on this aspect of the enterprise agenda was discussed at two Cabinet meetings during the year.

Since the ESG Action Plan was published there has been extensive progress in moving the plan to completion. Implementation of 24 topics are covered by a range of Divisions of this Department. By the time the EAG completed its work all topics under the remit of the Department have been implemented or implementation is substantially achieved. For example, many ESG recommendations have been operationalised through the strategy objectives of the Department's enterprise development agencies, with many recommendations quickly incorporated into Enterprise Ireland's strategy for the period 2005-2007 and continuing into EI's latest strategy horizon 2008-2010.

Small Business

OBJECTIVE

To ensure that there is a favourable environment for the development and growth of small business in Ireland.

STRATEGIC ACTIONS:

We will review the environment for small businesses in Ireland, with particular reference to the factors that facilitate the development and growth of businesses.

We will ensure an ongoing open-ended and effective dialogue with the small business sector through the Small Business Round Table meetings.

The Small Business Forum was established in July 2005 to consider, in broad terms, the current environment for conducting small business in Ireland and the adequacy and appropriateness of the public policy responses in the context of that environment, including the interventions of the enterprise development agencies. The Report of the Small Business Forum was published in May 2006.

At the time of publication, it was agreed that an Implementation Body be set up to monitor progress in terms of implementation, and to encourage timely delivery of the recommendations and that the Forum be retained to discharge this role. This recommendation was accepted and it was also agreed that this Implementation Body should meet with both the Minister and Secretary General of the Department of Enterprise, Trade and Employment, twice yearly, until 2009.

In the light of this approach and given that the Small Business Forum included representatives of most of the organisations represented at the Small Business Round Table, it was considered appropriate to suspend any further meetings of the Round Table. During 2007, the Minister and Secretary General met with the Implementation Body on two occasions.

Significant progress continued to be made during 2007 by the Department and elsewhere in respect of the implementing of recommendations in the Small Business Forum Report, including:

The “Tech-Check” Programme was launched in April 2007. This Programme provides small businesses with the opportunity to access a highly subsidised independent technology check-up and help them to identify ways to boost their productivity and profitability through the better use of technology. This Programme is being delivered by the County and City Enterprise Board.

The Management Development Council was established in May 2007, to drive levels of managerial capability within the enterprise sector. The Council will benchmark Ireland’s current management development provision while also developing a coordinated approach to building appreciation in the SME sector for the value and need of leadership and management skills.

The first “*Small Business in Ireland*” Report was published by the Central Statistics Office in May 2007. This publication brings together for the first time a comprehensive set of statistics that clearly demonstrates the importance of the small business sector to our economy and has been widely welcomed by the business community.

Reflecting the concerns of the Forum, new advice to Planning Authorities on the implementation of Development Contribution Schemes under the Planning and Development Act 2000, issued by the Minister for the Environment, Heritage and Local Government in June 2007, have emphasised the need for the impact of such Schemes on our competitiveness to be taken into account.

EU Commission approval under State Aid Rules was obtained in August 2007 for the extension and radical improvement of the Business Expansion and Seed Capital Schemes up to 2013.

Further new measures designed to help the small business sector were announced in Budget 2008 by the Minister for Finance on 5 December 2007 and are confirmed in the Finance Bill 2008, as follows:

- VAT Registration Turnover Thresholds were further increased - for the second successive year - from 1 May 2008, €27,500 to €37,500 for services and €70,000 to €75,000 for goods respectively.
- Small companies are now permitted to calculate their Preliminary Corporation Tax payments based on 100% of the prior-period tax liability if their tax liability for the prior period did not exceed a certain threshold. This threshold is being further increased to €200,000. For preliminary tax payment dates arising after 5 December 2007.
- New companies, which do not expect their tax liability for the first year to exceed €150,000, are no longer obliged to pay preliminary tax in that first year. This threshold is being further increased to €200,000. For preliminary tax payment dates arising after 5 December 2007.
- A Policy Statement on Entrepreneurship is being drafted by the Department with a view to publication during 2008 aimed at encouraging entrepreneurship and generating more and better start-ups. This matter is still under examination.

The implementation of the recommendations contained in the Small Business Forum Report, to the maximum extent possible, remains a priority for the Government. Work is ongoing on this important agenda.

The role of the County and City Enterprise Boards (CEBs) is to provide support for micro-enterprise sector in the start-up and expansion phases, to promote and develop indigenous micro-enterprise potential and to stimulate economic activity and entrepreneurship at local level. The CEBs deliver a series of Programmes to fulfil their role. During 2007, the Department facilitated the delivery of these Programmes through the provision of a Capital allocation of over €18m for the support and development of micro-enterprises throughout the Country. In addition to this, a Capital Carryover from 2006 of €4.45m was allocated to provide additional funding for core CEB activities and to fund possible new initiatives arising from the Report of the Small Business Forum.

The Community Enterprise Centre Scheme is a partnership between the state and the local community where business space is provided in a supportive environment for emerging entrepreneurs. Since the launch of the first scheme in 1989, a total of €44m has been approved. There were over 100 centres with 840 businesses employing over 3,800 people throughout the country in April 2007 when the Minister announced a further €21m fund for a new scheme, which is expected to generate 330 new businesses and create over 1,500 new jobs in areas affected by job losses. In November, a €6.74m investment was made in 22 Community Enterprise Centre projects under the first round funding, which is to create 10 new centres and expand 12 existing centres.

Public Expenditure on Enterprise Development

OBJECTIVE

To closely monitor the effectiveness of public expenditure on enterprise development and the efficiency of its agencies in this regard.

STRATEGIC ACTION:

We will oversee a course of elementary budgetary reviews of each agency programme.

Following on from 2006, a number of reviews were again undertaken in Enterprise Ireland in 2007 covering areas such as the Environmentally Superior Products Initiative, the Business Acceleration Programme (BAP) and the Competitiveness Fund.

The Outcomes of the Reviews were as follows:

Environmentally Superior Products Initiative

The environmental financial offer has been reviewed in light of the new challenges facing client companies and a new product has been developed. The Category 1 offer has been expanded to include new initiatives

designed to help companies improve their environmental and financial performance through greater efficiency in the use of energy and resources. The new offer, which is specifically for environmental issues and does not compete with other Category 1 applications, will be launched in January 2009.

Business Acceleration Programme (BAP)

The Business Acceleration Programme (BAP) was launched in 2005. In 2007, a review of the BAP was completed which showed (at an elementary level) positive results under the programme. On foot of this review, in June 2008 the Business Committee endorsed the proposals regarding the BAP and the role of Client Management Development, working with the global sector teams to:

- Take a lead role in the transfer of global best practise particularly in the high growth markets
- Ensure a deep level of understanding among clients, DAs and MAs on the benefits of the programme
- Identify gaps in the offer and suggest solutions
- Prepare and collate database of BAs by market
- Monitor and report on the uptake and outcomes of the BA assignments.

Competitiveness Fund

The Competitiveness Fund, which was launched in 2003 with the aim of substantially improving the productivity of small and medium sized enterprises (SMEs).

A review of the Competitive Fund was undertaken based on company responses to Enterprise Ireland's Annual Business Review for 2006. The review found that overall, companies who completed all or most of their projects performed better with growth in sales, exports, employment and productivity. This review will be updated based on Enterprise Ireland's Annual Business Review for 2006.

In light of these interim positive results, the Productivity Improvement Fund was launched with the aim of increasing the competitive position of Enterprise Ireland client SMEs through increasing their gross output, value added and/or exports while improving or maintaining current employment levels.

STRATEGIC ACTION:

We will respond to significant company closures by ensuring that all relevant State Agency supports are activated in a timely and co-ordinated manner that produces the most effective response by the State to such closures.

In 2007, the Department oversaw interventions by State agencies under its aegis in response to company closures and consequent job losses. These included measures in respect of workers being made redundant and attracting alternative employment and investment opportunities to the regions affected.

Entrepreneurial Activity

OBJECTIVE

To seek to improve the rate of entrepreneurial activity in order to enhance the start-up and competitiveness of firms.

STRATEGIC ACTION:

We will support the provision of a number of high specification, regionally-distributed industrial sites by IDA Ireland to enable it compete for and win high value projects in both the Biopharmaceutical and ICT sectors.

The Industrial Development Agency (IDA Ireland) continues to raise the potential for regions to prosper by implementing a national programme of investment in the development of business parks and the provision of sites for major projects, including ICT and bio-pharma. In 2007 major construction work

continued in Oranmore, Co Galway and Dundalk, Co Louth on utility-intensive sites. IDA also completed the purchase of a site in Athenry, Co. Galway. IDA continues to return quarterly reports to the Department on developments with respect to the Strategic Sites initiative.

Recent announcements by companies such as Microsoft (Clondalkin, Dublin), Merck Sharpe Dohme (Carlow), GlaxoSmithKline (Cork), Servier (Kilkenny) and Baxter (Mayo) highlight Ireland's continued success as a high performance, high value location of choice for overseas investors. IDA successfully concluded negotiations for 114 new investments in 2007, of which: 26 % were secured from clients new to IDA, 40% were RT&D investments and 34% were expansions of existing facilities.

STRATEGIC ACTION:

We will support the industrial development agencies in the delivery of programmes to assist the enterprise sector to grow and develop through financial supports, managerial capability building programmes and actions to promote entrepreneurship and an enterprise culture throughout the economy.

Regional Aid

The Regional Aid Map 2007-2013, under which Ireland retained a significant scope to grant investment aid, came into force on 1st January 2007. In designating areas where investment aid could continue to be granted, Ireland had to observe a strict EU requirement that the areas selected be relatively more in need of economic development. Under the new Map, all of the Border, Midlands and West Region is classified as an "economic development region" and will continue to qualify for regional aid throughout 2007-2013. The South-East sub-region (Wexford, Waterford, Kilkenny, Carlow and Tipperary South) also qualifies for regional aid throughout 2007-2013 on the basis of unemployment criteria specified by the European Commission. The Mid-West sub-region (Clare, Limerick and North Tipperary) and Kerry will be

entitled to regional aid only for small and medium-sized firms throughout 2007-2013 and for large firms for 2007-2008. County Cork was designated for regional aid for small, medium and large firms for 2007, which continued in 2008. In addition, the docklands area of Cork has been designated as an urban regeneration area and will also retain entitlement to aid for small and medium firms until the end of 2013.

While Dublin and the Mid-East sub-region (Meath, Wicklow and Kildare) are no longer entitled to regional aid, they will continue to qualify for other forms of State aid, including aid for small and medium-sized enterprises, aid for Research, Development and Innovation, Training aid and aid for Environmental Protection, (which will continue to be available in all areas.) A new Research, Development and Innovation State Aid Scheme also came into effect in 2007 and covers the period 2007-2013. The Scheme sets out the key supports through which the economic development agencies will promote the implementation of the Strategy for Science, Technology and Innovation 2006-2013 in the manufacturing and international services sectors.

IDA Ireland

Foreign direct investment is a key component of Ireland's economic success and IDA Ireland will continue to develop new value propositions and work processes that will reflect Ireland's strategic competitiveness in an increasingly competitive market place. The Agency uses several instruments to promote FDI and to respond to the needs of existing and new clients. These include a range of financial products to support investments and client services such as the provision of information and advice, facilitation, representation and property/infrastructure solutions.

Over 9,000 new jobs were created in 2007, with total employment in excess of 136,000 jobs in IDA supported companies. The average salary from IDA supported investments in 2007 was almost €44,000, or 19% above the average industrial wage of €36,800, reflecting the higher quality and related

higher skills of the new positions created by these investments. IDA supported companies paid an estimated €3bn in Corporate Tax in 2007, accounting for 47% of the total corporate tax take of circa €6.7bn. They also accounted for circa 85% of manufacturing company's exports and spent €15.87bn in direct expenditure within the economy, comprised of €6.73bn on payroll, €5.71bn on services and €3.43bn on materials from Irish sources.

Enterprise Ireland

EI continued to provide a range of specific programmes aimed at entrepreneurs such as Enterprise Start, Enterprise Platform and the Transform Ideas into Business Programme. EI stimulates innovation capacity by developing early stage entrepreneurial thinking. EI works intensively with each new entrepreneur and management team on various aspects of their business plans to transform these plans into new businesses. Enterprise Ireland has established a dedicated High Potential Start-Up (HPSU) Division which works with the regional teams to encourage regionally-based high potential start-ups, and with the overseas teams this Division helps HPSUs secure first and subsequent international reference customers.

Enterprise Ireland focuses its HPSU support on helping companies to survive the critical first three years, to achieve stability, with sales of greater than €5 million, and to build potential to achieve scale.

Enterprise Ireland stimulates investment by clients in increased levels of productivity, and hence exports, through the Productivity Improvement Fund (PIF). The Fund leveraged an investment of around €83m in Irish companies in 2007 with EI providing approximately €29m. A total of 158 companies availed themselves of this fund in 2007. Preliminary indications are that all key strategic targets for 2007 will be met or exceeded.

Enterprise Ireland's three year strategy 2005 - 2007 identified targets for new export sales, the numbers of companies engaged in R&D, the number of start-ups with high export growth potential and the number of companies implementing productivity and competitiveness improvement projects. The outturn at

end 2007 shows Enterprise Ireland meeting or exceeding their targets on all fronts as identified in Table 1 here under.

Enterprise Ireland continued to provide financial support towards the cost of establishing, growing and expanding businesses. EI funding is typically a mix of equity and grants and is specifically intended to meet expenses in the area of research and design, training, job creation and acquisition of capital assets.

Table 1: Enterprise Ireland Strategic Targets 2005-2007

Strategic Targets 2005-07		
	Target 2005-07	Outturn
New Export Sales	€3bn	€4.42bn
New High Potential Start-Ups	210	221
Productivity Fund Approvals	300	346
Companies engaged in meaningful R&D (€100k investment p.a.)	617	624
Companies engaged in significant R&D (€2m investment p.a.)	42	42

Non-financial supports are also available. New activities in 2007 included the Innovation Voucher Scheme and the extension of the Community Enterprise Scheme.

The Innovation Voucher Initiative was introduced in April 2007. In the 2007 pilot phase of the initiative, 428 companies received individual vouchers with a total grant allocation of €2.14 million. A total of 292 of these companies were located in the regions and received a total grant allocation of €1.46 million. A further 20 companies received vouchers with a total grant allocation €100,000 at the beginning of 2008. Further calls or invitations to participate in the Innovation Voucher Initiative were scheduled for 2008 and 2009.

El also provides a range of programmes to assist in developing the leadership and management capability of Irish companies as they grow to scale. For instance, it helps companies access external expertise to bridge capability gaps, assists in building company management teams and provides the “Leadership 4 Growth” programme specifically designed for CEOs of companies who have the ambition and potential to achieve significant scale in their chosen markets.

NSAI

The National Standards Authority of Ireland (NSAI) supports enterprise, trade and consumers through the effective provision of services of the highest quality in the areas of Standards, Legal Metrology, Agrément, Certification and Scientific and Industrial Metrology.

During 2007, NSAI activity, particularly in the field of certification and standards, continued to provide strong support for economic activity generally and contributed to the ability of enterprises to develop products and services having a national and international dimension.

In particular, the NSAI continued to develop excellent Irish, European and International standards of relevance to industry, as well as seeking to provide improved access for innovative Irish-based companies, especially SMEs, to the European and International standardisation processes thereby increasing opportunities to compete and trade successfully in the global marketplace. The Legal Metrology Service at the NSAI increased its inspectorate focus on ensuring high levels of compliance with metrology law so as to increase consumer confidence in the accuracy of trade measurement and package quantities.

Shannon Development

Shannon Development is responsible for Foreign Direct Investment in the Shannon Free Zone and complements the work of the IDA and Enterprise Ireland through the provision of property solutions throughout the mid-west region. During 2007, four new companies were attracted to the Zone, i.e.,

Whitehorse Insurance, PC Tools Software, Tranzeo Wireless and Genesis Leasing. A total of 354 new jobs were created in the Zone in 2007. Shannon Development commenced a major master planning exercise for the regeneration of the Zone, to enhance its position as one of Ireland’s premier locations for modern internationally traded manufacturing and international services.

During 2007, Shannon Development invested over €8 million in providing property solutions for enterprise in the Shannon Region and continued its programme of promotion and investment in the Shannon Development Knowledge Network of five technology business parks. In the National Technology Park, Limerick, Shannon Development worked closely with IDA Ireland during the year resulting in three Foreign Direct Investment companies locating in the Park, creating 151 new jobs.

North/South Development

An all-island approach to enterprise development can yield significant benefits to business. A ‘Comprehensive Study on the All-Island Economy’, published in 2006, identified a number of areas where co-ordinated North/South policy intervention would prove beneficial to both jurisdictions. The areas identified included co-operation on trade and investment promotion, research and development and the development of the knowledge economy, education and training systems to enhance human capital, and co-ordinated provision of key transport, energy and telecommunications infrastructure. The National Development Plan 2007-2013 sets out a detailed and specific agenda for progressing such co-operation. The Department and its agencies have taken forward a range of significant initiatives that will lead to a more dynamic and prosperous economy across the island of Ireland. Such initiatives include co-operation on science, technology and innovation, and trade missions to export markets.

The ongoing work of InterTradeIreland, the all-island Trade and Business Development Body, continued in 2007 with programmes covering All-Island Business Networks, Cross-border Trade, Micro Enterprise Support, Private Equity Awareness, Science,

Technology and Innovation, All-Island Benchmarking, Supply Chain Management, and Business and Economic Research. InterTradelreland's strategic goal for 2007 was to increase the number, effectiveness and value of all-island trade and business development networks.

More than 450 firms participated directly in InterTradelreland's business networks and trade and business development programmes, and more than 1,800 firms used its information resources. Businesses which participated in its programmes and networks reported €77 million of trade and business development value. For many of these firms, participation on InterTradelreland's all-island programmes represent their introduction to formal innovation activity with third-level institutes and to cross-border sales.

The Department and its agencies also contributed to the ongoing work of the North-West Gateway Initiative, a joint cross-border strategy which involves a broad range of actions, including skills and enterprise development, to maximise the potential of the North-West region.

County & City Enterprise Boards

The provision of financial assistance from the County and City Enterprise Boards (CEBs) for micro-enterprise projects primarily through the form of Capital Grants, Employment Grants and Feasibility Study Grants continued in 2007. The provision of non-financial assistance took the form of a wide range of business advice and information services, and management capability training and development programmes, etc. In addition to these activities, the CEBs continued to actively promote an entrepreneurial culture through the National Enterprise Awards scheme and, specifically within the education sector, through the National Student Enterprise Awards scheme. In addition, the CEBs also targeted the promotion of female entrepreneurship through their Women in Business networks and their National Women's Enterprise Day.

In relation to financial assistance, in 2007 the CEBs issued grant approvals totalling €14.8m to the micro-enterprise sector and issued grant payments totalling over €12.4m. Grant approvals and payments were issued in respect of project support expenditure in the form of Capital Grants, Feasibility Study Grants and Employment Grants. Over 900 projects received grant aid in 2007 and over 2,000 net jobs were created in CEB assisted enterprises in 2007. In relation to non-financial assistance, over 21,000 people participated on the various Management Training and Development courses offered by the CEBs in 2007 while over 12,000 students participated in the National Student Enterprise Awards scheme in the 2006/2007 school year. During the year a new CEB initiative was an 'Exploring Enterprise' resource pack, developed by the CEBs in association with the Second Level Support Service (SLSS) of the Department of Education and Science.

A Central Coordination Unit (CCU) was established within Enterprise Ireland in 2007 to provide strategic, administrative, financial and technical supports to the County and City Enterprise Boards (CEBs). The ultimate objective is to enhance the effectiveness, efficiency and impact of the CEBs on the development of micro-enterprises in Ireland and contribute to a greater level of consistency and best practice across the CEB network as a whole.

A legal and administrative framework has been put in place to facilitate the transfer of functions from the Department to the CCU. The Industrial Development Act 1995 (Authorisation of Enterprise Ireland) Order 2006 (S.I. No. 655 of 19th December 2006) provides the legal basis for the transfer, while the administrative framework to facilitate the transfer of functions is based on a detailed document setting out the nature of the functions to be transferred and the respective role of both the Department and the CCU in relation to those functions. The CCU is located in Shannon and is operational since September 2007. The Unit is now the first point of contact for the CEBs in relation to operational matters and since January 2008 responsibility for all CEB administrative activity, including the allocation of individual CEB budgets, has transferred to the new Unit.

Following the transfer of these functions it expected that the Department will be in a better position to focus on strategic policy development in respect of the micro-enterprise sector while the CCU will start delivering an enhanced level of leadership and technical supports.

A Forfás Report "Towards Developing an Entrepreneurship Policy For Ireland" was completed in September 2007, setting out the guiding principles for a National Entrepreneurship Policy. A Policy Statement on Entrepreneurship is being drafted by the Department aimed at encouraging entrepreneurship and generating more and better start-ups.

STRATEGIC ACTION:

We will seek to maximise returns from the European Regional Development Fund by monitoring the financial and physical implementation of the Productive Sector Operational Programme.

The Department is the Managing Authority for the Productive Sector Operational Programme, 2000-2006, which has seen investment of some €4 billion over the 2000-2006 period in areas covering Research, Technological Development and Innovation, as well as Indigenous and Foreign Investment. Ongoing monitoring and management of the programme continued into 2007 in respect of the EU co-funded measures under the programme, and two monitoring committee meetings were held during 2007, although the programme concluded at the end of 2006 for all non co-funded measures.

By the end of 2007 sufficient expenditure had been certified in the Southern and Eastern Region (S&E) to draw down the full allocation of European Regional Development Funding (ERDF) available to the region under the Programme. In so far as the Border, Midlands and West region (the BMW region) is concerned, the EU Commission gave their agreement in 2007 to the co-funding of a number of measures, which were previously not co-funded, including one new measure, to allow Ireland to draw down EU funding for RTDI activity in the region, where drawdown had been behind target owing to a lack of

absorption capacity. Progress on some of these measures was relatively slow in 2007, and spending continued under the Programme into 2008.

STRATEGIC ACTION:

We will seek to ensure active Irish participation in the Multi-annual Programme for Enterprise and Entrepreneurship 2001-2005 and its successor.

Competitiveness and Innovation Framework Programme (CIP) 2007-2013

This Programme was adopted in October 2006 and brought together a number of existing separate EU community initiatives in areas of innovation, SME financing, ITC, telecoms and energy efficiency under a common budgetary and administrative framework, dedicated to the identification and dissemination of Best Practice, in selected key areas of enterprise and entrepreneurship policy. The Department represents Ireland on the Entrepreneurship and Innovation Programme Management Committee which will oversee the implementation of the Programme during the Period to 2013. During 2007, the Committee met on three occasions and approved a Work Programme that included a number of Best Practice projects such as:

- Exchange of good practice under the European Charter for Small Enterprises
- Overview of family-run business relevant issues: research, networks, policy measures and existing studies
- Identify and exchange, with industry and Members States, best practices in support of industry Intellectual Property Regulation (IPR) enforcement

The Department arranged Irish participation in the above projects.

Use of ICT by Small & Medium Enterprises

OBJECTIVE

To encourage greater and more effective usage of ICTs by SMEs across all sectors of the economy.

STRATEGIC ACTION:

Over the period of this strategy, we will roll out the eBusiness strategy, which was launched by the Department in December 2004. The implementation of this work programme will be overseen by a cross Divisional/Agency Working Group.

The Small Business Forum (SBF) recommended that a programme of "ICT audits" should be introduced for the small business sector to promote awareness of the productivity benefits of greater strategic utilisation of ICTs by small businesses. Arising out of this recommendation, the Tech-Check Programme was developed in conjunction with Department of Enterprise, Trade, and Employment, and the 35 City and County Enterprise Boards (CEBs). The Tech-Check Programme was launched during April 2007 and is delivered by the CEBs. Funding of €1m was initially allocated for the rollout of this Programme in the latter half of 2007.

Regional Development & Development Agencies

OBJECTIVE

To ensure that the enterprise development agencies strategies are making a clear and verifiable contribution towards balanced regional development.

STRATEGIC ACTION:

We will require the enterprise development agencies to conduct a full review of their regional development strategies and we will work with the agencies in addressing the findings of the reviews.

IDA Ireland

IDA Ireland in the past has increased the local potential for winning Foreign Direct Investment (FDI) through a national programme of strategic investment in critical infrastructure, properties and large sites. This continued through 2007 while commencing activities to realign the Agency's portfolio of critical investments along regional lines in support of the National Spatial Strategy (NSS.)

IDA Ireland has demonstrated its commitment to achieving the very best regional balance in its portfolio of investments. In 2007, some two-thirds of projects were located outside Dublin, resulting in an extensive reach of highly valuable investments across a wide variety of business sectors. In 2007, GlaxoSmithKline invested €250m in its existing facilities in Cork, Merck Sharpe Dohme have taken over the 65 acre IDA Business and Technology Park in Carlow to develop a €200 million strategic vaccine facility. Apex Funds established a regional HQ in Middleton and DeCare Systems invested in strategic expansion also in Cork. Daiwa Securities complemented their Dublin operation with a new Hedge Fund Administration facility in Dundalk. Meanwhile in Letterkenny, Pramerica Systems added a software development and testing centre to its existing operations. Genzyme invested in new process development facilities in Waterford and 2007 also saw new R&D investments for Galway by Nortel and a new R&D centre proposed by Fidelity Investments.

Enterprise Ireland

In the development of Enterprise Ireland's (EI) new three-year strategy 2008-2010, the agency reviewed its regional activity as a stand-alone issue in that strategy. It reiterates its commitment to the regions and commits to target increased participation in EI

activities in the regions. EI also spells out its regional commitment in concrete terms by stating that it will specifically seek to support 200 high potential start-up companies (HPSUs), 50% of which are to be located outside of Dublin.

As a regional organisation with offices in ten of the twenty-six counties, Enterprise Ireland continued to assist companies throughout the country with its mix of international expertise abroad and regional focus at home. It further developed its presence in Shannon by locating its new regional HQ there and is administering a new round of funding under the Community Enterprise Scheme, which targets local enterprise.

STRATEGIC ACTION:

The Department will continue to support the more coordinated delivery of public services at local level through its support of the County/City Development Boards, particularly through the participation of the IDA, Enterprise Ireland, County/City Enterprise Boards and FÁS on the Boards

The Rural Development Programme 2007-13 provides for agreement to be put in place between County Enterprise Boards and Local Area Groups in the delivery of 'support for business creation and development' under the Programme. The Department continues to liaise with the Department of Community, Rural and Gaeltacht Affairs in conjunction with the Central Coordination Unit of Enterprise Ireland and the County Enterprise Boards with a view to finalising an agreement for the period of the Programme. The intention of these interactions is to align more closely the delivery of supports to micro-enterprise at local levels, by the bodies concerned.

Fiscal Environment

OBJECTIVE

To ensure the fiscal environment continues to evolve in support of enterprise and quality employment.

STRATEGIC ACTIONS:

We will work with the Enterprise Agencies to review and develop fiscal proposals to ensure Ireland is an attractive location for sought-after economic activities.

We will work through the Tax Strategy Group in support of fiscal policies appropriate to Ireland's emerging needs.

The Department and its enterprise development agencies prepared proposals for Budget 2008 that resulted in further enhancements to the R&D tax credit and Business Expansion Schemes, which were introduced for the benefit of the enterprise sector. In particular, the further enhancements of the R&D tax credit scheme viewed as a vital component of Ireland's package for attracting high-value activities. Other tax changes relating to VAT etc, were also announced (see page 28). The Department also continued to participate in the Tax Strategy Group in the year under review in its deliberation prior to Budget 2008.

STRATEGIC ACTION:

We will review the recently introduced R&D tax credit scheme to ensure it operates as an effective incentive to companies to increase R&D.

In light of the changes following a review of the R&D tax credit scheme in 2006 and the changes introduced to the scheme in the 2007 and 2008 Budgets, a further review of the scheme is scheduled for 2008.

Promoting Investment in Research & Development

OBJECTIVE

To develop and implement policies to achieve the targets in Building Ireland's Knowledge Economy, the Irish Action Plan for Promoting Investment in R&D to 2010. The overall goal is that enhanced performance in business, higher education and public sector R&D should result in gross expenditure on R&D increasing to 2.5 per cent of GNP by 2010.



Minister Martin at the Launch of ICT Audit Programme - 26 April 2007: Sean Ryan, Ronan Denny, Loman Byrne ICT and Minister Martin.

This objective was superseded by the development of the Strategy for Science, Technology and Innovation 2006-2013 (SSTI). The SSTI constitutes one of the principal pillars of the National Development Plan (NDP) and strives towards the following vision:

STRATEGIC ACTION:

Ireland in 2013 will be internationally renowned for the excellence of its research and at the forefront in generating and using new knowledge for economic and social progress, within an innovation driven culture.

The SSTI provides us with the means to achieve convergence, coherence and complementarity in our national innovation system and to ensure maximum economic and social benefits are derived from the Government's commitment of €8.2 billion to this area under the NDP. It strongly focuses on ensuring sustained development of human resources in science, technology and innovation and on building strong linkages to ensure diffusion and commercialisation of an increased flow of new ideas and knowledge.

STRATEGIC ACTION:

We will develop and utilise, to best advantage, the structures and mechanisms for coordinating and implementing national policy for Science, Technology and Innovation in Ireland.

Coordination and Governance of Science, Technology and Innovation (STI)

The Coordination and Governance system for Science, Technology and Innovation (STI), established in 2006 in accordance with the Strategy for Science, Technology and Innovation (SSTI), continued to operate effectively in 2007. This system ensures ongoing synergy, coherence and a more structured approach to policy coordination in this complex and evolving environment. Effective interaction of the cross cutting structures allow for the implementation of the Strategy in a whole-of-government manner.

The Interdepartmental Committee (IDC) on STI has a central role in STI policy formulation. It has overall responsibility for driving and monitoring the implementation of the SSTI and reporting to the Cabinet Committee on STI. The Committee comprises senior officials of Government Departments and agencies and is chaired by the Department of Enterprise, Trade and Employment. The IDC met on 5 occasions in 2007 and reported twice to the Cabinet Committee on the progress made in delivering the SSTI.

As part of the overarching framework under the aegis of the Cabinet Committee and the IDC, two distinct but interrelated groups, Technology Ireland and the Higher Education Research Group, play key roles in the implementation of the SSTI.

Technology Ireland (TI) membership consists of senior representatives of the Department and its industrial development agencies, as well as representation from the Higher Education Authority. During 2007, TI continued to meet on a monthly basis to develop new initiatives and drive forward progress on the implementation of the enterprise dimension of the SSTI. The Higher Education Research Group (HERG) is chaired by the Department of Education and Science, with the Department of Enterprise, Trade and Employment as Deputy Chair. Its work programme for 2007, focused on tackling the objectives in the SSTI for the Higher Education Sector, including the expansion in PhD numbers.

In 2007, the Advisory Science Council (ASC) continued to work within the IDC and progressed the drafting of reports on researchers' careers and the potential for international STI collaboration. The Council also commenced work to examine the absorptive capacity of enterprise for PhD graduates. Throughout 2007, Professor Patrick Cunningham, Chief Scientific Adviser to the Government, continued to provide policy input into the SSTI agenda.

STRATEGIC ACTION:

We will work with IDA Ireland and Enterprise Ireland to review, and adapt where necessary, the programmes of Enterprise Ireland and IDA Ireland which are aimed at strengthening the R&D capability of their client companies, developing R&D collaboration among these companies and between the companies and higher education and public sector R&D bodies, and facilitating the commercialisation of research emanating from these sources.

Through Technology Ireland (the representative group of senior Department, Enterprise Development organization and the HEA) a number of significant new initiatives were developed with cross-agency input or on a cross-agency basis. During 2007, continued emphasis was placed on encouraging enterprises to focus on enhancing competitiveness through the application of research and development (R&D), by encouraging existing R&D performers to deepen their commitment to innovation, and by

encouraging companies new to R&D to begin the process of product and process innovation.

Research & Development (R&D) Grants Scheme

Agreement with the European Commission was secured to a new simplified Research & Development grant scheme under revised State Aids rules. The new Research and Development grant offering was launched by the Minister for Enterprise, Trade and Employment in January 2008. Enterprise Ireland and IDA Ireland jointly streamlined their various R&D funding supports to make it as straight-forward as possible for companies to get funding for their R&D projects. The Programme will see Enterprise Ireland and IDA Ireland cumulatively invest more than €500 million to support R&D in companies based in Ireland over the remainder of the Government's Strategy for Science, Technology and Innovation (2006-2013). The revised programme will facilitate more companies to undertake R&D activity – catering from novices up to R&D leaders. A media campaign was undertaken during 2008 to encourage businesses to maximise the opportunities offered by the new scheme and there was a significant response by way of applications from companies.

Innovation Vouchers

For companies who have not previously carried out R&D activities, as noted earlier in this Annual Report a new Innovation Voucher scheme was launched in April 2007. The objective of the initiative is to drive an on-going innovation culture shift within small enterprise by promoting and encouraging a transfer of knowledge between Ireland's public knowledge providers and the small business community and creating greater synergies between the two. Under the Initiative vouchers worth €5,000 are allocated on a semi-competitive basis to small businesses whose proposals to work with public knowledge providers on specific innovation questions meet basic criteria. In 2007, a total of 555 Voucher applications were received and 428 Vouchers were issued, representing a commitment of €2.14 million. The innovation voucher

scheme was continued in 2008 and with cooperation of Invest NI, the scheme was extended in 2008 to include both companies and research organisations / third level sector from Northern Ireland.

Competence Centres

Also during 2007, the agencies of Technology Ireland developed proposals for the establishment of Competence Centres as a joint IDA/EI-led initiative. The objective of this initiative is to achieve competitive advantage for industry in Ireland by accessing the innovative capacity of the research community. The Competence Centres will be collaborative entities established and led by industry boards and staffed by highly-qualified researchers, associated with research institutions, who are empowered to undertake market focused strategic R&D for the benefit of industry. Following a call for proposals during 2007, the enterprise agencies have been working with the successful industry consortia to develop detailed proposals for the establishment of dedicated centres. During 2008, six centres have been identified for establishment and there has been further calls for proposals for further Competence Centres.

STRATEGIC ACTION:

We will oversee and evaluate Science Foundation Ireland in its deployment of significant resources aimed at building the research capacity and excellence required to underpin competitiveness into the future.

Science Foundation Ireland (SFI) is a key player in the overall implementation of the Strategy for Science, Technology and Innovation. In 2007, SFI funded 570 awards involving a financial commitment of almost €365 million to higher education institutions throughout the country, bringing the total investment commitment since its establishment in July 2003 to a substantial €1.04 billion. The total number of active Principal Investigators funded by SFI as at 31 December 2007 was 284, which is ahead of the target set under the SSTI.

During 2007, SFI also introduced several new award programmes, such as Strategic Research Clusters (SRCs) and Stokes Professorships and Lectureships Programmes to assist SFI in meeting its SSTI targets. These were carefully designed to address gaps in the current research portfolio. The SRCs call for proposals was particularly successful, with three times more awards than initially planned due to the outstanding quality of the applications made. The programme's potential to establish strong links between scientists and engineers across academia and industry has also been highlighted by the fact that the 12 successful SRCs already have the involvement of 48 industry partners between them. An additional SFI Centre for Science, Engineering and Technology (CSET) "Next Generation Localisation", was established in 2007, bringing to 8 the number of these significant collaborations between academic and industry carrying out internationally competitive research programmes, funded over 5 year periods. A single CSET could have in excess of 70 researchers from many disciplines working together to advance knowledge in focused areas of research and working alongside industry partners.

New SFI Director General Appointed

In addition, 2007 saw SFI complete its international competitive recruitment process, leading to the appointment of a new Director General, Professor Frank Gannon, who had previously been Executive Director at the European Molecular Biology Organisation (EMBO) and Senior Scientist at the European Molecular Biology Laboratory (EMBL), based in Heidelberg, Germany; where he worked since 1994. Prior to his appointment at EMBO, Prof Gannon was Director of the National Diagnostic Centre and Associate Professor in the Department of Microbiology at University College Galway, Ireland. Prof Gannon was the founder of both Bimini Ltd. (1990) and Elara Pharmaceuticals (2006) and was a member of the interim Board of Science Foundation Ireland from 2002 to 2003.

Also during 2007, the Department proceeded with plans to undertake a Value for Money Review of SFI, with Indecon International Consultants awarded the



*Minister Martin, Innovation Vouchers, 3 July 2007:
Minister Martin-Minister for Enterprise, Trade and Employment, James Connelly-MD of Applied Thermal Imagery Ltd and William Green.*

contract for the review in mid-2007 after a tender process. Substantial work was carried out throughout 2007, and the final report was completed in July 2008. The report examines SFI's major funding Programmes and make targeted recommendations, where appropriate, on the overall effectiveness of the agency supports in building a world-class research system in Ireland with a focus on whether the programmes as operated constitute value for money and efficient use of public funds. The report and the Department's response to the recommendations and conclusions were put on the Department's website and laid before the Houses of the Oireachtas on 29th July 2008.

STRATEGIC ACTION:

We will improve the level of awareness of science among young people, and the public generally, through the recently established integrated awareness programme, Discover Science & Engineering, and continue to monitor and support the progress of Exploration Station, the interactive science and learning centre due to open in 2006.

Discover Science & Engineering

Discover Science & Engineering (DSE) is the integrated awareness programme that aims to further public awareness of science and the attractiveness of science

as a career. Specifically the programme is working to address the declining numbers of students choosing science subjects at second and third level, a trend, which, if left unchecked, will have a substantial impact on Ireland's ability to continue to make the transition to a knowledge-based economy.

The DSE programme, which is managed by Forfás on behalf of the Department of Enterprise, Trade and Employment, had a budget allocation of €5 million for 2007. The major initiatives supported by the programme include National Science Week, programmes for primary and secondary school pupils and teachers, TV programmes and an ambitious sponsorship programme of science awareness activities throughout the country.

Exploration Station

In 2007, work continued on developing the Exploration Station, which is planned as part of the Heuston Gate development in Dublin. The Office of Public Works will provide the building for the centre, which will be aimed primarily at younger children. The Department of Enterprise, Trade and Employment, in recognising that this centre will also help to realise the awareness goals of the SSTI, has committed to providing resources over the period 2007- 2010 for the fit-out and design element of the project.

STRATEGIC ACTION:

We will work to ensure that Ireland maximises its participation and drawdown under the current Sixth Framework Programme (FP6) 2002 – 2006 and to ensure that our priorities are reflected in the design of the Seventh Framework Programme, which will run from 2007.

EU Research Programmes

Ireland participated actively in the Sixth Framework Programme for Research and Development (FP6), which spanned the period 2003 to 2006, with a budget of approx €17 billion, and Irish researchers and companies have been successful in securing approximately €210 million from FP6. Successful organisations span Ireland's multinational corporations, indigenous industries and academia (including the institutes of technology).

The current Seventh Framework Programme for R&D (FP7) has a budget of over €50 billion, covering the seven-year period 2007 to 2013 and is designed to build on the achievements of its predecessor towards the creation of the European Research Area. There is a good degree of complementarity between Ireland's increasing national investment in R&D and the increasing focus on R&D at European level. The structure and content of FP7 shows a strong match in terms of Ireland's research priorities (ICT, life sciences, food, human resources, mobility, etc.).

A new National Support Network for FP7 has been put in place, headed up by a National Director for FP7 who leads a team based in Enterprise Ireland. This new support structure ensures that a coordinated approach is adopted towards optimising participation in FP7 across all of the government departments, agencies and other organisations involved.

In November 2007, the Cabinet Committee on Science, Technology and Innovation agreed that the total share of EU funding to be targeted by Ireland over the lifetime of FP7 should be increased from €400 to €600 million. This new target is considered to be realistic yet sufficiently challenging. It takes into account the potential for Irish participation in different parts of the programme.

Preliminary results for the first year (2007) of FP7 show that Irish researchers (academic and industry) won €57 million in funding with successful proposals within the first 54 calls for proposals. Irish researchers (academic and industry) are associated with 222 proposals retained for funding. The Irish success rate (222 out of 950 proposals submitted with Irish involvement or 23.4%) is ahead of the overall average for all countries (21.2%) and this is a positive indication of the prospects for Irish participation in FP7 generally.

Green Paper on the European Research Area

The development of a European Research Area was initiated in 2000 and it has become a key pillar of the Lisbon agenda. In April 2007, the Commission published a Green Paper "ERA - New Perspectives" which proposes a vision of the European Research Area based on six dimensions, namely: realising a single labour market for researchers; developing world-class research infrastructures; strengthening research institutions; sharing knowledge; optimising research programmes and priorities; and opening to the world through international cooperation in S&T.

In October 2007, following a national consultation process, the Minister for Enterprise, Trade and Employment, submitted a detailed response to the Commission's Green Paper. The Commission published a number of follow-up initiatives in 2008, taking into account the feedback received from member states and other stakeholders in response to the Green Paper.

STRATEGIC ACTION:

We will pursue initiatives to provide assistance to mobile researchers and to introduce fast track procedures to improve the entry conditions for third country (non EEA) researchers and their families.

The mobility of researchers has been identified as a priority for Ireland in the Strategy for Science, Technology and Innovation 2006–2013. The Department part-funds (with the Irish Universities Association) the National Mobility Centre and Portal,



*Science Foundation Science Summit 2007:
Minister Micheál Martin, TD, Minister for Enterprise, Trade and
Employment, together with European Commissioner, Janez
Potocnik, Commissioner for Science and Research and Prof. Frank
Gannon, Director General, SFI.*

which provides a one-stop shop for researchers seeking to advance their careers by moving to, or from, Ireland. During 2007, the IUA continued to develop the Researcher's Mobility Portal. Statistics for 2007 show: 2,500 users registered on the portal; 10,852 job searches, 209 job applications made directly via the portal, and a total of 56,686 unique visits to the portal.

In 2007, the Department worked with the Department of Justice, Equality and Law Reform, to implement the EU Council Directive 2005/71/EC, which provides for the entry into the State of researchers from Third Countries on the basis of a "Hosting Agreement" concluded between the researcher and the research organisation. The Department is responsible for the accreditation of research organisations under the provisions of the Directive. The Hosting Agreement provides entry conditions comparable to that of the Green Card Work Permit (introduced in 2006) and also provides for concurrent family re-unification and the right of family members to apply for a work permit, without the need for a labour market test.

The Department also supported, and participated in, a study undertaken by the Advisory Science Council on the issues affecting researcher careers in this country, by reference to international best practice. The report was published in October 2008.

STRATEGIC ACTION:

We will foster initiatives aimed at enhancing North/South collaboration on STI, in conjunction with third countries where appropriate.

Following on from restoration of the devolved institutions in Northern Ireland in 2007, there was active engagement between the secretariats to the InterDepartmental Committee (IDC) and its Northern counterpart to scope the development of collaborative North / South research projects and linkages through an Innovation Fund of three years duration. An additional £90m is being made available from the UK Treasury over 3 years for innovation projects within Northern Ireland and between North and South. This will be matched by a projected Irish Government investment of €60m in North/ South collaborative projects and linkages over the same time period. Projects to be supported are being identified with a view to initiation of operation.

During the year discussions also got underway between InvestNI and Enterprise Ireland aimed at bringing researchers together to start up collaborative research projects under the EU 7th R&D Framework Programme. Collaborative approaches are also being developed through the Ireland / US R&D Partnership.

In 2007, Science Foundation Ireland (SFI) also invited applications from existing SFI award holders for supplementary funding for collaborative projects with scientists in Higher Education Institutions in Northern Ireland. SFI is also to carry out a future Centres for Science, Engineering and Technology (CSET) Call on an all-island basis.

STRATEGIC ACTION:

We will assess, develop and implement policy in relation to Ireland's involvement in space-related Science, Technology and Innovation, in the context of our membership of the European Space Agency (ESA), and the growing linkages between the European Union and ESA.

Ireland's membership of the European Space Agency (ESA) enables companies and researchers to participate



*Minister Killeen at Young Scientist Exhibition, January 2007:
Minister Killeen- Minister for Labour Affairs and Eoghan Ryan from
St Caimin's Community School with his project, 'Seaweeds and Golf
courses-will the grass be greener?'*

in leading edge space-related research and development. This participation has facilitated product qualification for highly reliable applications, positioning with large aerospace supply chains and building market credibility through association with a highly recognised reference site.

The Irish industrial base involved in ESA programmes has continuously evolved in line with Irish industrial capabilities. Preliminary figures for 2007 show that 17 Irish companies, of which 3 were first-time entrant companies, secured new ESA contracts during the year. In addition 7 university teams also secured new ESA contracts during the year. The value of these contracts is estimated at €7m and the spin off business arising from Irish participation in ESA is estimated to be in excess of €25m.

Intellectual Property

OBJECTIVE

To ensure that our intellectual property legislative framework reflects developments in intellectual property practice and obligations arising from EU and international agreements.

STRATEGIC ACTION:

Recognising the importance of a modern intellectual property framework as a source of competitive advantage, we will ensure that

intellectual property legislation remains up to date and in compliance with our international obligations.

Copyright and Related Rights (Amendment) Act 2007

In line with our commitment to respect obligations arising under EU and international agreements, the Copyright and Related Rights (Amendment) Act 2007 (No 39 of 2007) became law on 4th December 2007.

The Act regularises the position in Ireland on lending through the public library system, in line with the EU Directive on Rental and Lending (92/100/EEC). Under this Act, authors are immediately conferred with an exclusive right to allow the lending of their copyright works in public libraries. Equally, the legislation foresees the establishment, under Regulations to be brought forward by the Minister for the Environment, Heritage and Local Government, of a Public Lending Remuneration scheme under which authors would receive a royalty payment for the lending of their works. An operational lending scheme is expected to come into effect in 2009.

Patent and Trade Mark Regulations

Regulations under the European Communities Act 1972 were effected to allow Patent and Trade Mark Agents within the EEA to conduct business in Ireland. Details are contained in No. SI 141 of 2006 and SI No. 622 of 2007.

Patents (Amendment) Act 2006 (Certain Provisions) (Commencement) Order 2007

The primary purpose of the Patents (Amendment) Act 2006 is to bring our Intellectual Property Law into compliance with obligations under international agreements. The Patents (Amendment) Act 2006 (Certain Provisions) (Commencement) Order 2007 (S.I. No. 761 of 2007) appointed 13 December 2007 as the date on which specified provisions of the Patents (Amendment) Act 2006, arising from the revision of the European Patent Convention, came into operation. The European Patent Convention related provisions in

the Act deal with patentability criteria and, in particular, explicit recognition that a patent may be obtained for a second medical use of a known substance; limitation of the effect of European patents following the central limitation procedure before the European Patent Office (EPO) and provision for the protection of third parties where a patent is restored by the Enlarged Board of Appeal of the EPO, following its review of a decision of a Board of Appeal of the EPO.

International Trade

OBJECTIVE

To maximise the benefits to Ireland of a successful conclusion of the Doha Development Agenda negotiations, especially in relation to market access, intellectual property and trading rules.

STRATEGIC ACTION:

We will co-ordinate Irish key interests in relation to matters arising under the framework of the EU Common Commercial Policy and seek to influence, through our participation on the 133 Committee and related structures, an ongoing opening of markets and liberalisation of trade policy developments, including a successful completion of the Doha round of negotiations.

During 2007, Ireland continued to participate and represent our interests in EU trade policy meetings (Article 133 and other committees) and continued to monitor developments at the World Trade Organisation. Ireland's strategic trade interests are fully reflected in the EU's Common Commercial Policy. The Department co-ordinated Ireland's position by liaising with other interested departments, agencies and stakeholders.

Negotiations in the World Trade Organization on the Doha Development Agenda (DDA) were relaunched towards the end of 2006. At the end of 2007, the talks continued to focus on textual proposals,

although a WTO Ministerial meeting in July of 2007 failed to reach a conclusion. There is a possibility of an agreement on a framework by the end of 2008 with a view to a successful conclusion of the round in 2009.

- Trade in agricultural goods
- Non-agricultural market access (NAMA) (industrialised goods)
- Trade in services
- Trade facilitation (simplified customs procedures)
- Trade and the environment

Developing Export Potential and Capacity

OBJECTIVE

To enable trading opportunities available in markets across the world to be capitalised by Irish exporters and to create a system for the effective management of Ireland's export licensing system.

STRATEGIC ACTION:

We will work cooperatively with other Government Departments, with Enterprise Ireland and with other agencies charged with the promotion of exports so as to enable the benefits of world markets to be optimised for our exporters. This will include developing means by which the clients involved – exporters themselves – can relay concerns and make suggestions on how policy, supports and administrative procedures could be beneficially refined or adapted so that the State's efforts to consistently improve on our export performance will be realised.

The Minister for Enterprise, Trade & Employment, Mr Micheál Martin T.D., and the Minister for Trade & Commerce, Mr. Michael Ahern, T.D. and, subsequently, Mr John McGuinness T.D., led 15 separate trade missions abroad in the course of 2007. These were organised in conjunction with Enterprise

Ireland and included participation in a large trade mission with the Taoiseach to Saudi Arabia and the United Arab Emirates; six trade missions to countries in Europe and also missions to other countries including Singapore, Malaysia, Canada, Russia, Pakistan and the United States.

These trade missions facilitated Irish companies in initiating or developing relationships with current and potential partners in the various targeted markets. The range of markets chosen reflects both the need to provide support in important established markets, and to assist companies to further develop their export potential and diversify by accessing emerging markets, particularly those in Eastern Europe and in Asia.

In conjunction with these trade missions, the Department facilitated a number of inward visits with foreign Ministers, delegations, Ambassadors and officials from many countries, including Saudi Arabia, China, India and Egypt. These inward visits are a crucial factor in further developing bilateral economic relationships, thereby contributing to sustained and expanded levels of trade.

The Central Statistics Office data for the full year shows the value of merchandise goods exports in 2007 as €88 billion, a 2% increase over the 2006 total of €86 billion. The EU continues to be our largest export market, accounting for over 60% of the total. Exports to the United States, our largest single merchandise export market destination, stood at 18%. Services exports increased by 17% during 2007, to €64bn.

In 2007, the seventh session of the Saudi Arabian - Irish Joint Economic and Technical Commission was held, at official level, in Riyadh. Progress was made on a range of trade related issues. The Department has established Joint Economic Commissions (JEC) with four countries – Saudi Arabia, China, Russia and South Korea. These JECs are formal Bilateral InterGovernmental fora set up to deal with trade development in all its aspects, mercantile and services. Their role is to further the development of economic and business cooperation, including scientific and technological cooperation and to provide a forum for discussing issues of mutual interest and concern between the two countries involved.

The Department will continue to develop Irish trade policy in the framework of the European Union and the Organisation for Economic Cooperation and Development (OECD). We participate in the OECD Investment Committee and an EU programme to assist certain countries in Central and Eastern Europe and Central Asia, namely, the Instrument for Pre-Accession Assistance (IPA – formerly PHARE).

The Department, in conjunction with other Departments and bodies, has initiated a comprehensive programme to ensure implementation of the OECD Convention on Combating Bribery of Foreign Officials. The Convention is aimed at reducing corruption in developing countries by encouraging sanctions against bribery in international business transactions, carried out by companies based in the convention member countries. Its goal is to create a level playing field in today's international business environment. Ireland ratified the convention in September 2003. Countries that signed the convention are required to put in place legislation that criminalises the act of bribing a foreign public official and to commit to a comprehensive range of awareness raising activities in relation to the public and private sectors.

The Export Credit Insurance Scheme, which was provided by the Department in former years, was suspended in 1998. Some debt owing to the State remained outstanding and had previously been considered unrecoverable. However, the Department has actively undertaken recoupment initiatives in recent years with considerable success. A total of €1.8m was recovered during 2007.

STRATEGIC ACTION:

We will introduce revised procedures to report and monitor on the impacts of trade missions abroad with a view to identifying possible success indicators by which to benchmark the outcomes in the future.

Following consultation between the Department and Enterprise Ireland (EI), progress reports on all Ministerial trade missions abroad are drawn up by Enterprise Ireland to facilitate better analysis of the success factors and outcomes of such missions. This is

particularly important for the major missions that absorb a significant level of resources. This work ensures that the Department and EI can optimise the value of these missions, which are designed to play an important part in enhancing Ireland's export performance.

STRATEGIC ACTION:

We will give effect to the recommendations of the Review of the Export Licensing System, including the introduction of new legislation.

The Control of Exports Bill was initiated in the Seanad in February 2007 and passed all stages in that House by the beginning of March. The Bill was reinstated following the formation of the new Dáil in July 2007 and by the end of the year it had passed Committee Stage. The legislation was subsequently enacted in February 2008.

Further development work took place on the introduction of an online export licence application system in line with a recommendation of the Export Licensing Review with the participation of industry representatives.

STRATEGIC ACTION:

We will work towards the implementation of a new Asia Strategy for the period ahead.

The second phase of the Asia Strategy, for the period 2005-2009, was officially launched by the former Taoiseach, Mr Bertie Ahern, T.D. in April 2005. This sets targets and priorities to expand trade and economic links with the key Asian economies. An Asia Strategy High Level Group, with public and private sector representation, was established to monitor progress by relevant Government Departments and Agencies in meeting the specific targets set out for implementation of the Strategy. The Bilateral Trade Promotion Unit of the Department acts as Secretariat to the High Level Group, which is chaired by the Secretary General of this Department. This Group met twice in 2007. Specific developments in relation to the targets of this Strategy include: a total of 213 Irish companies have established a presence in the priority countries; over 6,500 third level students are coming



Minister Ahern E.I. Trade Visit to Singapore & Malaysia 12-16 March 07:

KB Lim, EI Manager Singapore, Ambassador Richard O'Brien, Kent Svanaasen, Regional Manager Europlex and Minister of State Michael Aherne, listen to Mr R Venkatesh, COO of Europlex in Asia.

to Ireland and there have been significant increases in food and drink exports. During 2007, Enterprise Ireland organised a total of 40 events to promote exports to the region.

STRATEGIC ACTION:

We will undertake a wide-ranging review of the issue of outward direct investment. The policy implications or instruments needed to support action in this field will be considered when reviewed during 2005

Forfás published a report on Outward Direct Investment in November 2007. The report found that outward investment from Ireland now exceeds inward investment by overseas firms into Ireland. The effect of this process of internationalization by Irish companies, through investment and expansion into overseas markets, has had a largely beneficial effect on the economy. The Report provides an update on current trends in Outward Direct Investment (ODI) and examines the economic impact of ODI by Irish firms.

Internal market

OBJECTIVE

To strengthen the functioning of the Internal Market, including through the development of a regime to create an Internal Market in services, and through the timely transposition of EU Directives.

STRATEGIC ACTION:

We will continue to work towards the creation of an effective Internal Market for goods and services. A particular focus over the period of this strategy will be to begin the transposition of the EU Directive on Services in the Internal Market.

Directive on Services in the Internal Market

The Directive on Services in the Internal Market (2006/123/EEC) is intended to create a genuine "single market" for commercial services and is a key provision of the Lisbon agenda. It will enable service providers, who are mostly small and medium-sized enterprises (SMEs), to become established in another Member State (being established essentially means having a permanent office there) or to provide services to another Member State without being established there (so-called temporary provision, i.e. operating a Member State without permanent office). The Directive, which was adopted in December 2006 and must be transposed by 28 December 2009, applies to activities within as well as between Member States.

The Directive contains important provisions on administrative co-operation between Member States, provisions which are intended to generate trust and confidence between them as well as giving consumers and service providers the confidence to engage in cross-border transactions. It also contains important provisions on consumer protection.

Forfàs has estimated that the Directive, when in operation, could benefit the Irish economy to the tune of approximately €500 million per annum, mostly through access to services by Irish consumers at more competitive prices. An additional benefit, to Ireland, will arise from the opening of European markets to Irish service providers. Potential growth sectors include private education, intellectual property, international sales and marketing, supply chain management, and professional and consultancy services.

Work on the transposition of the Directive began in 2007 and will continue during 2008 and 2009. A Regulatory Impact Assessment on the method of transposition is being prepared. At EU level, a Commission-chaired Expert Group met on a regular basis in 2007 to discuss technical issues relating to the transposition of the Directive and to provide assistance

to the Member States. The Expert Group has continued to meet in 2008.

A Single Market for 21st Century Europe

The European Commission published its final report on its review of the Single (or Internal) Market on 20th November 2007. The main areas of focus for the future outlined in the report are (a) better empowering consumers to make the Internal Market more relevant to them and seeking to support small business in better exploiting the opportunities it presents, (b) supporting businesses in taking advantage of globalization; (c) promoting innovation in the EU and (d) developing the social and environmental dimension of the Internal Market. The Department participated in working groups established by the Commission to assist it during the course of the review.

The Department supports the Commission's final report but not necessarily everything in it, for example the references to taxation. We welcome, in particular, the stated intention to shift away from regulation (which must be evidence-based and proportionate) to enforcement (i.e., the correct application of EU law). We also welcome the focus on consumer interests and on small business.

As part of its background work during the review, the Department commissioned Forfàs to undertake a study of the impact of the single market on Ireland. Although largely completed in 2007, the Forfàs study was published on 14th February 2008 and is available on the Department's website (Internal Market Unit) along with the Press Release issued by the then Minister (Minister Martin) and Minister McGuinness about the study. The study identifies the extent to which Ireland has benefited from the Single Market, analyses what barriers remain to further integration, tests some of the assumptions about the Single Market against the experiences of Irish businesses and consumers and identifies what Ireland's priorities should be to ensure that businesses and consumers can exploit the EU Single Market to its full potential.

The European Commission's Review of the Single Market, which was published in November 2007, contains many themes that could be described as high level (e.g. better governance of the Single Market).

The Forfas study looked in detail at some micro-issues, including different advertising codes and customs classifications in different Member States. As such, it complements the Commission's Review very well.

Minister Martin sent a copy of the study to his Government colleagues on 19th March and asked them to have its recommendations progressed, whether on a domestic or an EU level, insofar as their Departments were concerned. A similar request was issued to each Division in the Department.

STRATEGIC ACTION:

We will ensure compliance and timely implementation of EU Internal Market law in Ireland by working with other Government Departments to monitor closely and report on the correct transposition and notification of all Internal Market Directives.

Transposition of Directives

The primary responsibility for ensuring the correct application of Internal Market rules by Ireland lies with the Departments that are responsible for transposing and applying them, including the Department of Enterprise, Trade and Employment. It is in the interest of all Departments to ensure that the Internal Market functions properly for the benefit of our businesses and citizens. If Internal Market rules are not applied effectively and on time, their contribution to the EU's growth and competitiveness is adversely affected.

The Department successfully transposed 18 EU Directives into domestic law during the year. Overall, there are currently 13 Directives awaiting transposition in the period up to 2012.

The Internal Market Scoreboard, published twice yearly by the European Commission, examines the records of Member States in ensuring that the conditions are satisfied for the Internal Market to function well. It does so by examining how quickly and

how well each of the Member States transposes Internal Market Directives into national law. The Directives and the deadlines for their transposition are agreed by the Member States at EU level.

Ireland achieved a transposition deficit rating for Internal Market Directives of 1.7% in the Internal Market Scoreboard for July 2007 and 1.2% for December 2007. (A deficit rating of 1.2% means that 98.8% of Directives were transposed by the due date.) Ireland's score in December 2007 was the same as that for the Member States as a whole, which matched the Member States' previous record of 1.2% in December 2006.

SOLVIT programme on the removal of barriers in the Single Market

SOLVIT targets cases of misapplication of EU Internal Market law by public authorities in the Member States. The Irish SOLVIT Centre is based in the Internal Market Section of the Department and is one of 30 SOLVIT Centres, one in each Member State of the EU and the European Economic Area (EEA). Citizens and businesses can contact their local SOLVIT Centre if their cross-border problem involves what they consider to be a denial of their Internal Market rights by a Member State because they believe that the authorities there are not applying the law correctly. Where a SOLVIT Centre is satisfied that a case referred to it is one in which EU law is possibly being misapplied, it raises the problem with its counterpart in the Member State concerned on behalf of the citizen or business affected. The SOLVIT Centres in the Member States involved agree to make every possible effort to find a solution within 10 weeks (14 weeks in exceptional cases).

During the course of 2007, the Irish SOLVIT Centre experienced a substantial increase in case flow. The Centre dealt with 761 cases in 2007 of which 5 were initiated by the Irish SOLVIT Centre and 71 by other SOLVIT Centres. This compared to 17 cases in 2006, of which 7 were initiated by the Irish SOLVIT Centre and 10 by other SOLVIT Centres. In addition, like all other

2 This was largely due to the number of cases submitted by immigrants from the new Member States regarding social security issues.

Centres, the Centre handled a large number of additional problems and queries raised by citizens and businesses. The number of such queries to the Irish SOLVIT Centre more than doubled in 2007 compared to 2006.

More information on SOLVIT, including the contact details of all the SOLVIT Centres, can be found at: http://europa.eu.int/solvit/site/index_en.htm.

TAIEX (Technical Assistance and Information Exchange)

The TAIEX (Technical Assistance and Information Exchange) Office of the European Commission provides institution-building support in all areas of EU legislation with a view to supporting the alignment, application and enforcement of the legislation in the new Member States, the Candidate Countries, the Western Balkans, the Turkish Cypriot Community in the northern part of Cyprus and the countries associated with the EU through the European Neighbourhood Policy.

Experts from the public sector in the Member States provide TAIEX assistance, on request. The European Commission has created a database of such experts who can be quickly mobilized to respond to requests. TAIEX has a national contact point in each Member State. The Department of Enterprise, Trade and Employment is the National Contact Point for Ireland.

Sustainability & Competitiveness

OBJECTIVE

To integrate sustainability and competitiveness and to ensure that the development of environment policy at national and EU level enhances competitiveness, fosters entrepreneurship and encourages innovation.

STRATEGIC ACTION:

We will engage with the Department of Environment, Heritage and Local Government on discussions at EU level regarding the EU position on climate change for the post Kyoto period (2012 onwards), seeking to ensure a balanced approach which takes account of competitiveness and environmental considerations.

The Department contributed to the post-2012 policy debate at national level through participation in the Climate Change structures provided for in the Programme for Government and the National Climate Change Strategy 2007-2012. A Cabinet Committee on Climate Change and Energy Security was established, chaired by the Taoiseach and comprising relevant Cabinet members including the Minister for Enterprise, Trade & Employment. Senior Officials from this Department participated in the Senior Officials Group, which was established to support the work of the Cabinet Committee. In addition, the existing Interdepartmental Climate Change Team was superseded by a new High Level Group on Climate Change, led by the Department of Environment, Heritage & Local Government and comprising relevant Government Departments. In advance of the publication in January 2008 of the Commission's Climate and Energy Package, a key focus of the Department's work was to analyse the competitiveness impacts for Irish Industry of the EU Emissions Trading Directive, with a view to positioning the Department to input to the national negotiating position on the revision of the Directive.

STRATEGIC ACTION:

We will discharge our lead role in negotiations on the REACH proposals on chemicals.

The REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) Regulation was adopted on 18 December 2006 at second reading after more than 3 years of negotiations at EU level. It entered into force on 1st June 2007, and pre-registration of chemicals with the new European Chemicals Agency in Helsinki will be required by the end of November 2008. In December 2007, the Government approved

priority drafting of a Chemicals Bill to put in place administrative and enforcement arrangements for REACH, and other chemicals legislation, in Ireland with a view to enacting the legislation in 2008. The draft legislation, developed and progressed during 2008, culminated in the enactment of Chemicals Act 2008, on 15th July 2008.

STRATEGIC ACTIONS:

We will continue to work on the implementation of the Department's Sustainable Development Strategy which aims to provide a path for enterprise to achieve sustainable development.

We will engage in negotiations at EU level on a range of environmental initiatives which impact on industry, including initiatives on climate change and the proposals for new legislation on chemicals.

During 2007, the Department made some initial contributions to work on drafting a second renewal of the National Sustainable Development Strategy, which was initially launched in 1997 and was first renewed in 2002. The Department also contributed to the renewal in 2007 of the EU Sustainable Development Strategy. An Action Plan under the EU Sustainable Development Strategy adopted in July 2008.

The new Programme for Government adopted in 2007 contains commitments to:

- amend the remit of Science Foundation Ireland (SFI) to include a third research pillar in the area of sustainable energy and energy-efficient technologies, and,
- support the development of environmental technologies in Ireland to achieve a win/win situation of improved competitiveness and environmental performance.

Work began in 2007 on implementing these commitments. Arrangements to finalise the commitment on SFI were completed in March 2008 when the Minister, together with the Minister for Communications, Energy and Natural Resources, announced that they had agreed the principles and funding to be targeted through SFI on this third pillar. It was agreed to combine resources from the budgets

of the two Departments over the remaining period of the NDP to achieve a world-class research capacity investment through SFI of €90 million.

In relation to the Environmental Goods and Services sector, the Department commenced work with Forfás, InterTradeIreland and the other Development Agencies to identify further enterprise opportunities in the sector. A consultancy study on the issue was commissioned in October 2007 and when it is complete an implementation group will be put in place to recommend decisions on what additional measures the (development agencies) IDA and EI might take to develop the sector, as well as what further research through Forfás might be useful.

Implementation of National and EU measures

In 2007, the Department continued to fund and work with Enterprise Ireland in implementing a range of initiatives designed to improve the environmental performance of Irish industry, e.g., its programmes on Environmentally Superior Products, Environmental Management Systems and the *Environcentre.ie* website.

Together with the Department of Environment, Heritage & Local Government, the Department continued implementation of the Irish National Roadmap under the EU Environmental Technologies Action Plan (ETAP). ETAP is a joint initiative between the Environment and Research Directorates of the European Commission, which aims at improving the development and wider use of environmental technologies by harnessing the synergies between environmental protection and economic growth.

The Minister signed into law the European Communities (Eco-design Requirements for Certain Energy-Using Products) Regulations, 2007, which came into effect on 11th August 2007, implementing the EU Framework Directive on this subject. Further Measures, under the powers in the Framework Directive, are to be adopted for individual products, setting appropriate eco-design requirements in each case.

Pillar 2

Quality Work & Learning

PILLAR 2

QUALITY WORK & LEARNING

Lifelong Learning

OBJECTIVE

To make Lifelong Learning a reality for increasing numbers of people in the Labour Force.

STRATEGIC ACTION:

We will interact with other Departments, agencies and groups to develop and implement lifelong learning initiatives that will provide learning opportunities for people in the labour force.

The Department continued, in 2007, to give a high priority to expanding learning opportunities for people of working age. In particular, the Department contributed to this agenda by investing almost €70 million in employment training activities, programmes and services to assist those seeking work to acquire the requisite skills and competencies.

The Department also gave a high priority to addressing the future skills needs of the economy. The Expert Group on Future Skills Needs (EGFSN) published the National Skills Strategy report entitled *Tomorrow's Skills – Towards a National Skills Strategy* in March 2007. This important document sets out Ireland's strategic skills objectives to 2020. It will be an important input to policy on developing our human capital through upskilling, training and education programmes for the period to 2020. A copy of this Strategy is available at www.skillsireland.ie.

The Management Development Council (MDC) was established in 2007 to advise the Government on the adequacy and relevance of management development provision in Ireland and to promote a coordinated

approach to building awareness and appreciation in the small and medium sized business sector for the value of, and need for, upgrading leadership and management skills.

During 2007 Mr. Seán Haughey, T.D., was appointed as Minister of State at the Department of Education and Science and the Department of Enterprise, Trade and Employment which has responsibility for Lifelong Learning.

An Inter-Departmental Committee, comprised of officials from the Department of Enterprise, Trade and Employment, the Department of Education and Science and the Department of Finance, has been established to oversee the implementation of the National Skills Strategy. The committee commenced its work in 2008.

In-Company Training (Upskilling Those in Employment)

OBJECTIVE

To expand the level of engagement and investment in In-Company Training, particularly activity targeting low skilled workers.

STRATEGIC ACTIONS:

We will directly administer a training initiative to address In-Company Training through a public Call for Proposals and we will facilitate the implementation of additional training initiatives in this area by FÁS, utilising ESF and National Training Fund (NTF) monies.

We will work with other Departments, agencies and groups to ensure that training policy development includes the employability needs of lower skilled workers and we will ensure that FÁS and Skillnets continue to develop programmes which are focused on lower skilled workers.

The significant increases in investment in the training of the employed that were secured in 2005 and 2006 were maintained in 2007 and the social partnership agreement, *Towards 2016*, makes a commitment to continue this trend.

The allocation of these additional resources since 2005 has paved the way for increased activity in the area. In particular the FÁS Competency Development Programme has continued to expand in size and scope. Contracts for two new Strategic Alliance Partnerships were signed in 2007. The first is in the area of training low skilled/low qualified workers, while the second will focus on small and medium enterprise (SME) management development training. During 2007, the Competency Development programme provided training to approximately 45,000 people, while the Workplace Basic Education Fund provided training to more than 2,000 people.

The budget for apprenticeship training increased in 2007 to €130 million from €113 million in 2006. This funding provided for the provision of 1,314,000 training days in the course of the year.

In addition, the Skillnets Training Networks Programme (TNP) continues to support and fund enterprise-led networks training under a mandate that runs to the end of 2010. It is operated and delivered by Skillnets Limited, a training support company representative of employers and employees in partnership with the Department of Enterprise, Trade and Employment. In 2007 Skillnets issued a call for proposals for the 2008/2009 round of funding and as a result of this 123 networks will receive funding and support from Skillnets over this period.

The ACCEL Programme – Accelerating in-company skills – is also managed by Skillnets. In 2007 the 55 projects, which were approved in 2006, continued to receive support and it is expected that the budget of nearly €16 million will be fully spent by the closure of the programme in 2008.

Training & Supports for People with Disabilities

OBJECTIVE

To enhance training and employment supports for people with disabilities.

STRATEGIC ACTION:

We will develop and rollout with FÁS a new scheme to help people with disabilities to take up full-time employment (Full Time Employment Scheme).

The operation of the FAS-funded Wage Subsidy Scheme, commenced in September 2005 as a three-year pilot initiative to provide ongoing incentives for employers and persons with disabilities to take up employment in the open labour market, continued in 2007. A review of the operation of the scheme by external consultants was commissioned by the Department in November 2007 and was completed in May 2008.

STRATEGIC ACTION:

We will engage with key stakeholders in the development of a Sectoral Plan for the Department, as set out in the Disability Bill 2004.

The Department's Sectoral Plan under the Disability Act, 2005, outlines the key initiatives in promoting equal opportunities for people with disabilities in the labour market, and includes the development of a Comprehensive Employment Strategy for people with disabilities. The key pillars of this strategy are to:

- enhance the effectiveness of employment and vocational training programmes for people with disabilities
- further develop financial and other supports to potential employers and employees with disabilities, and
- further develop measures to promote the

continued employment of workers who acquire a disability while in employment.

A Consultative Forum on an Employment Strategy was established in 2007 in accordance with a commitment under the Department's Sectoral Plan. The Consultative Forum has actively pursued its agenda in 2007 in accordance with the main elements of its agreed work programme, which include job retention; job supports; job preparation; and job search.

The Consultative Forum has identified as a key objective the need to conduct a systematic review of current job retention and return to work practice following a disability acquired in the workplace.

The Department commissioned this research in November 2007. Work on the research project, which is being undertaken by external consultants, and was completed in November 2008.

A review of the operation of the FÁS-funded Supported Employment Programme was commissioned by FÁS in November 2007 and was completed in May 2008.

A study of the efficiency and effectiveness of vocational training services and rehabilitative training services provided by specialist training providers for people with disabilities was completed during 2007, on behalf of the Department, FÁS and the Department of Health and Children. FÁS has established a working group comprising representatives of FÁS Community Services/Social Inclusion and specialist training providers to oversee the implementation of recommendations emerging from the Study.

STRATEGIC ACTION:

We will explore the scope for promoting increased employers' awareness of people with a disability as a labour market resource.

The Department continued to provide funding for disability awareness support in 2007 through the FÁS budget in order to assist the integration of people with a disability into the workforce.

Vocational Education & Training at EU level

OBJECTIVE

To contribute, in co-operation with the Department of Education and Science, to the development of EU policy to ensure that vocational education and training makes a greater and more effective contribution to the Lisbon agenda.

STRATEGIC ACTION

We will work to give effect to the recommendations contained in the December 2004 Maastricht Communiqué on Vocational Education and Training.

The Department continued to work co-operatively with the Department of Education and Science and other relevant organisations, to ensure that developments and directions agreed at international level inform domestic training and education policies and practices.

STRATEGIC ACTION:

We will support initiatives to increase the mobility of the EU labour force through the development of a new European Qualifications Framework and other transparency and mobility measures.

The Department also continued to co-operate with the National Qualifications Authority of Ireland to further develop and promote the National Framework of Qualifications.

Support for the Unemployed

OBJECTIVE

To attract and facilitate the entry of the unemployed and inactive into the labour market through the provision of a range of programmes and services.

STRATEGIC ACTION:

The Preventive Strategy, whereby FÁS engages with the unemployed, will continue to be implemented. We will consider the recommendations of the recent review of this strategy with a view to improving the effectiveness of the process.

The Preventive Strategy provides a systematic engagement of Employment Services staff with the unemployed. The focus is on early intervention with persons referred to FÁS by the Department of Social and Family Affairs with the purpose of assisting their integration into the labour market and to provide, where appropriate, the necessary skills to improve their employability.

During 2007, 51,452 persons were referred to FÁS and of these 32,359 left the Live Register. FÁS is continuing to engage with the remainder.

STRATEGIC ACTION:

We will continue to provide a range of employment and training programmes to enable participants to progress into employment.

FÁS provides a series of services for those seeking employment. The main employment schemes are Community Employment and Job Initiative, which provide opportunities for work and/or training with local communities. In 2007 there were over 24,500 places on these schemes. FÁS provides a placement and career guidance service and has self-service access to a wide range of job vacancies, including opportunities in other EU Member States and the European Economic Area. A High Level Group,

comprising representatives from the Department of Enterprise, Trade and Employment, the Department of Social and Family Affairs, the Department of the Taoiseach and FÁS has been set up to progress the activation of other client groups, in particular, Lone Parents and People With Disabilities.

The Social Partnership Group on Labour Market issues continued to meet throughout 2007. A Sub-Group on the Delivery of Employment and Training to Members of the Travelling Community, chaired by the Department, continued to meet during 2007. The Department provided representation on the National Traveller Monitoring and Advisory Committee (NTMAC), which was established during 2007. Throughout 2007 the Department and FÁS have worked closely with the Department of Finance and the Public Appointments Service to provide placements for Travellers in Government Departments through the Internship Programme.

European Employment Strategy

OBJECTIVE

To participate in the next phase of the European Employment Strategy, which will be reflected in the National Reform Programme, with particular emphasis on the creation of employment and the development of a skilled and adaptable workforce.

STRATEGIC ACTION:

We will contribute at EU level to the work of the Employment, Social Policy, Health and Consumer Affairs (ESPHCA) Council and other relevant groups, including the Employment Committee, to ensure that EU policies reflect the Department's goals and objectives. National Employment Action Plans will be completed on an annual basis and submitted to the European Commission as part of the reporting arrangements on the Lisbon Agenda.

As part of the Lisbon Strategy each Member State prepared an annual National Reform Programme (NRP) outlining the challenges and priorities for action to enhance growth and jobs over the three-year period. Ireland's NRP brings together a broad range of policies and initiatives, the implementation of which aims to sustain economic growth and employment performance in Ireland.

The initial "three-year cycle" under the revised Lisbon Strategy concluded in 2007 and Ireland submitted our NRP to the European Commission in October 2007. The Commission's assessment of the NRP is outlined in their Annual Progress Report, which was published in December 2007. The Report states that Ireland is making very good progress implementing the policies outlined in the National Reform Programme over the 2005-2007 period, and that a comprehensive and coherent national strategy is in place. The assessment indicates that the focus needs to be maintained on accelerating progress in increasing labour market participation, to include making further progress establishing a comprehensive childcare infrastructure, further development of the policy framework for labour market and social integration of migrants, and placing a particular emphasis on support to older and low-skilled workers. Under the Lisbon Agenda a number of EU employment targets for 2010 are in place: an overall employment rate of 70%; a female employment rate of 60% and an employment rate of 50% for older workers aged 55-64. Ireland has made steady progress in relation to these targets and in 2007 exceeded the targets for females and older workers. At Quarter 4 2007 the overall employment rate stood at 69.0%, the female employment rate was 60.8%, with the employment rate for older workers at 53.9%.

There was broad consensus among Member States that the Employment Guidelines for the second cycle of the Lisbon Strategy (2008-2010) should not be changed and that the focus should be kept on implementation. To meet the challenges ahead the emphasis is now on investing more in people and modernising labour markets. These priorities will be encompassed in the various "flexicurity" (flexibility and security) approaches developed by Member States in their NRPs.

Skilled Labour from Outside the EEA

OBJECTIVE

To implement a policy of providing a range of instruments to facilitate the recruitment of skilled labour force personnel from outside the European Economic Area, where the skills needs in question cannot otherwise be met by normal recruitment or by training.

STRATEGIC ACTION:

We will implement the provisions of the Employment Permits Bill which is due to be enacted in 2005 to put the Employment Permit regime on a comprehensive and sound statutory footing. We will publish a policy paper on Ireland's specific skills needs post EU enlargement, taking account of the migration flows from the new Member States.

The Employment Permits Act 2006, which was commenced in January 2007, allowed Ireland to launch new economic migration and employment permits arrangements which ensures a flexible, responsive and managed approach to economic migration policy. This is a key part of our National Skills Strategy and is an important component in our continued transformation into an economy driven by innovation and based on knowledge. The four types of employment permit introduced in 2007 are:

- a Green Card ;
- a Work Permit;
- an Intra-Company Transfer Permit; and
- Spousal and Dependant Permits.

Policy in this area is now vacancy-driven rather than based on quotas or points; that is, the core of the policy is the offer of a job. In this way, Ireland's system of employment permits is more responsive and more efficient at meeting the needs of the labour market. It



Minister Martin at Launch of New Employment Permit Arrangement: Sean Gorman-Secretary General DETE, Minister Killeen-Minister for Labour Affairs, Minister Martin-Minister for Enterprise, Trade and Employment and Dermot Mulligan-Assistant Secretary Labour Force Development.

is also strongly linked to enterprise development, with the Green Card Scheme in particular allowing us to attract the highly skilled people we need to move our economy to a new level – one which will generate high-value jobs into the future. During its first year of operation a total of 2,794 permits issued under the Green Card Scheme.

The list of occupations for which Ireland may need to recruit people from outside the EEA, was identified after taking advice from the Expert Group on Future Skills Needs. The Department commenced work in 2008 with FÁS and the Expert Group on Future Skills Needs to ensure our existing categories of labour and skills shortages continue to reflect current labour market requirements.

Employment Permits

OBJECTIVE

To offer an improved level of customer service for Employment Permit applicants

STRATEGIC ACTION:

We will pursue the introduction of an on-line facility for certain Employment Permit applications and we will avail of a reduced volume of applications in a post-EU enlargement environment to provide better information and a more personal level of service to our customers.

The Department set customer service goals for processing all completed Employment Permit applications during 2007, with fifteen working days set as the minimum target. While there was some slippage on this target in early 2007, arising from the introduction of new administrative arrangements under the *Employment Permits Act 2006*, the Department has been consistently delivering in line with the fifteen day target since the fourth quarter of 2007.

A dedicated call centre team was also operational, providing information on all aspects of the employment permit process. All telephone queries are answered between 9.30am and 5.00pm from Monday to Friday. Applicants can check the progress of their applications through all stages of the process.

The Department formed a new Steering Group in 2008 to oversee the project of implementation of a new Employment Permits Management System with online application facility and this Group, having completed a Cost-Benefit Analysis, approved a process of re-development and enhancement of the existing

Lotus Notes Permits Management System and further plans to tender in early 2009 for a customer online system to interface with this backoffice system.

FÁS Expenditure & Activities

OBJECTIVE

To monitor the effectiveness of FÁS' expenditure and activities in pursuit of the Department's strategic training and labour market objectives.

STRATEGIC ACTION:

We will oversee the allocation of financial resources to FÁS' activities and ensure that they support the Department's strategic objectives.

The Department contributes to identifying and developing responses to training and labour market priorities, notably through its input to the formulation of FÁS' Statement of Strategy 2006-2009. In response to the changing demands of the economy and a situation of nearly full employment, the training and upskilling of workers has become a key focus. FÁS plays a major role delivering this training and works in close collaboration with industry to ensure that the training and curricula remain relevant to the needs of employers.

A total of approximately €1.047 billion was allocated towards FÁS training and employment activities in 2007. This represented a funding increase of approximately 7.5% when compared with 2006. Over €445 million was invested in training programmes during 2007. The extra resources were invested, in particular, towards providing additional skills training for people in employment including identifying and implementing sectoral and company-specific training needs to workers at all levels to ensure that the Irish workforce is well placed to adapt to a fast-changing global market place. The additional funding was also used to provide training programmes designed to assist the long-term unemployed, socially excluded,

redundant workers and women in gaining access to the labour market and to improve their prospects of obtaining or returning to employment. Nearly 40,000 people seeking employment embarked on FÁS training programmes during 2007, of this total, almost 18,000 apprentices completed a phase of off-the-job training during 2007. Over the course of the Department's 2005-2007 Strategy Statement, out of an overall total of 123,500 who completed a training course with a view to obtaining employment, more than 53,000 apprentices completed a phase of off-the-job training, this emphasises the commitment of both the Department and FÁS to quality work and learning.

A total of €426 million was committed in respect of the provision of employment programmes, including the Job Initiative Programme which provides full-time employment for people who are over 35 and unemployed for 5 years or more; the Community Employment Programme which helps the long-term unemployed to re-enter the workforce by breaking their experience of unemployment through a return to work routine; and the Supported Employment Programme which is an active labour market initiative to assist jobseekers with a disability to find employment in the open labour market. Nearly 33,000 people participated in an employment programme in 2007. This figure is consistent with those for 2005 and 2006 and reflects both the low rate of long-term unemployment throughout the 3-year period (an average of 1.3% between December 2005 and November 2007) and the objectives of the Department and FÁS to maintaining essential community services and progressing programme participants toward the open labour market.

STRATEGIC ACTION:

We will monitor FÁS' activities and performance to ensure that the agency meets both strategic and corporate governance guidelines.

The Department holds regular meetings with FÁS to review progress and ensure that, where necessary, adjustments to strategy and funding are made in line with changing priorities. Expenditure and activity are monitored on an ongoing basis with in-depth reviews of specific schemes carried out where necessary.

During 2007 work began on a Value for Money review of FÁS' Competency Development Programme, a mechanism designed to raise the skill levels of targeted employees in specific sectors. The review is due for completion in 2008.

FÁS is required to comply with the Code of Practice for the Governance of State Bodies. A review of FÁS compliance with the Code took place in August 2007.

Labour Market Data

OBJECTIVE

To promote relevant and up-to-date labour market data which will inform the development of labour market policies and initiatives.

STRATEGIC ACTION:

We will prepare and update labour market data through the detailed analysis of economic reports and the compilation of statistics relating to employment/ unemployment trends.

Labour Market data is continuously analysed and updated on the basis of the various CSO statistical publications and reports of bodies such as the ESRI and FÁS. Employment/labour market indicators are also monitored on a regular basis. Details of the present labour market situation are outlined in Appendix 11 of this Report.

European Social Fund

OBJECTIVE

To ensure optimum use of the resources available from the European Social Fund (ESF) for 2000-2006 and 2007-2013 programmes to support labour market initiatives.

STRATEGIC ACTION:

We will monitor ESF expenditure under relevant programmes and will endeavour to optimise the use of ESF resources.

Approximately €136 million in European Social Fund (ESF) aid was received by Ireland during 2007, €71.3 million of which was in respect of activities run by or on behalf of this Department and its Agencies. In accordance with the requirements of the Structural Funds Regulations, the Department carried out control checks on all ESF claims received in 2007, including checking of the financial management and control systems of organisations submitting claims.

European Social Fund Programme Design 2007-2013

OBJECTIVE

To design, within the parameters of EU and national guidelines, ESF programmes for the period 2007-2013 which add value to the development of human capital and increase participation in employment.



Pictured at the launch of the new ESF programme for Ireland (Human Capital Investment OP 2007-2013) and the celebration of 50 Years of ESF were: Dr. Rory O'Donnell, National Economic and Social Council; Ms Eucharia Meehan, Higher Education Authority; Mr Franz Pointner, DG Employment, Social Affairs and Equal Opportunities (European Commission); Mr. Michael Ahern, TD, Minister for Innovation Policy; Mr. Donald Sands, FáS and Mr. John Bowman, Moderator.

STRATEGIC ACTION:

We will develop, in consultation with key stakeholders, European Social Fund (ESF) programme(s) for the 2007-2013 period that address the identified training and/or employment support needs of the labour market, in line with the relevant EU regulations.

During 2007, the Department completed negotiations with the European Commission and relevant National Bodies, which resulted in the adoption of the ESF Human Capital Investment Operational Programme 2007-2013 by the European Commission on 6th November 2007.

The Human Capital Investment Operational Programme (HCIO) is the only ESF Programme for Ireland during the period 2007 to 2013, with an overall budget of €1.36 billion, and with an ESF contribution of €375 million. The Programme will concentrate on addressing the identified training and/or employment support needs of the labour market in line with the EU agreed principles and regulations. In particular, it will focus on two main priorities, namely, upskilling the workforce and activation and participation of groups outside the workforce.

The Minister for Innovation Policy at the Department of Enterprise, Trade and Employment, Mr Michael Ahern, T.D., launched the New European Social Fund Human Capital Investment Operational Programme 2007-2013 for Ireland in the Gresham Hotel on the 18th

December 2007. The launch took place as part of a wider event celebrating 50 years of the European Social Fund and specifically exploring the contribution made to Ireland by the ESF since joining the then Common Market in 1973.

Social Dialogue

OBJECTIVE

To progress social dialogue at EU, national and enterprise level.

STRATEGIC ACTIONS:

We will contribute to the social dialogue process at EU and national levels.

Employment Social Policy, Health and Consumer Affairs Council

The Department of Enterprise, Trade and Employment co-ordinates the Irish input into the Employment, Social Policy, Health and Consumer Affairs (ESPHCA) Council of Ministers at EU level. The work of the Council falls under the remit of this Department, the Department of Social and Family Affairs, the Department of Justice, Equality and Law Reform and

the Department of Health and Children. There were three Formal Council meetings in 2007 as well as two Informal Council ones (in Berlin, Germany and Guimarães, Portugal) at which Ireland was represented by the then Minister for Labour Affairs Mr. Tony Killeen, T.D., and his successor Mr. Billy Kelleher, T.D.

Formal Councils

The key employment issue at the Formal Council held in February 2007 was the adoption of its contribution to the Spring European Council. The Joint Employment Report was also adopted and political agreement was achieved on the Commission recommendation on the broad economic policy guidelines regarding Member States' employment policies for 2007. The Commission Communication "Implementing the renewed Lisbon Strategy for growth and jobs: A Year Of Delivery" was noted by the Council.

As part of the preparation for the Spring European Council, the ESPHCA Council also held an exchange of views on the Tripartite (employers, workers and Government representatives) Social Summit for growth and employment that took place on the eve of the European Council.

Finally, an oral presentation was made to Council on the Work Programme of the Employment Committee and Mr. Vladimir Spidla, Commissioner for Employment, Social Affairs and Equal Opportunities, made a brief presentation to Council on the Commission Communication "New Community strategy on health and safety at work 2007-2012" which was in preparation at the time of Council. The aim of the Strategy is to reduce workplace accidents by 25% over the stated period.

At the May Formal Council, Member States reached political agreement that the Employment Guidelines should remain unchanged for 2007. In addition, Council Conclusions/Resolutions were adopted on a new Community Strategy on Health and Safety at Work (2007-2012). Council also held a lunchtime discussion on Migration and Employment.

The central topics for discussion at the Formal December Council were the contentious Temporary

Agency Workers and Organisation of Working Time Directives. Despite a Ministerial lunchtime discussion of the two items, which were linked together by the Presidency, Member States failed to reach agreement on the dossiers with outstanding issues including the opt-out clause in relation to the Working Time Directive and pay parity and the grace periods on the Temporary Agency Workers.

While Council failed to reach agreement on these Directives it did endorse the joint Employment Committee (EMCO) and Social Protection Committee Opinion on the common principles of flexicurity and also adopted Council Conclusions on this issue. It also endorsed an EMCO opinion and adopted Council Conclusions on the future prospects for the European Employment Strategy in the context of the new cycle of the Lisbon Strategy.

Informal Councils

At the Informal Council meeting held in Berlin in January, Germany took "Good Jobs" as its theme as this was seen by the German EU Presidency as a key to realizing the Lisbon Strategy's goal "to create more and better jobs in Europe". The meeting continued the debate undertaken in the Austrian and Finnish Presidencies on finding the necessary balance in the labour market between flexibility and security. At the Informal Council meeting in July 2007 in Guimarães, Portugal, Employment and Social Affairs Ministers discussed new methods in the area of co-ordinating EU employment and social policies. Agreement was reached at the on the need to complement the Integrated Lisbon Guidelines in relation to the social dimension.

STRATEGIC ACTIONS:

We will actively represent the Department in the national social partnership process, including negotiations on a successor to Sustaining Progress.

We will implement the relevant provisions of Sustaining Progress and any successor Agreement within the required time frame.

National Employment Rights Authority

In line with the commitment under Towards 2016, the new National Employment Rights Authority (NERA) commenced consultations with its range of stakeholders and initiated a dialogue with the parties to the Social Partnership Agreement, ICTU, IBEC and the Construction Industry Federation, on the development of a comprehensive and responsive system of employment rights compliance and enforcement. NERA also engaged constructively during 2007 with other stakeholder organisations such as the Migrant Rights Centre Ireland and the Citizen Information Centres.

NERA met with the Department of Employment and Learning of Northern Ireland (DELNI) in September 2007 with a view to establishing North-South linkages in the area of employment rights. A full briefing was provided to an interdisciplinary group of NI stakeholders on progress in the establishment of NERA. (Please note that there is also material on NERA in this Report under the strategic action "We will follow up on the Review of the Mandate and Resourcing of the Labour Inspectorate" and under the heading under this Pillar "Additional Activities Undertaken in pursuit of this Objective").

Construction Safety Partnership

Under the terms of Towards 2016 there is a commitment to supporting the Construction Safety Partnership. The Department, with the approval of the Health and Safety Authority, gave a grant of €0.25m to the Irish Congress of Trade Unions for two projects in the construction industry in 2007 under the auspices of this Partnership.

The Safety Representative Facilitation Project (SRFP), for which €200,000 in funding was provided in 2007, has been working to improve safety in the construction industry for seven years. The project is run jointly by Congress and the Construction Industry Federation (CIF) as part of the Construction Safety Partnership. Its mission is to promote co-operation between employers and workers and to spread the message that consultation with workers Safety

Representatives (SRs) is not alone a legal requirement for managers but can be used to positive advantage by site managers who are trying to encourage employee engagement with safe working practices.

In 2007, the SRFP took over responsibility for a special project agreed by the Construction Safety Partnership aimed at reducing the deaths and injuries amongst migrant workers. €50,000 in funding was provided. A resource pack was developed following extensive industry and stakeholder consultation. The resource pack was produced in an innovative and user friendly format and published in Polish, Russian, Latvian, Lithuanian, Slovakian and Romanian and distributed to Safety Representatives, FÁS Safe Pass tutors, Construction Trade Unions, local Trade Union Councils and the Irish Congress of Trade Union local centres.

Modernisation of the Joint Labour Committee System

Towards 2016 provides for a commitment to modernise the Joint Labour Committee system. To this end, the Labour Court was asked by the Department in late 2006 to draw up measures to give effect to the commitment. To assist the Court in this task, the Court set up a Working Group comprised of representatives of the Court's administration, the Irish Congress of Trade Unions and the Irish Business and Employer Confederation. The Group also involved the National Employment Rights Authority in its deliberations. This Group was active throughout 2007. Among the issues addressed in this exercise have been the amalgamation or abolition of some JLCs, introducing a standardised approach to the text and layout of EROs and alignment of dates for some pay changes. As part of the modernisation exercise three JLCs were abolished in 2007 and one new JLC was established.

Work/Life Balance

During 2007, the National Framework Committee for Work/Life Balance continued its remit as set out in Towards 2016 and the Programme for Government where it is charged with supporting and facilitating

the development of family friendly policies aimed at assisting in the reconciliation of work and family life at the level of the enterprise. Work/Life Balance Day, an annual initiative first developed by the Committee in 2001, was held on March 1st. The Committee ran a national media campaign to raise awareness of the whole issue of work life to coincide with the day. In addition a seminar was hosted by the Committee on the day when the then Minister for Labour Affairs formally launched the booklet "A Planned and Systematic Approach to Work/Life Balance", which was developed by the Committee to assist employers to successfully introduce or enhance work/life balance arrangements in the workplace. In 2007, the Committee also established a Panel of Consultants to assist employers in the development of that planned and systematic approach to work/life balance at enterprise level. Under the scheme, an experienced consultant can be made available to work with small to medium sized enterprises in developing and implementing work/life balance policies and arrangements.

STRATEGIC ACTION:

We will implement agreed recommendations from the Forum on the Workplace of the Future

The National Workplace Strategy, which was launched in 2005, resulted from the Forum on the Workplace of the Future that was established by the Government to assess the readiness of Ireland's workplaces to meet the challenges of our emerging knowledge economy. The key message of the Strategy is that the quality of Irish workplaces and the levels of innovation and change in them are critical to Ireland's ongoing transition to a more dynamic, highly skilled and knowledge-based economy. A High Level Implementation Group was established in 2005 to oversee implementation of the National Workplace Strategy. The second report of the High Level Group was published on 26 April 2007 and it outlines key developments in implementing the Strategy's recommendations since the Group last reported in August 2006.

One of the key recommendations of the Strategy gave rise to the commitment in the social partnership

agreement Towards 2016 that the Government would set up a Workplace Innovation Fund to support the promotion of partnership and innovation at enterprise level. The Workplace Innovation Fund was announced by the Taoiseach in January 2007, committing total funds of €9 million over three years. Two strands of the Fund, promoting innovation through partnership and supporting innovation at enterprise level have a, total funding of €7.5m and are provided through this Department. 12 Projects under both strands were approved in 2007 with total funding of €156,347 drawn down. The bulk of the funding will be availed of in subsequent years as the enterprise level strand, managed by Enterprise Ireland, gains momentum and approved projects draw down funding.

Legislative, Compliance & Dispute Resolution

OBJECTIVE

To provide effective legislative, compliance and dispute resolution provisions in the area of employment rights, including health and safety, and industrial relations.

STRATEGIC ACTION:

We will introduce effective legislative provisions to transpose EU and ILO obligations.

European Cooperative Society Statute

The European Cooperative Society Statute is an EU instrument that enables the establishment of a European Cooperative Society (known as an SCE), the objective of which is to make it easier for cooperatives to operate across the EU. The Statute consists of a Regulation and a Directive. A new SCE cannot be registered without first negotiating with employees on their involvement in the cooperative, whether through information and consultation and/or, in certain circumstances, participation. The employee

involvement aspects are regulated in Ireland by the European Communities (European Cooperative Society) (Employee Involvement) Regulations 2007 (S.I. No. 259 of 2007) which implement EU Directive 2003/72/EC of 22 July 2003. These regulations were signed into law on 29 May 2007.

European Communities (Transnational Information and Consultation of Employees Act 1996) (Amendment) Regulations 2007

These Regulations (S.I. No. 599 of 2007) transpose EU Directive 2006/109/EC of 20 November 2006 adapting Directive 94/45/EC on the establishment of a European Works Council, or a procedure in Community-scale undertakings, or Community-scale groups of undertakings for the purposes of informing and consulting employees, by reason of the accession of Bulgaria and Romania to the European Community.

STRATEGIC ACTIONS:

We will give legislative effect, as required, to commitments arising under social partnership or to take account of the evolving industrial relations environment.

We will follow up on the Review of the Mandate and Resourcing of the Labour Inspectorate.

Social Partnership

The Department has committed considerable energy and resources to ensuring significant progress on the wide range of actions in respect of which it has entered into commitments under Towards 2016. The Department has already fulfilled a wide range of commitments under Part 2 of the Agreement (Pay, the Workplace, and Employment Rights and Compliance) including: the enactment of the Exceptional Collective Redundancies Act, the Work Permits Act, the publication of the Employment Rights Compliance Bill, increased resources for skills/training, the increase in the National Minimum Wage to €8.65, the provision of increased resources to the dispute resolution bodies (including five new Rights Commissioners), the

establishment on the Workplace Innovation Fund, the Code of Practice on Protecting Persons Employed in other Peoples' Homes, etc. Most significantly, the National Employment Rights Authority has been established (see below).

Exceptional Collective Redundancies

New legislation has been incorporated into the "Protection of Employment (Exceptional Collective Redundancies And Other Related Matters) Act, which was introduced on 8th May, 2007. This Act provides for the implementation of the mandatory Decision of the European Court of Justice in the *Junk v Kuhnel* case of 27 January 2005. This provides that employers cannot issue individual redundancy notices until the 30 day notice and consultation period under the Protection of Employment Act 1977 has elapsed.

Review of the Employment Agency Act 1971

During 2007, there were on-going discussions and consultations with all stakeholders on the commitments in Towards 2016 Social Partnership Agreement aimed at updating and strengthening the Employment Agency Act 1971 on the regulation of the employment agency sector. Following this period of extensive consultation, Ministers considered the final elements of a proposed Bill to regulate the agency sector and there consultations were conducted during 2007 against a background of the re-launch by the Portuguese Presidency of the stalled EU Directive on Temporary Agency Work, which continued into 2008.

Transfer of Undertakings (Optional Pension Provision)

The Government is agreeable in principle to the transposition into Irish law of the optional pensions provision of the Transfer of Undertakings Directive. The purpose of any legislation in this area would be to provide a statutory basis for the transposition to provide for the transfer of supplementary pension

rights in a transfer of undertakings situation. At end 2007, a consultative process, under the aegis of the Department of the Taoiseach, was underway to assist the Government in clarifying the way forward in this area.

National Employment Rights Authority

The new National Employment Rights Authority (NERA) was established on an interim basis in February, 2007 and moved to new headquarters in Carlow in July as part of the Government's Decentralisation Programme. The Director took up duty on 12th February and the full management team was in place by end October. NERA will have an authorised staff complement of 141, including an increased complement of 90 Labour Inspectors, and a support team including legal and accounting expertise as well as administrative staff. The recruitment, assignment and training of additional inspectors and the setting up of regional offices (Dublin Shannon, Sligo and Cork) were at an advanced stage by the end of 2007. NERA also commenced consultations with its range of stakeholders and initiated a structured dialogue with the parties to the Social Partnership Agreement on the development of a comprehensive and responsive system of employment rights compliance and enforcement.

	2006	2007
Number of Inspections/ Calls/ Interviews	15,855	14,413
No. of breaches detected	2,108	2,353
Arrears recovered	€1.4m	€2.5m

The Government gave approval on 31 October 2007 for the drafting of the Employment Law Compliance Bill to give effect to provisions of Sections 11 to 16 of PART 2 of "Towards 2016"(including the appointment

Table 3: NERA Information Provision 2006-2007

	2006	2007
Telephone calls handled	122,419	93,000
Email contacts	3,768	5,800
Person-to-person contacts	1,319	990
Voice mail requests	4,595	4,134
Exhibitions	4	11
Presentations made	18	40

of the Director on a statutory basis with the requisite powers and duties,) to strengthen the Employment Permits Acts 2003 and 2006, and to provide for enforcement of provisions of those Acts by authorised officers of the Director with the enhanced powers being provided by the Bill.

In line with the commitment under *Towards 2016*, joint investigation activity and exchange of information commenced in 2007 with Inspectors from NERA, the Revenue Commissioners and the Department of Social and Family Affairs. The necessary legislative provisions to enable the exchange of information between the three bodies came into effect on 30th March, 2007 with the enactment of the Social Welfare and Pensions Act 2007.

Inspections

In its first year of operation in 2007, NERA carried out some 14,400 inspections and recovered some €2.5m in arrears for workers. Specific inspection campaigns were targeted at enforcing the minimum wage, protecting young workers and the construction sector.

Information Provision

During 2007, NERA's information line dealt, with over 93,000 calls seeking information on employment rights. NERA also provided impartial information on a wide variety of employment rights legislation in writing, by e-mail, attendance at exhibitions, presentations and through ongoing public awareness programmes.

	2006	2007
Number of cases referred to CSSO	62	98
Number of convictions	26	34
Cases successfully concluded/withdrawn	31	29

Prosecutions

NERA also continued with its prosecution remit with 98 cases being referred to the Chief State Solicitor's Office in 2007.

	2006	2007
New cases registered	47	34
Cases referred to CSSO	19	17
Cases concluded	61	52
Arrears collected	€193,056	€67,050

Enforcement

Certain employment rights legislation provides for the bringing of proceedings for the purposes of enforcing awards of both the Labour Court and the Employment Appeals Tribunal. A total of 52 cases, involving arrears of some €67,000, were concluded in 2007.

Code of Practice for Domestic Workers

On 18 May, 2007, the Minister for Labour Affairs launched the Code of Practice for Protecting Persons Employed in other People's Homes. The Code of Practice follows from agreement by the social partners on the need for special measures to support the employment rights of those people who are employed in the homes of others. It provides a comprehensive framework for an agreed understanding of rights and responsibilities for the protection of those who can, potentially, be very vulnerable workers. The code emphasises that employees in other people's homes have an equal entitlement to the employment rights and protections available to any other employee. It highlights a number of these rights and includes provisions relating to protections that have particular relevance to these employers and employees.

National Minimum Wage

By Order signed on 20 December, 2006, the Minister for Labour Affairs gave effect to the Labour Court's recommendation in relation to an increase in the National Minimum Wage. Accordingly, the Minimum Wage was increased to €8.30 on 1 January 2007 and to €8.65 on 1 July 2007.

STRATEGIC ACTION:

We will, in conjunction with other Member States, and in consultation with other relevant Departments and the Social Partners, review the EU Directive on Working Time.

Following failure to obtain agreement on the draft EU Directive on Working Time at the Employment, Social Policy and Health and Consumer Affairs Council (ESPCHA), on 7 November 2006, the Portuguese Presidency attempted to achieve political agreement on this dossier at the ESPCHA Council held on 5 December 2007. Simultaneously, the Presidency re-launched discussions on the stalled (since 2004) EU Directive on Temporary Agency Work. The Portuguese Presidency considered that there would be added value in working on a simultaneous and integrated solution on these two sensitive dossiers, given previous difficulties in finding solutions on each legislative proposal in isolation. However, these dossiers were not brought to a successful conclusion at Council during 2007.

As regards the proposed Directive on the Organisation of Working Time, the proposal from the Portuguese Presidency represented a significant effort at finding a compromise solution and one to which Ireland was able to lend its support. On the proposed Directive on Temporary Agency Work, Ireland was concerned that the proposals on the table for consideration at Council did not contain all the necessary elements of balance. Thus, permitted exemptions provided for in the proposed Directive would be to the advantage, or benefit, of some Member States and not others. This would be the case for those Member States where equal pay legislation is complemented by collective agreements and where deviation from the equal pay clause in legislation may be permitted, further considerations of these dossiers would arrive in 2008.

During 2007, the Department replied to a request from the EU Commission for a report on the practical implementation, in Ireland, of the Working Time Directive. The Department's reply incorporated the views of both sides of industry in the matter.

STRATEGIC ACTIONS:

We will consolidate the corpus of employment law and develop proposals, in conjunction with the interested parties, in relation to the structures and procedures of the employment rights bodies.

We will enhance compliance with employment rights legislation by revising procedures and developing proposals for consideration by Government.

An Aide Memoire of April 2007 advised the Government of progress made to date by the Employment Rights Group (ERG) and of the degree to which its work programme was subsumed into the legislative commitments and reporting framework agreed with the Social Partners in Towards 2016.

Consequentially, there was no longer any need for the ERG to continue with this particular exercise as to do so would be to run the risk of duplication of effort and loss of focus. Accordingly, the Group agreed that, while its agenda could and should be completed under the new structures, its own specific role was now effectively at an end. The remaining items from the original ERG agenda will be addressed within the new post-Towards 2016 framework

STRATEGIC ACTIONS:

We will enact new Health & Safety legislation and subsequently update the associated general application regulations as well as a number of sector-specific regulations.

We will develop guidelines for all actors in the sphere of occupational safety, health and welfare.

As in 2006, much of the activity in the area of occupational health and safety and the regulation of chemicals in 2007 focused on the continuing review of regulations and transposition of Directives. See Appendix 7 for details of Regulations made.

The new Safety, Health and Welfare at Work (General Application) Regulations 2007 came into force on 1 November 2007. The Regulations, which were the culmination of a comprehensive review process, replace and largely repeal the 1993 General Application Regulations and also replace a wide list of secondary legislation in the area of occupational safety and health, as well as retransposing 14 EU Directives. They complement the Safety, Health and Welfare at Work Act 2005 by including in one user-friendly



*Minister Kelleher, Launch of HSA Annual Report 2006.
Minister Kelleher-Miister for Labour Affairs, Martin O'Halloran – Chief Executive, HSA and Jim Lyons – Chairman, HSA.*

document virtually all of the specific safety and health laws which apply generally to all employments.

Guides to the Construction and Work at Height Regulations were also launched in early 2007 and are available on the Health and Safety Authority's website www.hsa.ie

A revised Code of Practice, for Employers and Employees on the Prevention and Resolution of Workplace Bullying came into effect on 1 May 2007. The new Code updated and replaced the previous Code (which had been in operation since 2002), to bring it in line with the 2005 Safety, Health and Welfare at Work Act. The Code provides practical guidance for employers on identifying and preventing bullying at work arising from their duties under the 2005 Act. It provides information on managing and conducting work activities in such a way so as to prevent, as far as is reasonably practicable, any improper conduct or behaviour likely to put the safety, health and welfare at work of his or her employees at risk.

The Code also gives advice on how to prepare an anti-bullying policy and emphasises that the best place to deal with a complaint of bullying is at the level of the company workplace. It recommends dealing with cases internally through the following processes:

- informal resolution by a responsible person
- a formal complaints procedure.

Only if the internal processes fail should it be necessary to get outside support. In that event, the Code states that an appeal should be referred to the Rights Commissioner Service under the Industrial Relations Acts. A further appeal may be made to the Labour Court.

STRATEGIC ACTION:

We will review service delivery in the Employment Appeals Tribunal.

Employment Appeals Tribunal

2007 was a landmark year in the history of the Employment Appeals Tribunal (EAT) with the celebration of the fortieth anniversary of its creation in December 1967. In its first year of operation the Tribunal had a total of 113 appeals, by the end of 2007 the Tribunal disposed of 2,807 cases.

A number of Customer Service introductions were advanced in 2007. These included the EAT Online Services (EATOS) which received 1.84 million 'hits' during the year and the online database of the Register of Decisions/ Determinations. In recognition of the high level of Quality Customer Service provided by EATOS, the web site was short-listed in two categories for the Irish eGovernment Awards in 2007. Measures have been introduced where on the approval of the Tribunal, a language interpreter can be

provided to facilitate the hearing of evidence from customers who may not be proficient in English.

The 'School's Out: Learning in the Workplace', programme continues to provide second, third level and post-graduate students with the opportunity to visit the Tribunal and to experience the work of the Tribunal at first hand. Finally, a review of EAT Procedures was carried out in 2007, details of which are outlined in Appendix 2.

Table 6: Number of redundancies by sector in 2007

Industrial Group	Number of Employees		Total
	Male	Female	
Agriculture/Forestry and Fisheries	317	139	456
Energy and Water	80	40	120
Extraction Industry (Chemical Products)	238	70	308
Metal Manufacturing and Engineering	880	223	1,103
Other Manufacturing	3,856	2,316	6,172
Building and Civil Engineering	3,705	216	3,921
Distributive Trades	1,106	762	1,868
Transport and Communications	867	501	1,368
Other Services	4,180	5,096	9,276
Banking, Finance & Insurance	403	464	867
TOTAL	15,632	9,827	25,459

Additional Activities Undertaken in Pursuit of the Legislative, Compliance and Dispute Resolution Objective

Industrial Disputes

The number of days lost to industrial disputes during 2007 was 6,038, which is the lowest since records began in 1923 and it was the fourth year since 2002 that had produced a new record low for workdays lost to industrial disputes.

Review of Redundancy and Insolvency Recovery Procedures

A review of the Redundancy/Insolvency Recovery procedures was undertaken in 2007 to ascertain how best to streamline and improve the recovery of monies/debts due to the Social Insurance Fund. In a relatively small number of cases, where the employer is unable or unwilling to pay the Redundancy/Insolvency payments, the Department steps in and pays the amount from the Social Insurance Fund. This money must be recovered by the Department and paid back to the Social Insurance Fund. The current Legal Powers and Obligations were identified and a research of Write-Off Procedures and sample Case Histories were examined in 2007. Their research showed that a new approach to debt recovery and write offs must be timely, efficient and cost effective. It must also result in a realistic statement of recoverable debt. Implementation of the research findings will be a matter for consideration in 2008.

Redundancy Payments

The Department made Redundancy Payments totaling approximately €182.8 million in respect of 25,459 employees in 2007. Table six below provides a breakdown of redundancies in 2007 by sector.

Insolvency Payments

A total of 6,609 claims were processed under the Insolvency Payments Scheme in 2007 involving 184 employers and 2,143 employees. The total expenditure was €5.7m. The overall average waiting time for unqueried cases in 2007 was less than 4 weeks.

Pillar 3

Making Markets & Regulation Work Better

PILLAR 3

MAKING MARKETS & REGULATION WORK BETTER

Competition Authority

OBJECTIVE

To ensure that the Competition Authority is adequately resourced and empowered to fulfil its mission.

STRATEGIC ACTION:

We will assist the Authority in expanding its Mergers Division to meet increased demand and will keep the staffing and funding of the Authority under review going forward.

Six additional posts were sanctioned for the mergers division and these were filled in 2005. During 2007, the Authority conducted three public recruitment competitions from which it made eight appointments to fill vacancies which had arisen in 2006 and 2007. Monitoring of the Authority's funding remains ongoing.

The Competition Act 2002 (Section 18 (5) and (6)) Order 2007 (S.I. No 122 of 2007), which came into effect on 1st May 2007, refined the class of media mergers notifiable to the Authority. Since then there has been a reduction in the number of media mergers notified to the Authority. This reduction has allowed the Authority to focus resources on more complex mergers.

Competition in Sheltered Sectors

OBJECTIVE

To remove restrictions on competition and open up sheltered sectors of the economy.

STRATEGIC ACTIONS:

We will analyse existing regulatory provisions that restrict competition and proposals for new regulation or legislation with a view to seeking the elimination of any unwarranted constraints on competition.

We will further enhance the role of competition and consumer policy to remove restrictions on competition and open up sheltered sectors of the economy

Competition Authority Studies

Throughout 2007 the Competition Authority continued its analysis of competition in the professional services and published its fifth report in the series in respect of Dentists in October. The Authority found that competition in dental services was restricted and discouraged by an outdated system of regulation. It made 12 recommendations to address the competition issues identified. The Authority continues to carry out its analysis of the Medical and Veterinary professions.

Designation of ComReg as a “Competition Authority”

Following on from the assignment of concurrent competition powers to the Commission for Communications Regulation (ComReg) in 2006 by way of the Communications (Amendment) Act 2006, it was necessary to designate ComReg as a competition authority in respect of functions assigned to it that relate to electronic communications services, electronic communications networks or associated facilities. To this end the Minister made a Statutory Instrument entitled European Communities (Implementation of the Rules on Competition laid down in Articles 81 and 82 of the Treaty) (Amendment) Regulations 2007 (S.I. 525 of 2007) which came into operation on 27th July 2007.

Consumer Policy

OBJECTIVE

To formulate and implement a new consumer policy in line with best international practice and based on a modern institutional and legislative framework.

STRATEGIC ACTIONS:

We will develop a new consumer policy and associated support structures aimed at promoting and protecting the interests of consumers based on the work of the Consumer Strategy Group.

We will progress the review of existing consumer legislation to ensure that consumer law is more readily understood and meets consumer needs.

In May 2007 the National Consumer Agency was set up on a statutory basis. The Agency, which incorporated the existing Office of the Director of Consumer Affairs, was given a wider statutory mandate with additional powers and functions in

areas of consumer advocacy, research, education and awareness, information and enforcement. The Agency’s mandate allows it to act as a forceful advocate on behalf of consumers and consumer interests.

The enactment of the Consumer Protection Act 2007 in May represented the first major piece of domestic consumer protection legislation in Ireland in 30 years. In addition to establishing the National Consumer Agency, the Act modernised and consolidated the law dealing with advertising, marketing, price display, and consumer information on the basis of the framework provided by the Unfair Commercial Practices Directive (Directive 2005/29/EC). As well as a general prohibition on unfair commercial practices, the Act contains specific prohibitions on misleading and aggressive commercial practices. It also expressly outlaws over thirty specified unfair practices including pyramid selling, prize draw scams and persistent unwanted ‘cold calling’. The Act significantly strengthens the protections available to Irish consumers. In repealing thirteen pieces of primary legislation – some over a hundred years old - and replacing them by a single statute, it also made a noteworthy contribution to regulatory reform.

Company Law & Regulatory Agencies

OBJECTIVE

To cooperate with, support and monitor the CRO, RFS, ODCE and IAASA (when formally established) in pursuit of the high level goal of delivering high standards of corporate governance.

STRATEGIC ACTION:

We will develop in consultation with the regulatory agencies, the Annual Companies Report publication as a mechanism for

monitoring and reporting on progress made towards the two high level goals in the Company Law area

Matters relating to company law and regulatory agencies are reported on more fully in the Annual Companies Report which can be viewed at www.entemp.ie.

STRATEGIC ACTION:

We will further develop a system of measures of regulatory compliance (and non-compliance) in consultation with regulatory agencies, for enabling progress towards the first Goal above to be monitored and reported upon.

ODCE Market Research

Towards the end of 2007, the Office of the Director of Corporate Enforcement (ODCE) commissioned market research to obtain an overview of the company law compliance environment and the performance of the Office in the discharge of its functions.

The approach in 2007 followed broadly along the same lines as the last exercise carried out in 2005. In all, some 299 company directors, 100 accountants and 41 liquidators (a total of 440 respondents) were contacted during November/December 2007 and asked a series of questions concerning their understanding of company law and the Office, their opinions on company law compliance generally, and where relevant, their experiences in dealing with the Office.

The 440 respondents were asked for their opinion of the qualitative change in the company law compliance environment over the last five years. 85% of directors were of the opinion that compliance had improved over the last five years, an 11% increase on the result obtained in the last equivalent research in 2005. All 141 accountants and liquidators expressed the belief that compliance had improved. In the poll of some 1,000 members of the public, 52% rated companies as good at fulfilling their obligations under company

law. This was also slightly up on the previous result of 50% achieved in the 2005 research. A number of key business professional and media interests were also interviewed on a one-to-one basis and a sample of some 1,000 members of the general public was also surveyed during October 2007.

CRO New Electronic Filing Facility

In order to deal with the increased volumes of registration, which are the result of greater compliance with statutory filing requirements, the Companies Registration Office (CRO) continued to develop its electronic filing services in 2007. A facility for electronic filing of the statutory annual return was added to the online filing facilities, CORE, and formally launched in April 2007. The web-based annual return filing application presents to the filer a pre-filled annual return, which then requires only checking and amending where necessary. The advantage of this service for the customer and for the CRO is that it checks and validates the content of the form against the Register, thereby reducing errors and the resulting need to return the document to the presenter with queries. By end of December 2007, over 17% of annual returns had been filed by this method.

Addition to IAASA's Functions

With the commencement of the Transparency Regulations on foot of (Directive 2004/109/EC) in June 2007, the Irish Auditing and Accounting Supervisory Authority (IAASA) assumed responsibility as the competent authority for the financial reporting supervision and enforcement aspects of the Directive. The purpose of the Directive is the harmonisation of information requirements applying to entities whose securities have been admitted to trading on a regulated market situated, or operating, in the EU. Under Article 24(4)(h) of the Directive, IAASA's role is to monitor the compliance of certain issuers' periodic financial reporting with relevant reporting frameworks.

Companies Legislative Framework for the Financial Services Industry

OBJECTIVE

To provide a flexible legislative framework for the corporate vehicles used by the financial services industry. This will facilitate the further development of Ireland's competitive position as an attractive location for the establishment of financial services companies.

STRATEGIC ACTION:

We will develop proposals for the consolidation of legislative provisions applying to all investment companies.

The Department of Enterprise, Trade and Employment prepared a draft proposal in 2005 to consolidate and streamline the legislation it had introduced in relation to investment companies and consultations were subsequently initiated with industry and the financial regulator.

In the meantime, the Department of Finance initiated a parallel exercise to consolidate their legislative provisions relating to the regulation of the financial service sector. The two Departments are currently investigating the merits and feasibility of merging the Department of Enterprise, Trade and Employment's consolidation exercise into the wider Bill being prepared by the Department of Finance. An expert advisory panel, established to assist the Department of Finance to assist in its consolidation Bill, has also been consulted about this possible approach. Work on this endeavor continued into 2008.

Additional Strategic Action Undertaken in pursuit of objective

In March 2007, the European Union introduced a new Directive clarifying the types of investment that were

eligible under the Undertakings for Collective Investment in Transferable Securities (UCITS) regime. This was deemed necessary because the variety of financial instruments traded on financial markets has increased considerably since the original UCITS Directive was introduced in the 1980s. The clarifying Directive defines in a very detailed manner the broader range of products that UCITS may invest in and in this way Member States have a common understanding of which financial products are UCITS-eligible. The Minister for Enterprise, Trade and Employment signed regulations on 19th December 2007 transposing the clarifying directive into Irish law.

EU Legislation on Company Law

OBJECTIVE

To contribute to the legislative work of the EU Council and Commission on company law in order to strengthen and develop the Internal Market.

STRATEGIC ACTIONS:

We will enact a programme of primary and secondary company legislation as appropriate to provide for the transposition of new EU legislation, including:

- ***European Company Statute;***
- ***European Cooperative Statute;***
- ***Amendments to the First Company Law Directive;***
- ***Insider dealing and Market Manipulation (Market Abuse) Directive***
- ***International Accounting Standards Regulation***
- ***Modernisation of Accounting, Prospectuses, Takeovers, Transparency Obligations Directives***

We will participate in negotiations on measures currently before the EU Council and in respect of new measures expected to be brought forward from the

Corporate Governance/Company Law Action Plan over the next three years.

European Company Statute

Regulations (S.I. No.21 of 2007 and S.I. No.22 of 2007), made under the European Communities Act 1973, implemented the European Company Statute with effect from 21 January 2007. These Regulations give companies with commercial interests in more than one Member State the option of forming a "European Company", known formally by its Latin name of 'Societas Europaea' (SE). The European Company Statute makes it easier for companies to expand and to manage cross-border operations without the red tape of having to set up a network of subsidiaries.

Transparency Directive

The EU Transparency Directive (2004/109/EC) along with EU Commission Directive 2007/14/EC, laying down detailed rules for the implementation of certain provisions of Directive 2004/109/EC, was implemented into Irish law through the S.I. No.277 of 2007 Transparency (Directive 2004/109/EC) Regulations 2007 with effect from 13 June 2007 (S.I. No.277 of 2007 and Part 3 of the Investment Funds, Companies and Miscellaneous Provisions Act 2006). The Transparency Directive concerns the harmonisation of requirements to disclose information about issuers whose securities are admitted to trading on a regulated market. It replaced and updated parts of earlier EU legislation in this area – the Consolidated Admissions and Reports Directive (2001/34/EC).

European Communities (Admissions to Listing and Miscellaneous Provisions) Regulations 2007

These regulations replaced the European Communities (Stock Exchange) Regulations 1984 (S.I. No. 282 of 1984), as amended over the years, and include amendments arising on foot of the implementation into Irish law of Directive 2004/109/EC on the

harmonisation of transparency requirements in relation to information about issuers whose securities are admitted to trading on a regulated market. These Regulations also repeal Sections 89 to 96 of the Companies Act 1990 as a consequence of Article 32(5) of Directive 2004/109/EC.

Amendment to the 1st Company Law Directive

The European Communities (Companies) (Amendment) Regulations (S.I.No.49 of 2007) give effect to Directive 2003/58/EC, which amends the 1st Company Law Directive on disclosure requirements in respect of certain types of companies. This allows for the filing and accessing of company information by way of electronic means and provides for the voluntary filing of certified translations of company documents filed obligatorily in Irish or English. It also extends existing information disclosure requirement for letters and order forms to electronic communications and to company websites.

Directive on Shareholders Rights

Directive 2007/36/EC which was adopted on 11 July 2007, establishes requirements in relation to the exercise of certain shareholder rights attaching to voting shares in relation to general meetings of companies which have their registered office in a Member State and whose shares are admitted to trading on a regulated market situated or operating within a Member State. The Directive is due for transposition into Irish law with effect from 3 August 2009.

Amendments to 3rd and 6th Company Law Directives

Directives (78/855/EEC and 82/891/EEC, respectively), which were adopted on 13 November 2007, set out the rules and procedures for mergers and divisions of public companies. Directive 2007/63/EC amends the 3rd and 6th Directives by giving shareholders the option, if they all agree, to dispense with the

requirement to have a written expert's report on the draft terms of a merger or division. The amending Directive is due for transposition into Irish law in December 2008.

8th Directive on Statutory Audits

The Eighth Directive on Company Law deals with the professional integrity, independence and qualifications of corporate auditors. Directive 2006/43/EC on statutory audits of annual accounts and consolidated accounts, amending Council Directives 78/660/EEC and 83/349/EEC and repealing Council Directive 84/253/EEC, was adopted on 17th May 2006 and with a transposition date of 29th June 2008. The Directive reinforces and harmonises the statutory audit function throughout the EU and sets out principles for public supervision in all Member States along with a requirement for external quality assurance and clarifies the duties of statutory auditors. It also sets out principles of independence applicable to all statutory auditors and further improves the independence of auditors by requiring listed companies to set up an audit committee with clear functions to perform.

Amendment to the 4th and 7th Company Law Directives

The 4th (78/660/EEC) and 7th (83/349/EEC) Company Law Directives primarily form the basis for EU accounting requirements dealing with the annual accounts of certain types of companies and consolidated accounts. Directive 2006/46/EC, which was adopted on 14th June 2006, amends the 4th and 7th Directives. The purpose of the amendment is to further enhance confidence in the financial statements and annual reports published by EU companies by requiring them to provide more reliable and complete information to shareholders and other stakeholders. Directive 2006/46/EC has a transposition date of 5th September 2008.

European Cooperative Statute

Council Regulation (EC) No. 1435/2003 provides for a new form of cooperative society – the European Cooperative Society (SCE) – that allows cooperatives to engage more readily in cross border activities without the need to establish new legal or administrative structures in different Member States. Work on the implementation of the Regulation is expected to be completed in early 2009.

Cross-Border Mergers Directive

The aim of this Directive, which was due to be given effect by 15 December 2007, is to facilitate cross-border mergers of commercial companies under favourable conditions in terms of costs and legal certainty. The measure provides a framework for the cross-border merger of all limited liability companies (subject to certain exemption categories).

The Directive covers all companies with a share capital. It is directed primarily at companies who do not wish to form a statute company under the European Company Statute, i.e., for the most part small and medium sized enterprises. In other Member States, the difference between the national laws applicable to each of the companies wishing to merge are such that the companies have to resort to complex and costly legal arrangements, the end result of which may still not be satisfactory. The basic principle underlying the cross-border merger procedure is that – unless otherwise provided for in the Directive by virtue of its trans-frontier nature – the procedure is governed in each Member State by the principles and rules applicable to mergers between companies governed exclusively by the law of the State (i.e., domestic mergers). As in the case of the European Company Statute, this measure provides for employee participation in a company created by a cross-border merger where this is already a feature for one or more of the entities involved. The Directive was transposed when; The European Communities (Cross-Border Mergers) Regulations 2008 (S.I. No. 157 of 2008) which, were signed into law on 27th May 2008.

EU Simplification project

In July 2007, the European Commission published a Communication on a simplified business environment for companies in the areas of company law, accounting and auditing. The overall objective of the simplification initiative is to ensure that Community legislation in these areas corresponds to today's business needs and to allow European businesses compete effectively in a highly competitive global environment. Subsequent to its publication, the Communication was the subject of an open consultation process.

The position at then time of writing is that the Commission have in assessed the responses received and have published legislative proposals, negotiations on which began at Council in May 2008. These proposals focus on specific and targeted simplification measures on particular pieces of existing legislation - they cover the 1st and 11th Company Law Directives, which deal with annual returns of companies and branches of companies, respectively, and the 4th and 7th Company Law Directives, which deal with accounts of companies.

EU Action programme to reduce Administrative Burdens

The intention of this Programme is that the Commission's Communication initiative will dovetail with the outcomes of a separate Commission (DG Enterprise) initiative aimed at reducing administrative burdens on business by 25% by 2012, which will apply to various sectors, including company law, accounting and auditing. This latter initiative, which was endorsed by the European Council in March 2007, is part of the Commission's Strategic Review of Better Regulation in the EU that was announced in November 2006. The Commission has identified European company law, accounting and auditing as priority areas in the context of this initiative.

Work on the measurement of costs caused by the information obligations contained in the relevant company law EU *acquis* has been completed by external consultants and has been submitted to the Commission for further analysis.

The Department of Enterprise, Trade and Employment is coordinating and driving a similar programme to reduce the administrative burdens of domestic regulation on business. A report of progress made on this initiative is contained in the section of this Report dealing with "Key Priorities".

Company Law Consolidation and Reform Act

OBJECTIVE

To bring forward proposals for a Company Law Consolidation and Reform Act based on the work of the Company Law Review Group.

STRATEGIC ACTION:

We will submit the General Scheme of a Consolidation and Reform Bill for approval by Government in 2005 with a view to publication and enactment as soon as possible thereafter.

Work on the General Scheme was delayed in 2005 because the Group was diverted by an important review of the Directors' Compliance Statement which was published in early 2006.

The Company Law Review Group (CLRG) presented the General Scheme of the Bill to the Minister in March 2007. The Government approved the formal drafting of the Companies Consolidation and Reform Bill, along the lines of the General Scheme, in July 2007. The Bill consolidates the existing thirteen Companies Acts into one, and includes several fundamental reforms. Under the proposed structure, company law will now be framed primarily around the private limited company (currently it is based on the public company), reflecting the fact that 90% of companies in Ireland are so incorporated. Other proposals include a minimum of one director, instead of two currently, a one-document constitution as opposed to the current two-document memorandum and articles of association, the possibility to waive the need for an AGM and a re-categorisation of fines.

The Office of the Parliamentary Counsel (OPC) has indicated that its work on drafting the Bill, which contains in the region of 1,250 "heads", is expected to be completed by the end of 2009. A number of draft Parts of the Bill have already been received from the OPC, and the Department has reverted to, and engaged with, the OPC in the context of issues arising on these Parts.

The CLRG continued working on its 2007 Work Programme, the outcome of which is due to be published in its annual report.

favourably with the average of 36 months that it took to process a claim through the Courts.

The Personal Injuries Assessment Board (Amendment) Act 2007 was enacted in July 2007 to address the issue of costs in proceedings where an assessment made by PIAB is not accepted by a claimant. The effect is that in such cases where the claimant subsequently fails to secure a higher award in Court they are liable for the legal costs arising.

During 2007, the Department continued its support for PIAB to ensure that it can continue to deliver these benefits to consumers, business and society.

Insurance Reform Programme

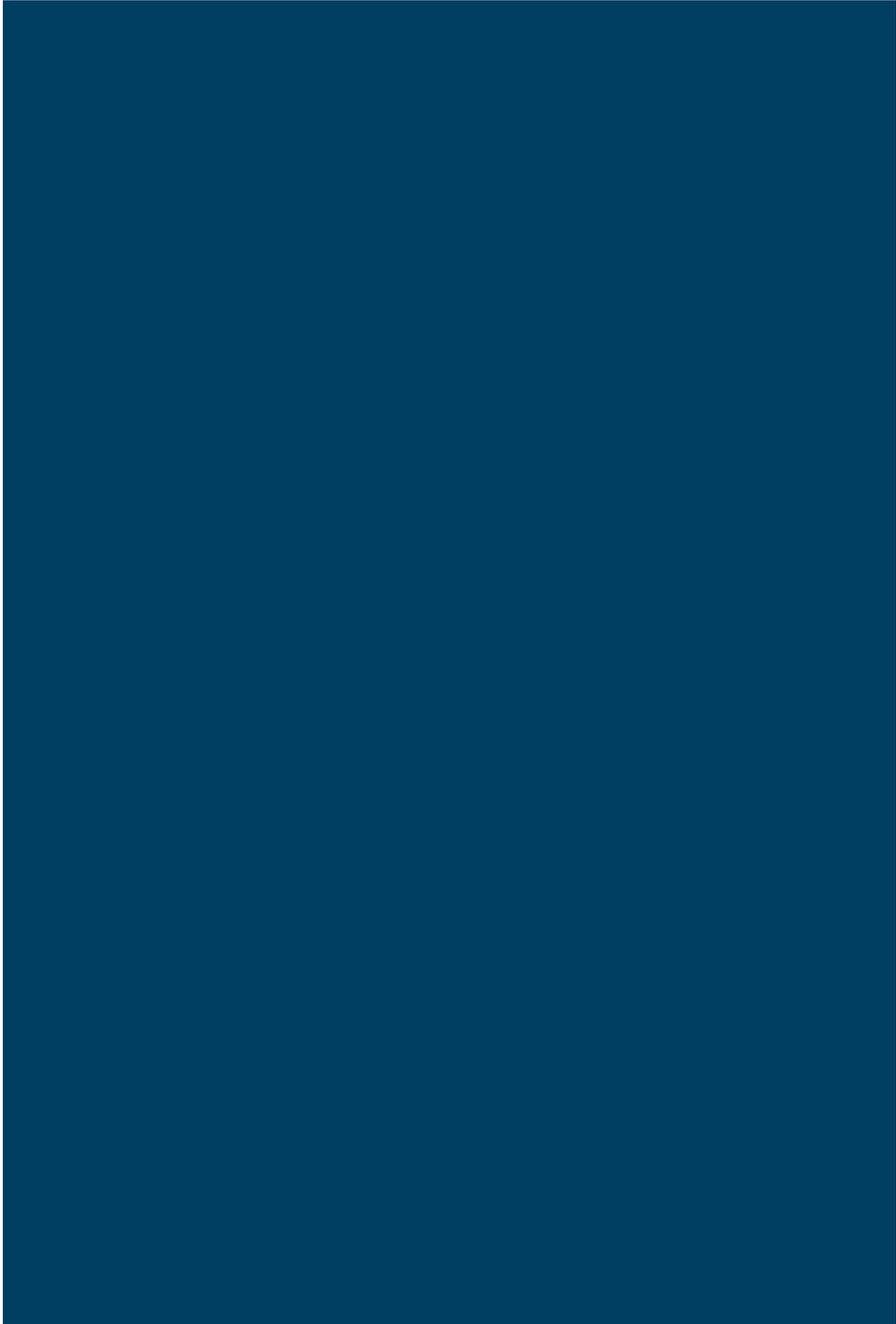
OBJECTIVE

To liaise with the PIAB in order to carry out the Minister's responsibilities under the Personal Injuries Assessment Board Acts 2003 & 2007, and ensure that the activities of the PIAB are governed by the requirements of the Department of Finance's Corporate Governance Code of Practice and the requirements of the Standards in Public Office Act.

STRATEGIC ACTION:

We will continue to engage with and support the Personal Injuries Assessment Board in its work to enable it to grow and improve the service it provides to the victims of Workplace, Motor and Public Liability accidents.

The Personal Injuries Assessment Board, which was established in 2004, reached full flow activity during 2007, handling in excess of 23,000 personal injury claims and making 8,208 awards totalling €181 million in value. The total PIAB delivery costs for 2007 was €7.4 million, representing a saving of almost €40 million when compared to the cost of delivering compensation under the old adversarial litigation system, while continuing to deliver awards at the same level as the Courts. In addition, an average time of less than 7 months for issuing assessments compares very



Pillar 4

Business Delivery, Modernisation & Customer Focus

PILLAR 4

BUSINESS DELIVERY, MODERNISATION & CUSTOMER FOCUS

Quality Customer Service

OBJECTIVE

To deliver the highest quality service to our customers by implementing the customer service standards established in our Customer Service Charter and implementing specific e-Government initiatives of benefit to our customers.

STRATEGIC ACTIONS:

We will continuously monitor, evaluate & improve the standards set out in our Customer Charter and report regularly on the delivery of those standards

All service standards established in our Customer Service Charter were monitored and achieved or exceeded in 2007 (see Charter at www.entemp.ie).

STRATEGIC ACTION:

We will continue to monitor, expand and improve the services we deliver to the public and our takeholders and actively seek to increase e-delivery of services where appropriate and feasible.

The Quality Customer Service (QCS) Unit examined the business plans of each of the Department's business units using the QCS principles and the Department's Customer Charter against which to assess each plan. The audits have increased the quantitative and qualitative adoption of the QCS principles in the Department's business plans by setting standards and providing for performance measurement as well as helping to promote and develop a customer service

ethos throughout the Department. In 2007, the business plans of all Units showed a high compliance with the QCS principles and we are continuing to further develop ways to measure this compliance.

Website

The Department is committed to the ongoing development of our website as an important conduit of information to all of our customers, including those with disabilities. The website received a total of 1,649,196 visits in 2007. This represents an increase of 21% on the 2006 figure.

e-Government

The Department is continuing to develop e-Government facilities to improve services to our customers. Specific e-Government initiatives implemented in 2007 include:

Patents Office

Upgrade of Patents Office Online Services website (www.patentsoffice.ie) to include a dedicated Members Area, in order to facilitate secure data transfer and members search facilities.

Employment Appeals Tribunal

Phase II of the EAT Online Services (www.eatribunal.ie) went live in 2007 and provides the general public with online access and searching of the Decisions of the Tribunal. (This project was short-listed for an e-Government award in 2007).

Online Export License Application System (OELAS)

Development of the OELAS system (www.entemp.ie) was completed in 2007. The system was made available to key users on a pilot basis.

The Companies Registration Office (CRO)

The Companies Registration Office's web-based annual return form was launched in April 2007, which has largely contributed to the increased numbers of these forms being filed electronically. By November 2007, more than 30% were being filed electronically compared to 10% the previous November.

Modernisation

OBJECTIVE

To advance all areas of the modernisation process with particular emphasis on value-adding initiatives, including the implementation of the Management Information Framework, and to utilise our Partnership structures to promote internal dialogue and consultation with staff.

STRATEGIC ACTION:

We will identify and implement change management initiatives and priorities for the Department, through the Change Management Committee and the SMI Groups and we will drive the successful delivery of the comprehensive range of commitments in our Sustaining Progress Action Plan.

Change Management

The Department's four principal Strategic Management Initiative (SMI) Working Groups (Quality

Customer Service & Openness, Transparency and Accountability; Financial Management; Human Resources Management; and Information Systems Management) met regularly during 2007 to progress their work programmes and assist in further advancing the Department's modernisation programme. Additional Groups are established on a thematic basis as the need arises in recognition of the dynamism created by this Cross-Departmental means of driving change. A primary example of that approach has been in the area of Decentralisation, where the Department's Decentralisation Implementation Group oversaw the move of 100 staff to an advance office in Carlow in 2007 in advance of the permanent move of over 250 posts under the Government's Decentralisation Programme.

As noted in our 2006 Annual Report, the work of these Groups enhances the Department's capacity to advance a range of Civil Service modernisation activity in areas such as the implementation of our HR Strategy and the implementation of a number of significant customer-focused ICT projects, to name just two areas of activity.

Towards 2016 (T16)

During 2007, the Department submitted two progress reports to the Civil Service Performance Verification Group detailing progress being made on implementing the many commitments contained in our T16 Modernisation Action Plan. Both reports were approved by the Group and the Reports can be located at "www.CSPVG.gov.ie".

Organisational Review Programme

In 2007, An Taoiseach launched further initiatives aimed at examining the ability of the Civil and Public Services to deliver for their stakeholders in modern, dynamic, economy and society. Among these initiatives was the Organisational Review Programme (ORP) and this Department volunteered, and was selected together with two other Government Departments, to participate in the first phase of the ORP. The ORP is specifically aimed at reviewing the

capacity of Government Departments to delivery on their many strategic plans and our engagement with the ORP process began in earnest in the latter part of 2007. The Report from the ORP is expected in late 2008, and each Department reviewed will prepare and publish an Action Plan detailing how it proposes to further improve its delivery capability in line with the findings of the ORP process. Our 2008 Annual Report will, naturally, provide greater detail in this regard.

STRATEGIC ACTION:

We will drive the roll-out and implementation of the Management Information Framework having regard to the MIF project plan 2004-2006.

The Management Information Framework project is designed to ensure better decision-making in the allocation of resources, more efficient and effective management of those resources once allocated, and greater transparency in, and accountability for, the use of resources.

The Management Information Framework (MIF) Team in the Department successfully delivered on all targets set out in the MIF Project Plan during 2006. In 2007, the main emphasis was on improving access to up-to-date expenditure reports for line managers, to enable them to monitor expenditure more effectively.

STRATEGIC ACTION:

We will continue to ensure that our Partnership Committee is central to promoting internal dialogue and consultation with staff on key issues in the process of change and improvement

Throughout 2007, the Department's Partnership Committee played an active role in promoting the ongoing enhancement of the Department's processes and procedures. The Committee, which is made up of staff, union and management representatives met on six occasions during 2007. Tasks undertaken by the committee and its subgroups in that period include:

- Active participation in the preparation and ongoing review of progress reports on the Department's Action Plan under Towards 2016.

- Carrying out research on the Department's internal communication structures and putting in place measures to enhance existing communication channels.
- Ongoing monitoring of issues which may affect the Health, Safety and Welfare of staff in the Department.
- Addressing issues arising from challenges highlighted by the Department's participation in the 2007 "Great Place to Work" competition.
- Providing a forum for staff to raise issues of concern to them, and facilitating the resolution of these issues in a spirit of participation and co-operation.

Human Resources & Training

OBJECTIVE

To continue to develop our human resources through the Performance Management and Development System, and transition from a traditional Personnel Management function to a devolved system of Human Resource Management, and to provide equality of opportunity to all staff.

STRATEGIC ACTION:

We will implement the Department's Human Resources Strategy, including the development and roll out of a training programme and supports.

The Department's first HR Strategy for the period 2005-2007, set out 55 action points for the development of HR policy in 6 key strategic areas: *Resourcing the Department; Managing Performance and Development; Work-Life Balance; Positive Working Environment; Strengthening Partnership, Consultation and Involvement; and Supporting the Move from Personnel to Human Resource Management.* The Strategy focused on the need to adopt a more strategic and developmental approach

to Human Resources Management (HRM), in keeping with the key role envisaged for HRM in the public service modernisation programme.

At the end of 2007, 89% of the action points in the Strategy had been completed, while 7% were in train and 4% were outstanding. The outstanding items have external dependencies, which are outside the control of the Department. A key deliverable of the Strategy was the production of a comprehensive Human Resources Management Handbook setting out all HR policies and practices in the Department; this document is seen as an important support to staff and managers in the context of the ongoing devolution of day-to-day HR matters to line managers. The HRM Handbook was published in 2007 and distributed to all staff. A series of seminars were also provided across the Department on the content and usage of the Handbook.

An outline for a successor HR Strategy for the period 2008-2010 was discussed by the SMI HR Sub-Group at the end of 2007. Broad thematic areas, and topics for particular focus, were agreed and the new strategy will be finalised in 2008, following a consultative process.

STRATEGIC ACTION:

We will continue to effectively implement our Performance Management and Development System (PMDS), in accordance with agreed deadlines, to enhance staff development and performance.

In 2007, and in accordance with a civil service wide agreement, the Department's Performance Management and Development System (PMDS) became formally integrated with wider HR policies. In early 2007, training on the new integrated system was rolled out to all staff, which stressed the implications of underperformance for staff as regards pay and eligibility to be considered for promotion competitions.

Throughout the year the Department's internal PMDS network continued to monitor implementation of the various phases of the process across the Department and regular updates were presented to the Management Board.

STRATEGIC ACTION:

We will develop policies to achieve greater participation by women in senior grades, with particular emphasis on achieving the targets of at least 33 per cent of Assistant Principal (AP) posts and 20 per cent of Principal Officer (PO) posts to be filled by women.

In 2007, the Department met the above targets for representation of women at AP and PO level.

During the year, the Department continued to progress the equality agenda through the work of the Partnership Committee, and, in particular, the work of the Equality Group (a sub-committee of Partnership).

The Department also considered the recommendations in the TCD report on the Promotion of Women to the Senior Grades (AP and PO), which was commissioned by the Department's Equality Group in late 2005. Following a consultative process, the Department decided on a programme of measures to be adopted. These included: the introduction of new targets for female representation in the AP and PO grades (37% and 27% respectively); maintenance of gender-disaggregated statistics for all promotion competitions; carrying out further data-based research; establishment of a Mentoring Working Group; and measures to improve training and development opportunities for women.

STRATEGIC ACTION:

We will develop policies to improve participation in promotion competitions by people with disabilities.

Throughout 2007, the Department continued to exceed the 3% quota for the employment of people with disabilities.

In accordance with our obligations under the Disability Act 2005, a Monitoring Committee (comprising 5 members) was set up to monitor the 3% target for the employment of people with disabilities in the agencies under the aegis of the Department. The Committee met on several occasions during the year to discuss data collection findings and to progress work on the

formulation of a report for submission to the National Disability Authority (NDA) (by 30th of June 2008). The Department's Disability Liaison Officer (DLO) provided a number of training modules to all new entrants to the Department, as part of the Induction Training Courses. These courses aim to make all staff aware of the different types of assistance and support that are available, both to staff with disabilities and their managers. Information was also disseminated to all staff through articles in the Department's magazine *Enterprising Times* and on the Intranet.

The Code of Practice for the Employment of People with a Disability in the Irish Civil Service was launched by the Department of Finance in October 2007. This Code is based on the principle that persons with disabilities have the potential to contribute equally to Departmental objectives and that the management of disability issues is in accordance with good human resource development and management practice. It also focuses on a set of principles, actions and responsibilities to be applied to each stage of career development for employees with disabilities. The Equality Group began its examination of the Code in 2007 and will make recommendations regarding its implementation in the Department.

Human Resources Management

OBJECTIVE

To ensure the Department has the required human resources, equipped with the skill sets needed to deliver our business goals.

STRATEGIC ACTIONS:

We will provide targeted training and development, addressing the identified development and business needs of individuals and groups of staff, utilising e-learning systems where possible.

We will grow our skills and competencies to improve continuously our service to our customers and stakeholders at all levels.

Throughout 2007, the Department continued to deliver on the 35 action points outlined in its Training and Development Strategy 2006 – 2008. The overall aim of the strategy is to ensure that all staff have the opportunity to develop the competencies required to meet their business objectives over the lifetime of the strategy and beyond, thereby contributing to the achievement of the Department's business goals and to further personal and career development.

The training needs of the Department are identified through the Performance Management Development System (PMDS) and are linked to the knowledge, skills and behaviours required for the current role, the overall business aims of the Department, but also with a focus on skills development for future roles and continuous improvement of our service to our customers and stakeholders. During 2007, a review of the utilisation of e-learning for training within the Department and was found to be particularly effective in the implementation of the Performance Management Development System (PMDS).

Within the target of up to 4% of payroll costs, the Department's Training and Development Unit sourced training to meet the identified needs under the PMDS and worked with staff and training providers to tailor training to meet the specific needs of the Department. In 2007, €2,142,872 was expended on training, equivalent to 4.5 per cent of payroll. The number of training courses organised amounted to 496, with 1,173 participants, in areas such as policy analysis, financial management, corporate governance, employment law and effective communication across language barriers.

2007 saw the rollout of an ambitious Leadership Programme in the Department aimed at Assistant Principal and Principal Officer level. Following a tendering process during 2006/07, a programme which encompassed "360-degree" assessment, personal coaching, core modules on leadership, strategy delivery and communications, was launched in September 2007. The programme content was the result of long consultation with management and staff and the training provider bearing in mind the long-term skills requirements and business goals of the Department.

The Department's Refund of Fees Scheme saw 26 staff embark on third level studies in their own time with financial assistance from the Department on successful completion of their studies.

Information & Communications Technology

OBJECTIVE

To provide the best ICT (Information & Communication Technology) services to support the Department's business needs.

STRATEGIC ACTION:

We will undertake a review of the ICT Strategy 2003-2006 and, if appropriate, prepare a revised ICT Strategy to reflect any significant changes in the Department's working environment.

During 2007, the ICT Unit continued its work on the development of a new ICT Strategy to cover the period 2008-2010. Formulation of the Strategy, which was developed in-house by the ICT Unit, involved a significant investment in terms of time and effort to formulate. Seven workgroups were established within the ICT Unit to consider key strategic issues. In addition, numerous consultations took place with all the Business Divisions and Offices of the Department, ICT partners, external advisors, support providers and external technology experts, as well as peer organisations (including four other government departments).

The key strategic focus of the new ICT Strategy is on:

- Providing a secure ICT infrastructure;
- Ensuring access to appropriate skills and resources;
- Incorporating effective governance and Project Management practices;
- Maximising value for money from existing and future technology investments; and

- Contributing to the reduction of the Department's carbon footprint.

The finalised Strategy was completed in late 2007 and was adopted by the Management Board in early 2008.

STRATEGIC ACTION:

We will provide a resilient ICT infrastructure for the successful hosting of the Department's public-facing services on a 24/7 basis.

Among the many facilities now available online to our stakeholders are e-Payment Services, Redundancy Calculator, Search Services, Redundancy & Insolvency Applications, Online Filing Systems and a facility for Electronic Funds Transfer to Departmental suppliers. The Department also has a number of websites providing 24/7 access to a variety of the Departments services.

During 2007, further progress was made in the provision of on-line services, with enhanced information dissemination and database search facilities for the Employment Appeals Tribunal and the Patents Office.

Work continued on the strengthening of the ICT infrastructure to provide more secure and resilient systems. Following a call for tender, a contract was put in place for the delivery of ICT security services and a comprehensive review of ICT security was undertaken. The recommendations of the review are being implemented, which will lead to a strengthening of all ICT systems, ensuring high levels of resilience, security and business continuity.

During 2007, significant work was undertaken to protect the Department's ICT assets from unauthorised accesses and malicious threats. Enhancements to systems that block unsolicited e-mails (SPAM) and viruses were implemented and new Intrusion Detection Systems were purchased to provide an additional layer of protection from attacks via the Internet. A full-time security officer was appointed and is currently managing the implementation of the recommendations flowing from the recently completed security review.

From 1st January 2007, the ICT Unit implemented new procedures and system monitoring techniques to enable it to accurately report on key ICT system availability. The unit now provides quarterly figures to the Department's ICT Steering Group on average ICT systems reliability, as measured against a target of 99% average uptime of ICT systems overall, over the course of a year. Average system available for 2007 was 99.76%.

STRATEGIC ACTION:

We will provide a business process re-engineering facility to assist Units and Offices of the Department improve the process of service delivery and subsequently assist those Units and Offices in the implementation of new work approaches. In particular, we will prioritise work on decentralising areas over the period of the strategy.

Business Process Reviews are an essential factor in facilitating the introduction of new work process improvements. A comprehensive review of the Department's Information & Organisation Unit continued during the year and a review of the Department's Insolvency Payments Business Processes commenced.

STRATEGIC ACTION:

We will develop an improved, more effective electronic Redundancy Payments system.

Since its introduction, of the Online Redundancy Payments System the time taken to process redundancy claims has improved, with output for 2007 being up 7.5% on output for 2006. The percentage of customers using the on-line facility was 52.88 % for the month of December 2007; the average for the year was 51.47%. Claim processing time stood at 14 weeks.

Another feature of the on-line system is the production of monthly statistics based on actual as opposed to notified redundancies, which had been the case with the previous IT System. Experience shows

that not all notified redundancies materialise into actual redundancies, hence the greater reliability of the statistics generated by the new system.

Since implementation, work has been undertaken to improve the security and robustness of the system to ensure maximum uptime and business continuity. A high-availability solution to maximise uptime has been adopted and is tested at regular intervals.

Decentralisation

OBJECTIVE

To relocate Departmental staff and functions to Carlow within the timeframe set by Government in a manner which minimises disruption to business continuity and quality customer service and places people at the heart of the process.

STRATEGIC ACTIONS:

We will produce and action a detailed implementation plan which will set out our strategies to minimise customer service disruption, identify and minimise risks, and manage staff turnover, training, knowledge management and communications.

We will work closely with the Office of Public Works to assist in the procurement of a building in Carlow of high quality design and build, providing a safe, accessible working environment for all staff.

We will plan to ensure that quality service delivery will be maintained in Carlow Town.

Following the Government decision on the relocation of 250 posts within the Department to Carlow, the Department of Enterprise, Trade and Employment continued to make good progress in 2007 in implementing its decentralisation programme.

A major development in July 2007 involved the completion of a successful advance move of approximately 100 staff to a purpose built office situated on O'Brien Road, Carlow. The new advance office was officially opened by Minister Martin on Thursday 6 September 2007.

Following the earlier purchase of a landmark site in Carlow town centre, the Department continues to work closely with the Office of Public Works to procure permanent offices for the Department in Carlow. The OPW issued a press release in December 2007 confirming that the MacQuarie Partnership are the consortium that have been invited to become the 'Successful Tenderer' in respect of the decentralisation project involving the Department's Permanent Offices in Carlow. This project also involves the provision of office accommodation for the Department of Agriculture and Food in Portlaoise and the Department of Education and Science in Mullingar and will be undertaken as a single contract, procured by way of a public private partnership (PPP), with the successful contractor designing, building, financing and maintaining the three buildings. Financial advice is being provided to the OPW by the National Development Finance Agency.

At the end of 2007, there were 97 staff in place in Carlow. As well as staff already decentralised to Carlow, by the end of 2007 a further 86 civil servants had committed to decentralise to Carlow with this Department.

Financial Control & Value for Money

OBJECTIVE

To ensure that all financial transactions are carried out in accordance with established public financial procedures and to seek improvements in value for money in the administration of the Department's affairs.

STRATEGIC ACTION:

We will pursue the full implementation of the financial management modernisation programme, including the continuous improvement of service to our internal and external customers.

In 2007, the Department continued to expand the use of Electronic Funds Transfer (EFT) to make payments directly to suppliers' bank accounts. At the end of 2007, approximately 95 per cent of the value of all payments made by the Department were processed through EFT, ensuring speedier access to funds for suppliers.

STRATEGIC ACTION:

We will bring the benefits of the new financial management system to the management and business units of the Department, enabling them to perform their functions more efficiently and effectively.

Direct access to expenditure information on the Department's financial management system was made available to all Line Sections of the Department in 2007. The provision of direct access to expenditure reports will enable managers to more closely monitor expenditure for which they have responsibility and ensure that resources are spent effectively.

Additional Actions Undertaken in Pursuit of this Objective

In accordance with the Government's reform of the Estimates and Budget process, the Department's first Annual Output Statement was compiled early in 2007 and was presented to the Dáil Select Committee on Enterprise and Small Business for consideration. The Annual Output Statement outlined the Department's budget and priorities for 2007 in key Programme Areas, and set out a number of key targets for the year, against which progress was reported in the 2008 Annual Output Statement. The Annual Output Statements are available in the Publications section of the Department's website, www.entemp.ie.

Two Value for Money Reviews were commenced in 2007 in the areas of Science Foundation Ireland (SFI) expenditure and on the FAS Competency Development Programme (CDP). Both Reviews are expected to report in 2008 and they will be published on the Department's website as well as made available to the Oireachtas Committee on Enterprise, Trade and Employment for their consideration.

STRATEGIC ACTION:

We will review the Insolvency Payments scheme.

Following an internal review of the Insolvency Payments Scheme, a Business Process Review was commenced in the final quarter of 2007 with the recruitment of external consultants in accordance with public procurement rules. The BPR Report was completed in March 2008. A submission was made to the ICT Section outlining the priorities in relation to the implementation of the technical recommendations of the Report. Other recommendations of the report, which involved administrative changes, were implemented from May 2008.

Internal Audit

OBJECTIVE

To provide a risk based internal audit service, which gives assurance on the systems of control.

STRATEGIC ACTION

We will provide assurance to the Accounting Officer regarding the internal control systems of the Department and those offices directly within the remit of the Department. We will specifically advise the Accounting Officer regarding signature of the Statement on Internal Financial Control, which now accompanies the annual Appropriation Account.

The Department's Internal Audit Unit continues to provide an assurance to the Accounting Officer (Secretary General) on the adequacy of the internal control systems of the Department and those offices directly within the remit of the Department. In this regard, a programme of activity is drawn up each year, and reviewed and monitored by the Departmental Audit Committee.

During 2007, a number of audits were carried out in respect of the Department's internal control systems. The programme of work completed in 2007 enabled the Internal Audit Unit to provide assurance to the Accounting Officer regarding signature of the Statement on Internal Financial Control, which accompanies the annual Appropriation Account.

STRATEGIC ACTION:

We will fulfil our responsibilities to the European Commission for a programme of audit activity to be undertaken across organisations in receipt of funding from the European Social Fund (ESF). We also have a specific and extensive role in relation to the closure of each round of funding.

Internal Audit Unit works to fulfil the Department's responsibilities to the European Commission in relation to EU Structural Funds audit (primarily relating to the ESF). This necessitates the conduct of audits within the Department and, the co-ordination and assessment of related auditing activity undertaken across other Departments and organisations in receipt of Structural Funds from the Department. The Unit liaises with Structural Funds Sections in the Department and with the EU Commission in relation to matters arising from this audit activity and in relation to various aspects of EU financial control requirements.

During 2007, preparatory work commenced for "Closure" of the 2000–2006 ESF Structural Funds and structures were developed to meet audit requirements for the 2007–2013 ESF Structural Funds.

The Financial Control Unit in accordance with Articles 10.1(b) and 10.2 of EU Commission Regulation (EC) No. 438/2001 conducted a number of audits to fulfil the minimum requirement. During 2007, Internal



*Minister McGuinness at official opening of Interim Offices in Carlow, 30 July 2008:
Ger Deering-Director NERA, Minister McGuinness-Minister for Trade and Commerce and Paul Farrell-Principal Officer, CRO.*

Audit along with the ESF Financial Control Unit completed an audit of an ESF Community Initiative. ESF Financial Control Unit also facilitated a EU Commission audit of the Employment and Human Resources Development Operational Programme 2000–2006.

Openness, Transparency & Accountability

OBJECTIVE

To enhance the management effectiveness and transparency of our business, including the provision of high-quality information under Freedom of Information (FOI) and other instruments, and to provide effective ongoing communication horizontally and vertically throughout the Department.

STRATEGIC ACTION

Subject to the agreement of the Minister for Finance, we will extend FOI to the Employment Appeals tribunal (administrative functions only), Science Foundation Ireland, the Company Law Review Group, the Crafts Council of Ireland, the European Social Fund Financial Control Unit, the 35 County and City Enterprise Boards, Skillnets and the Labour Court (administrative functions only) by end 2005.

During 2007, a total of 57 requests were made to the Department under the Freedom of Information Acts, all of which were processed within the statutory time limits. At the end of 2007, preparations were in hand to amend Section 32 of the FOI Acts to give effect to bringing certain non-disclosure provisions into the Third Schedule and thereby under the remit of FOI. The effect of the amendment is that instead of relying on the prohibition in the relevant Sections of the provisions, the Department will in future rely on the protections available under FOI when deciding whether or not to release information. Our 2008 Annual Report will report further on this proposal.

STRATEGIC ACTION:

We will continue to develop the Department's intranet site through enhancing its content and functionality to facilitate effective communication throughout the Department.

The Department commenced work on the redesign and development of the Intranet in the 3rd Quarter of 2007. Agreements on the new design were reached in late 2007 and development work started in early 2008. Development was completed in April, 2008 and after lengthy system testing and work on accessibility compliance the project is now entering the user testing phase. The Department advertised for a quality search solution to accompany the site and a contract will be awarded by early Quarter 4, 2008. Completion of Phase 1 of the project is now scheduled for late Quarter 4. Phase 2, the extension of the site to accommodate information requirements relating to the Offices and other functional areas of the Department, is scheduled to commence early in 2009.

Statistics Strategy

OBJECTIVE

To put building blocks in place which will enable the timely availability of data to support evidence-based policy making, to better support ongoing evaluation of existing policy and programmes, and to enable staff to use data more effectively, both in terms of policy formulation and evaluation.

STRATEGIC ACTION

On foot of the CSO/Department SPAR project, we will form a standing committee on data strategy.

Data Strategy

The Department continued its work on formulating a data strategy, although progress was slow. It is anticipated that this will be completed in 2008. Work also continued on examining the feasibility of introducing a unique business identifier and associated central business register.

Better Regulation

OBJECTIVE

To adhere to the principles of better regulation as set out in the White Paper "Regulating Better".

STRATEGIC ACTIONS:

We will participate in the Regulatory Impact Analysis pilot project

We will adhere to the principles of better regulation when preparing legislation

Following the publication by the Department of the Taoiseach of guidelines on how to conduct a Regulatory Impact Analysis, this Department produced a toolkit, which is now available to all staff in the Department. During the year under review, Regulatory Impact Assessments (RIAs) were undertaken by the Department. Details of these are summarised in Appendix 4.

Risk Management

OBJECTIVE

To ensure that appropriate actions are taken by management throughout the organisation to identify and manage effectively the risks to which the organisation may be exposed.

STRATEGIC ACTION:

We will put in place a framework for identifying and minimising risks in order to ensure that the Department has an agreed and understood methodology for achieving its objectives.

Each year, each Division of the Department identifies their "key risks" and the attendant "appropriate actions" to be taken by management throughout the organisation to manage effectively risks to which the organisation may be exposed. All Divisions update their Risk Registers as part of the Annual Business Planning cycle and the Assistant Secretary heading each division reports the Division's High Level Risks to the Management Board for review. This important element of the Department's Risk Management process was completed in 2007.

Pillar 4

Appendicies

APPENDIX 1

ESTIMATE (OR BUDGET OF THE DEPARTMENT FOR 2008 INCLUDING PROVISIONAL OUTTURN FOR 2007).

ENTERPRISE, TRADE AND EMPLOYMENT

I. Estimate of the amount required in the year ending 31 December 2008 for the salaries and expenses of the Office of the Minister for Enterprise, Trade and Employment, including certain services administered by that Office, for the payment of certain subsidies, grants and a grant-in-aid, and for the payment of certain grants under cash-limited schemes.

(a) by way of current year provision

**One thousand, four hundred and ninety-two million, nine hundred and seventeen thousand euro
(€1,492,917,000)**

(b) by way of the application for capital supply services of unspent appropriations, the surrender of which may be deferred under Section 91 of the Finance Act 2004.

**Twenty-three million, four hundred and twenty-eight thousand euro
(€23,428,000)**

II. Subheads under which this Vote will be accounted for by the Office of the Minister for Enterprise, Trade and Employment

	2007 Provisional Outturn			2008 Estimate			Change 2008 over 2007 %	
	Current	Capital	Total	Current	Capital	Total		
	€000	€000	€000	€000	€000	€000		
ADMINISTRATION								
A.1	SALARIES, WAGES AND ALLOWANCES	33,149	-	33,149	36,364	-	36,364	10%
A.2	TRAVEL AND SUBSISTENCE	1,297	-	1,297	1,689	-	1,689	30%
A.3	INCIDENTAL EXPENSES	1,278	-	1,278	1,581	-	1,581	24%
A.4	POSTAL AND TELECOMMUNICATIONS SERVICES	884	-	884	927	-	927	5%
A.5	OFFICE MACHINERY AND OTHER OFFICE SUPPLIES AND RELATED SERVICES	4,750	-	4,750	5,267	-	5,267	11%
A.6	OFFICE PREMISES EXPENSES	1,690	-	1,690	1,580	-	1,580	-7%
A.7	CONSULTANCY SERVICES	189	-	189	439	-	439	132%
A.8	ADVERTISING AND PUBLICITY	374	-	374	515	-	515	38%
A.9	OFFICE OF THE DIRECTOR OF CORPORATE ENFORCEMENT	4,385	-	4,385	4,957	-	4,957	13%
A.10	LABOUR COURT	2,704	-	2,704	3,193	-	3,193	18%
A.11	NATIONAL EMPLOYMENT RIGHTS AUTHORITY	6,957	-	6,957	10,817	-	10,817	55%
A.12	V ALUE FOR MONEY AND POLICY REVIEWS	129	-	129	224	-	224	74%
	Subtotal:- *	57,786	-	57,786	67,553	-	67,553	17%
ENTERPRISE, AGENCIES, SCIENCE AND TECHNOLOGY								
B.1	FORFAS - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	32,657	-	32,657	37,835	-	37,835	16%
B.2	ENTERTRADE IRELAND	2,646	6,832	9,478	2,968	7,714	10,682	13%
C.1	IDA IRELAND - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	42,223	-	42,223	45,230	-	45,230	7%
C.2	IDA IRELAND - GRANTS TO INDUSTRY	-	79,000	79,000	-	95,120	95,120	20%
C.3	IDA IRELAND - GRANT FOR BUILDING OPERATIONS	-	3,400	3,400	-	3,400	3,400	-
D.1	ENTERPRISE IRELAND - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	99,858	-	99,858	101,661	-	101,661	2%
D.2	ENTERPRISE IRELAND - GRANT TO INDUSTRY	7,037	37,400	44,437	7,970	48,800	56,770	28%
D.3	ENTERPRISE IRELAND - GRANT FOR CAPITAL EXPENDITURE	-	3,400	3,400	-	3,400	3,400	-
E.1	SHANNON FREE AIRPORT DEVELOPMENT COMPANY LIMITED - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	-	-	-	102	-	102	-
E.2	SHANNON FREE AIRPORT DEVELOPMENT COMPANY LIMITED - GRANTS TO INDUSTRY	-	892	892	-	3,000	3,000	236%
F.	SCIENCE, TECHNOLOGY AND INNOVATION PROGRAMMES	24,920	258,028	282,948	27,680	298,878	326,558	15%

* Includes carryforward of savings of €2,580,000 from 2007 under the terms of the Administrative Budget Agreement.

		2007 Provisional Outturn			2008 Estimate			Change 2008 over 2007 %
		Current	Capital	Total	Current	Capital	Total	
		€000	€000	€000	€000	€000	€000	
ENTERPRISE, AGENCIES, SCIENCE AND TECHNOLOGY - continued								
G.	COUNTY ENTERPRISE DEVELOPMENT	14,091	16,578	30,669	13,963	18,022	31,985	4%
H.	MONITORING AND EVALUATION OF EU PROGRAMMES	18	-	18	130	-	130	-
I.	NATIONAL STANDARDS AUTHORITY OF IRELAND - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	6,977	291	7,268	8,237	550	8,787	21%
	Subtotal:-	230,427	405,821	636,248	245,776	478,884	724,660	14%
LABOUR FORCE DEVELOPMENT								
K.1	FÁS ADMINISTRATION AND GENERAL EXPENSES (a)	147,595	-	147,595	152,254	-	152,254	3%
K.2	FÁS TRAINING AND INTEGRATION SUPPORTS	93,592	-	93,592	99,985	-	99,985	7%
K.3	FÁS EMPLOYMENT PROGRAMMES	415,228	-	415,228	439,550	-	439,550	6%
K.4	FÁS CAPITAL	-	32,945	32,945	-	16,000	16,000	-51%
L.	GRANT TO IRISH NATIONAL ORGANISATION FOR THE UNEMPLOYED (b)	51	-	51	52	-	52	2%
M.1	TECHNICAL SUPPORT FOR COMMUNITY INITIATIVES	598	-	598	500	-	500	-16%
M.2	MATCHING FUNDING FOR COMMUNITY INITIATIVES	33	-	33	102	-	102	209%
M.3	OPERATIONAL PROGRAMME FOR HUMAN RESOURCES DEVELOPMENT - TECHNICAL ASSISTANCE	436	-	436	846	-	846	94%
M.4	LEONARDO PROGRAMME	128	-	128	140	-	140	9%
M.5	EQUAL COMMUNITY INITIATIVE DEVELOPMENT PARTNERSHIPS	5,628	-	5,628	2,500	-	2,500	-56%
	Subtotal:-	663,289	32,945	696,234	695,929	16,000	711,929	2%
EMPLOYMENT RIGHTS AND INDUSTRIAL RELATIONS								
N.	LABOUR RELATIONS COMMISSION - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	4,971	-	4,971	6,600	-	6,600	33%
O.1	GRANTS FOR TRADE UNION EDUCATION AND ADVISORY SERVICES (b)	1,876	-	1,876	1,510	-	1,510	-20%
O.2	WORK PLACE INNOVATION FUND PROMOTION OF PARTNERSHIP	156	-	156	2,750	-	2,750	-
P.	TRADE UNION AMALGAMATIONS	43	-	43	150	-	150	249%
	Subtotal:-	7,046	-	7,046	11,010	-	11,010	56%
COMMERCE, CONSUMERS AND COMPETITION								
Q.	GRANT TO THE COMPETITION AUTHORITY	6,102	-	6,102	6,776	-	6,776	11%
R.1	NATIONAL CONSUMER AGENCY - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES (c)	7,088	-	7,088	10,000	-	10,000	41%
R.2	CONSUMER SUPPORT	66	-	66	68	-	68	3%
S.1	COMPANIES REGISTRATION OFFICE AND REGISTRY OF FRIENDLY SOCIETIES - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	9,545	-	9,545	10,091	-	10,091	6%
S.2	IRISH AUDITING AND ACCOUNTING SUPERVISORY AUTHORITY (GRANT-IN-AID)	956	-	956	1,547	-	1,547	62%
	Subtotal:-	23,757	-	23,757	28,482	-	28,482	20%
(a) Some FÁS instructors costs and the costs of FÁS Skills Analysis Unit are funded by the National Training Fund.								
(b) Cash limited subhead.								
(c) On 1 May 2007, the Office of the Director of Consumer Affairs and the National Consumer Agency Interim Board, previously funded from this subhead, were amalgamated into the National Consumer Agency.								

		2007 Provisional Outturn			2008 Estimate			Change 2008 over 2007 %
		Current	Capital	Total	Current	Capital	Total	
		€000	€000	€000	€000	€000	€000	
HEALTH & SAFETY								
T.	HEALTH AND SAFETY AUTHORITY - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	22,512	-	22,512	24,440	-	24,440	9%
	Subtotal:-	22,512	-	22,512	24,440	-	24,440	9%
OTHER SERVICES								
U.	RESEARCH INCLUDING MANPOWER SURVEYS	173	-	173	369	-	369	113%
V.	NATIONAL FRAMEWORK COMMITTEE FOR WORK / LIFE BALANCE POLICIES	219	-	219	350	-	350	60%
W.	SUBSCRIPTIONS TO INTERNATIONAL ORGANISATIONS, ETC.	15,400	-	15,400	16,239	-	16,239	5%
X.1	COMMISSIONS, COMMITTEES AND SPECIAL INQUIRIES	785	-	785	904	-	904	15%
X.2	MISCELLANEOUS PAYMENTS	1,326	-	1,326	1,667	-	1,667	26%
X.3	SUPERANNUATION AND PENSIONS FOR MEMBERS OF THE LABOUR COURT, THE RESTRICTIVE PRACTICES COMMISSION AND THE COMPETITION AUTHORITY	495	-	495	693	-	693	40%
X.4	EXPORT CREDIT INSURANCE - REFUND TO THE EXCHEQUER	476	-	476	60	-	60	-87%
	Subtotal:-	18,874	-	18,874	20,282	-	20,282	7%
	Gross Total:-	1,023,691	438,766	1,462,457	1,093,472	494,884	1,588,356	9%
	Deduct :-							
Y.	APPROPRIATIONS-IN-AID	128,411	-	128,411	95,439	-	95,439	-26%
	Net Total:-	895,280	438,766	1,334,046	998,033	494,884	1,492,917	12%
Net Increase (€000)								158,871
	Exchequer pay and pensions included in above net total			321,046			346,317	8%
	Associated Public Service employees and pensioners			6,196			6,435	4%

		2007 Provisional Outturn		2008 Estimate		Change 2008 over 2007 %
		Application of Deferred Surrender				
		€000		€000		
B.2	INTERTRADEIRELAND	-		1,200		
D.3	ENTERPRISE IRELAND - GRANT FOR CAPITAL EXPENDITURE	-		2,000		
F.	SCIENCE, TECHNOLOGY AND INNOVATION PROGRAMMES	8,992		4,226		-53%
G	COUNTY ENTERPRISE DEVELOPMENT	4,450		3,000		-33%
I.	NATIONAL STANDARDS AUTHORITY OF IRELAND - GRANT FOR ADMINISTRATION AND GENERAL EXPENSES	880		450		-49%
K.4	FÁS CAPITAL	2,000		12,552		528%
		16,322		23,428		44%

	2007 Provisional Outturn	2008 Estimate		Change 2008 over 2007 %
	Current	Current		
	€000	€000		
ESTIMATE OF INCOME AND EXPENDITURE OF THE NATIONAL TRAINING FUND				
INCOME :				
	INCOME FROM CONTRIBUTIONS	408,000	436,000	7%
	INCOME FROM INVESTMENTS	4,485	4,600	3%
	ESF RECEIPTS	20,815	-	-
	Total Income :-	433,300	440,600	2%
EXPENDITURE :				
	FÁS - TRAINING PEOPLE IN EMPLOYMENT (A) (B)	151,589	172,821	14%
	FÁS - TRAINING PEOPLE FOR EMPLOYMENT	194,937	198,816	2%
	FÁS - SKILLS ANALYSIS UNIT	369	383	4%
	FÁS - WORKPLACE EDUCATION FUND	3,046	3,110	2%
	TRAINING NETWORKS PROGRAMME (SKILLNETS) (B)	13,500	26,472	96%
	IDA IRELAND - TRAINING GRANTS TO INDUSTRY	1,034	2,500	142%
	ENTERPRISE IRELAND - TRAINING GRANTS TO INDUSTRY	3,160	3,000	-5%
	SFADCO. - TRAINING GRANTS TO INDUSTRY	-	255	-
	CONTINUING PROFESSIONAL DEVELOPMENT PILOT (IEI)	405	450	11%
	EXPERT GROUP ON FUTURE SKILLS NEEDS (FOR-FÁS)	522	640	23%
	TECHNICAL SUPPORT UNIT (IN COMPANY TRAINING)	562	707	26%
	NEW ESF FUNDED TRAINING SCHEMES	24,206	-	-
	OTHER TRAINING SUPPORTS.	1,259	753	-40%
	Total Expenditure :-	394,589	409,907	4%
	EXCESS OF INCOME OVER EXPENDITURE	38,711	30,693	-
	AMOUNT OF FUND SURPLUS AS AT 31 DECEMBER 2007 (ESTIMATED)	123,000		
	AMOUNT OF FUND SURPLUS AS AT 31 DECEMBER 2007 (LATEST PROJECTION)	161,825		
	AMOUNT OF FUND SURPLUS AS AT 31 DECEMBER 2008 (PROJECTED)		192,518	
(a) Expenditure under the National Training Fund is allocated to organisations that operate schemes to raise the skills of those in employment or to provide training to those who wish to acquire skills for the purpose of taking up employment, or to provide information in relation to existing, or likely future, requirements for skills in the economy. The NTF allocation to FÁS supplements activities funded by Exchequer subheads K1-K3.				
(b) The allocations for FÁS and Skillnets for 2008 incorporate elements of activity previously funded under ESF Funded Training Programmes.				

APPENDIX 2

VALUE FOR MONEY AND POLICY REVIEWS

(1) Reviews under consideration in 2006-2008 period

Review of Dangerous Substances Acts 1972 and 1979 and related legislation

A consultancy study was commissioned in November 2007 to provide data, information and advice to the Department in support of its review of the Dangerous Substances legislation as it applies to the regulation of the delivery, storage and dispensing of petroleum spirit and liquefied petroleum gas (LPG) at retail stations as well as the current controls on oil jetties, bulk petroleum stores and the storage of LPG. The final report is expected by May 2008.

Value for Money Review of Science Foundation Ireland (SFI)

A Value for Money review of SFI commenced in 2007, with Indecon International Consultants awarded the contract for the review in mid 2007. The purpose of the review is to examine SFI's major funding programmes and make targeted comments and recommendations, where appropriate, on the overall effectiveness of the agency supports in building a world-class research system in Ireland, with a focus on whether the programmes as operated constitute value for money and efficient use of public funds. Significant work was undertaken throughout 2007 and it is anticipated that the review will be finalised in Q2 2008.

A Review of the FÁS Competency Development Programme.

The value for money review of the FÁS Competency Development Programme will examine FÁS expenditure on training people in employment, which is aimed at improving the skills and competencies of employees. The review is expected to be completed in September 2008.

(2) Reviews completed in 2007

Employment Appeals Tribunal (EAT) Procedures Revision Group

In June 2007 the Report of the Employment Appeals Tribunal (EAT) Procedures Revision Group was published. The Group was set up in February 2007 to examine the procedures of the EAT with the aim of improving its service to its customers.

The review group was made up of members of the EAT, Department officials, and representatives nominated by ICTU and IBEC and chaired by Mr. Sean O'Riordain, Former General Secretary of the Association of Higher Civil Servants and now Vice Chairman of the Tribunal

This Report is published on the Department's website: www.entemp.ie.

APPENDIX 3

REPORT ON COMPLIANCE WITH THE PROVISIONS OF THE PROMPT PAYMENT OF ACCOUNTS ACT

During 2007, 81 invoices incurred penalty interest of €5,019.46. The breakdown of this amount is as follows:

- Up to 30 days overdue in 36 cases resulting in interest of €1,571.04
- 15 invoices between 31 and 60 days overdue resulting in interest of €905.67
- More than 60 days overdue in 30 cases resulting in interest of €2,542.75
- In accordance with S.I. No. 388, interest is only paid when the amount due is over €5.
- The corresponding figure for 2006 was 23 late payments attracting prompt payment interest of €579.07.

APPENDIX 4

REPORT ON REGULATORY IMPACT ASSESSMENTS (RIAs) CARRIED OUT BY THE DEPARTMENT IN 2007

1. Screening RIA on S.I. No. 557 of 2007, the European Communities (Ecodesign Requirements for Certain Energy Using Products) Regulations 2007

Date of Commencement 11 May 2007

Date of Completion 30 May 2007

Where can a copy of the Screening RIA be obtained?

A copy of the Screening RIA can be obtained on request from the Department's Environment Unit.

Short Summary of Outcome of Screening RIA

As the Regulations do not create any additional legal obligations for business, no substantive issues were raised during the consultation process therefore a full RIA was not required. When ecodesign requirements for additional products have been adopted by the European Commission, these will be subject of separate RIA(s).

2. Regulatory Impact Analysis

Safety, Health and Welfare at Work (General Applications) Regulations 2007

Date of Commencement May 2007

Date of Completion June 2007

The Safety, Health and Welfare at Work (General Application) Regulations 2007 are a set of legislative provisions to encourage improvements in the safety and health of workers at work. The Regulations place obligations as regards safety and health on employers, employees and others. They lay down a basis for managing safety and health and ensure that employers consult with employees on safety and health matters.

The first set of General Application Regulations was introduced in 1993. The updated Regulations maintain the general thrust of the earlier provisions while introducing a number of refinements to make them more coherent and relevant to the changed work environment. The additional cost to employers in complying with these updated regulations should be negligible in most cases where reasonable efforts are already made to comply with the existing legislation. The costs to the exchequer should be minimal as an enforcement system is already in place.

Where can a copy of the RIA be obtained?

The Regulatory Impact Analysis of the Safety, Health and Welfare at Work (General Application) Regulations 2007 is published on the Department's website at: www.entemp.ie.

3. Regulatory Impact Analysis of the Chemicals Bill

Date of Commencement June 2007

Date of Completion April 2008

A Regulatory Impact Analysis of the Chemicals Bill was carried out in 2007. The Bill should provide a benefit to national competitiveness arising from the improved regulatory efficiency it aims to introduce. The only

compliance burden for industry arising from this Bill is the cost associated with resources devoted to facilitating inspections and compliance checks. These are already costs borne by industry in facilitating such inspections and checks under existing health and safety and environmental legislation, for example. One of the policy objectives of this legislation is to minimise the administrative cost to industry, and the provisions of the Bill providing for co-operation arrangements between national authorities, and mutual co-operation arrangements, are aimed at achieving this.

Where a copy of the RIA can be obtained?

The Regulatory Impact Analysis of the Chemicals Bill is published on the Department's website - www.entemp.ie.

4. Employment Law Compliance Bill 2007

Date of Commencement March 2008

Date of Completion May 2008

A full RIA was not considered to be necessary as the essentials of the Bill were agreed with the Social Partners in PART 2-Sections 11 to 16 of "TOWARDS 2016"-10-year Framework Social Partnership Agreement 2006-2015.

The SRIA was published on the website of the Department of Enterprise Trade and Employment on 16 May 2008. The Bill---now the Employment Law Compliance Bill 2008 was initiated in Dail Eireann on 13 March 2008 and awaits consideration by Dail and Seanad Eireann.

Where a copy of the RIA can be obtained?

A Screening Regulatory Impact Analysis was undertaken in October 2007 in relation to the and is published on the Department's website at www.entemp.ie/employment/compliance/index.htm

5. Full Regulatory Impact Assessment of the EU Services Directive (Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006)

Date of Commencement June 2007

Date of Completion Ongoing

The deadline for transposing the EU Services Directive is 28th December 2009. All Member States of the European Union, including Ireland, are currently in the process of transposing the Directive. Accordingly, the RIA is still ongoing.

Where a copy of the RIA can be obtained?

Not yet available.

Short summary of outcome from RIA

Recognition that further action was need to create a genuine "single market" for services led to the adoption, in December 2006, of the EU Services Directive. Transposition of the Directive across the European Union is due to be completed by 28th December 2009.

The services sector is becoming ever more dominant in the Irish economy, in terms of output, exports and numbers employed. The recognition of its growing importance and acknowledgement of the need to facilitate services in the future have been to the forefront of recent Government policies and the timely transposition of the Services Directive will contribute significantly to the achievement of such goals.

APPENDIX 5

LEGISLATION ADMINISTERED BY THE DEPARTMENT

Health and Safety at Work

Boiler Explosions Acts 1882 and 1890
 Safety in Industry Acts 1955 and 1980
 Mines and Quarries Act 1965
 Dangerous Substances Acts 1972 and 1979
 Safety, Health and Welfare (Offshore Installations) Act 1987
 Organisation of Working Time Act 1997
 Chemical Weapons Act 1997
 Carriage of Dangerous Goods by Road Act 1998
 Safety, Health and Welfare at Work Act 2005

Employment Rights and Industrial Relations

Carer's Leave Act 2001
 Employees (Provision of Information and Consultation) Act 2006
 Employment Agency Act 1971
 Hospitals' Trust (1940) Limited (Payment to Former Employees) Act 2000
 Industrial Relations Acts 1946 to 2004
 Minimum Notice and Terms of Employment Acts 1973 to 2005
 National Minimum Wage Act 2000
 Organisation of Working Time Act 1997

Payment of Wages Act 1991

Protection of Employees (Employers' Insolvency) Acts 1984 to 2004
 Protection of Employees (Fixed-Term Work) Act 2003
 Protection of Employees (Part-Time Work) Act 2001
 Protection of Employment Acts 1977 to 2007
 Protection of Employment (Exceptional Collective Redundancies and Related Matters) Act 2007
 Protection of Young Persons (Employment) Act 1996
 Redundancy Payments Acts 1967 to 2007
 Terms of Employment (Information) Acts 1994 and 2001
 Trade Union Acts 1871 to 1990
 Transnational Information and Consultation of Employees Act 1996
 Unfair Dismissals Acts 1977 to 2007
 Worker Participation (State Enterprises) Acts 1977 to 2001

Internal Market

Commission Decision 93/72/EEC of 23 December 1992 on the setting-up of an Advisory Committee for coordination in the Internal Market field
 Decision No 3052/95/EC of the European Parliament and of the Council of 13 December 1995 establishing a procedure for the exchange of information on national measures derogating from the principle of the free movement of goods within the Community.

Council Regulation (EC) No. 2679/98 of 7 December 1998 on the functioning of the internal market in relation to the free movement of goods among the Member States.

Resolution of the Council and of the Representatives of the Governments of the Member States, meeting within the Council, of 7 December 1998 on the free movement of goods.

Commission Recommendation No. 2001/893/EC of 7 December 2001 on principles for using "SOLVIT" – the Internal Market Problem Solving Network

Commission Recommendation No. 2005/309/EC of 12 July 2004 on the transposition into national law of Directives affecting the internal market.

Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006 on services in the Internal market

Commission Decision 2008/49/EC of 12 December 2007 concerning the Implementation of the Internal Market Information System (IMI) as regards the protection of personal data

Industry

Cement (Repeal of Enactments) Act 2000

Custom Free Airport Acts 1947 and 1958 (parts of)

Export Promotion (Amendment) Act 1987

Industrial Development Acts 1986 to 2006

Industrial Research and Standards Act 1961

Irish Steel Limited Act 1996

National Standards Authority of Ireland Act 1996

NET Acts 1963 – 2001

Prompt Payment of Accounts Act 1997

Science and Technology Act 1987

Shannon Free Airport Development Company Limited Acts 1959 - 1991

Company Law

Companies Acts 1963 – 2003

Friendly Societies Acts 1896 – 1977

Industrial and Provident Societies Act 1893 - 1978

Investment Limited Partnership Act 1994

Investment Funds, Companies and Miscellaneous Provisions Act 2005

Investment Funds, Companies and Miscellaneous Provisions Act 2006

Irish Takeover Panel Act 1997

Limited Partnership Act 1907

Partnership Act 1890

Registration of Business Names Act 1963

Unit Trusts Act 1990

Designated Investment Funds Act 1985 (section 6)

Safety, Health and Welfare at Work Act 1989 (section 12(6))

Investment Intermediaries Act 1995 (section 80)

Competition Act 2002 (section 48(a) and 51)

Stock Exchange Act 1995

Personal Injury

Personal Injuries Assessment Board Act 2003

Personal Injuries Assessment Board (Amendment) Act 2007

Science, Technology & Intellectual Property

Industrial Development (Science Foundation Ireland) Act 2003

Patents Act 1992

Patents (Amendment) Act 2006

Trade Marks Act 1996

Intellectual Property (Miscellaneous Provisions) Act 1998 as amended

Copyright and Related Rights Act 2000

Industrial Designs Act 2001

Copyright and Related Rights (Amendment) Act 2004

Copyright and Related Rights (Amendment) Act 2007

Trade

Control of Exports Act 1983

Restriction of Imports Act 1962

Control of Imports Acts 1934-1964

Insurance Act 1953 (as amended)

Competition & Consumer Policy

Casual Trading Acts 1995

Charter of the Company of Goldsmiths of Dublin, 1637

Competition Acts 2002 and 2006

Competition (Amendment) Act 2006

Consumer Credit Act 1995

Consumer Protection Act 2007

Hallmarking Act 1981

Hallmarking of Foreign Plate Act 1904

Liability for Defective Products Act 1991

Merchandise Marks Act 1970

Metrology Act 1996

Occasional Trading Act 1979

Packaged Goods (Quantity Control) Act 1980

Plate Assay Act 1783

Plate Assay (Ireland) Act 1807

Plate Assay (Amendment) Act 1931

Sale of Goods Act 1893

Sale of Goods and Supply of Services Act 1980

Shop Hours of Trading Act 1938

Trading Stamps Act 1980

Employment and Training

Apprenticeship Act 1959

Industrial Training Act 1967

Labour Services Act 1987

National Training Fund Act 2000

Employment Permits Acts 2003 and 2006

APPENDIX 6

LEGISLATION ENACTED IN 2007

Consumer Protection Act 2007, (No. 19 of 2007)

On the 1st May 2007 the Consumer Protection Act 2007 established the National Consumer Agency on a statutory basis. The Agency which incorporated the existing Office of the Director of Consumer Affairs, was given a wider statutory mandate with additional powers and functions in areas of consumer advocacy, research, education and awareness, information and enforcement. The Act in addition to establishing the National Consumer Agency also transposed into Irish law the Unfair Commercial Practices Directive (Directive No.2005/29/EC of the European Parliament and of the Council of 11 May 2005). The Act specifically prohibits traders from engaging in unfair commercial practices including misleading actions, misleading omissions and aggressive commercial practices. In addition to a general prohibition on unfair commercial practices, the Act also outlawed over 30 different specific practices including pyramid selling, prize draw scams, persistent unwanted cold calling etc.

Protection of Employment (Exceptional Collective Redundancies and Related Matters) Act 2007 (No. 27 of 2007)

The "Protection of Employment (Exceptional Collective Redundancies and Related Matters) Act 2007" is mainly concerned with the implementation of Sections 18 ("Proposal to address Exceptional Collective Redundancy Situations") and 19 ("Dismissals in Industrial Disputes") of the Social Partnership Agreement "Towards 2016".

In order to ensure that redundancies are in fact genuine as opposed to situations where workers are simply replaced in the same job by new workers performing the same tasks at lower wages, this legislation provides for a Redundancy Panel in

accordance with the agreed terms of "Towards 2016". The legislation also provides an additional legislative safeguard for the rights of employees who have been involved in a strike, other industrial action or a lockout but who have not subsequently been re-engaged. A number of other measures to up-date employment rights legislation are also included, principally the removal of the upper age limit of 66 for statutory redundancy entitlement and implementation of the mandatory judgement of the European Court of Justice in the "Junk v Kuhnel" case of 27 January, 2005.

Personal Injuries Assessment Board (Amendment) Act 2007, (No 35 of 2007)

The Personal Injuries Assessment Board (Amendment) Act 2007 provides that in certain circumstances, where a claimant rejects a PIAB assessment that has been accepted by a respondent and where they fail in any subsequent proceedings to get more than the amount of the PIAB assessment, they will not be entitled to legal costs

Copyright and Related Rights (Amendment) Act 2007, (No 39 of 2007)

This legislation regularises the position in Ireland on lending through the public library system in line with the EU Directive on Rental and Lending (92/100/EEC). The Act confers on authors an exclusive right to allow the lending of their copyright works in public libraries. This exclusive right can however be substituted by a right to remuneration whereby the author would effectively receive a royalty payment for the lending of his or her work. An operational lending scheme is to be established by the Minister for the Environment, Heritage and Local Government and it is expected that the scheme will be operational from 2009.

APPENDIX 7

STATUTORY INSTRUMENTS MADE DURING 2007

S.I. No. 6 of 2007

Companies (Forms) Order 2007

The purpose of this Order is to revoke forms to be used for the purposes of certain provisions of the Companies Acts 1963 to 2006 and to prescribe replacement forms to be used for the purposes of those provisions.

S.I. No. 8 of 2007

European Communities (Names and Labelling of Textile Products) (Amendment) Regulations 2007

The labelling of textiles is governed by the Principal Regulations [S.I. No. 245 of 1998 which transposed EU Directive 96/74/EC]. Commission Directive 2006/3/EC amends the Principal Regulations by adding a new textile called "elastomultiester".

S.I. No. 9 of 2007

European Communities (Quantitative Analysis of Binary Textile Fibre Mixtures) Regulations 2007

This Statutory Instrument transposes Directive 96/73/EC of the European Parliament and of the Council of 16 December 1996 and is a companion to Directive 96/74/EC of the European Parliament and of the Council of 16 December 1996. Directive 96/74/EC covers the names and definitions of various textile products whereas Directive 96/73/EC covers the methods for testing these textiles. Commission Directive 2006/2/EC amends Directive 96/73/EC by changing certain methods of testing of textiles.

S.I. No. 21 of 2007

European Communities (European Public Limited-Liability Company) Regulations 2007 and

S.I. No. 22 of 2007

European Communities (European Public Limited-Liability Company) (Forms) Regulations 2007

These Regulations give effect to Council Regulation (EC) No. 2157/2001 of 8 October 2001 on the Statute for a European Company. The EU Regulation gives companies with commercial interests in more than one Member State the option of forming a European Company known formally by its Latin name of 'Societas Europaea' (SE). The European Company Statute makes it easier for companies to expand and to manage cross-border operations without having to set up a network of subsidiaries.

[The Statute for a European Company included Directive 2001/86/EC on worker involvement which was transposed by S.I. No. 623 of 2006 - European Communities (European Public Limited-Liability Company) (Employee Involvement) Regulations 2006].

S.I. No. 23 of 2007

Investment Funds, Companies and Miscellaneous Provisions Act 2006 (Commencement) Order 2007

This Order fixes the 29th of January 2007 as the date on which the various provisions of the Investment Funds, Companies and Miscellaneous Provisions Act 2006 specified in the Order come into operation.

S.I. No. 49 of 2007**European Communities (Companies) (Amendment) Regulations 2007**

These regulations gave effect to Directive 2003/58/EC of the European Parliament and of the Council of 15 July 2003 amending Council Directive 68/151/EEC, as regards disclosure requirements in respect of certain types of companies. The Directive's objective is to make company information more easily and rapidly accessible to the public while at the same time simplifying the disclosure formalities required from companies. It allows for the filing and accessing of company information by way of electronic means and provides for the voluntarily filing of certified translations of company documents filed obligatorily in Irish or English. It also extends existing information disclosure requirement concerning letter and order forms to such communications by electronic means or through any medium and to company websites.

S.I. No. 61 of 2007**Companies (Auditing and Accounting) Act 2003 (Commencement Order) 2007**

This Order fixes the 1st March, 2007 as the date on which Section 37(a), (b), (c) and (e) of the 2003 Act comes into operation. Section 37 amends Section 194 of the Companies Act, 1990. The substance of the amendment is to amplify the requirements at subsection (5) of section 194 relating to possible indictable offences such as to require auditors to furnish further information, and provide access to books and documents, to the Director of Corporate Enforcement. Guidance prepared by ODCE/ICAI to assist auditors with the implementation of the provision.

S.I. No. 76 of 2007**European Communities (Classification, Packaging and Labelling of Dangerous Preparations) (Amendment) Regulations 2007.**

The aim of these Regulations is to protect human health and the environment from the harmful effects

of dangerous preparations. The Regulations require each manufacturer, importer or distributor of a dangerous preparation to classify and label it according to its inherent hazards and to provide safety data sheets. These Regulations transpose Commission Directive 2006/8/EC of 23 January 2006 which amends Annexes II, III and V to Directive 1999/45/EC. Directive 1999/45/EC is transposed into Irish law by S.I. No 62 of 2004.

S.I. No. 109 of 2007**The European Communities (Electromagnetic Compatibility) Regulations 2007**

These regulations transposed Directive 2004/108/EC of the European Parliament and of the Council of 15 December 2004 on the approximation of the laws of the Member States relating to electromagnetic compatibility and repealing Directive 89/336/EEC.

S.I. No. 122 of 2007**Competition Act 2002 (Section 18(5) and (6)) Order 2007 (S.I. No. 122 of 2007)**

This Order revoked the Competition Act 2002 (Section 18 (5)) Order 2002 (S.I. No. 622 of 2002) and it refined the class of media mergers notifiable to the Competition Authority.

S.I. No. 157 of 2007**Copyright and Related Rights Act 2000 (Certain Provisions)(Commencement) Order 2007**

This Order appointed the day [1st May 2007] on which Section 198 of the Copyright and Related Rights Act 2000 came into operation. The purpose of Section 198 is to ensure that copies of books first made available in the State are delivered to certain libraries. The Section updated the previous scheme in respect of deposit libraries for copyright purposes.

S.I. No. 160 of 2007**Legal Metrology (European Conformity Assessment of Measuring Instruments) Regulations 2007**

These Regulations implement Directive 2004/22/EC of the European Parliament and of the Council of 31 March 2004 on the harmonisation of the laws of Member States relating to Measuring Instruments. They provide for the free movement within the Community of certain instruments and set out essential requirements for instruments intended for certain specified uses.

S.I. No. 178 of 2007**Consumer Protection Act 2007 (Commencement) Order 2007**

This Order appointed the 1st day of May 2007 as the date on which the Consumer Protection Act 2007 (No. 19 of 2007), with the exception of sections 48 and 49, came into operation.

S.I. No. 179 of 2007**Consumer Protection Act 2007 (Establishment Day) Order 2007**

This Order appointed the 1st day of May 2007 as the establishment day for the National Consumer Agency. Section 6 of the Consumer Protection Act 2007 (No. 19 of 2007) provides for the appointment of this date by order of the Minister for Enterprise, Trade & Employment.

S.I. No. 239 of 2007**Industrial Relations Act 1990 (Code of Practice for Protecting Persons Employed In Other People's Homes) (Declaration) Order 2007**

This Code provides a comprehensive framework for an agreed understanding of rights and responsibilities for the protection of those employed in other people's homes. The Code emphasises that employees in other

people's homes have an equal entitlement to the employment rights and protections available to any other employee. It highlights a number of these rights and includes provisions relating to protections that have particular relevance to these employers and employees.

S.I. No. 254 of 2007**European Communities (Restrictive Measures) (Democratic People's Republic of Korea) Regulations 2007**

The effect of this Order is to provide for penalties for infringements of Council Regulation (EC) No. 329/2007 of 27 March 2007 concerning certain restrictive measures in respect of the Democratic People's Republic of Korea (North Korea).

The measures include a ban on the export of goods and technology and the provision of technical assistance and finance, which could contribute to North Korea's nuclear-related, weapons of mass destruction-related or ballistic missile-related programmes. It also bans the export of luxury goods to, and the procurement of goods and technology from, North Korea.

S.I. No. 259 of 2007**European Communities (European Cooperative Society) (Employee Involvement) Regulations 2007**

These Regulations transpose EU Directive 2003/72/EC of 22 July 2003. The Directive deals with the employee involvement aspects in the new legal form of cooperative, the European Cooperative Society (known as SCE). A new SCE cannot be registered without first negotiating with employees on their involvement in the cooperative, whether through information and consultation and/or, in certain circumstances, participation at board level.

S.I. No 277 of 2007**Transparency (Directive 2004/109/EC) Regulations 2007**

These regulations along with Part 3 of the Investment Funds, Companies and Miscellaneous Provisions Act 2006 and certain rules which may be made by the competent authority (The Central Bank and Financial Services Authority of Ireland) under regulation 40(3) of the Regulations give effect to Directive 2004/109/EC of the European Parliament and of the Council of 15 December 2004 on the harmonisation of transparency requirements in relation to information about issuers whose securities are admitted to trading on a regulated market and Commission Directive 2007/14/EC laying down detailed rules for the implementation of certain provisions of Directive 2004/109/EC.

S.I. No 286 of 2007 -**European Communities (Admissions to Listings and Miscellaneous Provisions) Regulations 2007**

These regulations replace the European Communities (Stock Exchange) Regulations 1984 (S.I. No. 282 of 1984), as amended over the years, and include amendments arising on foot of the implementation into Irish law of Directive 2004/109/EC on the harmonisation of transparency requirements in relation to information about issuers whose securities are admitted to trading on a regulated market. These Regulations also repeal Sections 89 to 96 of the Companies Act 1990 as a consequence of Article 32(5) of Directive 2004/109/EC.

S.I. No. 288 of 2007**Carriage of Dangerous Goods by Road Regulations 2007.**

These Regulations apply to the carriage, in tanks, in bulk and in packages, of dangerous goods by road, including the packing, loading, filling and unloading of the dangerous goods in relation to their carriage. They apply the provisions of Annexes A and B to the "European Agreement Concerning the International Carriage of Dangerous Goods by Road" (ADR) 2007.

S.I. No. 289 of 2007**European Communities (Carriage of Dangerous Goods by Road) (ADR Miscellaneous Provisions) Regulations 2007.**

These Regulations apply to the carriage, in tanks, in bulk and in packages, of dangerous goods by road. They complement the provisions of the "associated Regulations", namely, the Carriage of Dangerous Goods by Road Regulations 2007 made under the Carriage of Dangerous Goods by Road Act 1998.

S.I. No. 290 of 2007**Carriage of Dangerous Goods by Road Act 1998 (Appointment of Competent Authority) Order 2007.**

This Order appoints the various competent authorities for the purposes of the Carriage of Dangerous Goods by Road Act 1998 and the Carriage of Dangerous Goods by Road Regulations 2007.

S.I. No. 291 of 2007**Carriage of Dangerous Goods by Road Act 1998 (Fees) Regulations 2007.**

These Regulations provide for the payment of fees that may be charged by a competent authority, authorised examiner or accreditation body under the Carriage of Dangerous Goods by Road Regulations 2007.

S.I. No. 299 of 2007**Safety, Health and Welfare at Work (General Application) Regulations 2007**

These Regulations replace and largely repeal the 1993 General Application Regulations and also replace a wide list of secondary legislation in the area of occupational safety and health as well as retransposing 14 EU Directives. They also complement the Safety, Health and Welfare Act 2005 Act by including in one text virtually all of the specific safety and health laws which apply generally to all

employments. The text is designed to be user friendly and to assist those making reference to safety and health regulations to find most of the general safety provisions in one text. The Regulations came into effect on the 1 November 2007.

S.I. No. 300 of 2007

Safety, Health and Welfare at Work Act 2005 (Repeals)(Commencement) Order 2007

This Order activates the repeal (as provided for in sections 1(2) and 4 (2) of the Safety, Health and Welfare at Work Act 2005) of sections 33, 34, 35, 115 and 116 of the Factories Act 1955 and sections 28 and 29 of the Safety in Industry Act 1980, on the coming into operation of the Safety, Health and Welfare at Work (General Application) Regulations 2007 (S.I. No. 299 of 2007), which, inter alia, replace those provisions from 1 November 2007.

S.I No.450 of 2007

European Communities (Authorised agencies) (Issue of certificates of origin) (Amendment) Regulations 2007, (S.I. No. 450 of 2007)

The effect of these Regulations is to add Kells & District Chamber of Commerce and Midleton & Area Chamber of Commerce to the schedule of agencies that are authorised to issue certificates of origin in the 1998 Regulations. Ballinasloe Chamber of Commerce, Castlebar Chamber of Commerce, and Donegal Chamber of Commerce are deleted from the schedule of authorised agencies.

S.I No. 525 of 2007

European Communities (Implementation of the Rules on Competition Laid Down In Articles 81 and 82 of the Treaty)(Amendment) Regulations 2007

This Order designated the Commission for Communications Regulation (ComReg) as a competition authority in respect of functions assigned that relate to electronic communications services, electronic communications networks or associated facilities.

S.I. no. 557 of 2007

The European Communities (Ecodesign Requirements for Certain Energy Using Products) Regulations 2007

The purpose of the European Communities (Ecodesign Requirements for Certain Energy-using Products) Regulations 2007 is to implement Directive 2005/32/EC (hereafter referred to as the Energy-using Products Directive) of the European Parliament and of the Council of 6 July 2005 establishing a framework for the setting of ecodesign requirements for energy-using products and amending Council Directive 92/42/EEC and Directives 96/57/EC and 2000/55/EC of the European Parliament and of the Council.

The Energy-using Products Directive is a Framework Directive which specifies the framework within which detailed measures (referred to as implementing measures) setting ecodesign requirements for specific energy-using products will be brought forward by the Commission. It also provides that three existing Directives (relating to boilers, fridges and freezers and ballasts for fluorescent lighting), which have been implemented in national law, are to be implementing measures for the purposes of the Energy-using Products Directive."

S.I. No. 599 of 2007**European Communities (Transnational Information and Consultation of Employees Act 1996) (Amendment) Regulations 2007.**

These Regulations transpose EU Directive 2006/109/EC of 20 November 2006 adapting Directive 94/45/EC on the establishment of a European Works Council or a procedure in Community-scale undertakings or Community-scale groups of undertakings for the purposes of informing and consulting employees, by reason of the accession of Bulgaria and Romania to the European Community.

S.I. No. 615 of 2007**European Communities (Restrictive Measures) (Liberia) (Amendment) Regulations 2007**

The effect of this Order is to revoke the part of the European Communities (Restrictive Measures) (Liberia) Regulations 2004 (S.I. No. 160 of 2004) which provides penalties for infringements of Article 6 of Council Regulation (EC) No. 234/2004. The Article concerns a ban on the importation of rough diamonds, round logs and timber products from Liberia.

S.I. No. 616 of 2007**European Communities (Restrictive Measures) (Iran) Regulations 2007**

The effect of this Order is to provide for penalties for infringements of Council Regulation (EC) No. 423/2007 of 19 April 2007, as amended by Council Regulation (EC) No. 618/2007 of 5 June 2007, concerning certain restrictive measures against Iran. The measures include restrictions on the export of goods and technology, which could contribute to Iran's enrichment-related, reprocessing, or heavy water-related activities, or to the development of nuclear weapon delivery systems. The Council Regulation also bans the provision of technical assistance, brokering services and investment related to, and the procurement of, such goods and technology from Iran.

S.I. No. 620 of 2007**Industrial Designs (Amendment) Regulations 2007**

The Regulations make a slight change to the Industrial Design Regulations 2002 by allowing a person, involved in any proceeding before the Controller of Patents, Designs and Trade Marks or a registered proprietor of a design, to have an address for service in the European Union as opposed to in the State.

S.I. No. 621 of 2007**Trade Marks (Amendment) Rules 2007**

These Rules set out the evidential requirements with which a person established in another Member State of the European Community and qualified to act under the law of that State as a trade mark agent must comply in order to act for another person in relation to trade mark matters before the Controller of Patents, Designs and Trade Marks. They also set down the minimum educational qualifications a person must have in order to apply for registration in the register of Trade Mark Agents in Ireland and clarify certain functions to be carried out by the Trade Mark Agents Board.

S.I. No. 622 of 2007**European Communities (Provision of Services concerning Trade Marks and Industrial Designs) Regulations 2007**

These Regulations, made pursuant to the European Communities Act, 1972, amend certain provisions of the Trade Marks Act, 1996 and the Industrial Designs Act, 2001 in order to allow a person, established in another Member State of the European Community and qualified under the law of that State to act as a trade mark agent, to act for another person in relation to trade mark matters before the Controller of Patents, Designs and Trade Marks.

S.I. No. 689 of 2007**Consumer Protection (Fixed Payment Notice) Regulations 2007**

These Regulations prescribe the form of fixed payment notice for the purposes of section 85(3) of the Consumer Protection Act 2007. Section 85(2) of the Consumer Protection Act provides that an authorised officer of the National Consumer Agency may serve a fixed payment notice on a person whom the officer has reasonable grounds for believing to be committing, or to have committed, a relevant offence. Section 85(1) of the Act defines a relevant offence as any offence under the following enactments:

- (a) section 58 of the Consumer Protection Act 2007 (respecting price display regulations);
- (b) section 22(a) or (b) of the Prices Act 1958 (respecting price display orders);
- (c) Regulation 4(3), 5(5), 6(3) or 7(2) of the European Communities (Requirements to Indicate Product Prices) Regulations 2002 (S.I. No. 639 of 2002).

No price display regulations have been made to date under section 58.

S.I. No. 729 of 2007**European Communities (Restrictive Measures Against Certain Persons And Entities Associated With Usama Bin Laden, The Al-Qaida Network And The Taliban) (Amendment) Regulations 2007**

The effect of this Order is to amend the Statutory Instrument that provided for penalties for infringements of Council Regulation (EC) No. 881 of 2002 which introduced measures against certain persons and entities associated with Usama bin Laden, the Al-Qaida Network and the Taliban.

S.I. No. 732 of 2007**Safety, Health and Welfare at Work (General Application)(Amendment) Regulations 2007**

These Regulations remove ambiguity about the continued use of certain types of equipment, to provide better clarification of the technical requirements relating to portable equipment and to ease the possible burden and cost of compliance with inspection and testing of electrical installations.

In addition they correct an omission in the Safety, Health and Welfare at Work (General Application) Regulations (S.I. 299 of 2007), to clarify the requirements regarding the testing, as part of a thorough examination, of certain lifting equipment, and correct some errors in the text of S.I. 299 of 2007. These Regulations came into operation on 12 November 2007.

S.I. No. 746 of 2007**European Communities (Dangerous Substances and Preparations) (Marketing and Use) (Amendment) Regulations 2007**

These Regulations amend Schedule 1 to the European Communities (Dangerous Substances and Preparations) (Marketing and Use) Regulations, 2003 (S.I. No. 220 of 2003), as last previously amended by the European Communities (Dangerous Substances and Preparations) (Marketing and Use) (Amendment) Regulations 2006 (S.I. No. 364 of 2006). The Regulations place certain restrictions on the marketing and use of arsenic compounds and on perfluorooctane sulfonates.

S.I. No. 755 of 2007**European Communities (Restrictive Measures) (Somalia) Regulations 2007**

The effect of this Order is to provide for penalties for infringements of Council Regulation (EC) No. 147/2003, as amended by Council Regulation (EC) No. 631/2007, which introduced a ban on the sale, supply or transfer of technical advice, assistance or training and the provision of finance and financial assistance relating to military activities in respect of Somalia. The Order also revokes European Communities (Restrictive Measures) (Somalia) Regulations 2003 (S.I. No. 67 of 2003).

S.I. No. 761 of 2007**Patents (Amendment) Act 2006 (Certain Provisions) (Commencement) Order 2007**

This Order appointed the day (13th December 2007) on which specified provisions of the Patents (Amendment) Act 2006, arising from the revision of the European Patent Convention, came into operation. The Patents Act, 1992 was amended by the Patents (Amendment) Act 2006 to implement the changes brought about by the revised Convention in national law. The revised Convention entered into force on 13th December 2007.

S.I. No. 774 of 2007**European Communities (Misleading and Comparative Marketing Communications) Regulations 2007**

These Regulations implement Directive 2006/114/EC of the European Parliament and the Council of 12 December 2006 concerning misleading and comparative advertising. Their purpose is to protect traders against misleading marketing communications and the unfair consequences thereof and to specify the circumstances in which comparative marketing communications are prohibited.

The Regulations revoke the European Communities (Misleading Advertising) Regulations 1988 (S.I. No. 134 of 1988).

S.I. No. 832 of 2007**European Communities (Undertakings for Collective Investment in Transferable Securities) (Amendment) Regulations 2007**

These Regulations give effect to Directive 2007/16/EC Commission Directive of 19 March 2007 implementing Council Directive 85/611/EEC on the coordination of laws, regulations and administrative provisions relating to undertakings for collective investment in transferable securities (UCITS) as regards the clarification of certain definitions. These definitions relate to the eligible assets in which UCITS may invest.

S.I. No. 869 of 2007**Personal Injuries Assessment Board (Fees) (Amendment) Regulations 2007**

These regulations amend the Personal Injuries Assessment Board (Fees) Regulations 2004, increasing the fee from €900 to €1050, with effect from 1st January 2008.

APPENDIX 8

DIRECTIVES ADOPTED AT EU LEVEL DURING 2007

2007/13/EC

Commission Directive 2007/13/EC of 7 March 2007 amending Annex II to Council Directive 71/316/EEC on the approximation of the laws of the Member States relating to common provisions for both measuring instruments and methods of metrological control.

2007/14/EC

Directive 2007/14/EC laying down detailed rules for the Implementation of certain provisions of directive 2004/109/EC on harmonisation of transparency requirement.

2007/16/EC

2007/16/EC implementing Council Directive 85/611/EEC on the coordination of laws, regulations and administrative provisions relating to undertakings for collective investment in transferable securities (UCITS) as regards the clarification of certain definitions.

2007/51/EC

Directive 2007/51/EC of the European Parliament and of the Council of 25 September 2007 amending Council Directive 76/769/EEC relating to restrictions on the marketing of certain measuring devices containing mercury.

2007/63/EC

Directive 2007/63/EC of the European Parliament and of the Council of 13 November 2007 amending Council Directive 78/855/EEC and 82/891/EEC as regards the requirement of an independent expert's report on the occasion of merger or division of public limited liability companies.

APPENDIX 9

DIRECTIVES TRANSPOSED DURING 2007

Directive 2003/58/EC as regards disclosure requirements in respect of certain types of companies

Directive 2003/72/EC supplementing the Statute for a European Cooperative Society with regard to the involvement of employees.

Directive 2004/108/EC relating to electromagnetic compatibility and repealing Directive 89/336/EEC

Directive 2004/22/EC of 31 March 2004 on measuring instruments

Directive 2004/109/EC of the European Parliament and the Council on minimum transparency requirements for listed companies.

Directive 2005/32/EC on eco-design

Directive 2005/29/EC on unfair commercial practices

Directive 2006/89/EC on transport of dangerous goods by road.

Directive 2006/8/EC relating to the classification, packaging and labelling of dangerous preparations.

Directive 2006/15/EC of February 2006 establishing a second list of indicative occupational exposure limit values in implementation of Council Directive 98/24/EC and amending Directives 91/32/EEC and 2000/39/EC.

Directive 2006/109/EC seeking to extend Directive 94/45/EC on the establishment of a European Works Council to Bulgaria and Romania.

Directive 2006/139/EC amending Council Directive as regards restrictions on the marketing and use of arsenic compounds for the purpose of adapting its Annex I to technical progress.

Directive 2006/122/EC of the European Parliament and the Council of 12 December 2006 relating to restrictions on the marketing and use of certain dangerous substances and preparations.

Directive 2006/114/EC of the European Parliament and the Council of 12 December 2006 concerning misleading and comparative advertising (codified version).

Directive 2006/2/EC on certain methods for quantitative analysis of binary textile fibre mixtures.

Directive 2006/3/EC on textile names.

Directive 2007/16/EC clarifying certain definitions relating to eligible assets for undertakings for collective investment in transferable securities (UCITS).

Directive 2007/14/EC laying down detailed rules for the implementation of certain provisions of Directive 2004/109/EC on harmonisation of transparency requirements.

APPENDIX 10

EMPLOYMENT REGULATION ORDERS (ERO'S) AND REGISTERED EMPLOYMENT AGREEMENTS (REA'S) MADE DURING 2007

(ERO'S) EMPLOYMENT REGULATION ORDERS

The following Employment Regulation Orders (EROs) were made in 2007, setting minimum rates of pay and regulating conditions of employment in the sectors concerned: these Orders were made by the Labour Court following proposals by the Joint Labour Committees mentioned.

(REA'S) REGISTERED EMPLOYMENT AGREEMENTS

At the end of 2007 there were 46 Employment Agreements on the Register maintained by the Labour Court. One new Employment Agreement was registered by the Court in 2007.

The following Registered Agreements were varied during 2007.

- Electrical Contracting Industry (once)
- Printing (once)

Joint Labour Committee	Statutory Instrument Number of ERO
Agricultural Workers Joint Labour Committee	S.I. No. 190 of 2007
Catering Joint Labour Committee (County Borough of Dublin and Borough of Dún Laoghaire)	S.I. No. 228 of 2007
Catering Joint Labour Committee (excluding County Borough of Dublin and Borough of Dún Laoghaire)	S.I. No. 296 of 2007
Contract Cleaning (City and County of Dublin) Joint Labour Committee	S.I. No. 624 of 2007
Contract Cleaning (excluding City and County of Dublin) Joint Labour Committee	S.I. No. 623 of 2007
Hairdressing (Cork City) Joint Labour Committee	S.I. No. 244 of 2007
Hairdressing (Dublin, Dun Laoghaire and Bray) Joint Labour Committee	S.I. No. 7 of 2007
Hairdressing (Dublin, Dun Laoghaire and Bray) Joint Labour Committee	S.I. No. 505 of 2007
Hotels (other than County Boroughs of Dublin and Cork) Joint Labour Committee	S.I. No. 4 of 2007
Hotels (other than County Boroughs of Dublin and Cork) Joint Labour Committee	S.I. No. 752 of 2007*
Law Clerks Joint Labour Committee	S.I. No. 118 of 2007

(*In November 2007, Judicial Review proceedings were initiated in relation to this ERO. These proceedings had not been completed by end of 2007. The Order was subsequently quashed by the High Court in February 2008.)

APPENDIX 11

LABOUR MARKET DATA

Economic Growth

The economy continued to grow in 2007 with Gross Domestic Product (GDP) increasing by 3.5% and Gross National Product (GNP) by 1.2% in the fourth quarter of 2007 compared with the same quarter in 2006¹.

Labour Force ²

As of Quarter 4 2007, the labour force (employed + unemployed persons) stood at 2,239,900, representing an annual increase of 77,500 (+3.6%). Demographic factors such as the increase in the working age population added 63,000 to the labour force. Net inward migration continued, accounting for almost 80% of the demographic factors with the c.15,000 remaining attributable to increased labour force participation.

Employment

Employment continued to grow in 2007 with the numbers employed increasing by 66,800, (+3.2%) in the year to Q4 2007. This increase brought the total number in employment to 2,138,900. There was a slight increase in the employment rate by 0.2% to 69.0%. Full-time employment accounted for 82% of overall employment with 1,754,400 persons now working on a full-time basis. Part-time employment continued to increase (+36,500) in 2007 with 384,500 persons working part-time. On an annual basis, the number of female and male workers in employment increased by 5.2% and 1.8% respectively.

The numbers in employment increased in most economic sectors apart from a decrease in both Construction (-5,600) and Other production industries (-4,200). Employment increased in the Wholesale and retail sector (+23,800) and the Financial and other business services sector (+20,900), both of these sectors combined account for over two-thirds of the overall increase in employment. The numbers employed increased across most occupational categories with the exception of Professionals (-3,600). The largest increases were in Personal and protective services (+13,100), Clerical and secretarial (+12,800), Sales (+11,700) and Associate professional and technical (+11,300) occupational groups.

Employment by Nationality

Employment of non-Irish nationals accounted for almost 16% of total employment in Q4 2007. Non-Irish national employment increased by 48,700 (+17%) in the year with 89.3% of the increase attributable to persons from the EU12 Member States. The numbers of non-Irish nationals in employment increased across practically all economic sectors with the largest increases recorded in Wholesale and Retail Trade, Financial and other business services, Hotels and Restaurants and Other Production Industries. The sectors with the highest proportion of non-Irish national employment were Hotels and Restaurants (37%), Other Production Industries (17.7%), Wholesale and retail trade (17.3%), Construction (17.2%) and Financial and other business services (15.5%).

¹ Central Statistics Office Quarterly National Accounts Quarter 4 2007

² All labour market data Central Statistics Office Quarterly National Household Survey Quarter 4 2007 unless indicated.

Unemployment

At Q4 2007 there were 101,000 persons unemployed (63,600 males and 37,500 females). The unemployment rate increased by 0.3% to 4.5% in the year, with the rate for males increasing by 0.6% to 5.0%, while the rate for females remained at 3.9%. There were 27,700 persons long-term unemployed, with the long-term unemployment rate decreasing slightly to 1.2%.

Regional Comparisons

In the year to Q4 2007 employment grew by 40,300 (+2.6%) in the Southern and Eastern (S&E) region and by 26,500 (+4.9%) in the Border Midlands and Western (BMW) region. There was an increase in the numbers unemployed in the S&E (+8,100) and BMW regions (+2,600). Employment grew in all sub-regions, with the Mid-East and Midland showing the strongest rate of growth at 6.4% and 5.9% respectively.

Labour Market Outlook

The Department of Finance ³ forecasts an average GDP and GNP growth rates of 3.5% and 3.3% respectively per annum over the period 2008-2010. An increase in employment of 1.1% is anticipated for 2008, with a modest pick-up in the rate of growth forecast in the following years. The unemployment rate is anticipated to rise to an average of 5.5% over the period. This rise will depend on a number of factors, including the response of migrants to the somewhat less favourable employment market. Lower employment growth can be expected to result in a moderation in wage pressures, which are projected to ease over the period. The re-balancing of growth away from new residential construction and more towards the external sector should show an improvement in the productivity of labour. This relatively benign scenario is contingent upon developments in the global economy which include a number of risk factors such as financial market developments, rising oil prices and the appreciation of the euro against both the dollar and sterling.

Total (000's)	2002	2003	2004	2005	2006	2007
Labour force	1,862.8	1,912.7	1,982.1	2,078.1	2,162.4	2,239.9
Employed	1,778.7	1,827.1	1,896.4	1,985.7	2,072.1	2,138.9
Full time	1,484.4	1,522.3	1,580.1	1,645.2	1,724.1	1,754.4
Part time	294.3	304.7	316.3	340.6	348.0	384.5
Unemployed	84.1	85.7	85.8	92.3	90.3	101.0
Long Term Unemployed	24.9	26.3	28.8	27.6	27.1	27.7
Males (000's)	2002	2003	2004	2005	2006	2007
Labour force	1,090.7	1,114.9	1,149.9	1,202.9	1,248.2	1,277.7
Employed	1,038.8	1,061.6	1,096.9	1,148.0	1,193.1	1,214.1
Full time	973.5	995.0	1,031.7	1,072.9	1,116.9	1,128.7
Part time	65.3	66.6	65.2	75.1	76.2	85.4
Unemployed	51.9	53.3	53.0	54.9	55.1	63.6
Long Term Unemployed	19.0	19.6	21.3	20.7	19.9	20.6
Females (000's)	2002	2003	2004	2005	2006	2007
Labour force	772.1	797.8	832.3	875.1	914.2	962.3
Employed	739.9	765.5	799.5	837.7	879.0	924.8
Full time	510.9	527.3	548.3	572.3	607.2	625.7
Part time	229.0	238.1	251.1	265.5	271.8	299.1
Unemployed	32.2	32.4	32.8	37.4	35.2	37.5
Long Term Unemployed	5.9	6.7	7.5	7.0	7.1	7.1
Rate (%)	2002	2003	2004	2005	2006	2007
Employment	65.0%	65.6%	66.6%	67.8%	68.8%	69.0%
Female Employment	54.8%	55.7%	57.1%	58.3%	59.6%	60.8%
Older Workers Employment	48.4%	49.0%	50.1%	52.2%	53.0%	53.9%
Unemployment	4.5%	4.5%	4.3%	4.4%	4.2%	4.5%
Long-term unemployment	1.3%	1.4%	1.5%	1.3%	1.3%	1.2%

Economic Sector (NACE Rev.1)	2002	2003	2004	2005	2006	2007	% Change 2006-2007	% Change 2002-2007
Agriculture, forestry and fishing	122.6	123.0	112.4	114.9	114.7	118.7	+3.5%	-3.2%
Other production industries	304.4	297.7	302.6	290.9	294.9	290.7	-1.4%	-4.5%
Construction	190.1	199.4	227.3	254.3	284.6	279.0	-2.0%	+46.8%
Wholesale and retail trade	249.9	254.9	264.7	284.0	287.8	311.6	+8.3%	+24.7%
Hotels and restaurants	112.9	117.9	116.0	119.9	124.0	132.3	+6.7%	+17.2%
Transport, storage and communication	112.9	113.9	115.7	118.1	116.8	120.8	+3.4%	+7.0%
Financial and other business services	224.0	230.5	246.8	261.9	276.2	297.1	+7.6%	+32.6%
Public administration and defence	87.4	89.5	93.1	99.1	102.5	105.0	+2.4%	+20.1%
Education	112.1	118.2	118.3	127.3	138.1	139.1	+0.7%	+24.1%
Health	163.7	176.8	183.2	192.7	210.7	221.3	+5.0%	+35.2%
Other services	98.7	105.3	116.3	122.5	121.8	123.3	+1.2%	+24.9%
Total persons	1,778.7	1,827.1	1,896.4	1,985.7	2,072.1	2,138.9	+3.2%	+20.3%

Economic Sector (NACE Rev.1)	2002	2007
Agriculture, forestry and fishing	6.9%	5.5%
Other production industries	17.1%	13.6%
Construction	10.7%	13%
Wholesale and retail trade	14%	14.6%
Hotels and restaurants	6.3%	6.2%
Transport, storage and communication	6.3%	5.6%
Financial and other business services	12.6%	13.9%
Public administration and defence	4.9%	4.9%
Education	6.3%	6.5%
Health	9.2%	10.3%
Other services	5.5%	5.8%

APPENDIX 12

BODIES AND OFFICES ASSOCIATED WITH THE DEPARTMENT

ENTERPRISE IRELAND

The Plaza, East Point, Business Park, Dublin 3.
Telephone: 01 7272000
Website: www.enterprise-ireland.com,
E-mail: info@enterprise-ireland.com

Enterprise Ireland is the government agency responsible for the development and promotion of the indigenous business sector. Its mission is to accelerate the development of world-class Irish companies to achieve strong positions in global markets resulting in increased national and regional prosperity. Enterprise Ireland brings together the key marketing, technology, enterprise development, business training and science and innovation initiatives through which the Government supports the growth of Irish industry.

Chairperson: Patrick J Molloy

Other Board Members: Frank Ryan, (Chief Executive Officer), Kieran Mc Gowan, Heather Ann McSharry, Helen Nugent, John Connolly, Margaret Daly, Gerard O'Malley, Michael Buckley, Tony Spollen, Liam Meaney, Gearóid Doyle

* Enterprise Ireland Board Members as at 1 April 2008.

* The following members of the Board retired from office during 2007/2008:

Lorraine Benson, Principal Officer, Department of Enterprise, Trade and Employment, Veronica Perdisatt, Company Director and Brian Kearney, Past President, Engineers Ireland.

FORFÁS

Wilton Park House, Wilton Place, Dublin 2.
Telephone: 01 607 3000, Fax 01 607 3030
Website: www.forfas.ie, E-mail: info@forfas.ie

Forfás is the national policy and advisory body for enterprise, trade, science, technology and innovation.

Chairperson: Eoin O'Driscoll

Other Board members: Martin Cronin (Chief Executive), Sean Dorgan, Frank Ryan, Jane Williams, Rosheen McGuckian, Roddy Molloy, Sean Gorman, Dr Donald Thornhill, Ms. Anne Heraty, William O'Brien, Pat Barry, Mark Keane (resigned 10 January 2007), Dr Frank Gannon (appointed 11 July 2007),

SCIENCE FOUNDATION IRELAND (SFI)

Wilton Park House, Wilton Place, Dublin 2.
Telephone: 01 607 3200, Fax: 01 607 3201
Website: www.sfi.ie, E-mail: webmaster@sfi.ie

Science Foundation Ireland (SFI) – the National Foundation for Excellence in Scientific Research - was established to support research excellence in strategic technologies deemed capable of driving economic competitiveness in the longer term.

Chairperson: Dr. Pat Fottrell

Other Board Members: Prof Frank Gannon (Director General and ex officio member 01.07.07) Dr. Don Thornhill, Mr. John Travers (re-appointed 25.07.07), Dr. Jane Grimson, Dr. Jim Mountjoy (Deputy Chairperson), Dr. Martina Newell McGloughlin (re-appointed 25.07.07), Mr. Martin Shanagher (appointed 22.01.07), Mr. Peter Mac Donagh, Prof. Marja Makarow, Helen Keelan, Mr Sean Ahern

[Resigned – Prof Mark Keane (Director General) on 06.02.07, Mr Ned Costello on 11.01.07, Prof Marja Makarow on 31.12.07

IDA IRELAND

Wilton Park House, Wilton Place, Dublin 2.
 Telephone: 01 603 4000
 Website: www.idaireland.com, E-mail: idaireland@ida.ie

This body is responsible for the attraction to and development of overseas industry within Ireland.

Chairperson: John Dunne

Other Board Members: Barry O'Leary (Chief Executive), Nial Ring, Brian Whitney, Thomas G Lynch, Bernard Collins, Loreta Brennan Glucksman, Paul Mackay, Gerard O Mahoney, Suzanne King, Professor Terri Scott. , Lionel Alexander

NATIONAL STANDARDS AUTHORITY OF IRELAND

1 Swift Square, Santry, Dublin 9.
 Telephone: 01 807 3800
 Fax: 01 807 3838
 E-mail: nsai@nsai.ie
 Website: www.nsai.ie

The National Standards Authority of Ireland operates under the National Standards Authority of Ireland Act, 1996, on behalf of the Minister for Enterprise, Trade and Employment. The Authority's primary functions are the development and publication of standards, the provision of a comprehensive product and management system certification service, Agrément certification of building and civil engineering products and Legal Metrology for the establishment of confidence in trade measurements. The Legal Metrology Service operates under the Metrology Acts, 1980-1998. The governing board of NSAI is appointed by the Minister for Enterprise, Trade and Employment and represents a cross-section of industrial and government interests.

The NSAI, through the National Metrology Laboratory, develops and disseminates national measurement standards in accordance with the International System of Units.

Chairperson: Ann Riordan (appointed 14th April 2007) [Retired – Mr Dan Tierney]

Secretary: Patrick Bracken

Other Board Members: Sean J. McCarthy, Niall Fitzsimons, Edmond Stack, Paul Bennett, Patrick Coffey, John Hewitt, Dorothea Dowling, Des O'Loughlin, Mary O'Leary, Brian Cunningham, Eddie Wade.

(Note: New members were appointed to the Board In 2008. Helen Curley, David Gargan, Jennifer Murnane O'Connor and Mary Ita Walsh replaced Paul Bennett, Patrick Coffey, John Hewitt and Dorothea Dowling.)

Chief Executive: Maurice Buckley appointed CEO on 1st March 2007

(Retired - Mr Simon Kelly)

SHANNON FREE AIRPORT DEVELOPMENT COMPANY LTD

Town Centre, Shannon, Co. Clare.

Telephone: 061 361 555.

Website: www.shannon-dev.ie,

E-mail: info@shannon-dev.ie

Shannon Development is an economic development agency for the mid-west region. It has responsibility for promoting Foreign Direct Investment in the Shannon Free Zone (SFZ) and supports the work of the national agencies, IDA and EI, in the region through, in particular, the provision of tailored property solutions. The Company is also responsible for tourism development and promotion in the region. Shannon Development's activities are funded largely through its management of the State's industrial property portfolio in the region.

Chairperson: John Brassil

Other Board Members: Brian O'Connell, Ms. Joan Reynolds, Mr. Tom Barrett, Ms. Clare Dunne, Mr. William Loughnane, Mr. Paul O'Brien, Dr. Roger Downer, Ms. Noreen Foran, Ms. Patricia Collins, Mr. John Ferriter, Mr. Pat Shanahan.

Chief Executive: Kevin Thompstone

FÁS

27-33 Upper Baggot Street, Dublin 4.

Telephone: 01 607 0500.

Website: www.fas.ie

The functions of FÁS include the operation of training and employment programmes, the provision of a

placement service for industry and support for co-operative and community-based enterprises.

Chairperson: Peter McLoone

Other Board Members: Ruth Carmody, Caroline Casey, Tim Duggan, Des Geraghty, Jenny Hayes, Brian Keogh, Sally-Anne Kinahan, Danny McCoy, Margaret Mernagh, Dermot Mulligan, James O'Leary, Brian O'Raghallaigh, Alice Prendergast, Niall Saul, Frank Walsh, Owen Wills

Director General: Rody Molloy

HEALTH AND SAFETY AUTHORITY

Metropolitan Building, James Joyce Street, Dublin 1.

Telephone: 01 614 7000 Lo-call: 1890 289 389

Website: <http://www.hsa.ie>

The Authority has responsibility for the administration and enforcement of the occupational safety and health legislation. It provides information, advice and guidance for employers, workers, the self-employed and others to whom occupational safety and health legislation applies or is of relevance.

Chairperson: Mr. Jim Lyons

Deputy Chairperson: Mr. Eamon Devoy

Other Board Members: Mr Dessie Robinson, Ms Esther Lynch, Ms Marian Byron, Mr Sean Corrigan, Mr Dermot Carey, Ms Christina McEleney, Ms Rosie Sheerin, Mr Pat Kearney, Ms Anne-Marie Hayes, Mr Francis Rochford.

Chief Executive Officer: Mr. Martin O'Halloran

PERSONAL INJURIES ASSESSMENT BOARD (PIAB)

P.O. BOX 8, Clonakilty, Co. Cork
 Telephone: 1890 829 121
 Website: : www.injuriesboard.ie E-mail:
enquiries@injuriesboard.ie

Chief Executive Officer: Ms Patricia Byron

Chairperson: Ms Dorothea Dowling

Other Board Members: Senator Joe O'Toole (Vice-Chairperson), Mr John Fay, Mr Tom Noonan, Mr Pat Healy, Ms Ann Fitzgerald, Ms Mary O'Dea, Ms Frances Cooke, Mr Frank Cuneen, Professor Denis Cusack.

The Personal Injuries Assessment Board (PIAB) is a statutory body which provides independent assessment of personal injury compensation for victims of Workplace, Motor and Public Liability accidents. This assessment is provided without the need for the majority of litigation costs, such as Solicitors, Barristers and Experts fees, associated with such claims. These significant costs had contributed to the high cost of insurance in Ireland for both consumers and the business community. The PIAB is funded by fees payable by Respondents (those who pay the compensation). These fees are significantly less than litigation costs.

Under the PIAB Act 2003 all claims for personal injury (excluding medical negligence) must be submitted to PIAB.

NATIONAL COMPETITIVENESS COUNCIL

The National Competitiveness Council (NCC) is a social partnership body and was established in May 1997 as part of the Partnership 2000 Agreement. Each year it is required to report to both the Taoiseach and the Minister for Enterprise, Trade and Employment, on key competitiveness issues for the Irish economy together with recommendations on policy actions required to enhance Ireland's competitive position. Forfás provides

the NCC's secretariat. The NCC is also supported by senior civil servants from seven Government Departments who have a role in promoting competitiveness and economic development.

Website: www.forfas.ie/ncc
 E-mail: ncc@forfas.ie

Chairperson: Dr. Don Thornhill

Other Board Members: Rory Ardagh, Brendan Butler, Donal Byrne, Shay Cody, Martin Cronin, Pat Delaney,

Thia Hennessy, Annette Hughes, Patrick O'Brien, Seamus O'Morain, William Prasifka, William Slattery, Paul Sweeney, John Travers, Professor Ferdinand von Prondzinski

NITRIGIN EIREANN TEO (In Voluntary Liquidation)

Department of Enterprise, Trade and Employment
 Kildare Street
 Dublin 2.
 Telephone: 01-6312908
 E-mail: breda_murphy@entemp.ie

Established by Government in 1961 as a private limited company to set up a nitrogenous fertiliser industry in Ireland - NET became a 51% shareholder in Irish Fertiliser Industries Ltd. IFI went into liquidation in 2002. In December 2007, it was resolved to wind up NET as a members' voluntary liquidation i.e. a solvent liquidation. The liquidator is currently carrying out the liquidation process.

Liquidator: Tom Rogers, McStay Luby, Chartered Accountants

Department Contact: Breda Murphy

CRAFTS COUNCIL OF IRELAND (CCOI)

Castle Yard, Kilkenny.
 Telephone: 056-7761804
 Fax: 056-7763754
 Website: www.ccoi.ie
 E-mail: info@ccoi.ie

The Crafts Council of Ireland (CCOI) is a limited company set up by the sector in 1973 to promote and advance contemporary and traditional crafts in Ireland. The CCOI receives the bulk of its funding from the Department of Enterprise, Trade and Employment through Enterprise Ireland which has primary responsibility for overseeing the activities of the Council

Ministerial Appointments to the Board

Chairperson: Gerry Wycherley

Board Members: Jean Byrne, Jim Dunne, Ann Foy, Vacancy (Minister has agreed to appoint Paddy Hopkins, EI to the Board)

Elected Representatives :Sarah Daly, Lorretta O'Brien, Anne Montgomery, JP Donnelly, Emmet Kane, Laura O'Hagan, David Shaw-Smith, Peter Pollock, Christine Charlton Beth Moran

COMPETITION AUTHORITY

The function of the Competition Authority is to promote greater competition in all sectors of the economy by tackling anti-competitive practices and by increasing awareness of such practices. As of 1st January, 2003, the Authority assumed responsibility for examining and deciding upon mergers and acquisitions notified under the Competition Act, 2002.

Chairman: William Prasifka

Secretary: Ciaran Quigley

Members: Declan Purcell, Stanley Wong, Carolyn Galbreath, Paul Gorecki

NORTH SOUTH IMPLEMENTATION BODY**INTERTRADEIRELAND**

The Old Gasworks Business Park, Kilmorey Street, Newry, Co. Down. BT34 2DE
 Telephone:048 3083 4100. Fax: 048 3083 4155
 Website: www.intertradeireland.com, Email: info@intertradeireland.com

INTERTRADEIRELAND - The Trade and Business Development Body was established under the British-Irish Agreement Act, 1999. It is one of six North/South Implementation Bodies arising from the Good Friday Agreement of 1998.

InterTradeIreland's mission for the period 2005-2007 is to enhance the global competitiveness of the all-island economy to the mutual benefit of Ireland and Northern Ireland through measures such as the creation of knowledge-intensive all-island trade and business development networks and the implementation of all-island trade and business development programmes.

InterTradeIreland is co-funded by the Department of Enterprise, Trade and Employment and the Department of Enterprise, Trade and Investment in the North on a two thirds, one third basis respectively.

A new Board was appointed with effect from the 13th December 2007.

Chairperson: David Dobbin

Board Members: John Fitzgerald, Dr. William Gerard O'Hare, Hugh Logue, Brendan Butler, Jack Gilmour, Pádraig Mac Lochlainn, Rosaleen Doherty, Tom Scott, Sean Gallagher, Patricia Mc Keown, Ray Doherty.

COUNTY AND CITY ENTERPRISE BOARDS**CARLOW**

Michael P. Kelly, Carlow County Enterprise Board, Enterprise House, O'Brien Road, Carlow.
 Telephone: 059 913 0880
 Fax: 059 913 0717
 E-mail: enterprise@carlow-ceb.com
 Website: www.carlow-ceb.com

CAVAN

Vincent Reynolds, Cavan County Enterprise Board, Cavan Innovation & Technology Centre, Dublin Road, Cavan.
 Telephone: 049 437 7200
 Fax: 049 437 7250
 E-mail: info@cceb.ie
 Website: www.cceb.ie

CLARE

Eamon Kelly, Clare County Enterprise Board, Enterprise House, Mill Road, Ennis, Co. Clare.
 Telephone: 065 684 1922
 Fax: 065 684 1887
 E-mail: clareceb@clareceb.ie
 Website: www.clareceb.ie

CORK CITY

Dave Cody, Cork City Enterprise Board, 1/2, Bruach na Laoi, Union Quay, Cork.
 Telephone: 021 496 1828
 Fax: 021 496 1869
 E-mail: info@corkceb.ie
 Website: www.corkceb.ie

NORTH CORK

Rochie Holohan, North Cork County Enterprise Board, 26, Davis Street, Mallow, Co. Cork.
 Telephone: 022 43235
 Fax: 022 43247
 E-mail: corknent@iol.ie
 Website: theenterpriseoffice.com

SOUTH CORK

Sean O'Sullivan, South Cork County Enterprise Board, Unit 6a, South Ring Business Park, Kinsale Road, Cork
 Telephone: 021 497 5281
 Fax: 021 497 5287
 E-mail: info@sceb.ie
 Website: www.sceb.ie

WEST CORK

Michael Hanley, West Cork County Enterprise Board 8, Kent Street, Clonakilty, Co. Cork.
 Telephone: 023 34700
 Fax: 023 34702
 E-mail: enterprise@wceb.ie
 Website: www.wceb.ie

DONEGAL

Michael Tunney, Donegal County Enterprise Board, The Enterprise Fund Business Centre, Ballyraine, Letterkenny, Co. Donegal
 Telephone: 074 916 0735
 Fax: 074 916 0783
 E-mail: info@donegalenterprise.ie
 Website: www.donegalenterprise.ie

DUBLIN CITY

Greg Swift, Dublin City Enterprise Board, 5th Floor O'Connell Bridge House, D'Olier Street, Dublin 2.
 Telephone: 01 635 1144
 Fax: 01 635 1811
 E-mail: info@dceb.ie
 Website: www.dceb.ie

FINGAL

Oisin Geoghegan, Fingal County Enterprise Board, Upper Floor Office Suite, Mainscourt, 23 Upper Main Street, Swords, Co. Dublin.
 Telephone: 01 890 0800
 Fax: 01 813 9991
 E-mail: oisin@fingalceb.ie
 Website: www.fingalceb.ie

SOUTH DUBLIN

Loman O'Byrne, South Dublin County Enterprise Board, No. 3, Village Square, Old Bawn Road, Tallaght, Dublin 24.
 Telephone: 01 405 7073
 Fax: 01 451 7477
 E-mail: info@sdenterprise.ie
 Website: www.sdenterprise.ie

DUN LAOGHAIRE / RATHDOWN

Michael Johnson, Dun Laoghaire/Rathdown County Enterprise Board, Nutgrove Enterprise Centre, Nutgrove Way, Rathfarnham, Dublin 14.

Telephone: 01 494 8400
 Fax: 01 494 8410
 E-mail: info@dlrceb.ie
 Website: www.dlrceb.ie

GALWAY

Charles P. Lynch, Galway County/City Enterprise Board, Wood Quay Court, Wood Quay, Galway.
 Telephone: 091 565 269
 Fax: 091 565 384
 E-mail: charles@galwayenterprise.ie
 Website: www.galwayenterprise.ie

KERRY

Thomas Hayes Kerry County Enterprise Board, County Buildings, Ratass, Tralee, Co. Kerry.
 Telephone: 066 718 3522
 Fax: 066 712 6712
 E-mail: kerryceb@kerrycoco.ie
 Website: www.kerryceb.ie

KILDARE

Donal Dalton, Kildare County Enterprise Board, The Woods, Clane, Co. Kildare.
 Telephone: 045 861 707
 Fax: 045 861 712
 E-mail: info@kildareceb.ie
 Website: www.kildareceb.ie

KILKENNY

Sean McKeown, Kilkenny County Enterprise Board, 42, Parliament Street, Kilkenny.
 Telephone: 056 775 2662
 Fax: 056 775 1649
 E-mail: enquiries@kceb.ie
 Website: www.kceb.ie

LAOIS

Maria Callinan, Laois County Enterprise Board, Portlaoise Enterprise Centre, Clonminam Business Centre,
 Telephone: 057 866 1800
 Fax: 057 866 1797
 E-mail: admin@laoisenterprise.com
 Website: www.laoisenterprise.com

LEITRIM

Joe Lowe, Leitrim County Enterprise Board, Carrick-on-Shannon Business Park, Dublin Road, Carrick-on-Shannon, Co. Leitrim.

Telephone: 071 962 0450
 Fax: 071 962 1491
 E-mail: info@leitrimententerprise.ie
 Website: www.leitrimententerprise.ie

LIMERICK CITY

Eamon Ryan, Limerick City Enterprise Board, The Granary, Michael Street, Limerick
 Telephone: 061 312 611
 Fax: 061 311 889
 E-mail: info@limceb.ie
 Website: www.limceb.ie

LIMERICK CTY

Ned Toomey, Limerick County Enterprise Board, Lissanaltee House, Dooradoyle, Co. Limerick.
 Telephone: 061 496520
 Fax: 061 583954
 E-mail: info@lcoeb.ie
 Website: www.lcoeb.ie

LONGFORD

Michael Nevin, Longford County Enterprise Board, Longford Enterprise Centre, Templemichael, Ballinallee Road, Longford
 Telephone: 043 42757
 Fax: 043 40968
 E-mail: info@longfordceb.ie
 Website: www.longfordceb.ie

LOUTH

Ronan Dennedy, Louth County Enterprise Board, Quayside Business Park, Mill Street Dundalk, Co. Louth.
 Telephone: 042 932 7099
 Fax: 042 932 7101
 E-mail: rdennedy@lceb.ie
 Website: www.lceb.ie

MAYO

Frank Fullard, Mayo County Enterprise Board, Top Floor, The Cedar Building, Moneen, Castlebar, Co. Mayo.
 Telephone: 094 904 7587
 Fax: 094 902 4416
 E-mail: ffullard@mayococo.ie
 Website: www.mayoceb.com

MEATH

Hugh Reilly, Meath County Enterprise Board, Navan Enterprise Centre, Trim

Road, Navan, Co. Meath.
 Telephone: 046 907 8400
 Fax: 046 902 7356
 E-mail: mhceb@meath.com
 Website: www.meath.com

MONAGHAN John McEntegart, Monaghan County Enterprise Board, M: TEK Building, Knockaconny, Monaghan.
 Telephone: 047 71818
 Fax: 047 84786
 E-mail: info@mceb.ie
 Website: www.mceb.ie

OFFALY Sean Ryan, Offaly County Enterprise Board, Cormac Street, Tullamore, Co. Offaly
 Telephone: 057 935 2971
 Fax: 057 935 2973
 E-mail: info@offalyceb.ie
 Website: www.offaly.ie

ROSCOMMON Peter Wrafter, Acting CEO, Roscommon County Enterprise Board, The Library Buildings, Abbey Street, Roscommon.
 Telephone: 090 662 6263
 Fax: 090 662 5474
 E-mail: ceb@roscommon.ie
 Website: www.roscommon.ie

SLIGO John Reilly, Sligo County Enterprise Board, Sligo Development Centre, Cleveragh Road, Sligo.
 Telephone: 071 914 4779
 Fax: 071 914 6793
 E-mail: info@sligoenterprise.ie
 Website: www.sligoenterprise.ie

TIPPERARY NTH Rita Guinan, Tipperary North County Enterprise Board, Connolly Street, Nenagh, Co. Tipperary.
 Telephone: 067 33086
 Fax: 067 33605
 E-mail: info@tnceb.ie
 Website: www.tnceb.ie

TIPPERARY STH Thomas Hayes, Tipperary South County Enterprise Board, 1 Gladstone Street, Clonmel, Co. Tipperary.

Telephone: 052 29466
 Fax: 052 26512
 E-mail: toss.hayes@southtippcoco.ie
 Website: www.southtippceb.ie

WATERFORD CITY William Rafter, Waterford City Enterprise Board, Enterprise House, New Street Court, Waterford.
 Telephone: 051 852 883
 Fax: 051 877 494
 E-mail: info@waterfordceb.com
 Website: www.waterfordceb.com

WATERFORD CTY Gerard Enright, Waterford County Enterprise Board, The Courthouse, Dungarvan, Co. Waterford.
 Telephone: 058 44811
 Fax: 058 44817
 E-mail: waterfordceb@cablesurf.com
 Website: www.enterpriseboard.ie

WESTMEATH Christine Charlton, Westmeath County Enterprise Board, Enterprise Centre, Church Avenue, Mullingar, Co. Westmeath.
 Telephone: 044 934 9222
 Fax: 044 934 9009
 E-mail: ccharlton@westmeath-enterprise.ie
 Website: www.westmeath-enterprise.ie

WEXFORD Sean Mythen, Wexford County Enterprise Board, Unit 1, Ardavan Business Park, Ardavan, Wexford.
 Telephone: 053 9122965
 Fax: 053 9124944
 E-mail: info@wexfordceb.ie
 Website: www.wexfordceb.ie

WICKLOW Sheelagh Daly, Wicklow County Enterprise Board, 1 Main Street, Wicklow.
 Telephone: 0404 67100
 Fax: 0404 67601
 E-mail: enterprise@wicklowceb.ie
 Website: www.wicklowceb.ie

LABOUR RELATIONS COMMISSION

Tom Johnson House, Haddington Road, Dublin 4.
 Telephone: 01 613 6700. Fax: 01 613 6701.
 Lo-call: 1890 220 227.
 Website: www.lrc.ie
 E-mail: info@lrc.ie

The Labour Relations Commission, established under the Industrial Relations Act 1990, has overall responsibility for promoting the improvement of industrial relations, and does so by providing a range of services including a Conciliation Service, a Rights Commissioner Service and an Advisory Services Division. If every effort has been made to resolve the issue in dispute within the undertaking concerned and local procedures have been exhausted, industrial disputes should first be referred to the Labour Relations Commission unless there is provision, under the Industrial Relations legislation for direct reference of the dispute to the Labour Court.

Chairperson:	Maurice Cashell
Trade Union Nominees:	Peter McLoone, Peter Bunting
Employer Nominees:	Brendan McGinty
Other Members:	Breege O'Donoghue, Liam O'Rourke, Gerard Barry
Chief Executive:	Kieran Mulvey
Director of Conciliation:	Kevin Foley
Director of Advisory Service:	Vacant
Director of Corporate Services:	Eddie Nolan

Conciliation Service

The Conciliation Service of the Labour Relations Commission provides an independent third party service to assist in the resolution of industrial disputes. The service provides, free of charge, a conciliator to assist parties to resolve issues in dispute. The service consistently achieves a settlement rate of 80 per cent of all disputes referred to it.

The Commission encourages parties to make every effort to resolve the issue in dispute within the undertaking concerned and to exhaust local procedures. Where local procedures have been exhausted, industrial disputes may be referred to the Labour Relations Commission, with the agreement of both parties, for conciliation.

The Conciliation and Advisory Services also provide, on a cross-divisional basis, a Workplace Mediation Service, which provides a prompt, confidential and effective remedy to workplace conflicts, disputes and disagreements. Workplace mediation is particularly suited to disputes involving individuals or small groups of workers.

Advisory Services Division

The Advisory Services Division promotes good industrial relations and human resource management practice throughout Ireland by working with employers, employees and trade unions in non-dispute situations to develop effective practices, procedures and structures that best meet their needs.

RIGHTS COMMISSIONER SERVICE

Tom Johnson House, Haddington Road, Dublin 4.
 Telephone: 01 613 6700

The Rights Commissioner Service is a service of the Labour Relations Commission.

The Service investigates disputes, grievances and claims that individuals, or small groups of workers make under certain legislation. Rights Commissioners are independent in the performance of their duties and provide a broad range of investigative functions under a wide variety of employment legislation.

The following is a complete list of legislation under which Rights Commissioners have jurisdiction:

1. Adoptive Leave Acts 1995 and 2005
2. Carer's Leave Act 2001
3. Competition Acts 2002 and 2006
4. Employees (Provision of Information and Consultation) Act 2006
5. Employment Permits Act 2006
6. Health Act 2007
7. Health, Safety and Welfare at Work Act 2005
8. Industrial Relations Acts 1969 to 1990
9. Industrial Relations (Miscellaneous Provisions) Act 2004
10. Maternity Protection Acts 1994 and 2004
11. National Minimum Wage Act 2000
12. Organisation of Working Time Act 1997
13. Parental Leave Acts 1998 and 2006
14. Payment of Wages Act 1991
15. Protection of Employees (Exceptional Collective Redundancies and Related Matters) Act 2007
16. Protection of Employees (Fixed-Term Work) Act 2003
17. Protection of Employees (Part-Time Work) Act 2001
18. Protection of Young Persons (Employment) Act 1996
19. Protections for Persons Reporting Child Abuse Act 1998
20. Terms of Employment (Information) Acts 1994 and 2001
21. Unfair Dismissals Acts 1977 to 2005
22. European Communities (European Cooperative Society) (Employee Involvement) Regulations 2007
23. European Communities (European Public Limited-Liability Company) (Employee Involvement) Regulations 2006
24. European Communities (Organisation of Working Time) (Mobile Staff In Civil Aviation) Regulations 2006
25. European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003
26. European Communities (Protection of Employment) Regulations 2000

Rights Commissioners: Tony Bregazzi (resigned December 2007), Joan Carmichael, Janet Hughes (resigned May 2007), David Iredale, Mark A. McGrath, Michael Rooney, John Tierney, Peter O'Brien, Michael Hayes (appointed February 2007), John Walsh (appointed November 2007), Jim O'Connell (appointed November 2007), Sean Reilly (appointed November 2007), Eugene Hanley (appointed November 2007), Rosaleen Glackin (appointed November 2007), Gaye Cunningham (appointed January 2008), Emer O'Shea, (appointed January 2008).

LABOUR COURT

Tom Johnson House, Haddington Rd, Dublin 4.
Telephone: 01 613 6666. Fax: 01 613 6667.
Lo-call: 1890 220 228.
Website: www.labourcourt.ie
E-mail: info@labourcourt.ie

The Labour Court was established under the Industrial Relations Act 1946. It provides a free, comprehensive service for the investigation and resolution of disputes in the areas of industrial relations and statutory employment rights. In addition, the Court makes Employment Regulation Orders setting legally enforceable minimum rates of pay and conditions of employment in those sectors covered by Joint Labour Committees. The Court also registers employment agreements: the effect of registration is to make the provisions of an agreement legally enforceable.

Chairperson:	Kevin Duffy
Deputy Chairpersons:	Caroline Jenkinson, Raymond McGee
Employers' Members:	Robert Grier, John Doherty, Peter Murphy
Workers' Members:	Pádraigín Ní Mhurchú, Noel O'Neill, Jack Nash
Registrar:	Hugh O'Neill

EMPLOYMENT APPEALS TRIBUNAL

Davitt House, 65A Adelaide Road, Dublin 2.
Telephone: 01 631 2121 Fax: 01 631 3266
Lo-call: 1890 220 222
Website: www.eatribunal.ie

The purpose of the Tribunal is to determine matters in dispute arising from the following legislation: the Redundancy Payments Acts 1967, 1971, 1979 and 2003, the Minimum Notice and Terms of Employment Acts 1973 to 2001, the Unfair Dismissals Acts 1977 to 2005, the Protection of Employees (Employers' Insolvency) Act 1984, the Payment of Wages Act 1991, the Terms of Employment (Information) Acts

1994 and 2001, the Maternity Protection Acts 1994 and 2004, the Adoptive Leave Acts 1995 and 2005, the Protection of Young Persons (Employment) Act 1996, the Organisation of Working Time Act 1997, the Parental Leave Acts 1998 and 2006, the Protections for Persons Reporting Child Abuse Act 1998, the Competition Act 2002, the European Communities (Protection of Employment) Regulations 2000, the Carer's Leave Act 2001, and the European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003.

Chairperson:	Kate T. O'Mahony, Barrister-at-Law
Vice-Chairpersons:	Sinead Behan, Barrister-at-Law, Olive Brennan, Barrister-at-Law, Kieran Buckley, Solicitor, David Cagney, Barrister-at-Law, Pamela Clancy, Solicitor, Emile Daly, Barrister-at-Law, John Fahy, Barrister-at-Law, James Flanagan, Barrister-at-Law, William Benedict Garvey, Barrister-at-Law, Myles Gilvarry, Solicitor, Clodagh Gleeson, Barrister-at-Law, Bernadette Glynn, Solicitor, Tony Halpin, Barrister-at-Law *, Dara Hayes, Barrister-at-Law, Patrick Hurley, Solicitor, Elva Kearney, Barrister-at-Law, Kevin P. Kilrane, Solicitor, Margaret Levey, Barrister-at-Law, Dermot MacCarthy, Senior Counsel, Desmond Mahon, Barrister-at-Law, Sean Mahon, Solicitor, Mary McAveety, Solicitor, Penelope McGrath, Barrister-at-Law, Eamonn Murray, Solicitor, Niamh O'Carroll Kelly, Barrister-at-Law, Leachlain S. Ó Catháin, Solicitor, Mark O'Connell, Barrister-at-Law, Jeremiah O'Connor, Solicitor, Rachel O'Flynn, Barrister-at-Law,

Peter J. O'Leary, Barrister-at-Law, Seán O'Riordáin, Barrister-at-Law, Marian Petty, Solicitor, Moya Quinlan, Solicitor, Pat Quinn, Barrister-at-Law **, Tom Ryan, Solicitor, Jeremiah Sheedy, Solicitor

Employees Panel: Frank Barry, Eveta Brezina, Nick Broughall, Al Butler, Brendan Byrne, Catherine Byrne, Anne Clune, Jim Dorney, Patsey Doyle, Mary Finnerty, Kay Garvey, Noirin Greene, Helen Henry, George Hunter, Hilary Kelleher, Tony Kennelly, Rosabel Kerrigan, George Lamont, Joe LeCumbre, Sean Mackell, Joe Maher, Mary Maher, Peter McAleer, John McDonnell, Dominic McEvoy, Michael McGarry, Bernard McKenna, Alice Moore, Jim Moore, Maire Mulcahy, Owen Nulty, Phil Ni Sheaghdha, Kevin O'Connor, Seamus O'Donnell, Emer O'Shea, Ciaran Ryan, Paddy Trehy, Catherine Warnock, Gerry Whyte, Patrick Woods.

Note: All appointments effective from 30th January 2007, unless indicated.

* Resigned upon his appointment as a District Court Judge.

** Appointed w.e.f. 13th June 2007

Employers Panel: Joe Browne, Pat Casey, Frank Cunneen, Anne Delahunty*, T. P. Flood, Michael Forde, Angela Gaule, Tom Gill, James Goulding, Eamonn Handley, Don Hegarty, James Hennessy, John Horan, Ben Kealy, Mel Kennedy, JJ Killian, Gerry McAuliffe, Cyril McHugh, Finbar Miloney, Don Moore, Desmond Morrison, Michael J. Murphy, Roger Murphy, Michael Noone, William O'Carroll, Aidan O'Mara**, James O'Neill, C. A. Ormond, Tadg O'Sullivan, Gerry Phelan, Pat Pierce, Peter Pierson, William Power, Robert Prole, Jim Redmond, John Reid, Eamonn Ryan, Máire Sweeney, John Walsh, Declan Winston, Jean Winters.

Note: All appointments effective from 30th January 2007, unless indicated.

NATIONAL EMPLOYMENT RIGHTS AUTHORITY (NERA)

Address: O'Brien Road, Carlow
Telephone: +353 (0) 59 917 8800
Lo-call: 1890 220 100
Fax: +353 (0) 59 917 8912
Website: www.employmentrights.ie
E-mail: info@employmentrights.ie

NERA was established on an interim basis in February, 2007. The Employment Law Compliance Bill provides, among other matters, for the establishment of NERA on a statutory basis. The objective of NERA is to promote, encourage and secure compliance with employment rights legislation. This is achieved through informing employers and employees of their rights and obligations under employment legislation, promoting awareness and conducting information campaigns in this regard, enforcing employment legislation by

Note: All appointments effective from 30th January 2007, unless indicated.

* Resigned

** Appointed w.e.f. 20th August 2007

means of inspections and investigations and, where necessary, the initiation of legal proceedings in the case of breaches of relevant legislation.

Director: Ger Deering

Principal Officers: Clare Tiernan, Fiona Flood

Head of Legal Affairs: Alan Haugh

National Consumer Agency

4 Harcourt Road, Dublin 2.

Consumer Helpline Lo-call: 1890 432 432

Corporate Queries: +353 1 402550

Press Queries: +353 1 475 1444

Fax: +353 1 4025501

Consumer Website: www.consumerconnect.ie

Corporate Website: www.nca.ie

The National Consumer Agency was established on a statutory basis under the Consumer Protection Act 2007 on the 1st May 2007. The new Agency's specific mandate includes advocacy, research, information, enforcement, education and awareness. The Agency enforces a wide range of consumer protection laws, including laws on deceptive trading practices (these include unfair, misleading and aggressive commercial practices), consumer credit, package travel, unfair contract terms, timeshare, food labelling, textile labelling, unit pricing and price displays.

Chief Executive: Ann Fitzgerald

Chairperson: Steven Costello

PATENTS OFFICE

Government Buildings, Hebron Road, Kilkenny

Telephone: 056 772 0111 Lo-call: 1890 220 223

Fax: 056 772 0100 Lo-call Fax: 1890 220 120

E-mail: patlib@entemp.ie

Website: www.patentsoffice.ie

The Patents Office is responsible for the grant of patents for inventions and for the registration of trade

marks and designs. The Controller also has functions in relations to the adjudication of certain copyright disputes.

Controller: Eamonn Laird

COMPANIES REGISTRATION OFFICE

Parnell House, 14 Parnell Square, Dublin 1.

Telephone: 01 804 5200

Fax: 01 804 5222 Lo-call: 1890-220226

Website: www.cro.ie

The Companies Registration Office is the central depository of public statutory information on Irish companies. Its main functions include the incorporation of companies; the registration of business names, of charges on companies, of other post-incorporation documents and of changes in business name particulars. The office has an extensive enforcement programme in respect of the filing of returns.

Registrar: Paul Farrell

OFFICE OF THE REGISTRAR OF FRIENDLY SOCIETIES

Parnell House, 14 Parnell Square, Dublin 1.

Telephone: 01 804 5499 Lo-call: 1890-220 225

Fax: 01 804 5498

The Office of the Registrar of Friendly Societies is a statutory independent office responsible for the registration and general regulation of friendly societies, trade unions and industrial and provident societies (co-operatives).

Registrar: Paul Farrell

OFFICE OF THE DIRECTOR OF CORPORATE ENFORCEMENT

Address: 16 Parnell Square, Dublin 1.

Telephone: 01 858 5800 Lo-call: 1890 315 015

Fax: 01 858 5801

Website: www.odce.ie E-mail: info@odce.ie

The Office of the Director of Corporate Enforcement was established on 28 November 2001 under the Company Law Enforcement Act 2001. The Director of Corporate Enforcement is required to be independent in discharging his compliance and enforcement role with respect to the Companies Acts 1963-2006. His functions include encouraging compliance with the Companies Acts, investigating suspected offences under the Acts and initiating civil and summary criminal proceedings in the Courts. The Director has a general supervisory role in respect of liquidators and receivers.

Director: Paul Appleby

Principal Officers: Conor O'Mahony, Sean Ward.

Principal Solicitor: Ann Keating

Compliance Manager: Kevin Prendergast

Irish Auditing and Accounting Supervisory Authority

Willow House, Millennium Park, Naas, Co. Kildare.

Website: www.iaasa.ie

E-mail: info@iaasa.ie

Telephone: 045 983 600

Fax: 045 983 601

The Irish Auditing and Accounting Supervisory Authority was established in January 2006, as an independent statutory office in accordance with the provisions of Part 2 of the Companies (Auditing and Accounting) Act 2003. The office has four principal objectives; to supervise how the prescribed accountancy bodies regulate and monitor their

members; to promote adherence to high professional standards in the auditing and accountancy profession; to monitor whether the accounts of certain classes of companies and other undertakings comply with the Companies Acts and; to act as a specialist source of advice to the Minister on auditing and accounting matters.

Chief Executive Officer: Mr Ian Drennan

APPENDIX 13

ADDRESSES OF OFFICES OF THE DEPARTMENT

Department of Enterprise, Trade and Employment

Kildare Street, Dublin 2
 Telephone: 01 631 2121 Fax: 01 631 2827
 Lo-call Telephone service for outside 01 area:
 1890 220 222.
 Website: www.entemp.ie
 E-mail: webmaster@entemp.ie

Corporate Services & Economic Policy Division,
 Competitiveness & International Affairs Division
 (Environment, EU Affairs & Competitiveness),
 Enterprise & Agencies Division, Science, Technology &
 Intellectual Property Division (Intellectual Property Unit
 based in Earlsfort), Labour Force Development
 Division, Consumer, Competition. & Commerce
 Division

Department of Enterprise, Trade and Employment

Earlsfort Centre, Lower Hatch Street, Dublin 2
 Telephone: 01 631 2121
 Lo-call Telephone service for outside 01 area:
 1890 220 222
 Website: www.entemp.ie
 E-mail: webmaster@entemp.ie

Science, Technology & Intellectual Property Division
 (Office of Science & Technology based in Kildare
 Street.) Consumer, Competition. & Commerce
 Division, Competitiveness & International Affairs
 Division (Bilateral Trade, Market Access Unit & Internal
 Market)

Department of Enterprise, Trade and Employment

Davitt House, Adelaide Road, Dublin 2.
 Telephone: 01 631 2121. Fax: 01 631 3267.
 Lo-call Telephone service for outside 01 area:
 1890 220 222.
 Website: www.entemp.ie
 E-mail: webmaster@entemp.ie

Employment Rights Information:

Telephone: 01 631 3131
 Lo-call: 1890 201 615
 e-mail: erinfo@entemp.ie
 Work Permits:
 Telephone: 01 631 3333/631 3308
 Lo-call: 1890 201 616
 E-mail: workpermits@entemp.ie

Redundancy Payments Section

Telephone: 01 631 3131
 Lo-call: 1890 201 615
 E-mail: redundancypayments@entemp.ie

Employment Rights & Industrial Relations Division;
 Labour Force Development Division; Corporate
 Services & Economic Policy Division (Finance Unit)

Competition Authority

Parnell House, 14 Parnell Square, Dublin 1.
 Telephone: 01 804 5400. Fax: 01 804 5401.
 Lo-call Telephone service for outside 01 area:
 1890 220 224.
 Website: www.tca.ie
 E-mail: info@tca.ie

Office of the Registrar of Friendly Societies

Parnell House, 14 Parnell Square, Dublin 1
Telephone: 01 804 5499. Fax: 01 804 5498
Lo-call Telephone service for outside 01 area:
1890 220 225

Companies Registration Office

14 Parnell Square, Dublin 1
Telephone: 01 804 5200, Information Unit:
01 804 5201, Fax: 01 804 5222
Lo-call Telephone service for outside 01 area:
1890 220 226
Website: www.cro.ie

Office of the Director of Corporate Enforcement

Address: 16 Parnell Square, Dublin 1.
Telephone: 01 858 5800
LoCall service: 1890 315 015
Fax: 01 858 5801
E-mail: info@odce.ie
Website: www.odce.ie

Patents Office

Government Buildings, Hebron Road, Kilkenny
Telephone: 056-772 0111
Lo-call: 1890-220 223
Fax: 056-772 0100 Lo-call Fax: 1890 220 120
E-mail: patlib@entemp.ie
Website: www.patentsoffice.ie

Labour Relations Commission

Tom Johnson House, Haddington Rd, Dublin 4.
Telephone: 01 613 6700. Fax: 01 613 6701.
Lo-call Telephone service for outside 01 area):
1890 220 227.
E-mail: labrc@iol.ie
Website: www.lrc.ie

Labour Court

Tom Johnson House, Haddington Rd, Dublin 4.
Telephone: 01 613 6666. Fax: 01 613 6667.
Lo-call Telephone service for outside 01 area):
1890 220 228
E-mail: info@labourcourt.ie
Website: www.labourcourt.ie

Employment Appeals Tribunal

Davitt House, Adelaide Road, Dublin 2.
Telephone: 01 631 2121. Fax: 01 631 3266
Lo-call Telephone service for outside 01 area):
1890 220 222.

NATIONAL EMPLOYMENT RIGHTS AUTHORITY (NERA)

Address: O'Brien Road, Carlow
Telephone: +353 (0) 59 917 8800
Lo-call: 1890 220 100
Fax: +353 (0) 59 917 8912
Website: www.employmentrights.ie
E-mail: info@employmentrights.ie

Irish SOLVIT Centre

Internal Market Section, Earlsfort Centre,
Lower Hatch Street, Dublin 2
Telephone: 01 631 2740
Fax: 01 631 2562
E-mail: solvit@entemp.ie
Website:
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