

# Returns by scheduled flights supported by Frontex

Terms of Reference  
Frontex/OP/1000/2018/KM

# 1. General information

## 1.1. Background information

The European Centre for Returns (ECRet) provides operational and technical support to the Member States and Schengen Associated Countries (hereinafter: Member States) in carrying out return operations as well as pre-return activities, including financing with its own budget. In practice, this means that Frontex offers support in the organisation and implementation, including financing or co-financing, of return operations organised from individual Member States.

Within the framework of its activity Frontex European Centre for Returns has launched a Pilot Project on returns by scheduled (commercial) flights (hereinafter: Pilot Project). The project was implemented initially for several months across 2017 and 2018. Currently it has been extended until 30 June 2019.

Before the official launch of the Pilot Project, Frontex was supporting Member States (hereinafter MS) in organizing and implementing return operations by charter flights only. The Pilot Project aims at supporting MS to carry out return operations by scheduled flights to Third Countries.

Through the mechanism put in place with the Pilot Project, Frontex aims at supporting MS in carrying out return operations by scheduled flights with to Third Countries of destinations with the widest possible geographical scope. Said return operations will take place with direct flights or with multiple flights, including with transit in EU or/and Third Countries' airports.

A contract with a Travel Agency is needed in order to further implement and develop the activity, and purchase scheduled flights tickets aimed at returning third country nationals who have been issued a return decision.

## 1.2. The contract objective

Frontex's objective is to ensure high quality travel desk services by concluding a framework contract with a professional company, hereinafter called the "Travel Agency", for providing booking and ticketing services for the MS who will organize return operations by scheduled flights with Frontex support.

The booking and ticketing services will require among others:

- a set of specific conditions to be agreed after award of the contract in order to further increase the quality, flexibility and competitiveness of the service specified in this document;
- the need to create and further implement adequate interface and interconnection with the local Frontex IT system used for contacts and ticket operations with the Member States (Frontex Application for Returns - Return by Scheduled Flights module - hereinafter RSF), which implies the need for IT development of appropriate interface between the systems of the Travel Agency and Frontex.
- Travel Agency shall provide ticketing services with all necessary arrangements to be implemented (according to point 2.1, 2.6 and 3).
- To be operative for the aim of the mechanism and consequently providing booking and ticketing services, Travel Agency shall sign all the necessary agreements with airlines. Each such action can be performed by the Travel Agency after receiving Frontex permission. In addition, the mentioned arrangements shall allow Frontex to use special rates, discounts, fares, etc. (according to point 3).
- Providing onsite support in Frontex premises and outside (according to point 2).
- Providing, with its establishment and further implementation, operative helpdesk services (according to point 2.5).

## 1.3. Duration

The contract duration is estimated at 24 months with the possibility to prolong it maximum 1 time, for a period of 24 months and on the same conditions unless one of the parties informs the other of its intention not to extend the framework contract and such notification is received by the party to which it is addressed, no later than three (3) months before the contract expires. Such notification has to be addressed with a written explanation of motifs of not extending contract for another 24 months (please see point 4 and 5). The overall duration of the framework contract may in no event exceed four (4) years.

#### **1.4. Contract Manager**

The Travel Agency will nominate Contract Manager (hereinafter CM) responsible for implementation of the contract. The CM must have a very good knowledge of English language (preferably equivalent to C1 level according to the Common European Framework of Reference for Languages - CEFR), allowing to perform his/her duties in a professional manner. The Travel Agency must provide Frontex with a full name and contact details of this person.

#### **1.5. Place of execution of the contract**

The execution of the services will take place at Frontex headquarters, in Warsaw, Poland. Currently, its seat is in Plac Europejski 6, 00-844 Warsaw. If the seat changes during the contract duration into another address in Warsaw, the place of performance of the contract will be the new premises of Frontex.

#### **1.6. Contract implementation**

The services will be ordered via the specific orders issued by Frontex. The orders will specify exact services to be executed and amounts applicable within the timeframe covered by the orders. It will be further agreed after conclusion of the contract.

## 2. Scope of the services

### 2.1. Travel services

The Travel Agency will be responsible for market research, bookings and payments in relation to the transport arrangements (flights) requested by the MS through FAR. The Travel Agency will confirm the booking and issue the requested e-tickets by communicating with the concerned MS and Frontex through FAR.

The Travel Agency will apply a fare as agreed with the concerned airlines, so to guarantee the following operational conditions set by Frontex:

- bookings shall be valid until as close as possible to the flight departure, preferably up to 24 hours before the flights;
- bookings shall be possible to make also without providing the name of the passengers (names of passengers will be communicated as soon as possible by the MS or Frontex);
- after the tickets are issued, it shall be possible to change the names of the passengers close to the flight departure time;
- the Travel Agency shall negotiate with the airlines the best cancellation policy in the market for activities supported by Frontex (preferably free cancellation); Frontex reserves the right to negotiate directly with the airlines, conclude and sign the agreements. The modalities to reach the agreement with the airlines will be agreed on a case by case basis, after an evaluation made by Frontex.
- tickets shall not be considered spent if captains of aircrafts refuse the boarding of passenger(s). In case of an escorted returnee (hereafter: DEPA), it would include also the dedicated staff, such as escorts, potential presence of doctor, monitor, etc.);
- as a general rule, the Travel Agency will purchase tickets only on routes which will be agreed with the concerned airlines - exceptions are possible at the express request of Frontex; routes shall depart from airports in MS territory with destination to any TC;
- flight tickets shall include the return leg to the EU airport of departure or a different airport justified by the operational needs.

The fare, which shall guarantee the respect of the operational conditions set by Frontex, will be the lowest possible available worldwide fulfilling the above conditions. The Travel Agent should be able to negotiate special deals and participate in various loyalty programs in order to achieve best available prices and discounts. For the purpose of ensuring lowest fares and/or getting better booking and ticketing conditions from the carrier, the Travel Agency may (after receiving Frontex approval) opt for a group-booking solution, with a pre-defined number of non-refundable tickets purchased and passenger details communicated only upon check-in.

During the negotiation of the fare reserved to Frontex in the sphere of activities of the Pilot Project, or in the impossibility to reach an agreement with an air carrier, the Travel Agency will be allowed to buy the tickets on the open market on behalf of Frontex. Each such action can be performed by the Travel Agency after receiving Frontex permission. In case of purchasing tickets on the open market, fulfilling the operational requirements set by Frontex is not mandatory. Frontex may request to make bookings with specific airlines.

The response time should be less than 1 hour. The E-tickets (electronic tickets) should be a standard form of issuing tickets.

## 2.2. FAR

All return operations in cooperation with Frontex are coordinated through a dedicated application - Frontex Application for Return (FAR) - system based on Microsoft SharePoint. The FAR is integrated to a common IT platform for all the return stakeholders, the IRMA (Integrated Return Management Application), being developed by European Commission in coordination with Frontex and the EU Programs, main Return Contributors. It is dedicated working area for sharing operational information among Member States and Frontex for planning and implementing return operations, among others, returns by scheduled flights. The FAR application covers all return activities, from the expression of interest for return activities from a Member State (MS) up to the effective implementation of the return operations. For the returns by scheduled flights, the new module in FAR has been created.

Travel Agency shall create the technical integration possibilities between its booking platform and FAR returns by scheduled flights module. All necessary information and details mandatory for Travel Agency to fulfill these requirements will be further agreed after conclusion of the contract. The tasks related to this integration will be covered by the software developers contracted under the specific order.

The Travel Agency will put at the disposal of FAR 3 dedicated servers, respectively dedicated to production environment, training environment and one for developers. If requested by Frontex, the Travel Agency will put at the disposal of FAR one more server for stage, UAT. The indicated servers will be duly maintained and developed as per instructions imparted by Frontex ICT and the Project Manager.

The Travel Agency ICT Department will implement all necessary developments, necessary for a proper functioning of FAR. From an operational point of view, the Travel Agency will receive the requirements and the prioritization from the project Manager, directly or through Frontex ICT. A particular attention to the development and maintenance of the mentioned servers, of a functioning and consistent search logic of offered flights, for the safeguard of end users, will be held at all times by the Travel Agency. A reiterated delay or failure to comply with such tasks, will constitute a serious breach of the conditions of the contract, and may result in penalties as indicated in article II.15 and II.16 of the framework contract and point 5 'Underperformance' of the present Terms of Reference.

## 2.3. Implant office

In general, an Implant Office will be composed of **two** (2) travel agents and **one** (1) software developer.

### 2.3.1. Travel Agents

The Travel Agency must nominate two travel agents, (hereinafter called the "permanent travel agent"), exclusively dedicated to the provision of booking and ticketing services related to the return operations by scheduled flights. Those agents will be providing full-time travel services at Frontex premises, as staff of the "implant office" (described in point 2.3.3). These services will consist of:

- Provision of travel desk services: assistance in bookings, issuance/ amendments/ cancellations of flight tickets in line with data received from FAR.
- In case of emergency or unpredicted, exceptional circumstances, provision of new reservation on a different flight in countries all over Europe and, if necessary, worldwide;

### 2.3.2. Software developers

The Travel Agency must guarantee throughout the whole year the presence within Frontex premises of at least one employee, (hereinafter called the "software developer",), exclusively dedicated to the harmonization and effective communication between the web-based tool developed by Frontex FAR and the software used by the Travel Agency to book flight tickets. The main task of the software developer is to integrate the agency's booking platform and FAR returns by scheduled flights module, create new interfaces, in addition to upgrade and maintain the existing ones, so to support the constant development of FAR according to the requirements set by the Frontex Project Manager.

### 2.3.3. The Office

It is envisaged that in order to perform the services an “Implant Office” will be established within the premises of Frontex. For this purpose, Frontex will put at Travel Agency’s disposal a separate office, furnished and equipped with: desks and chairs, shelves, computers or laptops, telephone, printer, internet connection. The usage of laptop shall be limited to the Frontex premises and cannot be taken outside.

The Travel Agency is in charge of the purchase of any necessary software and is responsible for its installation in close cooperation and under the control of the Frontex ICT Unit.

Standard working hours of the Implant office are from Mondays to Fridays from 8:00 until 19:00. The Travel Agency will provide its services during above-mentioned hours, extending the working hours where necessary. The travel agents will observe two shifts (one travel agent 08.00-16.00, one 11.00-19.00, with an overlap of at least two agents in the core working hours).

The software developer will be accommodated together with the Frontex ICT developers assigned to the activity and work in strict cooperation with them.

The estimated working hours of the software developer are from Mondays to Fridays 09.00-17.00.

The list of Frontex public holidays will be sent to the Travel Agency at the beginning of each year.

### 2.3.4. Staff

In general, an Implant Office will be composed of two (2) travel agents and one (1) software developer.

#### a) Travel agents

There are two types of travel agents foreseen under the contract:

- A full-time permanently working travel agent, hereinafter called the “permanent travel agent”
- A travel agent working in seasonal peak periods, hereinafter called “seasonal travel agent”.

Each travel agent should have a very good knowledge of English language (preferably equivalent to C1 level according to the Common European Framework of Reference for Languages - CEFR), allowing travel agent to perform his/her duties in a professional manner, and at least 1 year of experience in travel arrangements. Additionally, travel agents should be open, helpful, service and solution-oriented. Frontex will require a certification of no criminal record of these travel agents.

After the contract signature, permanent travel agents will be chosen by Frontex among a number of candidates proposed by the Travel Agency in the technical offer. Remaining members should be available during the execution of the contract for permanent or seasonal (for seasonal peak travel periods) engagement to join other permanent travel agents.

Permanent and seasonal travel agents will be priced accordingly to the hours worked.

The requirement for engaging additional staff (permanent travel agent and/or seasonal travel agent) will be communicated in writing to the Contract Manager (hereafter: CM) nominated by the Travel Agency in a form of a specific order (Annex III to the contract):

- minimum 3 working days in advance in case of part-time engagement unless agreed otherwise with the Travel Agency,
- minimum 14 calendar days in advance in case of full-time engagement unless agreed otherwise with the Travel Agency.

The contract will indicate the name of the person and the duration of the requested engagement.

In exceptional situations (e.g. natural phenomena influencing travelling) Frontex may require additional staff without keeping the above-mentioned deadlines. The Travel Agency should then provide an additional (seasonal) staff within maximum 1 week. The seasonal travel agent offered by the Travel Agency should be already trained and aware of Frontex booking procedures.

The permanent travel agents will be provided by Frontex with background information and relevant training on the rules applying to the purchase of tickets for return operations by scheduled flights, and requirements applicable for Frontex. However, training and instructing additional team members delegated to join the main travel agent during execution of the contract should be done by the Travel Agency (e.g. permanent travel agent).

Replacement of the staff will be accepted by Frontex only in exceptional situations, based on written explanation providing reasons for the replacement and it will be subject to Frontex prior approval. Such situations may happen on account of death, sickness or accident, or if a member of staff is unable to continue providing his/her services or for other reasons beyond the Travel Agency's control (e.g. resignation).

Frontex also reserves the right to request replacement of the staff if the quality of his/her services in practice appears to be unsatisfactory. Request for the replacement should be justified and duly supported with relevant documentation.

#### b) Software developers

There are two types of software developers:

- A full-time permanently working software developer foreseen under the contract;
- A seasonal software developer, working in seasonal peak periods.

Each software developer should have a very good knowledge of English language (minimum equivalent to B2 level according to the Common European Framework of Reference for Languages - CEFR), allowing him/her to perform his/her duties in a professional manner, and at least 1 year of experience in software development in a travel agency environment. Additionally, the software developers should be open, helpful, service and solution-oriented. Frontex will require a certification of no criminal record of these software developers.

After the contract signature, permanent software developers will be chosen by Frontex among a number of members proposed by the Travel Agency in the technical offer.

Remaining members should be available during the execution of the contract for the full-time or seasonal engagement (for seasonal peak travel periods) to join the permanent software developer(s). Permanent and seasonal software developers will be priced accordingly to the hours worked.

The requirement for engaging additional staff will be communicated in writing to the Contract Manager (hereafter: CM) in a form of a specific order (Annex III to the contract):

- minimum 3 working days in advance in case of part-time engagement unless agreed otherwise with the Travel Agency,

- minimum 14 calendar days in advance in case of full-time engagement unless agreed otherwise with the Travel Agency.

The specific order will indicate the duration of the requested engagement.

In exceptional situations (e.g. natural phenomena influencing travelling) Frontex may require additional staff without keeping the above-mentioned deadlines. The Travel Agency should then provide an additional (seasonal) staff within 2 weeks or in the timeframe agreed internally. The seasonal software developer offered by the Travel Agency should be already trained, aware of Frontex booking procedures, the software being used by Frontex for booking purposes and the related interface with the Travel Agency's software.

The permanent software developers will be provided with background information and relevant training on the rules applying to the purchase of tickets for return operations by scheduled flights, and requirements applicable for Frontex. However, training and instructing additional team members delegated to join the main software developer during execution of the contract should be done by the Travel Agency (e.g. permanent software developer).

Replacement of the staff will be accepted by Frontex only in exceptional situations, based on written explanation providing reasons for the replacement and it will be subject to Frontex prior approval. Such situations may happen on account of death, sickness or accident, or if a member of staff is unable to continue providing his/her services or for other reasons beyond the Travel Agency's control (e.g. resignation).

Frontex also reserves the right to request replacement of the staff if the quality of his/her services in practice appears to be unsatisfactory. Request for the replacement should be justified and duly supported with relevant documentation.

In both cases the substitute team member should prove the experience and language skills as required above in this sub-point.

## 2.4. Information management

The Travel Agency is obliged to provide to the Frontex functional email indicated after award of the contract, the following information in English language:

- regular overview of the situations on the airline market - new destinations, special fares and promotions;
- information on changes in airline policies (including DEPA/DEPU policy, etc.);
- monthly statistics of travel expenses;
- any other useful important information relating to services performed, e.g. upcoming strikes of travel providers, etc.;
- information on collected points from the loyalty programs Frontex participates in and the best way to use it in order to save money.
- software development progress reports

## 2.5. Helpdesk services

The Travel Agency will establish a 7-days-a-week helpdesk - hotline services available for emergency situations outside of working hours, including weekends and Frontex/national public holidays. The task of the helpdesk is the emergency assistance in case of any unpredictable travel circumstances during the mission occur and travel rearrangements are needed. Very good command of English language (minimum equivalent to B2 level according to the Common European Framework of Reference for Languages - CEFR) is therefore required for the staff nominated to perform helpdesk services.



The helpdesk shall provide:

- assistance in case of any travel requests/needs during ongoing and planned travels;
- ICT support for any possible issues/malfunctioning of the tool between FAR and the software used by the Travel Agency to book flight tickets.

## 2.6. Coverage of costs - payments and invoicing

The Travel Agency will buy travel tickets in connection with the return operations supported by Frontex and requested by the MS through RSF.

Frontex will reimburse to the Travel Agency all costs incurred in connection with a given operation based on supporting documents, which must provide complete details of the expenses incurred on behalf of Frontex.

In addition to these costs, Frontex will pay the Travel Agency fees for all the trips actually arranged, in accordance with the Travel Agency's offer which constitutes an integral part of the contract.

Every thirty days the Travel Agency should issue one accumulated invoice for the arrangements booked (flight tickets), as well as separate one accumulated invoice of the transaction fees. Each accumulated invoice should contain printed supporting documents:

- e-tickets for the flight tickets invoice;
- an Excel sheet (called specification) describing all the purchased arrangements, quantity and type of passengers (no names shall be included), dates and all the related operation details (RSF ID number). Such specification should additionally be sent via e-mail to Frontex functional email indicated after award of the contract, to the posted originals. Specifications should be prepared in numerical order according to the RSF ID number of the operations, with the date of operation always made visible. Specifications received should contain the following: booking reference; ticket number; date of issuance; route; ticket class; airline; date of departure and return; person that ordered the tickets; pricing details (Tariff, VAT, Fee, Fees VAT, Total ticket price, Agency commission, Commission VAT, Total net price, Total VAT, Gross price); RSF ID number.

The above-mentioned supporting documents should contain final prices of each of the arrangements and should match the specification e.g.: flight ticket invoice should contain booking/ticketing confirmations with prices arranged in numerical order matching the attached specification.

Each accumulated invoice shall contain four positions (if ordered via the specific order):

1. Reimbursement of travel arrangements - Tickets + specification
2. Transaction fees + specification
3. Helpdesk costs
4. Staff costs

It must be clearly stated in specification which positions are related to the last month and which are related to the previous months. Failure of providing Frontex with properly prepared documents (accumulated invoice, specification, supporting documents) might result in suspension of the payments. Payment will be processed after providing Frontex with correct and complete above-mentioned documents by the Travel Agency.

The invoice, specification and supporting documents shall be in English language, or shall have attached an accurate and binding English translation (that could be used by Frontex as the main reference document).

Invoices should be provided in originally charged currency e.g.: EUR for the expenses charged in EUR and the national currency of the Country where the Travel Agency is located, if applicable. Occasional payments in other currencies could be invoiced, to be confirmed upon mutual agreement at the time of ordering the service/booking the ticket. Exchange rate shall be the rate of the bank of the contractor from the day of issuing the invoice and should always be indicated on the invoice.

Frontex reimburses to the Travel Agency the mandatory costs incurred in case of cancellations made during the past 24 hrs before the flight departure (complete supporting documents must be submitted for that purpose).

Payment to the Travel Agency will be made by Frontex via bank transfer, within 30 days from receipt of the invoice.

The payments will be done on the basis of two types of invoices:

One invoice covering travel arrangements and related costs (flight tickets, transactional fees, helpdesk costs, staff costs);

One invoice for exceptional expenses due to unforeseen happenings occurred during return operations (all support documents shall be provided upfront).

### 3. Requirements in regards to the Travel Agency

1. The Travel Agency has to ensure the services in compliance with the highest professional standards.
2. The Travel Agency shall develop the software used for booking and purchasing flight tickets, especially with respect to the interface enabling the communication with FAR. The Travel Agency will develop and maintain the interface communicating with FAR. The requirements of the interface to be maintained and developed will be set by Frontex. In this regard, the Travel Agency will put at the disposal of FAR 3 dedicated servers, respectively dedicated to production environment, training environment and one for developers. If requested by Frontex, the Travel Agency will put at the disposal of FAR one more server for stage, UAT. The indicated servers will be duly maintained and developed as per instructions imparted by Frontex ICT and the Project Manager (Art. 2.2).
3. Penalties attributable to the fault of the Travel Agency will not be considered for reimbursement by Frontex. Frontex will not reimburse any additional costs resulting from the errors committed by the travel agents.
4. The Travel Agency must guarantee in writing the professional experience and qualifications of the staff nominated as Frontex on-site travel agents and developers.
5. The Travel Agency has the sole responsibility for its staff working in Frontex premises, particularly for complying with any legal obligation incumbent on it, notably those resulting from employment, tax and social legislation.
6. Frontex shall not be liable for damage sustained by the Travel Agency in performance of the contract except in the event of wilful misconduct or gross negligence on the part of Frontex.
7. Travel Agency's staff deployed to work on Frontex premises is required to sign a declaration accepting the obligation of secrecy and undertaking not to disclose any information within employee's knowledge the subject of that obligation to any person, except in the proper course and performance of the employee.
8. The Travel Agency is in charge of getting all of the necessary licenses or permits allowing the performance of the contract.
9. The Travel Agency must inform Frontex immediately if any unforeseen events influencing the continuity of the services occurs via a written report indicating the problem, the date of its start and remedy actions taken by the Travel Agency in order to limit or eliminate its possible consequences.
10. Travel Agent will be authorized by Frontex to sign on its behalf all the agreements allowing Frontex to use special rates, discounts etc.
11. In the performance of its obligations hereunder, Travel Agency shall have the right to subcontract its rights and responsibilities to any third party with prior written consent of Frontex. Travel Agency shall remain responsible for the performance of any such third party.

12. Obligations related to the processing of personal data: the Travel Agency must be in full compliance with data protection obligations laid down at national level, and be in the position of demonstrate this compliance.
13. The Travel Agency shall be able to demonstrate that it is in full compliance with the General Data Protection regulation<sup>1</sup>.
14. Any further obligations with regard to processing of personal data made by the Travel Agency will be specified by means of contractual clauses. The Travel Agency should agree to the possibility of being audited on the processing of personal data supplied by Frontex to the Travel Agency.
15. The Travel Agency should provide to Frontex all the list of subcontractors that might affect the protection of personal data, both at physical and technological level.

## 4. Reporting and Quality Monitoring

Throughout the duration of the contract (please see point 1.6), Frontex shall conduct an accurate monitoring of whether the Travel Agency is executing tasks assigned to them in accordance with the provisions of this document and contract, consequently Frontex can regularly identify the progress made in execution of the tasks. In accordance with this document, the Travel Agency shall propose all necessary details for the monitoring and reporting procedures, in particular final reports, with specifications of progress made. Methodology, consistency and frequency of reporting procedures will be further agreed after conclusion of the contract. Quality monitoring, in line with provisions of this document will be taken into account while evaluating prolongation of the contract for another 24 months (according to point 1.6).

Frontex shall monitor the quality of service provided by the Travel Agency, including:

- Compliance with requirements in regard to Travel Agency (according to point 3)
- The adherence to deadlines
- The speed and agility of responding to Orders
- The quality of deliverables and service
- The effectiveness of providing staff with appropriate skills as requested
- The quality of staff and the adherence to the profile requirements

Frontex will provide the travel agency with a biannual, quality monitoring report. The reports will be presented to the travel agency after 6, 12, 18 months from the beginning of the contract. In case of renewal for 24 more months, Frontex will send the travel agency 3 more quality monitoring reports, respectively 6, 12 and 18 months after the prolongation of the contract.

A final quality monitoring report will be offered to the travel agency after 24 months from the beginning of the contract, and after 48 months from the beginning of the contract in case it is prolonged for 24 months.

The quality monitoring reports will contain a general feedback about the general performance of the travel agency, points for improvement, warnings about possible underperformance.

## 5. Underperformance

In case the contractor:

- is not respecting its contractual obligations,
- performs below the agreed levels,
- his performance is frequently sub-standard,

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<sup>1</sup> Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), OJ 2016 L 119/1

it will be recognised as a breach in the Contractor's obligations under this document, in which case Frontex may consequently does not prolong the contract for another 24 months or terminate it in line with the provisions of the contract.

## **6. Communication language**

Any communication between the Travel Agency and Frontex shall be in English.

## **Appendixes:**

**Appendix 1 - Frontex Public Holidays**

## Appendix 1

### Frontex Public Holidays

**The following days are public holidays in 2019 at the Frontex Headquarters in Warsaw:**

1 January, Tuesday	New Year's Day
2 January, Wednesday	Day following New Year's Day
18 April, Thursday	Maundy Thursday
19 April, Friday	Good Friday
22 April, Monday	Easter Monday
1 May, Wednesday	Labour Day
2 May, Thursday	bridging day
3 May, Friday	Polish Constitution Day
9 May, Thursday	Europe Day
20 June, Thursday	Corpus Christi
15 August, Thursday	Assumption Day
1 November, Friday	All Saints' Day
11 November, Monday	Polish Independence Day
24-31 December, 6 days	Christmas and the end of year 2019
<b>Total number of days:</b>	<b>19 days</b>