

## Content tagging for the Single Digital Gateway

### What is the Single Digital Gateway and what role do national websites play in it?

The Single Digital Gateway (SDG) refers to a number of things:

- a concept introduced by an EU regulation (<https://eur-lex.europa.eu/EN/legal-content/summary/the-single-digital-gateway.html>)
- a network of national websites, accessible via the European Commission's Your Europe website
- the Your Europe website (<https://europa.eu/youreurope>) itself, which is the front-end of the SDG and its official brand name when we are talking to the general public

The SDG regulation was passed to make it easier for EU citizens to exercise their rights and EU businesses to meet their obligations in another EU country.

Under the regulation, national governments must notify to the European Commission websites containing information and procedures in areas covered by the regulation.

'Information' sites explain the rights, obligations and rules, and HOW a certain administrative procedure is carried out. And 'procedure' sites enable a citizen or business to actually CARRY OUT the procedure itself. Such websites might be national, regional, municipal, etc. depending at what level of authority the information is owned and/or the procedure carried out.

### Language of notified webpages

The regulation requires that a 'SDG' page:

- contain at least the basic information in all areas listed in Annex I.
- be in English or another commonly understood foreign language (see Article 12(3))
- be notified to the links repository.

Common sense and efficiency would argue for:

- a page in the national language that contains the information required by the regulation and (ideally) is notified to the links repository
- a translation into English of that page.

Ideal for end-users would be:

- a page in the national language that targets nationals of the country in question and (ideally) is notified to the links repository
- that page translated/localised to reflect the *perspective of a cross-border user*, who might benefit from additional information.

### What is content tagging?

The URLs for national websites are stored in a links repository that is part of the SDG Dashboard, its official back-office (<https://webgate.ec.europa.eu/youreurope/sdg/screen/links>). The websites in the repository are made available to visitors to the Your Europe website via a search function, also present on every page of the site. If you don't have access to the SDG Dashboard, contact your SDG national coordinator, or GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu.

When notifying a URL to the repository, you must assign a “Type” (information or procedure) and “Category” (one or more codes identifying the topic) to the URL metadata. This tagging makes the related content findable on Your Europe.

At the end of this note is an overview of all topics, taken from the SDG regulation:

- Annex I (topics or officially “areas of information” related to citizens and businesses)
- Annex II (life events and related procedures that need to be fully digitalised)

**Correct tagging is very important:** applying the wrong tag or too many tags will make it harder to find content.

## How to tag content by Type (information or procedure)?

All the URLs notified in the SDG Links Repository must be tagged according to the **type of content** they present. For this we have 2 types of content:

- **Information**
- **Procedure**

All pages must be tagged. When justified, the same page might be tagged as both Information and Procedure (see *Both information and procedure?* below).

### Information pages

The following pages must be tagged as information:

- all pages that contain information on rights, obligations and rules laid down in EU and national law that apply to citizens or business exercising their rights/meeting their obligations derived from EU law in the field of the internal market in the areas listed in Annex I.

Example of an information page: a page explaining whether citizens need a visa.

### Procedure pages

The following pages must be tagged as procedure:

- all pages that contain (only) the elements of a procedure according to Article 10 (point 1)) – whether the procedure is online or not.

The **elements that define a procedure** are:

- (a) the relevant steps of the procedure to be taken by the user, including any exceptions, under Article 6(3), to the obligation of Member States to offer the procedure fully online

- (b) the name of the competent authority responsible for the procedure, including its contact details
- (c) the accepted means of authentication, identification and signature for the procedure
- (d) the type and format of evidence to be submitted
- (e) the means of redress or appeal which are generally available in the event of disputes with the competent authorities
- (f) the applicable fees and the online methods of payment
- (g) any deadlines to be respected by the user or by the competent authority and where no deadlines exist, the average, estimated or indicative time that the competent authority needs to complete the procedure
- (h) any rules concerning a lack of reply from the competent authority and the legal consequences thereof for the users, including tacit approval or administrative silence arrangements
- (i) any additional languages in which the procedure can be carried out.

Example of a procedure page: a page where students can apply for a student loan, fully online.

## How to tag content by Category (area code from the annexes)?

All URLs notified in the SDG Links Repository must be tagged according to the 'area of information' (in non-legal language we could just call it a topic) that they cover. This is done by assigning a **2-character code** from the annexes to the SDG regulation (example: F1 = *F. Healthcare and 1. getting medical treatment in another Member State*) – see full list of codes below.

Note: It is not enough to assign only the letter!

### **Annex I (information)**

- lists the areas of information about rights, obligations and rules and procedures that need to be covered by the notified websites

### **Annex II (online procedures)**

- lists the group of procedures that Member States must fully digitalise

## Both information and procedure?

A page can ONLY be tagged as Information and Procedure IF it contains both information (about rights, obligations and rules) and elements of a procedure. For findability, please tag as accurately as possible.

## What area code for pages that have both information and a procedure?

Remember:

- All pages that ONLY contain **information** about topics listed in Annex I, should ONLY be tagged with the right 2-character code from Annex I.
- Pages that ONLY contain elements of procedures listed in Annex II, meaning **procedures that need to be digitalised, whether they are already digitalised or not**, should ONLY be tagged with the 2-character code from Annex II.

This means:

- If a page contains **BOTH information** about topics listed in Annex I **AND** elements of a **procedure** listed in Annex II as one of the procedures that need to be digitalised, this page should be tagged with **both** the corresponding 2-character code from **Annex I** (for example D1, *Moving temporarily or permanently to another Member State*) **and** the corresponding 2-character code from **Annex II** (for example S1, *Requesting proof of residence*).

We mapped the procedures in Annex II to the areas of information in Annex I. This means that when a visitor to the Your Europe website **searches for an Annex I topic, any pages tagged with the related Annex II code (pages about related online procedures) will automatically show up** in the search results.

**NOTE:** Correct tagging is very important, applying incorrect or too many tags will make content less findable.

## 2-character codes from Annex I and Annex II of the SDGR

\* The 2-character code of the **corresponding procedure** indicates which procedure pages are displayed on Your Europe when users search for information in a given area via Your Europe's guided search and (most) country boxes. For example: when users search for J1, N1 or N2, they will also see pages tagged X1.

<b>Annex I</b>		<b>Corresponding procedure code from Annex 2*</b>
<b>2-character code</b>	<b>Area</b>	
<b>A</b>	<b>Travel within the Union</b>	
A1	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport)	
A2	rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those who buy travel packages or linked travel arrangements	
A3	assistance in case of reduced mobility when travelling in and from the Union	
A4	transport of animals, plants, alcohol, tobacco, cigarettes and other goods when travelling in the Union	
A5	voice calling and sending and receiving electronic messages and electronic data within the Union	
<b>B</b>	<b>Work and retirement within the Union</b>	
B1	seeking employment in another Member State	
B2	taking up employment in another Member State	U1
B3	recognition of qualifications with a view to employment in another Member State	
B4	taxation in another Member State	U4
B5	rules on liability and mandatory insurance linked to residence or employment in another Member State	
B6	terms and conditions of employment, including for posted workers, as stipulated by law or statutory instrument (including information on working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissal and redundancies)	
B7	equal treatment (rules prohibiting discrimination in the workplace, rules on equal pay for men and women and on equal pay for employees on fixed-term or permanent employment contracts)	
B8	health and safety obligations in relation to different types of activity	
B9	social security rights and obligations in the Union including those related to getting pensions	U2, W1, W2, X2
<b>C</b>	<b>Vehicles in the Union</b>	
C1	taking a motor vehicle temporarily or permanently to another Member State	V2
C2	acquiring and renewing a driving licence	
C3	taking out mandatory motor vehicle insurance	

C4	buying and selling a motor vehicle in another Member State	V2
C5	national traffic rules and requirements for drivers, including general rules for the use of the national road infrastructure: time-based charges (vignette), distance-based charges (toll), emission stickers	V3, V4
<b>D</b>	<b>Residence in another Member State</b>	
D1	moving temporarily or permanently to another Member State	S1, V1
D2	purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence	
D3	participating in municipal elections and elections to the European Parliament	
D4	requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens	
D5	conditions applicable to the naturalisation of nationals from another Member State	
D6	rules applicable in the case of death, including rules on the repatriation of remains to another Member State	
<b>E</b>	<b>Education or traineeship in another Member State</b>	
E1	education system in another Member State, including early childhood education and care, primary and secondary education, higher education and adult learning	T1, T2, T3
E2	volunteering in another Member State	
E3	traineeships in another Member State	
E4	conducting research in another Member State as part of an education programme	
<b>F</b>	<b>Healthcare</b>	
F1	getting medical treatment in another Member State	
F2	buying prescribed pharmaceutical products in a Member State other than the one where the prescription was issued, online or in person	
F3	health insurance rules applicable in the case of short-term or long-term stays in another Member State, including how to apply for a European Health Insurance Card	U3
F4	general information on access rights or obligations to participate in available public preventive healthcare measures	
F5	services provided through national emergency numbers, including '112' and '116' numbers	
F6	rights and conditions for moving to a residential care home	
<b>G</b>	<b>Citizens' and family rights</b>	
G1	birth, custody for minor children, parental responsibilities, rules on surrogacy and adoption, including second-parent-adoption, maintenance obligations in relation to children in a cross-border family situation	R1
G2	living in a couple with different nationalities, including same-sex couples (marriage, civil or registered partnership, separation, divorce, marital property rights, the rights of cohabitants)	
G3	rules of gender recognition	
G4	rights and obligations in relation to succession in another Member State, including tax rules	
G5	rights and rules applicable in the case of cross-border parental child abduction	
<b>H</b>	<b>Consumer rights</b>	
H1	buying goods, digital content or services (including financial services) from another Member State, online or in person	
H2	holding a bank account in another Member State	

H3	connection to utilities, such as gas, electricity, water, household waste disposal, telecoms and the internet	
H4	payments, including credit transfers, delays in cross-border payments	
H5	consumer rights and guarantees related to buying goods and services, including procedures for consumer dispute resolution and compensation	
H6	safety and security of consumer products	
H7	renting a motor vehicle	
<b>I</b>	<b>Protection of personal data</b>	
I1	exercising data subjects' rights in relation to the protection of personal data	
<b>J</b>	<b>Starting, running and closing a business</b>	
J1	registering, changing the legal form of or closing a business (registration procedures and legal forms for carrying out business)	X1, X10
J10	civil liability of directors of a company	
J11	rules and obligations regarding the processing of personal data	X11
J2	moving a business to another Member State	
J3	intellectual property rights (applying for a patent, registering a trademark, a drawing or a design, getting a licence for reproduction)	
J4	fairness and transparency in commercial practices, including consumer rights and guarantees related to selling goods and services	
J5	offering online facilities for cross-border payments when selling goods and services online	
J6	rights and obligations arising under contract law, including late payment interests	
J7	insolvency proceedings and liquidation of companies	
J8	credit insurance	
J9	mergers of companies or selling a business	
<b>K</b>	<b>Employees</b>	
K1	terms of employment stipulated by law or statutory instrument (including working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissals and redundancies)	
K2	social security rights and obligations in the Union (registering as employer, registering employees, notifying the end of contract of an employee, paying social contributions, rights and obligations related to pensions)	X3, X5, X6
K3	employment of workers in other Member States (posting of workers, rules on freedom to provide services, residency requirements for workers)	U1
K4	equal treatment (rules prohibiting discrimination in the workplace, rules on equal pay for men and women and equal pay for employees on fixed-term or under permanent employment contracts)	
K5	rules on staff representation	
<b>L</b>	<b>Taxes</b>	
L1	VAT: information on the general rules, rates and exemptions, registering for and paying VAT, obtaining a refund	
L2	excise duties: information on the general rules, rates and exemptions, registration for excise tax purposes and payment of excise tax, obtaining a refund	
L3	customs duties and other taxes and duties collected on imports	
L4	customs procedures for imports and exports under the Union Customs Code	

L5	other taxes: payment, rates, tax returns	X4
<b>M</b>	<b>Goods</b>	
M1	obtaining CE marking	
M2	product rules and requirements	
M3	identifying applicable standards, technical specifications and getting products certified	
M4	mutual recognition of products not subject to Union specifications	
M5	requirements regarding classification, labelling and packaging for hazardous chemicals	
M6	distance/off-premises selling: information to be given to customers in advance, confirmation of the contract in writing, withdrawal from a contract, delivering of the goods, other specific obligations	
M7	defective products: consumer rights and guarantees, after-sale responsibilities, means of redress for an injured party	
M8	certification, labels (EMAS, energy labels, Eco-design, EU eco-label)	
M9	recycling and waste management	
<b>N</b>	<b>Services</b>	
N1	acquiring licences, authorisations or permits with a view to starting and operating a business	X1
N2	notifying the authorities of cross-border activities	X1
N3	recognition of professional qualifications, including vocational education and training	
<b>O</b>	<b>Funding a business</b>	
O1	obtaining access to finance at the Union level, including Union funding programmes and business grants	
O2	obtaining access to finance at national level	
O3	initiatives addressed to entrepreneurs (exchanges organised for new entrepreneurs, mentoring programmes, etc.)	
<b>P</b>	<b>Public contracts</b>	
P1	participating in public tenders: rules and procedures	
P2	submitting a bid online in response to a public call for tender	
P3	reporting irregularities in relation to the tender process	
<b>Q</b>	<b>Health and safety at work</b>	
Q1	health and safety obligations in relation to different types of activity, including risk prevention, information and training	
<b>Annex II</b>		
<b>2-character code</b>	<b>Procedure to be fully digitalised</b>	
<b>R</b>	<b>Birth</b>	
R1	Requesting a birth certificate	
<b>S</b>	<b>Residence</b>	
S1	Requesting proof of residence	
<b>T</b>	<b>Studying</b>	
T1	Applying for a tertiary education study financing, such as study grants and loans from a public body or institution	
T2	Submitting an initial application for admission to public tertiary education institution	
T3	Requesting academic recognition of diplomas, certificates or other proof of studies or courses	
<b>U</b>	<b>Working</b>	

U1	Request for determination of applicable legislation in accordance with Title II of Regulation (EC) No 883/2004	
U2	Notifying changes in the personal or professional circumstances of the person receiving social security benefits, relevant for such benefits	
U3	Application for a European Health Insurance Card (EHIC)	
U4	Submitting an income tax declaration	
<b>V</b>	<b>Moving</b>	
V1	Registering a change of address	
V2	Registering a motor vehicle originating from or already registered in a Member State, in standard procedures	
V3	Obtaining stickers for the use of the national road infrastructure: time-based charges (vignette), distance-based charges (toll), issued by a public body or institution	
V4	Obtaining emission stickers issued by a public body or institution	
<b>W</b>	<b>Retiring</b>	
W1	Claiming pension and pre-retirement benefits from compulsory schemes	
W2	Requesting information on the data related to pension from compulsory schemes	
<b>X</b>	<b>Starting, running and closing a business</b>	
X1	Notification of business activity, permission for exercising a business activity, changes of business activity and the termination of a business activity not involving insolvency or liquidation procedures, excluding the initial registration of a business activity with the business register and excluding procedures concerning the constitution of or any subsequent filing by companies or firms within the meaning of the second paragraph of Article 54 TFEU	
X2	Registration of an employer (a natural person) with compulsory pension and insurance schemes	
X3	Registration of employees with compulsory pension and insurance schemes	
X4	Submitting a corporate tax declaration	
X5	Notification to the social security schemes of the end of contract with an employee, excluding procedures for the collective termination of employee contracts	
X6	Payment of social contributions for employees	
X10	Notification of a data intermediation services provider	
X11	Registration as a data altruism organisation	