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Meeting the information requirements in the single digital gateway Regulation

Annex I to the single digital gateway Regulation lists the information areas that the gateway should provide access to, that is “information on rights, obligations and rules laid down in Union and national law that are applicable to users exercising or intending to exercise their rights derived from Union law in the field of the internal market” (Article 2).

The Regulation and Annex I do not propose a concrete information architecture; Your Europe, other EU websites and national websites should however cooperate to minimise unnecessary duplications: “Member States and the Commission should aim to [...] avoid confusion among the users as a result of different or fully or partly duplicative sources of the same information” (Recital 55).

It is also in the interest of Commission and Member States to optimise use of resources and avoid duplication of efforts. **In this respect and where possible Members States should re-use existing sources of national information already available on EU platforms (such as e-Justice and MISSOC) and only complement with other national sources if necessary. The additional benefit is that almost all EU platforms are available in all languages, so translation is not necessary. Even if a Member State prefers national content on an EU platform to a national webpage, it is the responsibility of the national coordinator to notify the correct (deep)link to the EU platform in the SDG link repository.**

That is why the gateway coordination group should “discuss and recommend actions to the competent authorities and the Commission with a view to avoiding or eliminating unnecessary duplication of the services available through the gateway” (Article 30).

Creating a shared information architecture

This document proposes an approach to creating a shared information architecture.

It does so by looking at Annex I, matching each line to one of three categories, and outlining a possible distribution of content across Commission-managed websites (mainly Your Europe) and national websites participating in the gateway.

EU vs national content

Information required by Annex I can be assigned to three broad categories and specific approaches:

- **EU level information:** rights and obligations in the area are harmonised throughout the EU, with little or no national variation; the legal framework is often set in regulations directly applicable everywhere in the EU (e.g. on passenger rights). In most cases, this content should be presented exclusively on Your Europe. National websites can complement this information with country-specific details on implementation, contacts of relevant authorities.

- **Shared EU / national information:** the broad legal framework is set in EU law, typically directives (e.g. on residence rights), but the concrete rights and obligations for citizens and businesses in specific countries may differ. Usually, Your Europe content on the EU legal framework needs to be complemented by national content to ensure users identify their concrete rights and obligations.
- **Primarily national information:** these topics were identified as relevant for Annex I as they are important information for citizens and businesses looking for opportunities across borders; there are however no EU-wide rights and obligations. Your Europe can provide access to national content.

Annex I and procedures

Member States will be responsible for publishing “a sufficiently comprehensive, clear and user-friendly explanation of [online and offline procedures ... in order to enable users to exercise the rights and comply with the obligations and rules in the field of the internal market in the areas listed in Annex I]” (Articles 10 and 2 (b)): users should be provided with all relevant information to enjoy rights and comply with obligations in areas identified in Annex I.

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

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

‘Information’ sites explain the rights, obligations and rules, and HOW a particular 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.

Translation of SDG content

National, regional and local content that is part of the SDG and that fulfils all quality criteria can be translated from the SDG Dashboard > Translations free of charge. Your requests will be processed by the EU's Centre de Traduction. In view of the limited budgetary resources available for translations, and to make translations as "future-proof" as possible, it is important:

- to limit the original text to what is essential
- NOT to translate ephemeral content like news items, organisation charts, blogs etc.
- to notify national content that is already findable on existing EU platforms (eJustice etc.) because this content is already translated in all languages

Remember that you also need to notify the translated pages and ensure they comply with the quality criteria (feedback, Your Europe logo, link etc.)!

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 as mentioned in Annex I of the SDGR) to the URL metadata. This tagging makes the related content findable on Your Europe.

At the end of this guidance 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)

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 in the absence of a 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 to the SDG Links Repository must be tagged according to the 'area of information' (in non-legal language 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 in Table 3 at the end of this guidance.

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.

The approach in this guidance will always stay open to updates based on experience, user feedback and usability evidence, as well as input from National Coordinators.

New and updated text is marked in red.

It is up to each Member State to decide whether information for each chapter and specific line should be covered in a single, central portal, or across websites managed by different administrations. A coordinated approach is usually user-friendlier and arguably easier to manage for national coordinators.

Table 1: Information areas related to citizens:

Area	EU level info	Shared EU / natl. info	Primarily natl. info	Comments
A. Travel within the Union				
1. documents required of Union citizens, their family members who are not Union citizens, minors travelling alone, non-Union citizens when travelling across borders within the Union (ID card, visa, passport)		X		Your Europe to provide information on general rules for travel throughout the EU; national information required on travel documents for minors, travelling with lost and expired passports; see guidance A.1.
2. 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		X		Your Europe to provide information on passenger rights; national information required on complaint and redress procedures when operators do not apply EU law correctly.
3. assistance in case of reduced mobility when travelling in and from the Union	X			
4. transport of animals, plants, alcohol, tobacco, cigarettes and other goods when travelling in the Union	X			
5. voice calling and sending and receiving electronic data within the Union	X			
B. Work and retirement within the Union				
1. seeking employment in another Member State ¹		X		Your Europe to provide information on general rules about social security cover; national information required on practical aspects of looking for a job in each Member State
2. taking up employment in another		X		

¹ Wherever Annex I refers to situations "in another Member State", each Member State should provide information on conditions on its own territory that are also applicable to users in cross-border situations.

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Member State				
3. recognition of qualifications with a view to employment in another Member State		X		Your Europe to provide information on general recognition of professional qualifications; national information required on each regulated profession, in each Member State (for instance via Regulated professions database)
4. taxation in another Member State			X	National competence, hence national information required for each Member State; see guidance B.4.
5. mandatory liability and insurance rules linked to residence or occupation in another Member State			X	
6. terms and conditions of employment, including for posted workers, stipulated by law or statutory instrument (including working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissal and redundancies)		X		Your Europe to provide information on basic EU standards on working hours, leaves, dismissals; national information required on rights and obligations in each Member State Consider coordinated approach with point K.1 below
7. equal treatment (rules against discrimination in the workplace, equal pay for men and women, equal pay for employees on fixed-term / permanent employment contracts)		X		Your Europe to provide information about EU anti-discrimination rules; national information required on any additional rights and obligations in each Member State Consider coordinated approach with point K.4 below
8. health and safety obligations in relation to different types of activity		X		Cf. chapter O below.
9. social security rights and obligations in the Union including those related to getting pensions		X		Your Europe to provide information on basic EU rules on coordination of social security systems; national information required on rights and obligations in each Member State Consider coordinated approach with point K.2 below
C. Vehicles in the Union				
1. taking a motor vehicle temporarily or permanently to another Member State		X		Your Europe to provide information on general EU rules; national information required on acquiring a driving licence, registering a vehicle, taking out mandatory insurance in each Member State.
2. acquiring and renewing a driving		X		

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license				
3. taking out mandatory motor insurance		X		
4. buying and selling a motor vehicle in another Member State		X		Your Europe to provide information on general EU rules; national information required on applicable VAT rates in each Member State. Cf. point L.1 below.
5. 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			X	
D. Residence in another Member State				
1. moving temporarily or permanently to another Member State		X		Consider coordinated approach with point D.4: Your Europe to provide information on EU residence rights; national information required on documents required to stay, reporting presence, registering residence in each Member State; see guidance D.14
2. purchasing and selling of property, including any conditions and obligations related to taxation, ownership, or use of property, including as secondary residence			X	
3. participating in municipal elections and elections to the European Parliament		X		Your Europe to provide information on general EU electoral rights; national information required on participating in elections in each Member State; see guidance D.3
4. requirements for residence documents for Union citizens and their family members, including family members who are not Union citizens		X		Consider coordinated approach with point D.1: Your Europe to provide information on EU residence rights; national information required on documents required to stay, reporting presence, registering residence in each Member State; see guidance D.14
5. conditions for naturalisation for nationals from another Member State			X	
6. rules in case of death and repatriation of remains to another Member State			X	
E. Education or traineeship in another				

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Member State				
1. Education system in another Member State, including early childhood education and care, primary and secondary education, higher education and adult learning			X	
2. volunteering in another Member State		X		Your Europe to provide access to information on EU-wide schemes as well as to national schemes, on national websites
3. traineeships in another Member State		X		
4. conducting research in another Member State as part of an education programme		X		Your Europe to provide access to information on EU-wide schemes; as well as to national schemes (for instance via Euraxess or national websites)
F. Healthcare				
1. getting medical treatment in another Member State		X		Your Europe to provide information on general rules about social security cover; national information required on practical aspects of getting medical treatment in each Member State
2. buying prescribed pharmaceutical products in Member State other than the one where the prescription was issued, on-line or in person	X			
3. health insurance rules for short or long term stay in another Member State, including how to apply for a European Health Insurance Card		X		Your Europe to provide information on general rules about social security cover; national information required on practical aspects of getting medical treatment, applying for EHIC in each Member State
4. general frame of information on access rights or obligations to participate in available public preventive healthcare measures			X	
5. services provided through national emergency numbers, including 112 and 116 numbers		X		
6. rights and conditions for moving to a residential care home			X	
G. Cross-border citizens and family rights,				

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obligations and rules				
1. birth, custody for minor children, parental responsibilities, rules on surrogacy and adoptions, including second-parent-adoption, maintenance obligations in relation to children in a cross-border family situation		X		
2. 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)		X		
3. rules on gender recognition			X	
4. rights and obligations in relation to succession in another Member State, including tax rules		X		Your Europe to provide information on general EU rules on choice of law; national information required on succession law and related taxation in each Member State
5. rights and rules in case of cross-border parental child abduction	X			
H. Consumer rights				
1. buying goods, digital content or services from another Member State (including financial), on-line or in person	X			
2. holding a bank account in another Member State	X			
3. connection to utilities, such as gas, electricity, water, household waste disposal, telecom and internet		X		Your Europe to provide information on EU rules on universal services such as telecoms, internet and electricity; national information required on other utilities in each Member State, including at local level (e.g. for waste disposal)
4. payments, including credit transfers, delays in cross-border payments	X			
5. consumer rights and guarantees		X		Your Europe to provide information on general EU consumer rights

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related to buying goods and services, including procedures for consumer dispute resolution and compensation				and guarantees; national information required on concrete conditions in each Member State; see guidance H.5.
6. safety and security of consumer products		X		Cf. chapter M. Goods below
7. renting a motor vehicle	X			
I. Protection of personal data				
1. exercising data subjects' rights regarding the protection of personal data	X			

Table 2: Information areas related to businesses:

Area	EU level info	Shared EU / natl. info	Primarily natl. info	Comments
J. Starting, running and closing a business				
1. registering, changing the legal form of or closing a business (registration procedures and legal forms for carrying out business)		X		Your Europe to provide information on general EU rights on establishment; national information required on concrete conditions in each Member State; see guidance J.1.
2. moving a business to another Member State		X		
3. intellectual property rights (applying for a patent, registering a trademark, a drawing or a design, getting a license for reproduction)		X		Your Europe to provide information on general EU-wide intellectual property rights; national information required on concrete conditions to register IP in each Member State; see guidance J.3.
4. fairness and transparency in commercial practices, including consumer rights and guarantees related to selling goods and services		X		Your Europe to provide information on general EU consumer rights and guarantees; national information required on concrete conditions in each Member State Cf. chapter H. Consumer rights above
5. offering online facilities for cross-	X			

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border payments when selling goods or services online				
6. rights and obligations arising under contract law, including late payment interests		X		Your Europe to provide information on EU rules on late payment interests; national information required on rights and obligations arising under contract law in each Member State
7. insolvency proceedings and liquidation of companies			X	
8. credit insurance			X	
9. mergers of companies or selling a business		X		Your Europe to provide information on EU-wide rules on mergers and acquisitions; national information required on any obligations that may affect especially smaller businesses, in each Member State
10. civil liability of directors of a company			X	
11. rules and obligations regarding the processing of personal data	X			
K. Employees				
1. 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)		X		Your Europe to provide information on basic EU standards on working hours, leaves, dismissals; national information required on rights and obligations in each Member State Consider coordinated approach with point B.6 above
2. 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)		X		Your Europe to provide information on basic EU rules on coordination of social security systems (esp. for posted workers); national information required on rights and obligations in each Member State Consider coordinated approach with point B.9 above
3. employment of workers of other Member States (posting of workers, rules on freedom to provide services, residency requirements for workers)		X		Your Europe to provide information on basic EU rules on freedom to provide services, coordination of social security systems; national information required on rights and obligations in each Member State

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4. equal treatment (rules against discrimination in the workplace, equal pay for men and women, equal pay for employees on fixed-term / permanent employment contracts)		X		Your Europe to provide information about EU anti-discrimination rules; national information required on any additional rights and obligations in each Member State Consider coordinated approach with point B.7 above
5. rules on staff representation			X	
L. Taxes				
1. VAT: information on the general rules, rates and exemptions, registering for and paying VAT, obtaining a refund		X		Your Europe to provide information on general EU-wide obligations; national information required on concrete conditions in each Member State; see guidance L.124.
2. excise duties: information on the general rules, rates and exemptions, registration for excise tax purposes and payment of excise tax, obtaining a refund		X		
3. custom duties and other taxes and duties collected on imports	X			
4. customs procedures for imports and exports under the Union Customs Code	X			
5. other taxes: payment, rates, tax returns			X	National information required; see guidance L.124.
M. Goods				
1. obtaining CE marking	X			Your Europe to provide information on general EU-wide requirements and compliance procedures; national information required on national rules in each Member State.
2. product rules and requirements		X		
3. identifying applicable standards, technical specifications and getting products certified		X		
4. mutual recognition of products not subject to Union specifications		X		
5. requirements regarding classification, labelling and packaging for hazardous chemicals	X			
6. distance / off-premises selling:	X			

ANNEX I and the gateway's information requirements

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				
7. defective products: consumer rights and guarantees, after-sale responsibilities, means of redress for an injured party		X		Your Europe to provide information on general EU consumer rights and guarantees; national information required on concrete conditions in each Member State Cf. chapter H. Consumer rights above
8. certification, labels (EMAS, energy labels, Eco-design, EU ecolabel)	X			
9. recycling and waste management		X		Your Europe to provide information on general EU requirements on waste management and recycling (e.g. WEEE); national information required on concrete conditions in each Member State
N. Services				
1. acquiring licences, authorisation or permits with a view to starting and operating an business		X		Your Europe to provide information on free movement of services; national information required on concrete conditions in each Member State, including at local level for licences and permits
2. notifying the authorities of cross-border activities		X		
3. recognition of professional qualifications, including vocational education and training		X		Your Europe to provide information on general on recognition of professional qualifications; national information required on each regulated profession, in each Member State (for instance via Regulated professions database), and recognition of vocational education and training
O. Funding a business				
1. getting access to finance at the Union level, including Union funding programmes and business grants	X			Your Europe to provide access to information on EU-wide schemes as well as to national schemes, on national websites
2. getting access to finance at national level			X	
3. initiatives addressed to entrepreneurs (exchanges organised for new		X		

ANNEX I and the gateway's information requirements

entrepreneurs, mentoring programmes, etc.)				
P. Public contracts				
1. participating in public tenders: rules and procedures		X		Your Europe to provide information on EU rules on access to procurement procedures; national information required on concrete conditions in each Member State, including at local level if relevant
2. submitting a bid online in response to a public call for tender		X		
3. reporting irregularities in relation to the tender process		X		
Q. Health and safety at work				
1. health and safety obligations in relation to different types of activity, including prevention of risks, information and training		X		

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA A.1

Travel within the Union: documents required of Union citizens, their family members who are not Union citizens, minors travelling alone, non-Union citizens when travelling across borders within the Union (ID card, visa, passport)

Approach: Your Europe to provide information on general rules for travel throughout the EU; national information required on travel documents for minors, travelling with lost and expired passports.

Documents for minors travelling in the EU

Minors may be required to carry specific documents and/or authorisations when travelling in the EU, whether alone, with an adult who is not their legal guardian, or with one parent only.

There are no EU rules on the types of documents minors are required to carry when travelling in the EU; these requirements are defined by national law.

Information relevant for coverage:

- The specific documents and/or authorisations minors are required to have when travelling to and from their home country (within the EU)
- Information on how and where these documents can be obtained and/or any special procedure that must be followed (including any relevant deadlines)
- Whether authorisations are required each time the minor travels.
- Whether minors from other EU countries are subject to the same requirements when entering, leaving or transiting the country.
- Information (who and where) on any checks that are carried out and any consequences if the minor does not have the required documents / authorisations.

On Your Europe:

Travel documents for minors

Expired passport or identity card

There are no EU rules on travelling with an expired passport or identity card (ID), national rules and procedures apply in this case. Although EU nationals do not need to show a passport or national identity card when travelling and crossing borders inside the Schengen area, national rules may still require EU nationals to carry a valid passport or ID card at all times.

Information relevant for coverage:

- If nationals can enter and / or leave their home country on an expired passport or ID card
- Whether there are consequences or penalties if they do
- Whether the same rules apply to nationals of other EU countries entering / leaving or transiting
- Whether there are special arrangements / exceptions for some EU / EEA countries if travelling on an expired passport or ID card

Lost passport or identity card

There are no EU rules on the procedure to follow if an EU citizen loses or has their passport or ID card stolen, national rules apply. Although EU nationals do not need to show a passport or national identity card (ID) when travelling and crossing borders inside the Schengen area, national rules may still require EU nationals to carry a valid passport or ID card at all times.

Information relevant for coverage:

- Whether there is a special procedure to follow if a citizen loses or has their passport or ID card stolen at home or in another EU country
 - If yes, provide information on the procedure and indicate any relevant deadlines
- Whether the same rule applies to visiting nationals from other EU countries
- Whether visiting nationals from other EU countries are allowed to leave / transit if their passport or ID card has been lost or stolen
- Whether it is possible to get an emergency travel document (ETD)
 - If yes, what the conditions and procedures are to get one
- Whether there are special arrangements / exceptions for nationals of some EU / EEA countries if they lose or have their passport / ID card stolen

On Your Europe:

Expired or lost passports

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA A.2

Travel within the Union: 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

Approach: Your Europe to provide information on passenger rights; national information required on complaint and redress procedures when operators do not apply EU law correctly

If this involves a procedure, see "Annex I and procedures "above.

Information relevant for coverage: dedicated guidance was provided to NEBs.

On Your Europe:

Passenger rights

**GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN
AREAS B.1, B.2, B.6, K.1**

Work and retirement within the Union / Employees:

Seeking employment in another Member State; taking up employment in another Member State; terms and conditions of employment, including for posted workers, stipulated by law or statutory instrument (including working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissal and redundancies)

Approach:

- Your Europe to provide information on general rules about social security cover when going abroad to look for a job; on basic EU standards on working hours, leave, dismissal
- national information required on practical aspects of looking for a job and starting work, as well as on rights and obligations in each Member State. Part of this information is already required by the EURES Regulation²; it is collected by the European Commission and published on the EURES portal; it is available in English, French and German and should be updated once a year
- National coordinators to verify that the information on EURES meets the gateway requirements, and complement via the EURES network or national portals if necessary .

Seeking employment in another EU country

- Information on the different types of employment available
- Information on ways of searching for employment:
 - public employment services and their service catalogue
 - job websites
 - private job ads, etc.
- Practical information on how to apply for a job:
 - CV format
 - motivation letters
 - unsolicited applications, etc.
- Information on job centres and assistance services while looking for a job

General information on employment in the host EU country

- Information on different types of employment:
 - permanent contracts, temporary contracts, on-call contracts, etc.
 - full-time, part-time, etc.
- Information on the conditions for becoming self-employed

² Regulation (EU) 2016/589, Art. 9

- What information employment contracts should contain
- What the minimum and average wage/salary is
- What the determining factors are for establishing one's salary
- Information on minimum and maximum working hours
- Information about annual leave, parental leave, sick leave, etc.
- Information on terms and conditions for ending one's employment
- Information on terms and conditions for resigning
- Information on terms and conditions, rights in case of redundancy
- Information on unemployment benefits

On Your Europe:

- [Finding a job abroad](#)
- [Employment contracts](#)
- [Working hours, holiday and leave](#)
- [Transport sector workers](#)
- [Posted workers](#)

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA B.3, N.3

Work and retirement within the Union: recognition of qualifications with a view to employment in another Member State

Services: recognition of professional qualifications, including vocational education and training

Approach:

- Your Europe to provide information on general recognition of professional qualifications and the European Professional Card
- Users should already be able to identify which professions are regulated in any Member State via the Regulated Professions Database: <https://ec.europa.eu/growth/tools-databases/regprof/index.cfm>³
- Via the Regulated Professions Database Member States should also provide specific information on the various requirements they have introduced for regulated professions in their territory.⁴
- On a national level, Member States are already required to provide a central entry point which gives access to information on each regulated profession on their Point of Single Contact website⁵. This information should cover the information referred to in the Services Directive⁶ and specific information listed in the Professional Qualifications Directive⁷, including the information on fees, documents to be submitted, and details on how to appeal.
- National coordinators to ensure the Regulated Professions Database and the information provided on their Points of Single Contact is kept up to date and the standards on quality and completeness of this information as required under the gateway Regulation are respected. The pages on the PSCs should then only be translated into English to meet the requirements of the gateway Regulation.
- National information required on any further conditions to recognise vocational education and training followed in other Member States

³ See Art. 59 of Directive 2005/36/EC as regards obligations to update the information in the Regulated Professions Database.

⁴ As required under Article 59(5) of Directive 2005/36/EC

⁵ As required in Article 57 of Directive 2005/36/EC.

⁶ Article 7(1) and 7(3) of Directive 2006/123/EC to the extent this relates to regulated professions.

⁷ Articles 57(1) of Directive 2005/36/EC.

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA B.4

Work and retirement within the Union: taxation in another Member State

Approach: Exclusively national competence, hence national information required for each Member State.

Personal income taxes

There are no EU-wide rules on how the income of EU nationals who live, work or spend time outside their home countries should be taxed.

However, the authorities in the country of residence for tax purposes can usually tax an individual's total worldwide income. This includes wages, pensions, benefits, income from property or from any other sources, or capital gains from the sales of property, from all countries worldwide.

Information relevant for coverage:

- Information on tax-residence: who qualifies as tax resident and under what conditions
- Information on personal income tax rates
- Information on submitting a tax return form: deadlines, online procedure
- Information on paying tax: pay-as-you-earn or one-off-payments, deadlines
- Any specific information for employees, self-employed persons, posted workers from other EU countries
- Information on how to appeal a tax assessment

Specific information for cross-border commuters working in one country and living in another

- Information on tax-residence for cross-border commuters
- Information on specific rules for commuters from all neighbouring EU countries (where a country borders several Member States)
- Information on the impact of being a cross-border commuter may have on income tax rates
- Information on the impact on submitting a tax return form, deadlines, online procedure
- Information on how to appeal a tax assessment

Specific information for pensioners that live in one EU country but receive their pension from another

- Information on tax-residence for resident pensioners from other EU countries
- Information on taxation of pensions received from other EU countries
- Information on specific conditions for pensioners from other EU countries
- Information on any impact on income tax rates
- Information on any impact on submitting a tax return form, deadlines, online procedure
- Information on how to appeal a tax assessment

Double taxation agreements

There is a risk that two countries may have the right to tax the same income, examples include cross-border commuters, posted workers, pensioners resident in one EU country receiving a pension from another. Most countries have however concluded agreements to avoid double taxation.

Information relevant for coverage:

- Information on any bilateral agreements in place to avoid double taxation
- Any specific rules that apply to:
 - cross-border commuters, working as employees or self-employed persons
 - posted workers
 - company directors or board members
 - employees working in one EU country for a company based in another
 - mobile artists or sports professionals
 - civil servants in another EU country
 - unemployed persons looking for a job in another EU country
 - pensioners living in one EU country but receiving a pension from another

On Your Europe:

Work and Retirement: Taxes

Legal references:

Treaties for the avoidance of double taxation concluded by Member States

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA B.5

Work and retirement within the Union: mandatory liability and insurance rules linked to residence or occupation in another Member State

Approach: exclusively national information.

Information relevant for coverage:

- Which type of liability insurance is available for different professions
- Which type of liability insurance is compulsory for specific professions
- What type of risks insurance policies can cover:
 - professional liability for errors or negligence committed in the course of professional duties / business activities
 - general third-party tort liability incurred in the exercise of the profession / the business activity
 - accident insurance for staff
 - ...
- Any exclusions set in law, such as for harm caused intentionally.

**GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN
AREAS B.7, K.4, K.5**

**Work and retirement within the Union / Employees: equal treatment (rules against
discrimination in the workplace, equal pay for men and women, equal pay for employees
on fixed-term / permanent employment contracts)
Employees: rules on staff representation**

Approach:

- Your Europe to provide information about EU anti-discrimination rules;
- National information required on any additional rights and obligations in each Member State. Part of this information is already collected by the European Commission and published on the EURES portal; it is available in English, French and German and should be updated once a year
- National coordinators to verify that the information on EURES meets the gateway requirements, and complement via the EURES network or national portals if required.

Available on EURES:

- Information on the representation of workers and of trade unions
- Information on who to contact in case of labour disputes

Other information relevant for coverage, not available on EURES:

- Measures available to employees who may be victims of racism, sexism, harassment, etc. at the work place; who to contact and any available remedies
- Measures in place to support equal pay for men and women
- Measures in place to support equitable conditions between employees on fixed-term, permanent contracts and other contractual arrangements

On Your Europe:

- Equal treatment and free movement

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS B.8, Q.1

Work and retirement within the Union: health and safety obligations in relation to different types of activity

Health and safety at work: health and safety obligations in relation to different types of activity, including prevention of risks, information and training

Approach: Your Europe to provide information on general EU measures to encourage improvements in the safety and health of employees at work; national information required on the specific national requirements, in each Member State.

Requirements for risk assessment and preventive measures

Employers must evaluate all the risks employees may be exposed to and put in place preventive and protective measures. Sometimes, they might have to take additional measures, for example, to prevent dangerous situations occurring and provide training on first aid, fire-fighting and evacuation of workers. There are no EU rules that describe exactly how employers should conduct risk assessments, however, in some countries, national rules may include more detailed requirements concerning the content and form of risk assessments.

Information relevant for coverage:

- What the employer's responsibilities are when it comes to the health and safety of workers
- Whether there are any specific rules or formats to conduct risk assessments, for different risks
- For different risks, whether business owners can conduct assessments on their own or if they require a third party (such as from a fire safety expert, a health and safety expert, or similar)
- What health and safety measures are compulsory for all businesses
- What health and safety measures are only compulsory for particular sectors
- Whether there are special occupational safety and health rules that apply when employing young workers
- Whether there are specific conditions and procedures for SMEs

Authorities and reporting accidents

Information relevant for coverage:

- National authority competent for health and safety of workers
- Whether specific sectors have their own competent authorities
- In case of risks established, where complaints can be filed and what the procedure is
- When and how to report accidents, injuries, near-misses or work-related illnesses; whether reporting is compulsory
- Whether it is possible to make a complaint about unsafe or unhealthy work activities online

On Your Europe:

- Health and safety at work

Legal references:

- Health and safety at work – general rules

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA B.9

**Work and retirement within the Union: social security rights and obligations in the Union
including those related to getting pensions**

Approach:

- Your Europe to provide information on basic EU rules on the coordination of social security systems
- National information required in English on rights and obligations in each Member State; this is already available in the MISSOC ('Mutual Information System on Social Protection') guides: <https://ec.europa.eu/social/main.jsp?catId=858&langId=en>
- National coordinators to verify MISSOC guides are kept up to date (usually updated once a year); contact YOUR-EUROPE@ec.europa.eu for any questions or comments

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS C.1, C.2, C.3, C.4

Vehicles in the Union: taking a motor vehicle temporarily or permanently to another Member State; acquiring and renewing a driving licence; taking out mandatory motor insurance; buying and selling a motor vehicle in another Member State

Approach: Your Europe to provide information on general EU rules; national information required on acquiring a driving licence, driving a vehicle registered in another country or registering a vehicle, taking out mandatory insurance in each Member State.

Buying, registering and selling a vehicle

EU citizens that move to another EU country with their car may need to register it there; if they buy a vehicle in their host country, they will need exhaustive information on rules they are not familiar with. Specific conditions apply to car registration depending on the length of the stay and national rules in the host country.

Information relevant for coverage:

- Requirements to register a vehicle originally registered in another EU country
- Rules and exceptions for registration of company cars from another EU country
- Residence requirements for registering a vehicle from another EU country
- Information on penalties or fines for not complying with registration rules
- Any special conditions or requirements for registering a vehicle for:
 - students from other EU countries
 - second-home owners from other EU countries
 - cross-border commuters from other EU countries
- Information on procedures connected with buying and registering a new vehicle
- Information on procedures and documents needed to register a second hand vehicle registered in the same EU country
- Information on procedures and documents needed to re-register a vehicle already registered in another EU country
- Information on paying vehicle registration tax for permanent residents, temporary residents, students, second home-owners, and cross-border commuters
- Information on paying road tax for permanent residents, temporary residents, students, second home-owners, and cross-border commuters
- Information on periodic roadworthiness tests for vehicles
- Information on procedures and documents to de-register a vehicle sold abroad (export)
- Information on procedures when moving abroad with the vehicle (de-registration procedure, export plate, vehicle taxation related questions – how long does the owner have to pay the tax after having moved abroad with his/her vehicle)

- Information on the procedure and documents needed to de-register a vehicle at end-of-life

On Your Europe:

Vehicles: Registration

Legal references:

- EU Directive on registration documents for vehicles
- EU Directive on roadworthiness tests for vehicles and trailers

Driving licences

Obtaining a driving licence

To get a driving licence in an EU country, requirements usually include residence, minimum age, meeting the compulsory level of medical fitness, passing a driving test.

Information relevant for coverage:

- Age requirements for obtaining a driving licence category A, A1, A2 and B
- Residence requirements for foreign EU nationals to obtain a driving licence
- Information on driver's training and driving licence exams
- Information about accredited driving schools
- Information on driving test centres
- Information on any compulsory medical checks to prove fitness to drive
- Information on the validity of the driving licence
- Information on the validity of the driving licence for elderly drivers
- Information on the accepted formats of driving licences in addition to the EU wide standard format issued since 2013
- Information on and conditions for the use of provisional driving licences

Recognition of driving licences

- Information on the recognition of driving licences issued in other EU countries
- Information on the recognition of driving licences issued in non- EU countries
- Information on the recognition of EU driving licences issued in other EU countries in exchange for a non-EU licence
- Contact details of the responsible authority
- Information on the documents an EU citizen needs to submit to get their licence recognised including any time limits

Obligatory exchange of driving licences

- Information on any obligations to exchange a non-EU driving licence for an EU one
- Contact details of the responsible authority

Renewing or exchanging a driving licence in another Member State

Only one EU driving licence may be held at any one time. This licence is issued by the authorities of the EU country of residence.

If an EU citizen moves to another EU country and their driving licence is lost, stolen, damaged or expired, they should renew or exchange it in the country where they usually reside.

Information relevant for coverage:

- Residence requirements for renewing a driving licence for foreign EU nationals
- Age requirements (if any) for renewing a driving licence category A, A1, A2 and B
- Deadlines for renewing a driving licence if it has expired
- Information on any compulsory medical checks to prove fitness to drive
- Information on the documents an EU citizen needs to submit to get their licence exchanged
- Information on exchanging a non-EU driving licence for an EU licence and any deadlines to be respected

- Information on the documents a non-EU citizen needs to submit to get their licence exchanged
- Information on any limitations on using an EU driving licence replacing a non-EU driving licence

On Your Europe:

Vehicles: Driving licences

Legal references:

- Decision on equivalences between categories of driving licences

EU Directive on driving licences

Vehicle insurance

When registering a car in any EU country, the owner must take out third party liability insurance. This compulsory insurance is valid in all other EU countries and provides cover for any damage to property or injury caused to persons other than the driver.

Information relevant for coverage:

- Information on how to dispute a decision taken by the vehicle insurer
- Information on if and how claims history, including from other countries, is taken into account to determine insurance premiums
- Information on if and how claims history from other countries can be verified
- Information on the contact details of the relevant authority

Vehicle insurance cover in another Member State

In the case of accidents abroad, the law of the country where the accident took place applies. This means that the process for claiming compensation might be different.

Information relevant for coverage:

- Information on the procedure in case of an accident involving vehicles
 - Obligation to use the official accident declaration form
 - Obligation to call the police
- Information on any penalties if the accident procedure is not respected
- Information on the procedure for claiming compensation from the other driver's insurer
- Information on the procedure for filing an accident declaration
- Information on the required minimum insurance coverage
- Information on how to claim compensation if the other driver's vehicle is not insured

On Your Europe:

Vehicles: Insurance

Legal references:

EU Directive on motor vehicle liability insurance

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA C.5

Vehicles in the Union: 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

Approach: exclusively national information, partially already available on DG MOVE's website:

http://ec.europa.eu/transport/road_safety/going_abroad/index_en.htm In 2023 this content will be moved from the "Going Abroad" website to "Your Europe".

IMPORTANT: For information on tolls, urban vehicle access regulations etc. it is highly recommended to (also) publish the data in a machine-readable format according to the DATEX2 standard on a national access point. This facilitates re-use, including on Your Europe. More information and help in each country is available from the national bodies at <https://napcore.eu/>

- The European Commission collects this information from national authorities as required by EU law⁸, and publishes it in a user-friendly format, in all official EU languages.
- National coordinators to verify this information is updated **via DG MOVE's expert group, as before**, and complement it on national websites with:

Information on tolls and vignettes

The European Electronic Toll Service Directive (EETS)⁹ covers exchange of information on the failure to pay road fees, including on (toll-based) UVARs, but does not cover other measures such as low-emission zones. The Eurovignette Directive (1999/62/EC as amended) sets rules for tolls and user charges (it currently applies only to Heavy Goods Vehicles (HGVs) but should be extended to other vehicle categories). Its revision is currently being discussed in the Council.

- Information on **tolls**, roads / areas:
 - where they are located, incl. possibly a toll map
 - local name of the scheme
 - enforcement used including how they operate: manned or automatic
 - information on which vehicles are affected including tariffs: for different classes of vehicles; whether the tariffs are different for locals (such as discounts for frequent users)
 - hours of operation including differing tariffs depending on day and time
- How to pay, including options to pay tolls in advance and any need to register in advance
- Any obligations to pay tolls after using the road infrastructure: how long after, and by when (deadlines); consequences of not paying, including penalty/fee and amount of possible fine
- Information on **vignettes** to access the road infrastructure:
 - where they are required, incl. possibly a map
 - how to obtain them: where to buy them, incl. if possible online

⁸ Directive (EU) 2015/413 facilitating cross-border exchange of information on road-safety-related traffic offences, Art. 8

⁹ Directive (EU) 2019/520 on the interoperability of electronic road toll systems and facilitating cross-border exchange of information on the failure to pay road fees in the Union

- Alternative transport options
- Any exemptions

Information on urban traffic restrictions and emission stickers

Urban mobility, including Urban Vehicle Access Regulations (UVARs) is the responsibility of local authorities, in line with the subsidiarity principle and subject to applicable EU rules.

- Information on low emission zones, congestion charging and urban traffic restrictions
- Local name of the scheme
- Information on any **emission sticker** conceived to regulate access to areas, regions and cities
- Enforcement used, such as through cameras, or manually
- Information on areas, regions and cities where **an emission** sticker is required to enter
- Information on which vehicles are affected: including emission class, retrofitted vehicles, etc
- Consequences of entering a restricted area without an emission sticker, incl. penalty/fee and amount of possible fine
- Cost and conditions (duration, limitation to one or more restricted areas) for use of vignette / emission sticker
- Hours of operation
- How to obtain emission stickers: where to buy vignettes / emission stickers; whether it is possible to buy them online; how to pay and any need for registering in advance
- Information on whether tourists / visitors / non-residents are obliged to have an emission sticker and procedures to obtain them, incl. possible pre-registration
- Alternative transport options
- Any exemptions

On Your Europe:

- [Driving abroad](#)

Legal references:

- European Electronic Toll Service Directive (EETS)¹⁰
- **Euro vignette** Directive¹¹

¹⁰ DIRECTIVE (EU) 2019/520 of 19 March 2019 on the interoperability of electronic road toll systems and facilitating cross-border exchange of information on the failure to pay road fees in the Union (recast).

¹¹ DIRECTIVE 1999/62/EC of the European Parliament and of the Council of 17 June 1999 on the charging of heavy goods vehicles for the use of certain infrastructures, as amended

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN AREAS D.1, D.4

Residence in another Member State: moving temporarily or permanently to another Member State; requirements for residence documents for Union citizens and their family members, including family members who are not Union citizens

Approach: Your Europe to provide information on EU residence rights; national information required on documents required to stay, reporting presence, registering residence in each Member State.

IDs and passports

If you are an EU national, you do not need to show your national ID card or passport when you are crossing internal borders in the Schengen area. However, national rules may still require EU nationals to carry a valid ID or passport at all times.

Information relevant for coverage:

- Whether EU citizens and their family members need to carry a valid ID or passport or another identification document at all times.
- Whether EU citizens and their family members who do not carry a valid ID or passport at all times can incur fines or other consequences.

Reporting presence

The host EU country cannot require foreign EU nationals to register their residence during the first three months of their stay: request a residence document while proving they have found employment, are in education or training, have their own resources to live on etc. Host countries can however require foreign EU nationals to simply report their presence to the relevant authorities.

Information relevant for coverage:

- Whether EU citizens and their family members need to report their presence after arrival
 - If yes, the relevant deadline
 - If yes, where EU citizens and their family members can report their presence
- Documents to be submitted when reporting presence

Registering residence

After three months the host country can require foreign EU nationals to register their residence and prove they have found employment, are in education or training, have their own resources to live on etc. Not all EU countries impose this requirement.

Information relevant for coverage:

- Whether EU citizens and their family members need to register their residence
 - If yes, the relevant deadline (cannot be within three months of arrival)
 - If yes, where EU citizens can register their residence
- Whether the procedure to register residence is available online
- What documents inactive citizens (pensioners, self-sufficient persons) must present as proof of having sufficient financial resources
- What documents are required to show there is a family relationship for spouses, (grand)children, (grand)parents, parents-in-law, extended family members, non-registered partners, registered partners
- What documents are required to prove that a family member is economically dependent
- For how many years a registration certificate is valid
- Whether EU citizens and their family members can incur fines or other consequences for not registering their residence
- Whether EU citizens are required to have their registration certificate with them at all times
- Whether EU citizens and their family members can incur fines or other consequences for not carrying a registration certificate
- Which authorities are responsible for registering residence

Permanent residence

EU nationals and their family members acquire the right of permanent residence in another EU country after living there legally for a continuous period of 5 years.

Information relevant for coverage:

- Where and how to apply for permanent residence
- Whether the procedure is available online
- What documents are required to start the procedure

Request to leave and deportation

EU citizens may live in another EU country as long as they continue to meet the conditions for residence. If they no longer meet these requirements, national authorities may require them to leave. In exceptional cases, the host country can deport them on grounds of public policy or public security - but only if it can prove they represent a serious threat.

Information relevant for coverage:

- Conditions that determine a request to leave the country or a deportation decision
- Information on any appeal procedure

Deregistering your residence

Information relevant for coverage:

- Whether EU citizens leaving the country need to deregister their residence
 - If yes, the relevant deadline
 - If yes, the relevant procedure
- Whether the procedure can be completed online

On Your Europe:

Residence formalities

Legal references:

- EU Directive on the right of citizens of the Union and their family members to move and reside freely within the territory of the Member States
- Right to move and reside freely within the EU

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA D.2

Residence in another Member State: purchasing and selling of property, including any conditions and obligations related to taxation, ownership, or use of property, including as a secondary residence

Approach: exclusively national information.

Information relevant for coverage:

- Any requirements to buy and sell property
- The procedure for buying a property; whether an offer should be formulated in any particular way, and when it becomes binding
- The procedure for selling a property; whether an offer should be accepted in any formal way, and what the next steps are
- What professionals need to be involved when buying or selling a property: such as a notary, a solicitor
- What other professionals can be involved when buying or selling a property: such as a real estate agency; and how the profession is regulated to ensure a fair service
- What type of taxes one should pay when buying a property
- What type of taxes one should pay when selling a property, including on capital gains
- What type of taxes one should pay for owning the property

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA D.3

Residence in another Member State: participating in municipal elections and elections to the European Parliament

Approach: Your Europe to provide information on general EU electoral rights; national information required on participating in elections in each Member State.

Municipal elections

EU nationals living in another EU country have the right to vote and stand as a candidate in municipal elections in that country.

Information relevant for coverage:

- Requirements for EU citizens that want to vote in municipal elections in their host EU country
- Registration deadlines
- Procedure to be put on the electoral roll
- Information on the conditions and the documents EU citizens need to provide to be put on the electoral roll
- Information on compulsory voting (if applicable) including any penalties or fines for non-participation
- Rights and requirements for EU citizens that want to stand as a candidate for municipal elections in their host EU country, including whether they can run for senior mandates such as mayor, deputy mayor or a member of the mayor's executive committee

European elections

EU-nationals have the right to vote and stand as a candidate in European elections.

Information relevant for coverage:

- Requirements for EU citizens that want to vote in European elections in their host EU country
 - Registration deadlines
 - Procedure to be put on the electoral roll
 - Information on the conditions and the documents that EU citizens need to provide to be put on the electoral roll
 - Information on compulsory voting (if applicable) including any penalties or fines for non-participation
- Requirements for EU citizens that want to vote in European elections in their home EU country while living in another one
 - Registration deadlines

- Procedures to be put on the electoral roll
- Information on the conditions and the documents that EU citizens needs to provide to be put on the electoral roll
- Information on compulsory voting (if applicable) including any penalties or fines for non-participation
- Requirements for EU citizens that want to stand as a candidate for European elections in their host EU country

Home country elections

There are no EU rules determining if nationals of one EU country can participate in their home country's elections if they live abroad.

Information relevant for coverage:

- Requirements for nationals to vote in home country elections while living in another EU country, including European elections and municipal elections
- Conditions for voting in home country elections: by mail, at consulate, etc.

On Your Europe:

Residence formalities: Elections abroad

Legal references:

- EU Directive laying down detailed arrangements for the exercise of the right to vote and stand as a candidate in elections to the European Parliament
- Voting rights and eligibility in European Parliament elections
- EU Directive laying down detailed arrangements for the exercise of the right to vote and to stand as a candidate in municipal elections by citizens of the Union residing in a Member State of which they are not nationals
- The right to vote and to stand as a candidate in municipal elections

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA D.5

Residence in another Member State: conditions for naturalisation for nationals from another Member State

Approach: exclusively national information.

Information relevant for coverage:

- How foreign EU nationals can access citizenship: legal requirements and conditions
- What specific procedures foreign EU nationals have to follow to access citizenship

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA D.6

Residence in another Member State: rules in case of death and repatriation of remains to another Member State

Approach: exclusively national information.

Information relevant for coverage:

- Which rules apply in case of death and repatriation of remains to another EU country
- Which authorities should be involved
- What the average cost should be for the family

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA E.1

Education or traineeship in another Member State: education system in another Member State, including early childhood education and care, primary and secondary education, higher education and adult learning

Approach:

- Your Europe to provide information on basic EU rules on access to education and non-discrimination
- National information required in English on rights and obligations in each Member State; this is already available on Eurydice: <https://eurydice.eacea.ec.europa.eu/national-education-systems>
- National coordinators to verify Eurydice pages are kept up to date and meet the gateway requirements

**GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN
AREAS E.2, E.3**

Education or traineeship in another Member State: volunteering in another Member State; traineeships in another Member State

Approach: Your Europe to provide access to information on EU-wide schemes; national information required on national schemes, in each Member State;

Information relevant for coverage:

- Any national volunteering schemes available; any schemes involving another EU country
- Rules and conditions (selection criteria) for applying to national volunteering schemes
- Whether there is an annual cycle / call for interest
- Any national traineeship schemes available; any schemes involving another EU country
- Rules and conditions (selection criteria) for applying to national traineeship schemes
- Whether there is an annual cycle / call for interest

On Your Europe:

- Volunteering
- Traineeships

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA E.4

Education or traineeship in another Member State: conducting research in another Member State as part of an education programme

Approach:

- Your Europe to provide information on basic EU rules on access to education and non-discrimination
- National information required in English on conducting research in each Member State; this is already available via the Euraxess network: <https://euraxess.ec.europa.eu/>
- National coordinators to verify Euraxess network pages are kept up to date

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS F.1, F.3

Healthcare: getting medical treatment in another Member State; health insurance rules for short- or long-term stays in another Member State, including how to apply for a European Health Insurance Card (EHIC)

Approach:

- Your Europe to provide information on general rules about social security cover
- National information required in English on practical aspects of getting medical treatment, applying for EHIC in each Member State; this is already available on EHIC pages hosted by the Commission's DG EMPL: <https://ec.europa.eu/social/main.jsp?catId=559&langId=en>
- National coordinators to verify EHIC pages are kept up to date (usually updated once a year); contact YOUR-EUROPE@ec.europa.eu for any questions or comments

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA F.4

Healthcare: general frame of information on access rights or obligations to participate in available public preventive healthcare measures

Approach: exclusively national information.

Information relevant for coverage:

- Whether there are any compulsory vaccination programmes in place
- If so, which vaccinations are required and when
- What the consequences are of not taking part in compulsory vaccination programmes (for instance, whether they are a pre-requisite for entry in school or childcare facilities)
- Under what conditions someone may be exempt from any compulsory vaccination programmes – for instance immune-compromise, religious grounds, etc.
- Whether there are any national/regional screening programmes in place for specific illnesses, such as cervical cancer, breast cancer
- If so, which screening programmes are available and who are they intended for
- How these programmes work; how patients are contacted and how often; what tests are involved

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA F.5

Healthcare: services provided through national emergency numbers, including 112 and 116 numbers

Approach: Your Europe to provide information about 112 and 116 numbers as they are valid throughout the EU; national information required on other, national emergency numbers and their services.

Information relevant for coverage:

- What national emergency numbers there are
- What service each emergency number provides and when it should be used
- Whether the number is free to call (from landline, mobile) and whether it can be called from a locked mobile phone

On Your Europe:

- [Security and emergencies](#)

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA F.6

Healthcare: rights and conditions for moving to a residential care home

Approach: exclusively national information.

Information relevant for coverage:

- What kind of residential care homes (for the elderly, the disabled, etc.) exist and how they are regulated
- What the conditions are for access to public/state-run care homes
- What kind of financial contribution is required for public/state-run care homes, and who is responsible for paying
- Whether there are any rules on the fees that can be charged by privately-run care homes
- Whether there is any financial assistance available to pay for the cost of residential care

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS G.1, G.2, G.3, G.4, G.5

Cross-border citizens and family rights, obligations and rules:

birth, custody for minor children, parental responsibilities, rules on surrogacy and adoptions, including second-parent adoption, maintenance obligations in relation to children in a cross-border family situation; 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); rules on gender recognition; rights and obligations in relation to succession in another Member State, including tax rules; rights and rules in case of cross-border parental child abduction.

Approach:

The Commission covers on Your Europe information on Union law dealing with the matters listed below. National information on these matters has already been provided by Member States and is available on the European e-Justice Portal: <https://e-justice.europa.eu/>:

- Custody for minor children
- Parental responsibilities
- Rights and rules in case of cross-border parental child abduction
- Maintenance obligations in relation to children in a cross-border family situation
- Separation, divorce
- Marital property rights
- Rights to successions (excluding tax aspects)

National coordinators to verify that the information provided on e-Justice is kept up to date and meets the quality standards required under the gateway Regulation.

No Union law exists on the matters listed below; national coordinators will ensure that information on these matters is provided on national portals:

- Rules on registration of birth
- Rules on marriage and recognition of marriage
- Rules on registered partnerships and recognition of such partnerships
- Rules and requirements for adoption, including second parent adoption
- Rules and requirements for surrogacy
- Rules on gender recognition
- The main rights stemming from these rules
- Any appeal procedure if rights are infringed
- Tax obligations in relation to successions

On Your Europe:

- Family

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA H.3

Consumer rights: connection to utilities, such as gas, electricity, water, household waste disposal, telecom and internet

Approach: Your Europe to provide information for EU rules on universal service provision for telecoms, internet and electricity; national information required on specific utilities in each Member State, including at local level (e.g. for waste disposal).

Information relevant for coverage – for each type of utility:

- Whether consumers always have a right to be connected; if there is a universal service provision
- If so, how consumers find out the name of the universal service provider and contact them
- Whether consumers have to pay to get connected
- What if someone moves to a house where there's already a connection
- What if someone needs a new connection (newly constructed house, renovation, etc.)
- Whether and how consumers can change suppliers
- Any official website where citizens can compare prices from different suppliers
- What people do if they have a problem or a complaint; who they contact and how
- What people should do if they can't pay their bill; any assistance available for low-income households
- Any special assistance services available for customers with disabilities (braille readers, for example)
- For household waste disposal (most likely local information):
 - How waste collection/disposal is organised
 - What systems are in place for recycling household waste – how often it is collected, and where people can take their rubbish for recycling or disposal?
 - How to pay for rubbish collection/disposal, and what is the cost

On Your Europe:

- Telecommunication services
- Access to and use of energy services

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA H.5

Consumer rights: consumer rights and guarantees related to buying goods and services, including procedures for consumer dispute resolution and compensation

Approach: Your Europe to provide information on general EU consumer rights and guarantees; national information required on concrete conditions in each Member State.

More EU legislation to protect consumers against unfair commercial practices entered into force in 2022, see https://europa.eu/youreurope/citizens/consumers/unfair-treatment/index_en.htm.

Legal guarantee of conformity for goods

Information relevant for coverage:

- How long is the legal guarantee for new and second-hand goods
- When there is a lack of conformity with the sale contract, including a defect, who is responsible for putting things right
- Whether the consumer has to notify the seller of the defect within specific time, and by when
- Who has to prove the presence/absence of a defect at the time of delivery and how long from when the goods were delivered they have to do this
- What solutions (remedies - replacement, repair, price reduction, contract termination) have to be offered by the seller, at what stage of the legal guarantee, and under which conditions - whether there is a hierarchy of remedies
- Whether there are third party testing bodies that can help to provide proof about the defect
- Whether there are any other legal guarantees laid down in national law alongside the legal guarantee of conformityCommercial warranty/guarantee

Information relevant for coverage:

- Who is responsible for the application of the commercial guarantee
- On average, what is the duration of a commercial guarantee
- Who determines the duration of the commercial guarantee
- Whether the commercial guarantee is offered free of charge (included in the price of the goods) or is an extra payment required
- Whether it has to be confirmed in writing; if yes, in what format (online, paper?)
- What information has to be provided to the consumer

Right of withdrawal

Information relevant for coverage:

- Whether the right of withdrawal only applies to off-premises contracts, or it has been extended to on-premises purchases
- Whether the right of withdrawal has been extended in time
- Whether low-value off-premises contracts are covered by national rules on the right of withdrawal
 - If not, what the limit set in national legislation is
- Whether contracts made by telephone are required to have written consent
 - If yes, whether this has to be done in a specific format (email, letter, etc.)
- Whether a trader can ask for payment during the 14-day withdrawal period after the consumer signs an off-premises contract

Consumer dispute resolution (for goods and services)

If the customer continues to have a problem with a product or service that they bought, they can try to settle the dispute out of court using an alternative dispute resolution procedure.

*Alternative dispute resolution bodies have to meet strict EU quality criteria, which guarantee that they handle your dispute in an effective, fair, independent and transparent way. Most of them can help customers free of charge or at a low cost. They usually reach an outcome within 90 days. Under EU law, customers can use these bodies to **handle all contractual disputes** you may have with a trader established in the EU.*

If the dispute relates to a product or service bought online, customers can also submit their complaint online via the EU's online dispute resolution (ODR) website.

Information relevant for coverage:

- What remedies consumers are entitled to free of charge
- Whether there is a deadline for implementing the solution
- Whether the repaired/replaced product is covered by a new guarantee
- Whether the consumer can take action against the importer or any intermediary in the supply chain up to and including the producer
- If no amicable solution can be found, what the deadline is for taking the case to court
- What the relevant national Alternative Dispute Resolution (ADR) bodies are

On Your Europe:

Consumers

Legal references:

- [EU Directive on alternative dispute resolution for consumer disputes](#)
- [EU Regulation on online dispute resolution for consumer disputes](#)

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS H.6, M.7

Consumer rights: safety and security of consumer products

Goods: defective products: consumer rights and guarantees, after-sale responsibilities, means of redress for an injured party

Approach:

- Your Europe to provide information on general EU consumer rights and guarantees
- Your Europe and national websites to cover information on product requirements (see M.2, M.3, M.4)
- National information required to allow consumers to report any safety and security issues to market surveillance authorities.

Information relevant for coverage:

- What national rules are in place concerning the safety and security of consumer products?
Are there any differences depending on product types?
- Where can consumers report problems with the safety and security of products?
- Means of redress for an injured party

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS J.1, J.2

Starting, running and closing a business: registering, changing the legal form of or closing a business (registration procedures and legal forms for carrying out business); moving a business to another Member State.

Approach: Your Europe to provide information on general EU rights on establishment; national information required on concrete conditions in each Member State.

How to start a business

To start a new company or expand a business in another EU country, entrepreneurs need to know the rules that apply and the relevant national contact points to set up a company in that specific country.

Information relevant for coverage:

- Which procedures and formalities are needed to start a business
- Legal forms for carrying out a business, including the following and how to set them up:
- De-facto associations
 - Non-profit organisations
 - Sole-proprietorships
 - Partnerships
 - Private and public limited liability companies
 - ...cooperative companies
 - European Company (SE)
 - Business entities enlisted under Annexe I, Annexe II and Annexe 2.A of Directive 2019/1151
 - And other relevant legal forms
- Any online procedures to form a company, including the specific processes set up to comply with Directive 2017/1132 (esp. Art 13, as amended by Directive 2019/1151)
- Any different procedures for expanding a business, i.e. setting up a subsidiary branch
- Requirements for licences, declarations, notifications, applications for inclusion in a register, a roll or a database, or for registration with a professional body or association
- Which authorities are responsible for the registration of a company
- Whether it is possible to submit the application in person, by email or electronically
- Which documents are required to start the procedure
- Deadlines for submission of documents
- How long the procedure takes
- Whether there are any fees
- How to change the legal form or close a business
- Links to relevant national legislation and/or authorities' websites

On Your Europe:
Starting a business

Legal references:

- EU Directive on services in the internal market

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA J.3

Starting, running and closing a business: intellectual property rights (applying for a patent, registering a trademark, a drawing or a design, getting a licence for reproduction)

Approach: Your Europe to provide information on general EU-wide intellectual property rights; national information required on concrete conditions to register intellectual property (IP) in each Member State.

Patents

If protection is needed for only one EU country, applicants can register a patent with that country's national authorities.

Information relevant for coverage:

- How to register a patent
- Contacts at the national patent office
- Whether the procedure is available online
- Which documents are required to start the procedure
- The deadline for the submission of documents
- How much the fees are

For European-wide protection, you can register a European patent with the European Patent Office (EPO). A European patent also needs to be validated by the national patent office in each country where protection is required.

Information relevant for coverage:

- Which authorities are responsible for the registration and validation of the patent
- Whether it is possible to submit the application in person, by email or electronically
- Whether there is an administrative fee to be paid before the submission of the application
- How much the annual renewal fees are
- Any language requirements for submission, and whether translations need to be provided; the deadline for submission of translations and how much the fee is
- Whether there is a late payment penalty and how much it is
- Any other relevant documents that need to be submitted

Trademarks and design protection

Businesses that need trademark or design protection in all EU countries should register their trademarks or designs with the European Union Intellectual Property Rights Office (EUIPO). Those that trade in one EU country only, however, may only need protection in that country; national conditions and registration procedures then apply.

Information relevant for coverage:

- How to apply for trademark or design protection
- Contacts at the competent authority
- Whether the procedure is available online
- Which documents are required to start the procedure
- The deadlines for submission of documents
- How much the fees are
- How many years the trademark or design protection lasts

On Your Europe:
Intellectual property

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA J.4

Starting, running and closing a business: fairness and transparency in commercial practices, including consumer rights and guarantees related to selling goods and services

Approach: Your Europe to provide information on general EU consumer rights and guarantees; national information required on concrete conditions in each Member State.

Information relevant for coverage:

- Which commercial practices are considered unfair
- When unfair terms can lead to a void contract
- What national rules are in place concerning the safety and security of products sold to consumers
- Overview of national rules for specific sectors

On Your Europe:

- Unfair treatment
- Contracts with consumers

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA J.6

Starting, running and closing a business: rights and obligations arising under contract law, including late payment interest

Approach: Your Europe to provide information on general EU rules on late payment interest; national information required on rights and obligations arising under contract law in each Member State.

Contract law and sales to businesses, consumers

- What the differences are in contract law between selling B2B and B2C
- What rules are set out at national level in addition to the EU contract law rules, for example for the supply of digital content/digital services and for the sale of goods to consumers - especially for cross-border sales
- Whether there are specific rules for online sales and other off-premises sales such as selling at trade fairs or on the consumer's doorstep
- Whether the rules differ if the sale is made in the seller's shop
- Whether there are any assistance/training services for businesses to learn about their contractual obligations contracts when selling to consumers
- Whether sellers should offer remedies, and, if so, what sort of remedies
- Contracts for supplying digital content may be categorised differently from one country to another, they could be considered as sales contracts, services contracts or rental contracts.
 - How are these types of contracts categorised and what remedies are available
 - Who is liable for defects in products or services sold

Late payments

Information relevant for coverage:

- Any national bodies (affiliated debt collection agencies/bailiffs) that may be able to help the recovery of debts (late payment)
- Whether there is any additional compensation that can be claimed, such as a percentage of the value of the invoice, administrative costs, debt collection fees or costs to instruct a lawyer

On Your Europe:

Late payment

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA J.7

Starting, running and closing a business: insolvency proceedings and liquidation of companies

Approach: Your Europe to provide information on the basic EU framework on insolvency proceedings; national information required on specific rules and conditions, in each Member State.

Insolvency by country

Information relevant for coverage:

- What the main insolvency procedures are for voluntary liquidation, compulsory liquidation etc
- Whether there is an insolvency/illiquidity test which triggers certain obligations for the debtor company/directors
- What law determines the directors' liability for insolvency related duties
- Who is entitled to act as in relation to an insolvent individual, partnership or company as insolvency practitioner
- Who appoints insolvency practitioners (creditors, the courts)
- To what extent and under what conditions insolvency practitioners from another Member State can be appointed
- How claims from employees are treated (for example, for salary, holiday pay, pension contributions etc.)
- Whether there are any special arrangements facilitating insolvency proceedings for SMEs

Continuing business during proceedings, starting over

Information relevant for coverage:

- In what circumstances a debtor can continue to carry on business during rescue or insolvency proceedings
- Rules on release of over-indebted entrepreneurs from liability for certain unsecured debt obligations resulting from a court order or an agreement with creditors
- Rules on access to finance for second starters

Legal references

- [EU Regulation on insolvency proceedings](#)

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA J.8

Starting, running and closing a business: credit insurance

Approach: national information required on concrete rules on availability of credit insurance

Credit insurance insures an exporter against the risk of not being paid under an export contract, or of not being able to recover the costs of performing that contract because of certain events which prevent its performance or lead to its termination. Credit insurance can be provided by both private insurance companies and public export credit agencies. To insure risks in exports inside the EU, if there is a viable private market for insuring the risk that buyers will not pay, public export credit agencies may only provide insurance at market rates.

Information relevant for coverage:

- Whether and which government bodies/agencies offer credit insurance, and under which conditions
- What the requirements/procedures are for setting up new credit insurance
- Whether there are any legal prerequisites to access credit insurance
- Whether there are any specific rules for SMEs
- What percentage of the company's receivables can be insured
- How premiums are calculated
- What is the delay by which claims can be paid
- Whether alternatives to credit insurance exist, such as alternative risk transfer
- How credit insurance is taxed

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA J.9

Starting, running and closing a business: merger of companies or selling a business

Approach: Your Europe to provide information on EU-wide rules on mergers and acquisitions; national information required on any obligations that may affect especially smaller businesses, in each Member State

Information relevant for coverage:

- How mergers and acquisitions below EU thresholds are regulated
- Whether there are any rules for mergers and acquisitions in particular sectors
- Whether there are different rules for different types of company
- What documentation is needed
- The relevant competition authorities

On Your Europe:

Merging businesses

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA J.10

Starting, running and closing a business: civil liability of directors of a company

Approach: national information

Information relevant for coverage:

- Any rules on civil and criminal liability of directors who breach their duties; whether they may be held jointly and severally (fully and equally) liable
- Whether directors may be held personally liable for any loss, damages or costs sustained by the company because of conscious or unconscious breaches of their duties
- Whether directors may be held personally liable for any loss, damages or costs sustained by the company because of breaches of their duty of care, skill and diligence

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA K.2

Employees: 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)

Approach: Your Europe to provide information on basic EU rules on coordination of social security systems (esp. for posted workers); national information required on employers' obligations in each Member State

Registering as an employer

Information relevant for coverage:

- How employers can register with social security authorities
- Whether it can be done online, by email, by post
- What information the employer should provide

Registering employees

Information relevant for coverage:

- How employers can register single employees
- What the procedures are for different types of employees contracts (permanent, fixed-term, etc.)
- What rules apply to employees living in a different country (cross-border employment)

Calculating and paying contributions

Information relevant for coverage:

- How social security contributions are calculated
- Deadlines for paying social security contributions

Terminating contracts

Information relevant for coverage:

- Information to be provided to social security authorities in the case of termination of a contract, and relevant deadlines

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA K.3

Employees: employment of workers of other Member States (posting of workers, rules on freedom to provide services, residency requirements for workers)

Approach: Your Europe to provide information on basic EU rules on freedom to provide services, coordination of social security systems; national information required on rights and obligations in each Member State

New EU legislation on the posting of workers entered into force in 2022. See https://europa.eu/youreurope/business/human-resources/posted-workers/index_en.htm

Posting employees to another Member State

- What procedures must be followed when posting employees to another EU country
- To which authority should the posting be declared
- What information the declaration should include
- Links to national websites where the terms and conditions for posting workers are explained

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA K.5

Employees: rules on staff representation

Approach: national information

Information relevant for coverage:

- Company size thresholds required for staff representation
- Under what circumstances can employees organise staff representation
- What requirements should an employee fulfil in order to become a representative
- What duties can be fulfilled by staff representatives
- What are the rights and obligations, protections and guaranteed related to staff representation

Legal references:

[Directive 2002/14/EC establishing a general framework for informing and consulting employees](#)

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS L.1, L.2, L.5

Taxes: VAT:

Information on the general rules, rates and exemptions, registering for and paying VAT, obtaining a refund; excise duties: information on the general rules, rates and exemptions, registration for excise tax purposes and payment of excise tax, obtaining a refund; other taxes: payment, rates, tax returns

Approach: Your Europe to provide information on general EU-wide obligations; national information required on concrete conditions in each Member State.

VAT: information on the general rules, rates and exemptions, registering for and paying VAT, getting a refund

EU rules set the framework for VAT, such as where traders should declare and pay VAT for cross-border sales, minimum standard VAT rates, VAT exemptions, special schemes and cross-border VAT refund rules. However, the details of the Directives are implemented by national rules.

Information relevant for coverage:

- Registering for VAT
 - When a business, including businesses based in other EU countries, should register for VAT
 - How a business can register for VAT
 - How a business can change their VAT registration details
 - How a business can cancel their VAT registration
 - How a business can transfer their VAT registration to another business
 - Registering for VAT on digital services (OSS scheme)
- General VAT rules and rates
 - How a business should calculate their VAT taxable turnover
 - Information on keeping records of VAT transactions
 - List of VAT rates including: standard, reduced, super reduced, parking rate (if applicable)
- VAT exemptions
 - When a business is exempt from paying VAT
 - What products/services are exempt from VAT
 - Whether VAT exemptions exist for small companies and, if so, what the thresholds are
- Paying VAT
 - When and how often a business should file a VAT tax return
 - How long the tax authority has to make any reimbursement due
 - Thresholds that limit/allow for monthly or quarterly VAT tax returns (e.g. VAT above a certain amount should be paid over a different period of time)

- Portal for online registration/payment of VAT

Getting a VAT refund

Please provide information when a business is established in the same EU country they are claiming a refund from, and when the business is established in a different EU country from where they are claiming the refund.

Information relevant for coverage:

- When a business is eligible for a VAT refund
- What types of goods/services can and cannot be refunded
- What the rules are on proportional deduction
- What the procedure is for applying for a refund
- Whether the applicant can use a third party to submit a claim for a VAT refund
 - If so, whether they need to provide any additional documentation
 - Whether payments can be made to third parties
- What information should be included in the refund application
- What the minimum refund limits are
- What the time limit is to request a refund
- What the time limit is for an authority to process a refund
 - Whether there are any repayment supplements available if the authority is late paying the VAT back
- Whether there is a limit on how many applications are allowed annually
- Whether copies of invoices are required
- How the authority will communicate with the applicant
- Whether application errors can be corrected and if so how
- What the procedure is for appealing against a decision
 - Whether there are any time limits for appeals
- What the rules are for incorrect applications
- What the circumstances are where a requester's EU country won't send the refund request
- Whether refunds can be granted without reciprocal agreements to non-EU based businesses
- Procedure for VAT refunds for non-EU businesses
- Portal for online VAT refunds

Excise duties: information on the general rules, rates and exemptions

Excise duty rules cover alcohol, alcoholic drinks, energy products, electricity, and tobacco products. There are specific rules on excise duties when companies produce or trade excise goods. Some aspects are covered by EU rules, but many others are covered by national law.

Information relevant for coverage:

- How to set up an excise business
 - Duty paid – where the business may source duty paid excise products in other EU countries

- Duty suspended – when a business applies for authorisation as a tax warehouse keeper and subsequent approval of the premises
- Authorising a registered consignor – allowing the dispatch of duty suspended excise products on importation
- Authorising a registered consignee – allowing the receipt of duty suspended excise products on importation
- Licensing – obtaining an excise licence
- Which authorities are responsible for the collection of excise duties
 - Contact details of these authorities
- How businesses register to pay excise duties
- Rates of duty applicable for different types of excise licences
- Information for excise products:
 - The class/description
 - The commodity codes
 - Tax type codes
 - Excise duty rates
- What the minimum amount of excise tax is
- Whether rebates are available

Other taxes: payment, rates

There are no EU rules on company tax (corporation tax); this is defined solely by national law.

Information relevant for coverage:

- Which type of entities should pay company (corporation) tax
- When they should register for company tax
- How they register for company tax
- How they deregister
- What profits they should pay company tax on
- How often they should make a company tax return (accounting period)
 - How this should be done
 - What the deadline is
- Information on keeping accounting records
- What the company tax rate is
- Whether there are any exemptions from paying company tax

On Your Europe:

Taxation

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS M.2, M.3, M.4

Goods: product rules and requirements; identifying applicable standards, technical specifications and getting products certified; mutual recognition of products not subject to Union specifications

Approach: Your Europe and the EU Trade Helpdesk to provide information on EU-wide requirements while information on national rules is required from national portals.

National information relevant for coverage:

- Product rules for different types of product or risk
- Required technical documentation
- Required conformity assessment

[Find detailed guidance on product requirements here.](#)

On Your Europe:
[Product requirements](#)

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREA M.9

Goods: recycling and waste management

Approach: Your Europe to provide information on general EU requirements on waste management and recycling (e.g. WEEE); national information required on concrete conditions in each Member State

Information relevant for coverage:

- Concrete conditions for treatment of different types of waste derived from professional activities
- Concrete conditions for treatment of special waste (e.g. electric and electronic waste, waste from industrial processes, from processing processes including for instance frying, construction waste, asbestos, etc.) derived from professional activities
- Whether different types of waste are collected (how and when precisely) or should be brought to a sorting site (incl. conditions to enter the sorting site)
- Possibility or requirements for businesses to register for collection, treatment, access to the sorting site
- Pricing and payment for collection, treatment, access to the sorting site
- Information on any fines for incorrect sorting and treatment of waste

GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN

AREAS N.1, N.2

Services: acquiring licences, authorisation or permits with a view to starting and operating a business; notifying the authorities of cross-border activities

Approach:

- Your Europe to provide information on free movement of services
- National information required on concrete conditions in each Member State, including at local level for licences and permits – including all the information requirements set by the Services Directive¹².
- On national level, Member States are already required to provide this information on their Point of Single Contact website¹³. Such information should cover the information referred to in the Services Directive¹⁴ and specific information listed in the Professional Qualifications Directive (to the extent it concerns N1 and N2 areas).
- National coordinators to ensure the information provided on their Points of Single Contact are kept up-to-date to reflect these obligations and respecting the standards on quality and comprehensiveness of such information as required under the gateway Regulation.

Setting up a company

- Setting up and registering a company
- All procedures and formalities needed for access to service activities:
 - Declarations, notifications, applications necessary for authorisation from competent authorities
 - Requirements for inclusion in a register, a roll, a database, a professional body or association
 - Contact details of the competent authorities as well as of the Points of Single Contact set up by the Services Directive
- Whether there is any further help and support for setting-up a business, such as associations or assistance services, or even step-by-step guides
- Who to inform if you change your name, business name or your personal or trading address

Licences and permits

- What licences/permits/notifications are required to exercise different types of activities
- For each type of licence/permit/notification, the relevant procedures
- For each type of licence/permit/notification, the contact details of the relevant authorities
- Any means of redress available in case of a dispute with competent authorities, with clients or between businesses

¹² Directive 2006/123/EC

¹³ As required in Article 57 of Directive 2005/36/EC.

¹⁴ Article 7(1) and 7(3) of Directive 2006/123/EC.

- The contact details of any associations or organisations offering practical assistance

Notifying the authorities of cross-border activities

- When and how companies based in other EU countries should notify of their plans to do business while keeping their place of establishment abroad

**GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN
AREAS O.2, O.3**

Funding a business: getting access to finance at national level, initiatives addressed to entrepreneurs (exchanges organised for new entrepreneurs, mentoring programmes, etc.)

Approach: Your Europe to provide access to information on EU-wide schemes as well as to national schemes, on national websites

Access to finance at national level

The access to finance tool on Your Europe already covers EU approved loans and venture capital at national level; it does not cover financing programmes purely financed by national resources. Some Member States created dedicated databases to provide an overview of all national financing programmes for businesses:

- France: <http://aides-entreprises.fr/>
- Germany: <http://www.foerderdatenbank.de/>

Information relevant for coverage:

- Any government backed or part-funded sources of finance (loans or grants) for businesses
- Who can participate
- Who is responsible for the management of the programmes
- How to apply

Initiatives addressed to entrepreneurs

Information relevant for coverage:

- Programmes and initiatives addressed to entrepreneurs, including mentoring programmes, exchanges, training
- Who can participate
- Any funding available
- Who is responsible for the management of the programmes/initiatives
- How to apply

On Your Europe:

Getting funding

Erasmus for Young Entrepreneurs

**GUIDANCE FOR MEMBER STATES ON MEETING ANNEX I'S INFORMATION REQUIREMENTS IN
AREAS P.1, P.2, P.3**

Public contracts: participating in public tenders: rules and procedures; submitting a bid online in response to a public call for tender; reporting irregularities in relation to the tender process

Approach: Your Europe to provide information on EU rules on access to procurement procedures; national information required on concrete conditions in each Member State, including at local level if relevant

Participating in public tenders: rules and procedures

- What the different types of public procurement procedures are
- Whether there are any thresholds that determine different rules (below EU thresholds)
- Whether there are different rules depending on the type of tender
- When a bidder can be excluded from bidding on a call for tender
- How long the bidders have to submit their bid (from the date the tender was published)
- What documents a bidder should include in their application
- Where public tenders (including tenders below thresholds if applicable) can be found
- How electronic invoices should be submitted
- Any national sources of help with procurement procedures
- Any sources of information about procurement planning
- Any sources of information for carrying out procurement procedures, including awarding contracts and their implementation

Submitting a bid online in response to a public call for tender

- Any specific technical requirements for submitting a bid
- Whether eSignatures are mandatory and, if so, explain the requirements.
- Whether there are specific portals used to submit a bid for a public tender
- Any tutorials on submitting a bid

Reporting irregularities in relation to the tender process

- What the rules are on placing complaints/reviewing public procurement procedures
- How and to whom an irregularity in the tendering process can be reported
- Who can submit a complaint
- What the time constraints/limitations are for submitting a complaint

On Your Europe:

Public contracts

Table 3: 2-character codes from Annex I and Annex II of the SDGR**NOTE:** Notifying just the letter is not enough!

Annex I	
2-character code	Area
A	Travel within the Union
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	Work and retirement within the Union
B1	seeking employment in another Member State
B2	taking up employment in another Member State
B3	recognition of qualifications with a view to employment in another Member State
B4	taxation in another Member State
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
C	Vehicles in the Union
C1	taking a motor vehicle temporarily or permanently to another Member State
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
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
D	Residence in another Member State
D1	moving temporarily or permanently to another Member State
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

ANNEX I and the gateway's information requirements

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
E	Education or traineeship in another Member State
E1	education system in another Member State, including early childhood education and care, primary and secondary education, higher education and adult learning
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
F	Healthcare
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
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
G	Citizens' and family rights
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
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
H	Consumer rights
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
I	Protection of personal data
I1	exercising data subjects' rights in relation to the protection of personal data
J	Starting, running and closing a business
J1	registering, changing the legal form of or closing a business (registration procedures and legal forms for carrying out business)

ANNEX I and the gateway's information requirements

J10	civil liability of directors of a company
J11	rules and obligations regarding the processing of personal data
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
K	Employees
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)
K3	employment of workers in other Member States (posting of workers, rules on freedom to provide services, residency requirements for workers)
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
L	Taxes
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
M	Goods
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
N	Services

ANNEX I and the gateway's information requirements

N1	acquiring licences, authorisations or permits with a view to starting and operating a business
N2	notifying the authorities of cross-border activities
N3	recognition of professional qualifications, including vocational education and training
O	Funding a business
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.)
P	Public contracts
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
Q	Health and safety at work
Q1	health and safety obligations in relation to different types of activity, including risk prevention, information and training
Annex II	
2-character code	Procedure to be fully digitalised
R	Birth
R1	Requesting a birth certificate
S	Residence
S1	Requesting proof of residence
T	Studying
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
U	Working
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
V	Moving
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
W	Retiring
W1	Claiming pension and pre-retirement benefits from compulsory schemes
W2	Requesting information on the data related to pension from compulsory schemes
X	Starting, running and closing a business

ANNEX I and the gateway's information requirements

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