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Session 4: Governments and  
Global Single Market

The EU Single Market and supporting networks

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# Key problems

- ★ Information gap
- ★ Wrong expectations
- ★ Bad cooperation
- ★ Wrong application

# Single Market tools

Monitor implementation



Inform and advise



Speed up formalities



Improve cooperation



Solve problems



## Europe made easy

Help and advice on your life, work and travel in the EU

### **Travel**

- [Documents you need](#)
- [Passenger rights](#)
- [Animals and plants](#)
- [Allowed items](#)

### **Work**

- [Pensioner](#)
- [Jobseeker](#)
- [Migrant worker](#)
- [Cross-border worker](#)
- [Postings abroad](#)

### **Vehicles**

- [Driving licence](#)
- [Insurance](#)
- [Registration](#)

### **Residence**

- [Workers and pensioners](#)
- [Students](#)

### **Education & Youth**

- [School](#)
- [University](#)
- [Traineeships](#)
- [Researchers](#)
- [Volunteering](#)

### **Health**

- [Unforeseen medical treatment](#)
- [Planned treatment](#)
- [Help from the chemist](#)
- [Settling abroad](#)

### **Family**

- [Children](#)
- [Couples](#)

### **Shopping**

- [Shopping abroad](#)
- [Online shopping](#)
- [Cars](#)
- [Personal finance](#)

# Your Europe –

## a ‘Single Gateway’ to EU rights

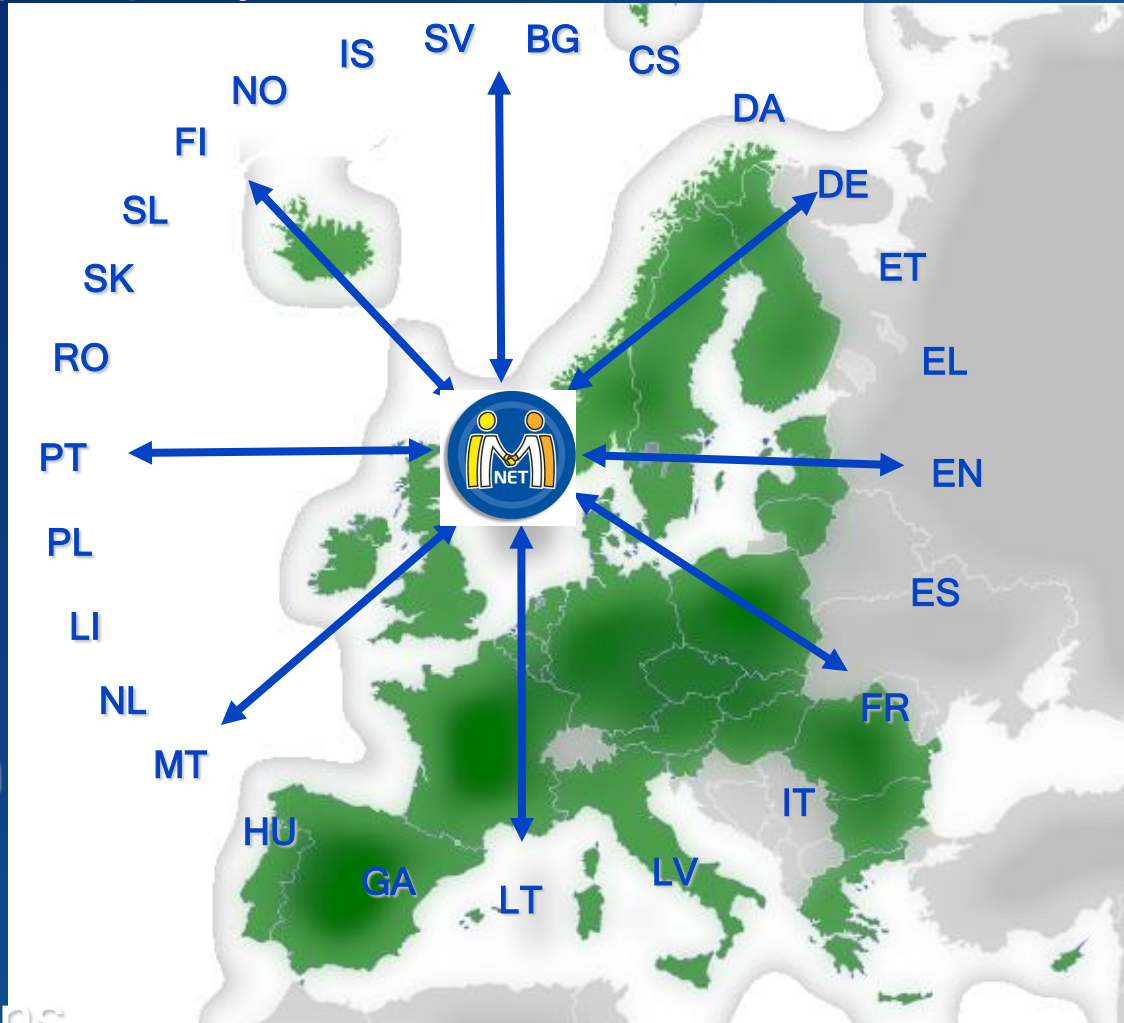
- ★ Information on all single market rights (cross-sectoral)
- ★ User-centered, jargon-free
- ★ In all EU languages
- ★ Also offers information on national rules and procedures
- ★ Direct access to further help – national contact points, Your Europe Advice, SOLVIT
- ★ Witin easy reach

# Your Europe Advice

- ★ Network of local lawyers offering free personalized legal advice on EU rights, within 1 week
- ★ Annual report 2010: [total number of cases, percentage of cases on prof qual]
- ★ % of cases on professional qualification

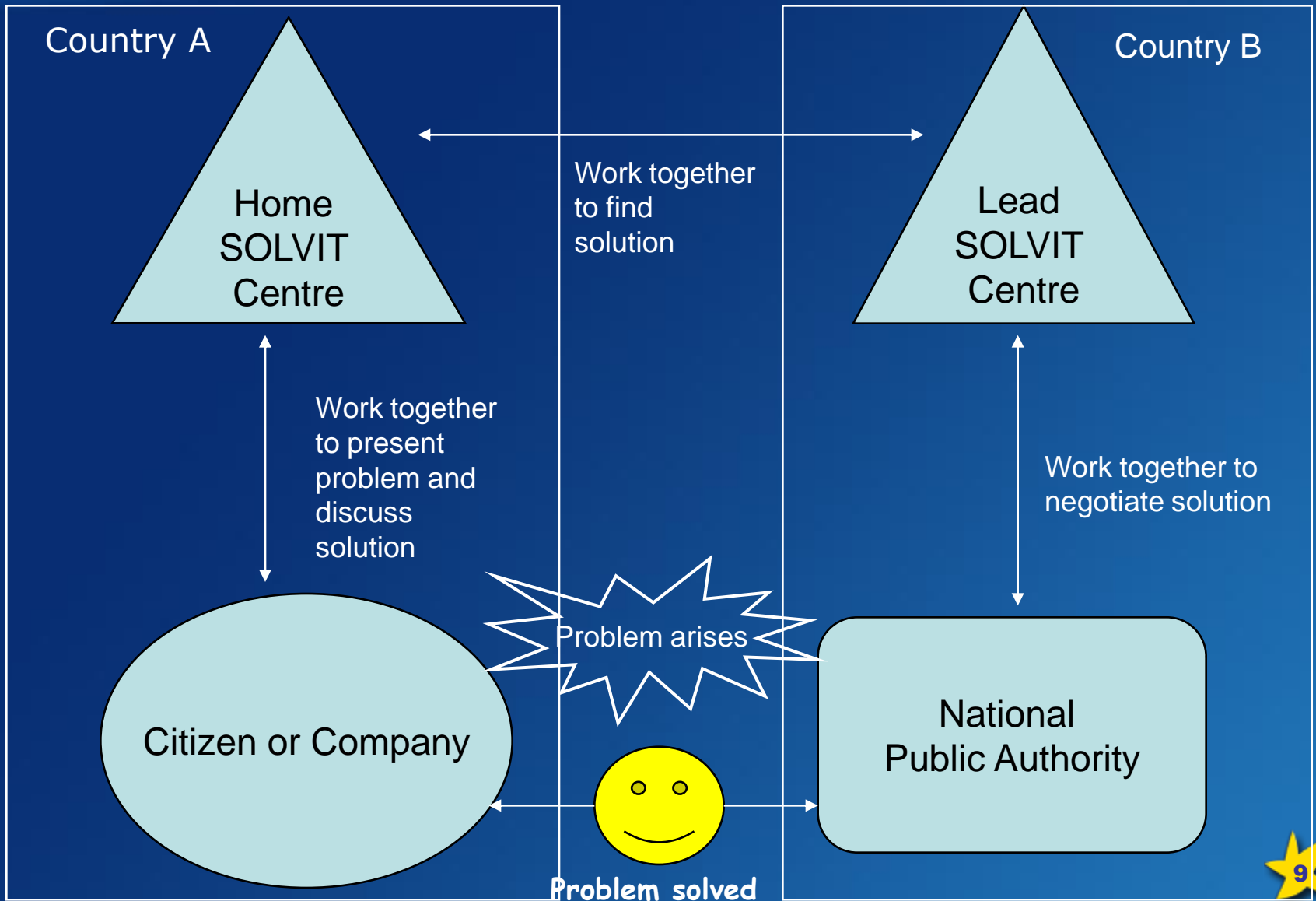
# The Internal Market Information (IMI) System?

- A web-based tool for information exchange between public authorities at all levels
- More than 6500 authorities registered
- 200 requests per month
- Currently used for professional qualifications, services and posting of workers



- ❑ **Language barriers – 23 official EU languages**
  - ➡ **Multilingual interface, pretranslated questions and answers**
  
- ❑ **Lack of clearly identified partners in other countries**
  - ➡ **Searchable database of authorities**
  
- ❑ **Different administrative structures and cultures**
  - ➡ **Flexible set-up to reflect administrative realities**
  
- ❑ **Lack of procedures for cross-border cooperation**
  - ➡ **Agreed workflows, tracking mechanism**

# SOLVIT



# SOLVIT

- ★ Clients: Citizens and businesses
- ★ Targeted problems: Incorrect application of EU law by authorities
- ★ Organisation: 30 national centres which are part of the national administration
- ★ Success rate: 80%