

# Monitoring good practices in the areas of **EMPLOYMENT, SOCIAL AFFAIRS AND INCLUSION**



Examples of projects funded  
by DG EMPL in 2012-2015  
Report IV

Written by Viltė Banelytė, Dalibor Sternadel and  
Haroldas Brožaitis  
Public Policy and Management Institute, Vilnius  
November 2015

EUROPEAN COMMISSION  
Directorate-General for Employment, Social Affairs and Inclusion  
Unit F3 - EaSI, direct and indirect management

European Commission  
B-1049 Brussels

# MONITORING GOOD PRACTICES IN THE AREAS OF EMPLOYMENT, SOCIAL AFFAIRS AND INCLUSION

**Report on examples of projects funded by DG EMPL in 2012-2015**

**Directorate-General for Employment, Social Affairs and Inclusion**

This report has received financial support from the Programme for Employment and Social Solidarity - PROGRESS (2007-2013).

*Europe Direct is a service to help you find answers  
to your questions about the European Union.*

Freephone number (\*):

**00 800 6 7 8 9 10 11**

(\*The information given is free, as are most calls  
(though some operators, phone boxes or hotels may charge you).

LEGAL NOTICE

This document has been prepared for the European Commission however it reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

More information on the European Union is available on the Internet (<http://www.europa.eu>).

Luxembourg: Publications Office of the European Union, 2015

ISBN: 978-92-79-57656-0

doi: 10.2767/302446

© European Union, 2016

Reproduction is authorised provided the source is acknowledged.



# Contents

<b>Abstract</b> .....	<b>3</b>
<b>Introduction</b> .....	<b>5</b>
<b>EURES</b> .....	<b>8</b>
<b>Your first Eures Job</b> .....	<b>8</b>
1. Dein erster EURES Arbeitsplatz (DEEA).....	10
<b>VP/2013/014</b> .....	<b>12</b>
2. Your first EURES job 3.0 (YfEj 3.0).....	13
3. Your first EURES job - Sweden.....	15
4. Your first EURES job.....	17
<b>PROGRESS</b> .....	<b>19</b>
<b>Social protection and social inclusion</b> .....	<b>19</b>
<b>VP/2011/009</b> .....	<b>19</b>
5. Tremplin - Insertion professionnelle pour les jeunes diplômés.....	20
6. Engaging Migrant Parents and Children - Raising achievement in Children's Centre's and Schools.....	22
7. Insertion professionnelle des jeunes en zones urbaines défavorisées: évaluation d'une action pilote.....	24
8. Door-to-door social inclusion in a multi-ethnic problem district: a cluster randomised trial.....	26
<b>VP/2012/010</b> .....	<b>28</b>
9. Modification of existing social security simulation model LSIM for decision making process in pension policy making.....	29
10. Towards a dynamic Microsimulation model, administrative Data for microsimulation in Luxembourg, the comparative Analysis of tools pertaining to the economics of ageing and a better understanding of Stakeholders' perception.....	31
11. Acceleration of the development of the Hungarian pension microsimulation model based on administrative data.....	33
<b>Employment</b> .....	<b>35</b>
<b>VP/2012/009</b> .....	<b>35</b>
12. Improving the operational skills of the health personnel working in the emergency departments. A useful tool to give concrete answers to EU policies on patients' safety and to create new working opportunities.....	36

13. GSSkills - Geothermal and Solar skills .....	38
14. European Sectoral Skills Council Commerce - Implementation and first year of activities & initiatives.....	40
<b>Working Conditions.....</b>	<b>42</b>
<b>VP/2013/008 .....</b>	<b>42</b>
15. “Rights without borders - RIDE” .....	43
16. Posting of workers: enhancing administrative cooperation and access to information in Baltic region.....	45

## Abstract

The European Commission finances projects enabling public, private and civil society actors deliver new services, assess new policies and exchange good practices in the fields of employment, working conditions, and social protection and inclusion. To facilitate the dissemination of the achieved results, this report reviews good practice examples of projects supported by the EURES financial instrument and PROGRESS Programme (2007-2013). Although the new EaSI programme has already started, the projects reviewed in this report were started between 2012 and 2014 and ended between 2013 and 2015.

The group of projects 'Your first Eures Job' initiative focused on fostering activities in the area of job mobility and filling the bottleneck vacancies across the EU with a high quality workforce. It also aimed to provide employment for young jobseekers and engage business in intra-EU labour mobility. The PROGRESS group of projects focused on activities relating to employment, social protection and working conditions.

All projects collected a solid and comparative knowledge base, good practice examples from different EU countries and policy recommendations, which may be beneficial to policy-makers designing or implementing policy interventions in the respective policy areas. The projects covered by this report are good practice examples of fostering employment among the youth, developing pension models, creating European Sectoral Skills Councils and developing inclusion models for vulnerable groups and simulation models.

## Résumé

La Commission européenne finance des projets qui permettent aux acteurs publics, privés et de la société civile d'apporter de nouveaux services, d'évaluer les nouvelles politiques et d'échanger des bonnes pratiques dans les domaines de l'emploi, des conditions de travail, de la protection sociale et de l'inclusion sociale. Pour faciliter la diffusion des résultats obtenus, le présent rapport analyse les exemples de bonnes pratiques des projets soutenus par l'instrument financier EURES et le programme PROGRESS (2007-2013). Même si le nouveau programme EaSI a déjà débuté, les projets analysés dans le présent rapport ont débuté entre 2012 et 2014 et se sont terminés entre 2013 et 2015.

Le groupe de projets «Votre premier emploi EURES» visait à favoriser les activités dans le domaine de la mobilité professionnelle et à régler les problèmes de main-d'œuvre dans l'Union européenne en apportant une main-d'œuvre très qualifiée. Il avait également pour objectifs de proposer des emplois aux jeunes en recherche d'emploi, et d'impliquer les entreprises dans la mobilité professionnelle intra-européenne. Le groupe de projets Progress s'est centré sur des activités liées aux domaines de l'emploi, de la protection sociale et des conditions de travail.

Les projets ont tous permis de rassembler des bases de connaissances solides et comparatives, des exemples de bonnes pratiques provenant de différents pays européens et de différentes recommandations politiques; ces éléments peuvent intéresser les décideurs politiques lors de la conception ou de la mise en œuvre d'interventions politiques dans leurs domaines politiques respectifs. Les projets couverts dans le présent rapport sont des exemples de bonnes pratiques visant à promouvoir l'emploi chez les jeunes, à concevoir des modèles de retraite, à créer des conseils sectoriels européens des compétences et à développer des modèles d'inclusion pour les groupes vulnérables ainsi que des modèles de simulation.

## Zusammenfassung

Die Europäische Kommission finanziert Projekte, mit deren Hilfe staatliche, private und zivilgesellschaftliche Akteure in den Politikfeldern Beschäftigung, Arbeitsbedingungen und soziale Eingliederung und Sozialschutz neue Dienstleistungen erbringen, neue politische Strategien auswerten und bewährte Verfahren austauschen können. Um die Verbreitung der erzielten Ergebnisse zu erleichtern, stellt dieser Bericht erfolgreiche Projekte vor, die durch das Finanzinstrument EURES und das Programm Progress (2007-2013) gefördert wurden. Obwohl das neue Programm EaSI bereits angelaufen ist, enthält dieser Bericht vorwiegend Projekte, die zwischen 2012 und 2014 begonnen und zwischen 2013 und 2015 abgeschlossen wurden.

Die Projekte, die im Rahmen der Initiative „Dein erster EURES-Arbeitsplatz“ durchgeführt wurden, konzentrierten sich darauf, die nationalen EURES-Dienstleistungen zu verbessern, Arbeitsmobilität zu fördern und offene Stellen in Engpassberufen in der EU mit hoch qualifizierten Arbeitnehmern zu besetzen. Die Aktion hatte außerdem das Ziel, jungen Arbeitssuchenden Stellen zu vermitteln und das Engagement der Wirtschaft für die innereuropäische Arbeitsmobilität zu stärken. Die Projekte im Rahmen des Programms „Progress“ konzentrierten sich auf die Politikbereiche Beschäftigung, Sozialschutz und Arbeitsbedingungen.

Alle Projekte erhoben zuverlässige und vergleichbare Daten, sammelten bewährte Verfahren aus unterschiedlichen EU-Mitgliedstaaten und fassten diese in Politikempfehlungen zusammen, die den Entscheidungsträgern in den jeweiligen Politikfeldern bei der Entwicklung innovativer Strategien nützliche Hilfestellungen bieten können. Die in diesem Bericht vorgestellten Projekte sind Beispiele für bewährte Verfahren und dienen unter anderem der Beschäftigungsförderung für junge Menschen, der Entwicklung neuer Rentenmodellen, der Schaffung von sektoralen Kompetenzräten und der Entwicklung und Simulation von Eingliederungsmodellen für besonders benachteiligte Gruppen.



## Introduction

Monitoring good practices is part of the performance monitoring of the European Union's Programme for Employment and Social Innovation (EaSI) 2014-2020. It foresees four biannual reports on projects considered to be examples of good practice, with a view to facilitating their dissemination. This is the fourth biannual report, which follows the first one issued in 2014, the second one issued in January 2015 and the third one issued in September 2015. This report reviews projects that were funded through earlier EURES financial instrument and Progress programme before the EaSI was started. As the projects usually last between 2 and 3 years, the results that can be reported at the moment are of projects that were initiated between 2012 and 2014.

The aim of the identification and sharing of good practices is to capture evidence on the effectiveness of a practice, to improve its visibility and dissemination so that it becomes easily accessible and reusable by all informed stakeholders: decision-makers, socioeconomic partners, NGOs, academia, media, and civil society at large, and facilitates learning from others. It is expected that the sharing of good practices will inspire further change and 'better practice'.

This report covers projects funded under previous programmes now integrated under EaSI within the policy areas of employment, social protection and inclusion and working conditions, specifically, the European Union Programme for Employment and Social Solidarity – PROGRESS (2007-2013) and the European Employment Services – EURES between 2012 and 2015 (including Your First EURES Job pilot schemes). The projects were funded by the Commission as a result of specific calls for proposals and following the selection procedures of each call. Please note that Your first EURES job was a pilot scheme intended to prepare for the targeted mobility schemes launched under the EaSI Programme. Since none of the targeted mobility schemes funded under EaSI have finished yet, it was decided to present the "Your First EURES Job" projects, which were also funded under the EURES budget line.

In the policy area of employment, the Commission has funded projects to support cooperation among public and private employment services and the exchange of good practices in employment and labour mobility, following nine calls for proposals (see box 1).

### Box 1. Calls for proposals the policy area of employment

#### PROGRESS

Reference number	Title
VP/2011/005	Public Employment Services & Private Employment Services working together; PARES (Partnerships between Employment Services)
VP/2011/010	Projects contributing to exchange of good practices (covered by this report)
VP/2012/013	PARES: Partnerships between Employment Services
VP/2013/010	Delivering on skills for growth and jobs
VP/2013/016	PARES: Benchmarking between Employment Services

#### EURES

Reference number	Title
VP/2011/006	Preparatory action "Your first EURES job"
VP/2012/006	Preparatory action "Your first EURES job"
VP/2013/004	EURES (European Employment Services)
VP/2013/014	Preparatory action "Your first EURES job"

In the policy area of social protection and social inclusion the Commission has funded projects to support policies for active ageing and the development of social, health and long-term care services, social experimentation and equality, following seven calls for proposals (see box 2).

## Box 2. Calls for proposals in the policy area of social protection and social inclusion

### PROGRESS

Reference number	Title
VP/2011/007	Call for proposals on innovative policies to support healthy, active and dignified ageing and raise the effectiveness and efficiency of spending on social, health and long-term care services and benefits
VP/2011/009	Call for proposals for social experimentations
VP/2012/007	Call for proposals for social policy experimentations
VP/2012/010	Call for proposals for actions related to the development of pension modelling and for support for mutual learning in national pension reform processes
VP/2012/011	Support for the development of a tracking service for private pension entitlements
VP/2013/012	Call for proposals for social policy experimentations supporting social investments
VP/2013/013	Support to the design of reform strategies for more cost-effective social protection systems

In the policy area of working conditions the Commission has funded projects that deal with restructuring, well-being at work and financial participation as well as with posting of workers, following three calls for proposals (see box 3).

## Box 3. Calls for proposals in the policy area of working conditions

### PROGRESS

Reference number	Title
VP/2011/008	"Restructuring, well-being at work and financial participation"
VP/2012/009	"Mutual learning in the field of skills and employment; EU Sector Skills Councils; Restructuring"
VP/2013/008	"Posting of workers: enhancing administrative cooperation to access information"

This report includes projects that were completed and submitted their final reports to the Commission before 15 August 2015. Such projects were identified within six calls for proposals:

1. VP/2011/006 preparatory action 'Your first EURES job'
2. VP/2011/009 'Call For Proposals For Social Experimentations Progress 2011' in the policy areas of social protection and social inclusion;
3. VP/2012/009 'Mutual learning in the field of skills and employment; EU Sector Skills Councils; Restructuring (PROGRESS)' in the policy area of employment;
4. VP/2012/010 'Actions related to the development of pension modelling and for support for mutual learning in national pension reform processes' in the policy area of social protection;
5. VP/2013/008 'Posting of workers: enhancing administrative cooperation and access to information (PROGRESS)' in the policy area of working conditions;
6. VP/2013/014 preparatory action 'Your first EURES job';

Projects within different policy areas as well as projects within the same policy area that are funded through different calls, should not be compared with each other, as they are different in terms of scope, aim, activities, budget and duration. They should rather be seen as distinct examples of good practice.

When selecting projects to be included in the good practice monitoring reports, a broad definition of the term 'good practice' has been adopted. It encompasses a process or a methodology that represents an effective way of achieving a specific objective, one that has been proven to work well and produce expected results, and is therefore recommended as a model or as a useful example. The selection is carried out following a three-step approach:

- First, a review of the final technical reports of the relevant action grants is carried out and a number of projects are selected according to the core criteria of effectiveness, transferability, sustainability, innovativeness and impact/European added value, and the horizontal criteria of gender equality, non-discrimination, inclusion of vulnerable groups, and contribution to employment and social protection and inclusion.
- Then, the projects which meet quantitative criteria and have a positive qualitative assessment are subject to a more in-depth analysis of additional information and consultations with the curators of the calls. Thus, the initial assessment is verified and the strongest aspects of the selected good practices are identified.
- Finally, the projects are classified according to broad policy areas. Context-related keywords on policy sub-areas, types of activities and target groups are assigned to each of them to facilitate the search for and dissemination of necessary information.

The report is structured according to the two areas (EURES and PROGRESS) and the projects are grouped according to their respective call for proposals. The PROGRESS part is further subdivided into policy areas. The description of each project includes general information on its policy area and sub-area, type of activity, target groups, participating countries and organisations, EU contribution and project duration, as well as specific information on the project's results, activities, context and sustainability. Links to additional information are provided at the end of each description.

# EURES

## Your first Eures Job

For intra-EU labour mobility, the Commission has been testing a mobility scheme called 'Your first EURES job' (YfEJ). The scheme aims to help young people to find a job, traineeship or apprenticeship in another Member State (remunerated, minimum 6 month contract). It also supports employers to find workforce in another EU country for their bottleneck vacancies.

All candidates must be 18 to 30 years old, nationals of any of the EU28 countries, Norway and Iceland and resident in any of these countries.

The main objectives of YfEJ are a) to foster the exercise of workers' freedom of movement as set out in the Treaty on the Functioning of the European Union (TFEU, Art.45); b) to address labour market mismatches and imbalances and, c) to reduce intra-EU labour mobility obstacles (e.g. knowledge of languages, recognition of qualifications or the costs of moving abroad).

YfEJ was implemented as a preparatory action (budget years 2011-2013) in the framework of the 'Youth on the Move' flagship initiative<sup>1</sup> and the Youth Opportunities Initiative<sup>2</sup>. Activities were funded by calls for proposals. The target for the three calls launched in the period 2011-2013 was to ensure 5000 work placements for young people with an overall budget of EUR 12 million.

The scheme combines the provision of information, recruitment, matching and placement services with EU financial incentives. It finances language courses or other training needs and travel expenses for young candidates (for job interviews and relocation to other EU countries). It also provides a contribution to an integration programme in the case of recruitment by a small or medium-sized company (SME).

At the end of the second quarter of 2015, around 4300 participants had obtained a work placement in another Member State. Projects under the preparatory action will only be finalised by the end of the third quarter of 2015.

A mid-term evaluation (2014)<sup>3</sup> confirmed the relevance and EU added value of YfEJ and proposed also some options for the future. As from 2014, the continuation of the scheme has been ensured under the EU Programme for Employment and Social Innovation (2014-2020 EaSI, EURES Axis) as a Targeted Mobility Scheme, with an annual budget of between EUR 6 and 9 million euros.

Under the preparatory action, the following three calls for proposals, were published: VP/2011/006, VP/2012/006 and VP/2013/014. The VP/2012/006 call was already covered by the 3rd report on monitoring good case practices. This report includes the projects granted under the VP/2011/006 and VP/2013/014 calls.

---

<sup>1</sup> European Commission, Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions. Youth Opportunities Initiative, 20 December 2011, COM(2011) 933 final.

<sup>2</sup> European Commission, Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions. Youth Opportunities Initiative, 20 December 2011, COM(2011) 933 final.

<sup>3</sup> European Union, 2014. Evaluation of the Your first EURES job preparatory action: Final Report.

## VP/2011/006

The call for proposals **VP/2011/006** had a budget of EUR 4 000 000. Grants could amount to 95% of the total project costs, of which: a minimum of 80% was aimed at granting third parties (young people and SMEs) and a maximum of 20% at co-funding the eligible costs borne by the selected organisations for the implementation of the action. The duration of each project has been at least 18 months.

The overarching priorities of the preparatory action were to contribute to fill bottleneck vacancies with available youth workforce at EU level and to foster youth job mobility across the EU-27 Member States.

Organisations applying for this grant had to belong to a category of 'general employment services', i.e. organisations whose main mission is to provide employment services to all types of jobseekers, job changers and employers covering a variety of occupations and jobs in different economic sectors. In addition, the organisations were required to have experience in recruitment, job matching and job placement activities and a thorough knowledge of EU labour markets. Also, the organisations had to demonstrate that they have the required management capacity, necessary resources and were able to integrate the requested activities into their business model with a view to supporting and distributing grants to young European mobile jobseekers and recruiting businesses.

A total of four projects were funded through this call for proposals. Three projects were presented in the third report and one report is presented below.

## 1) Dein erster EURES Arbeitsplatz (Your first Eures job)

<b>Project title</b>	Dein erster EURES Arbeitsplatz (DEEA)
<b>Identification of the call</b>	VP/2011/006
<b>Project identification number</b>	VS/2012/0067
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Youth employment, mobility
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Public, private or third sector employment organisations with a legal profit or non-profit status
<b>Ultimate target groups</b>	Young people (18-35) and employers
<b>Participating countries</b>	Germany
<b>EU contribution (Euros)</b>	997 500.00
<b>Project duration</b>	14 March 2012-13 September 2013 (18 months)
<b>Beneficiary</b>	Bundesagentur für Arbeit (BA) vertreten durch die Zentrale Auslands- und Fachvermittlung (ZAV)
<b>Partners</b>	No partners

**Results:** Under the YfEJ project, the German Federal Employment Agency (Bundesagentur für Arbeit) provided support – information, recruitment, matching, placement and funding – for both young jobseekers and businesses interested in recruiting skilled young people from outside Germany. During the 18-month programme duration, 361 young people were supported through the payment of travel expenses, travel and relocation expenses as well as through preparatory language training. Also, 32 SMEs benefited from financial support for a total of 46 integration programs.

**Project description:** The ‘Your first EURES Job’ (YfEJ) project (Dein erster EURES-Arbeitsplatz, DEEA) of the German Federal Employment Agency built on the existing infrastructures and cooperation formats of the EURES network. YfEJ is an EU job mobility scheme that helps young Europeans between 18 to 35 years old find a job or work-based training opportunity in other Member State, Norway or Iceland and also helps employers find qualified young workers within a larger territory.

**Context:** The project’s target groups were companies based in Germany faced with a lack of staff, as well as young people from Europe looking for professional training opportunities in Germany. The YfEJ project aimed at providing mediation between these two groups by supporting placement opportunities.

**Notable aspects of good practice:** The project was implemented effectively and achieved most of its goals. The project contributed directly to combating unemployment and achieved impact by providing young people with help in finding employment in Germany, as well as helped German companies to find skilled young workers. The preparatory language courses, simple application procedure and rapid payment of travel expenses provided by the program were identified as key elements to support the successful integration of young Europeans into the German labour market. Finally, the practices and methods developed in this project could be transferred to other contexts.

**Conclusion and follow-up:** One of the greatest success of the DEEA project was the introduction of the national mobility program ‘The job of my life’, which secured the sustainability of YfEJ in Germany. In addition to DEEA, ‘The job of my life’ program supports young people from Europe and brings together promoters and companies looking for young talents.

## More information

<http://www.thejobofmylife.de/en/home.html>



## VP/2013/014

The call for proposals **VP/2013/014** shared similar goals as call VP/2011/006 and aimed to fill bottleneck vacancies and foster youth employment through intra-EU labour mobility. It funded a third wave of YfEJ projects. The total available budget was 5 million euros and for the first time the activities had the possibility to extend support measures to trainees and apprentices. The European Union's financial contribution could not exceed 95% of the total eligible costs of the proposed activities, of which: a minimum of 70% of the total eligible costs were aimed at direct support grants to young people and SMEs and financing "Other support measures by 'YfEj beneficiaries'" (i.e. the preparatory training and mentoring support for recruited trainees and apprentices). The duration of the projects was 12 months.

In total, six projects were funded through this call for proposals. Before the cut-off date for this report, three of them had been completed and assessed as good case practice examples. The projects are presented below.



## 2) Your first EURES job 3.0

<b>Project title</b>	Your first EURES job 3.0 (YfEj 3.0)
<b>Identification of the call</b>	VP/2013/014
<b>Project identification number</b>	VS/2014/0274
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Youth employment, mobility
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Public, private or third sector employment organisations with a legal profit or non-profit status
<b>Ultimate target groups</b>	Young people (18-30) and employers
<b>Participating countries</b>	Germany, Italy, Spain
<b>EU contribution (Euros)</b>	970 890.78
<b>Project duration</b>	1 June 2014-31 May 2015 (12 months)
<b>Beneficiary</b>	Provincia di Roma - Dipartimento III 'Servizi per la Formazione, il lavoro e la promozione della qualità della Vita', Italy
<b>Partners</b>	CJD Berufsbildungswerk Frechen, Germany Agenzia Piemonte Lavoro, Italy Università di Roma La Sapienza, Italy Fundación Intras, Spain

**Results:** Building on experience and lesson learnt in the previous YfEJ project, YfEJ 3.0 increased its performance reaching a higher number of beneficiaries (jobseekers and employers), and further developed and improved its service model. A new version of the web matching tool (EUJOB4EU Platform) was implemented, facilitating the management and monitoring of all the mobility processes, from pre-departure to the selection and post-placement phases. During the year covered by the project, 373 young jobseekers found a job in 17 different countries, 345 benefited from a relocation grant and 109 from an interview allowance. Also, 53 integration programmes organised by SMEs were funded.

**Project description:** YfEJ 3.0's main aims were to assist youth in making successful transitions into the EU labour market and to support employers in recruiting EU youth workers, thereby resulting in increased employment, filled bottleneck vacancies and in sustained worker's freedom of movement. The project was implemented as a continuity to a previous YfEJ project that created a model of European hub for youth mobility.

**Context:** The project approached labour demand and supply from a holistic point of view, with a specific attention to building bridges and strengthening the cooperation with other labour market stakeholders. This cooperation was particularly important when focusing on bottleneck vacancies.

**Notable aspects of good practice:** The YfEJ was an effective project that achieved its goals and contributed to fighting unemployment in several EU Member States. One of the successes of the project was that its sustainability was ensured through another grant until 2017. The project model was also transferred to National EURES Advisers and Regional and local PES operators.

**Conclusion and follow-up:** Building on experience and lesson learnt in the previous YfEJ project, YfEJ 3.0 increased its performance reaching a higher number of beneficiaries (jobseekers and employers), and further developed and improved its service model. A new version of a web matching tool (EUJOB4EU Platform) was developed, the project's network of partners and stakeholders was strengthened all over Europe and new services were tested and offered to beneficiaries. The Italian Ministry of Labour and other 8 EURES National coordination offices (Croatia, Cyprus, Czech Republic, France, Germany, Ireland, Portugal, and Spain) started another project in February 2015 that will build on the experience gained through the previous projects.

### 3) Your first EURES job - Sweden

<b>Project title</b>	Your first EURES job - Sweden
<b>Identification of the call</b>	VP/2013/014
<b>Project identification number</b>	VS/2014/0275
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Youth employment, mobility
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Public employment organisation
<b>Ultimate target groups</b>	Young people (18-30) and employers
<b>Participating countries</b>	Finland, Ireland, Portugal, Slovenia, Spain
<b>EU contribution (Euros)</b>	816 296.34
<b>Project duration</b>	1 June 2014-31 May 2015 (12 months)
<b>Beneficiary</b>	Arbetsförmedlingen (Public Employment Services), Sweden
<b>Partners</b>	EURES partners in Finland, Ireland, Portugal, Slovenia, Spain

**Results:** This project achieved its initial target of finding employment for 500 young jobseekers (in total 504 were employed). The financial support provided by the project enabled them to participate in the interview trip and relocate. In addition, 148 jobseekers were granted interview trips and 11 jobseekers were granted recognition of qualification. Finally, 10 SMEs were supported for employing 85 persons.

**Project description:** The main aims of the project included: 1) providing job placements by using information, recruitment and job matching; 2) providing young jobseekers with the opportunity to find real jobs in another EU country, ensure sustainable mobility by personal and financial support to young jobseekers; and 3) assisting SMEs to make sustainable recruitments among young jobseekers.

**Context:** The preparatory action YfEJ was run for the second time by the EURES of the Swedish Public Employment Service (PES). Hence, the implementation of the second action was carried out more cost-effectively, relying on an already established organisation. In addition, the project overall correlated with the objectives of the Swedish PES prioritizing work with young jobseekers and employers and ensuring swift implementation within the whole PES organization.

**Aspects of good practice:** The implementation of this action was effective and the project achieved most of its aims. The momentum it has achieved was sustained through a new grant of Targeted Mobility Scheme 'Your first EURES job' that EURES Sweden will be leading. Finally, the action has been an important tool to fight the increasing number of unemployed youth in Sweden as well as in other EU-countries.

**Conclusion and follow-up:** A consortium of the EURES networks and PES organizations of the Azores, Denmark, Finland, Ireland, Portugal, Slovenia and Sweden has been granted a new project under the Targeted Mobility Scheme Your first EURES job from the 2nd of February 2015 to the 1st of February 2017, with EURES Sweden as the lead applicant and Madeira as an affiliated entity.

#### **More information**

<http://www.arbetsformedlingen.se/Globalmeny/Other-languages/Your-first-EURES-job.html>

#### 4) Your first EURES job

<b>Project title</b>	Your first EURES job
<b>Identification of the call</b>	VP/2013/014
<b>Project identification number</b>	VS/2014/0278
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Youth employment, mobility
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Public employment organisation
<b>Ultimate target groups</b>	Young people (18-30) and employers
<b>Participating countries</b>	Slovenia
<b>EU contribution (Euros)</b>	285 212.27
<b>Project duration</b>	1 June 2014-31 May 2015 (12 months)
<b>Beneficiary</b>	Zavod Republike Slovenije za zaposlovanje (Employment Service of Slovenia), Slovenia
<b>Partners</b>	No partners

**Results:** In total, there were 173 applications approved and 96 applicants received support for relocations. In addition, 75 applicants were reimbursed for their job interviews abroad and 2 applicants were reimbursed for costs related to the recognition of their academic and/or professional qualifications. There were 14 integration programmes approved in 4 different companies. The Employment Service of Slovenia (ESS) created a dedicated website in Slovenian and English language with clear information about the programme and application procedure for financial support for the job seekers and employers. The ESS also carried out extensive dissemination activities that included seminars and individual meetings for jobseekers, participation in job days, liaising with Career centres of Universities, youth unions and organising other targeted recruitment events.

**Project description:** In line with the Youth Opportunities Initiative for the year 2014, the project aimed to provide young people a job in another Member State, to regulate labour market imbalances and bottleneck vacancies as well as to tap into the quality of employment services directed at young people and employers. The project also intended to boost intra-EU youth job mobility by reducing obstacles for moving to and recruiting from another Member State and by facilitating transitions in the labour market from education to work.

**Notable aspects of good practice:** The project was effective in conducting its activities and achieving its goals in broad terms. The project collected information from participants to evaluate customer satisfaction and the responses were positive. By providing employment the project made an impact in several EU Member States in reducing unemployment rates among the youth. The practices and methods applied in this project could be transferred to and adapted in other countries.

**Conclusion and follow-up:** One of the biggest achievements of the project was that the YfEJ programme was well integrated and recognised by ESS. Also, the participants of the YfEj in Slovenia were mostly satisfied by the service and would recommend the programme to other young people according to the questionnaire conducted by the ESS.

#### **More Information**

[http://english.ess.gov.si/eures/your\\_first\\_eures\\_job](http://english.ess.gov.si/eures/your_first_eures_job)

# PROGRESS

## Social protection and social inclusion

VP/2011/009

The call for proposals **VP/2011/009** 'Call for proposals for social experimentations' was aimed at PROGRESS countries embarking on welfare reforms to support try-outs in the foreseen policy changes and reforms before their implementation. The call also required the projects to develop and test socially innovative approaches to policy priorities in the context of the Europe 2020 Strategy and the open method of coordination on social protection and social inclusion. Projects funded through this call had to focus on design and evaluation of the projects and on mutual learning from the experimentations. Particular attention had to be paid to vulnerable groups, quality of childcare services, active and healthy ageing and youth transition from education to work.

Proposals had to be presented by policy-makers at national, regional or local levels and involve other stakeholders such as public bodies, local authorities, civil society, private sector, academic sector or social partners which could bring expertise in the required field.

In all 3.5 million euros was allocated to this call. Grants could amount to 80% of the total project costs. Duration of each project was a minimum of 18 months and maximum of 24 months.

Eight projects were funded through this call for proposals. Two projects were already covered in the previous report. Before the cut-off date for this report five projects were completed and four of them were assessed as being good practice examples. The four projects are presented below.

## 5) Tremplin - Insertion professionnelle pour les jeunes diplômés

<b>Project title</b>	Tremplin - Insertion professionnelle pour les jeunes diplômés
<b>Identification of the call</b>	VP/2011/009
<b>Project identification number</b>	VS/2012/0347
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Youth employment
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Vocational education and training institutions
<b>Ultimate target groups</b>	Young people, unemployed
<b>Participating countries</b>	France, Germany, Poland, United Kingdom
<b>EU contribution (Euros)</b>	611 172.80
<b>Project duration</b>	11 October 2012-10 March 2015 (29 months)
<b>Beneficiary</b>	Centre international d'études pédagogiques (CIEP), France
<b>Partners</b>	Association «Ingénieurs pour l'école», France Centre d'études et de recherches sur les qualifications (CEREQ), France Ministère de l'éducation nationale, de la jeunesse et de la vie associative, France ABC Wiedzy, Poland Office franco-allemand pour la jeunesse (OFAJ), Germany British Council, United Kingdom



**Results:** The ‘Tremplin’ project has allowed to structure and formalise numerous actions related to labour market integration in pilot vocational education and training schools in the Lille and Grenoble school districts. Sixteen info points dedicated to labour market integration (‘Pôles premier emploi’) were created, aimed at facilitating the accession of future graduates to the labour market. In the context of these info points, numerous activities have been developed such as providing information and advice, training, awareness raising, network development and boosting mobility. Moreover, three study visits carried out in Scotland, Germany and Poland have allowed contact points from the selected schools to discover the educational systems of the countries visited, initiate contacts with local vocational schools and business and secure reception conditions of the selected exchange students.

**Project description:** The project aimed at supporting schools to facilitate the integration of recent graduates to the labour market by mobilising relevant actors at the level of the school system and employment agencies and by promoting intra-European mobility. The main objective of the project was to enhance the employability of young graduates by creating innovative facilities (‘Pôles premier emploi’) identified within 16 pilot vocational education and training schools. These new areas fully dedicated to labour market integration were organised along 4 main axes:

1. Developing a school project taking into account labour market integration;
2. Building a network of local social actors and professionals;
3. Increasing young people’s employability;
4. Fighting against inequality in employment.

**Context:** Statistics show that the length of this transition period between school graduation and labour market integration has increased for young graduates from vocational education and training schools, particularly in the context of the economic crisis, and in higher proportions for girls. The ‘Tremplin’ project was a social experimentation aimed at reducing the period of transition between school and labour market and fighting inequality in employment.

**Notable aspects of good practice:** The project’s results advocate for the continuing development of synergies between stakeholders aimed at enhancing young people’s employability and mobility. The project made an impact in better preparing students for labour market integration, developing and reinforcing relations with local economic partners and by creating targeted training for teachers. Finally, the project promoted transnational synergies by creating mobility periods abroad and reinforcing partnerships with foreign economic actors, and this practice could be transferred to other Member States.

**Conclusion and follow-up:** Overall the experimentation results have been positive. All of the 16 school’s management teams have underlined that they considered continuing the activities in favour of graduate students’ labour market integration and mobility. It was also recommended to promote the best practices identified in order for other school districts to prolong the experience of the project.

#### **More information**

<http://www.ciep.fr/expertise-audit-education/enseignement-professionnel/tremplin-projet-dinsertion-jeunes-diplomes-formation-professionnelle>

## 6) Engaging Migrant Parents and Children - Raising achievement in Children's Centre's and Schools

<b>Project title</b>	Engaging Migrant Parents and Children - Raising achievement in Children's Centre's and Schools (EMPAC)
<b>Identification of the call</b>	VP/2011/009
<b>Project identification number</b>	VS/2012/0348
<b>Policy area</b>	Education
<b>Policy sub-area</b>	Inclusion of migrant and other vulnerable groups
<b>Type of activity</b>	Exchange of good case practices
<b>Direct target groups</b>	Regional/local authorities, social and economic partners, associations, non-governmental organisations and similar
<b>Ultimate target groups</b>	Migrants parents and children
<b>Participating countries</b>	United Kingdom, Italy, Czech Republic, Spain
<b>EU contribution (Euros)</b>	723 421.95
<b>Project duration</b>	22 October 2012-21 March 2015 (29 months)
<b>Beneficiary</b>	London Borough of Ealing, UK
<b>Partners</b>	Municipality of Bologna – Department of Education, Italy Ústí Region, Czech Republic “Voluntarios por Madrid” Foundation, Spain (withdrew from the project in May 2013)

**Results:** The EMPAC project helped to prevent underachievement and improve the integration of migrant pupils in the partner countries. It supported the development and implementation of innovative training pedagogies as well as effective strategies to involve parents in school life leading to increased attendance. The project helped early years' practitioners and teachers to improve and develop the use of innovative pedagogies during class work as well as to increase understanding and awareness of approaches and educational strategies which can be used to support migrant and socially disadvantaged pupils and their families.

**Project description:** The overarching aim of the EMPAC project was to improve the integration and educational achievement of under-performing newly-arrived migrant pupils aged three to 11 years old. The project aimed to identify and pilot new and existing strategies for supporting the integration of newly-arrived families and children into school life within a rigorous research framework in the London Borough of Ealing (UK), Bologna (Italy) and the Ústí region (Czech Republic).

**Context:** The target group of the EMPAC project were under-performing newly-arrived migrant pupils (and members of ethnic minorities such as Roma) and their families. In the UK, newly arrived pupils were defined as those admitted to the school/centre during the current or previous school year from families new to the country, culture or language. In the Czech Republic the focus was on children and families from the Roma community and in Bologna their target group was extended to include all 'foreign students and parents', irrespective of when they arrived in the country.

**Notable aspects of good practice:** The EMPAC project was effectively implemented and achieved its objectives in making an impact in fighting under-achievement and improving the integration of migrant pupils and their families. It provided many opportunities for sharing innovative ideas and transferrable practices across partner countries during the project lifetime, including four transnational meetings, a final conference, an additional study visit and a dissemination conference.

**Conclusion and follow-up:** The project led schools to re-examine their existing practice and make innovative and significant changes regarding the integration and educational achievement of newly-arrived migrant pupils. A wide range of resources were developed by the project including a "family engagement" evaluation tool and action planning template, a teachers' attitude and confidence survey, a "theory of change" template, language and cultural background country profiles (providing information on migrant pupils' main countries of origin on topics such as social customs, etiquette and education) as well as videos for disseminating the approach employed by the project and lessons learnt.

## More information

[www.egfl.org.uk/empac](http://www.egfl.org.uk/empac)

## 7) Insertion professionnelle des jeunes en zones urbaines défavorisées: évaluation d'une action pilote

<b>Project title</b>	Insertion professionnelle des jeunes en zones urbaines défavorisées: évaluation d'une action pilote
<b>Identification of the call</b>	VP/2011/009
<b>Project identification number</b>	VS/2012/0344
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Youth employment
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Public, private or third sector employment organisations with a legal profit or non-profit status
<b>Ultimate target groups</b>	Young people, unemployed
<b>Participating countries</b>	Denmark, France, Germany
<b>EU contribution (Euros)</b>	597 473.82
<b>Project duration</b>	1 November 2012-31 January 2015 (26 months)
<b>Beneficiary</b>	Pôle Emploi, France
<b>Partners</b>	Aarhus University, Denmark Arbejdsmarkedsstyrelsen, Denmark Groupe des écoles nationales d'Economie et Statistique, France Secrétariat Général du Comité Interministériel des Villes, France University of Mannheim, Germany

**Results:** Aimed at supporting young low-qualified job seekers from disadvantaged urban areas, the project has allowed the creation of 30 'job-seeking clubs' in 15 regions, supporting up to 3400 young job-seekers. Overall, the results have been positive in terms of access to sustainable employment. Moreover, the project helped to enhance and increase the quality of the support provided by facilitators helping young job-seekers to gain confidence and job-seeking skills. Finally, the project has shown that individual counselling proved to be one of the most effective approaches in terms of results and cost-effectiveness to increase the access to employment of disadvantaged young people.

**Project description:** The project aimed at experimenting and evaluating an intensive job-seeking support mechanism for low-qualified young people under 30 years old living in disadvantaged urban areas. This experimentation led to the creation of 30 'job clubs' for three months, gathering each from 12 to 14 young people. The objective of the project was to evaluate the impact of the clubs in comparison to 'traditional' job-seeking support on access to and quality of employment as well as on job-seeking behaviours.

**Context:** The project focused on disadvantaged urban areas where unemployment rates are particularly high. This initiative was in line with the French public employment service's priorities to target job-seekers facing difficulties in accessing or returning to employment. It aimed at developing different forms of reinforced job-seeking support in collaboration with different public and private stakeholders in the area of urban policy and to experiment innovative and transferrable approaches.

**Notable aspects of good practice:** Results showed that 'job clubs' had a stronger impact on access to qualitative employment than regular job-seeking support. The impact of the project was higher for young women, for young people under 25, for young people with lower qualifications as well as for young people registered in employment organisations for less than six months. Results underlined the key role of facilitators in helping young people involved in the project to increase their job-seeking skills. The project promoted transnational synergies and transferrable practices in the context of three international workshops and a closing seminar.

**Conclusion and follow-up:** The conclusions of the project directly influenced the implementation of the Youth Guarantee in France. The clubs currently constitute one of the two modalities of implementation of the Youth Guarantee. Moreover, the closing and dissemination seminar gathered 12 European public employment services (PES) as well as social partners and decision-makers, allowing for an efficient discussion and dissemination of the project's best practices.

#### **More information**

<https://www.youtube.com/watch?v=oCqF-iojZk>

## 8) Door-to-door social inclusion in a multi-ethnic problem district: a cluster randomised trial

<b>Project title</b>	Door-to-door social inclusion in a multi-ethnic problem district: a cluster randomised trial
<b>Identification of the call</b>	VP/2011/009
<b>Project identification number</b>	VS/2012/0342
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Mutual learning in the field of skills and employment
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Regional/local authorities, Social and economic partners, Associations, non-governmental organisations and similar
<b>Ultimate target groups</b>	Vulnerable social groups
<b>Participating countries</b>	The Netherlands
<b>EU contribution (Euros)</b>	407 862.64
<b>Project duration</b>	1 October 2012-31 October 2014 (25 months)
<b>Beneficiary</b>	City of The Hague, Department of Social Affairs and Employment Projects, The Netherlands
<b>Partners</b>	Trimbos Institute, The Netherlands

**Results:** The project provided first evidence that the door-to-door approach adopted was useful in improving societal participation of people who are long-term unemployed and in helping them to obtain sheltered or regular employment. This was in particular the case for improving the working situation, regardless whether this concerned paid or unpaid work and regardless whether it involved supported or competitive work. The project involved 150 persons dependent on social welfare benefits for more than three years and having one or more children under 18 years old.

**Project description:** The project was based on a door-to-door intervention focused on social inclusion of families coming from disadvantaged urban areas. This method was designed by the municipality of The Hague with the objective to support people dependent on social welfare benefits to access employment, decrease levels of poverty and improve living conditions and levels of safety in the Schilderswijk neighbourhood of The Hague. The method consisted of several house visits to determine motivations, ambitions and capacities of the persons included, and to help them find suitable daytime occupations and relieve of impediments hindering their participation.

**Context:** The Schilderswijk is The Hague's poorest, most densely populated as well as most culturally diverse district. The level of integration of its inhabitants into the wider Dutch society is poor and the number of unemployed people on long-term social welfare benefits is high. Within an inter-sectoral plan currently prepared by the municipality, the project aimed at tackling social exclusion and trans-generational cycle of poverty, criminality and social problems in the district.

**Notable aspects of good practice:** The project successfully achieved its objectives and had a positive impact on societal participation and work among long-term unemployed and disadvantaged people. The project's results underlined the importance of differentiating subgroups and providing differential programme elements to specific subgroups. Moreover, it confirmed the need to concentrate on people who need vocational support the most and underlined that it is possible to positively influence societal participation among long-term unemployed. The door-to-door approach was a promising intervention model which could be repeated in similar contexts elsewhere in Europe. The project activities involved networking and sharing of good practices, awareness raising and dissemination campaigns at national and international levels.

**Conclusion and follow-up:** The study provided first evidence that the door-to-door approach could improve participation of people who are long-term unemployed. Further research should focus on the effectiveness of a well-implemented door-to-door model that incorporates adjustments based on the findings of this study.

#### **More information**

<https://assets.trimbos.nl/docs/f3575d96-5354-412a-ad94-172105b5b008.pdf>



## VP/2012/010

The call for proposals **VP/2012/010** 'actions related to the development of pension modelling and for support for mutual learning in national pension reform processes' (Budget line: 04 04 01 02) aimed to support Member State authorities in developing their capacity for monitoring and modelling trends in their pension systems and for designing and modelling reforms aimed at strengthening the adequacy, sustainability and safety of pension systems. The call covered three strands of work, including building of administrative datasets and models, national debates and preparatory work on reforms of public pension schemes and development of policies to enhance the contribution of complementary savings to adequate pensions.

Proposals had to be presented by a competent national public authority or a public agency expressly mandated in writing by the competent national authority to assume responsibility for the implementation of the action. The duration of each project was up to 24 months.

A total of 2 million euros was allocated to this call. Grants could amount to between EUR 100 000 and 500 000 euros. The EU's financial contribution did not exceed 80% of the total eligible costs of the activities involved.

In all, 10 projects were funded through this call for proposals. Before the cut-off date for this report 5 of them were completed and assessed as being good practice examples. Two projects were summarised in the previous report and three projects are presented below.



## 9) Modification of existing social security simulation model LSIM for decision making process in pension policy making

<b>Project title</b>	Modification of existing social security simulation model LSIM for decision making process in pension policy making
<b>Identification of the call</b>	VP/2012/010
<b>Project identification number</b>	VS/2013/0124
<b>Policy area</b>	Social protection
<b>Policy sub-area</b>	Pension reforms
<b>Type of activity</b>	Research
<b>Direct target groups</b>	Ministry of Social Security and Labour
<b>Ultimate target groups</b>	Lithuanian citizens
<b>Participating countries</b>	Lithuania
<b>EU contribution (Euros)</b>	209 459.55
<b>Project duration</b>	01 June 2013-31 May 2015 (24 months)
<b>Beneficiary</b>	Ministry of Social Security and Labour, Lithuania
<b>Partners</b>	No partners

**Results:** The goal of the project was to improve and further develop the Lithuanian Social Insurance Model (LSIM), Lithuania's standard cohort pension system model. The project aimed at looking into how it could be applied in implementing pension reforms in order to provide national policy makers with a good social policy projection tool. The improved model enables analysis and discussion of the consequences regarding birth cohorts and generations. In addition, the project fulfilled the EU's requirement that Member States possess the technical capacity to produce long-term social expenditure (primarily pension) calculations for various given scenarios: for the development of the demography, the labour force and the economy.

**Project description:** The key objective of the project was to further develop the National standard cohort pension model (LSIM) which will be used for national projections of long-term financial sustainability and adequacy of benefits and analysis of planned pension reforms. The project dealt with an already existing forecasting tool. During the project new functionalities of the model were added in order to reflect the new legal regulation, expected reforms and new EU reporting standards.

**Context:** In recent years, many EU countries have invested into the development of highly sophisticated pension modelling tools to enable them to better understand their pension systems and especially the long-term impact of proposed policy changes. Although some work has already been done in Lithuania in the area of pension modelling, the model was still lagging behind the EU standards in complexity and needed some improvements to be able to facilitate the level of understanding of pension policies used in other Member States.

**Notable aspects of good practice:** The project had a strong impact and greatly contributed to the general objectives of the PROGRESS programme, especially in the areas of shared understanding and partnerships. The improvements of the pension model will greatly enhance the understanding of the long-term behaviour of the pension system and will provide decision-makers a basis on which to judge proposed policy changes in the area of pensions. The use of the model is strictly limited to the special pension scheme of Lithuania and has therefore limited transferable features. However, the improved pension model could provide valuable comparative information for other EU Member States which could serve as a common ground for discussions on pension policies in the EU.

**Conclusion and follow-up:** Successful implementation of the project's activities has allowed to better evaluate the impact of changes in pension legislation, planned on individual pension adequacy (for various income groups and gender) and overall pension expenditure in the future. Close cooperation with the model's authors helped the ministry's staff to work better with the model to build modelling capacity, so that in the future they will feel more comfortable implementing changes on their own. The project enhanced the ministry's ability to generate reliable pension-system forecasts for the Lithuanian Convergence Program, Projections for the Aging Working Group and national pension policy studies.

10) Towards a dynamic Microsimulation model, administrative Data for microsimulation in Luxembourg, the comparative Analysis of tools pertaining to the economics of ageing and a better understanding of Stakeholders' perception

<b>Project title</b>	Towards a dynamic Microsimulation model, administrative Data for microsimulation in Luxembourg, the comparative Analysis of tools pertaining to the economics of ageing and a better understanding of Stakeholders' perception (hereafter the "MiDLAS Project")
<b>Identification of the call</b>	VP/2012/010
<b>Project identification number</b>	VS/2013/0138
<b>Policy area</b>	Social protection
<b>Policy sub-area</b>	Pension reforms
<b>Type of activity</b>	Research
<b>Direct target groups</b>	Policy-makers at national, regional or local levels
<b>Ultimate target groups</b>	Luxembourg citizens
<b>Participating countries</b>	Belgium, Luxembourg
<b>EU contribution (Euros)</b>	218 413.55
<b>Project duration</b>	01 June 2013-31 May 2015 (24 months)
<b>Beneficiary</b>	Centre d'Etudes de Populations, de Pauvreté et de Politiques socioéconomiques, Luxembourg
<b>Partners</b>	Federal Planning Bureau, Belgium Inspection Générale de la Sécurité Sociale (is mandating the CEPS/INSTEAD for this project), Luxembourg

**Results:** The MiDLAS project helped to elaborate the first operational dynamic microsimulation model for population ageing in Luxembourg. Also, the project allowed to scrutinize sustainability and adequacy indicators for an implementation of the dynamic microsimulation model under construction. A comparative descriptive analysis of modelling tools available in Luxembourg was also performed. Finally, through the analysis of interviews with key stakeholders (trade unions and employers' organizations), recommendations were formulated emphasizing the necessity of transparency and of a clearer expression of the limits of the instruments developed.

**Project description:** The general objective of the MiDLAS project was to develop an advanced analysis platform that would allow Luxembourg to answer policy related questions about pensions and social transfers in the longer term through modelling. More specifically, the MiDLAS project joined forces with other partners such as the Federal Planning Bureau in Belgium in order to create a sophisticated instrument for the analysis of the adequacy of the pension system (a dynamic microsimulation model) and to launch a comparative analysis of outcomes resulting from several modelling tools available in Luxembourg. In parallel, the MiDLAS project aimed at assessing attitudes of stakeholders towards 'expertise' in general and 'modelling exercises' in particular.

**Context:** Demographic projections show that Luxembourg will be increasingly confronted with an ageing population due to an increase of the life expectancy and a decrease of the fertility rate. The MiDLAS project therefore aimed to bring Luxembourg further on the path towards an integrated assessment of the budgetary and adequacy impacts of an ageing population as well as to identify obstacles to a reception of modelling approaches from stakeholders.

**Notable aspects of good practice:** The project was conducted effectively and an innovative microsimulation model was developed. Although the project (the first of its kind in the country) was mainly targeting Luxembourg and Luxembourg's needs, it has helped to identify transferrable practices that could be implemented in other EU countries.

**Conclusion and follow-up:** The dissemination and availability of the project's results to an expert and non-expert audience after the completion of projects or analyses was seen as essential. Moreover, the need for an open and well informed debate, as largely upstream as possible with regard the policy agenda, was underlined as one way to improve the stakeholders' receptivity vis-à-vis the external experts involved and the new tools implemented in the context of the MiDLAS project.

## More information

<http://www.ceps.lu/?type=module&id=39&tmp=2329>

## 11) Acceleration of the development of the Hungarian pension microsimulation model based on administrative data

<b>Project title</b>	Acceleration of the development of the Hungarian pension microsimulation model based on administrative data
<b>Identification of the call</b>	VP/2012/010
<b>Project identification number</b>	VS/2013/0132
<b>Policy area</b>	Social protection
<b>Policy sub-area</b>	Pension reforms
<b>Type of activity</b>	Research
<b>Direct target groups</b>	Central Administration of National Pension Insurance
<b>Ultimate target groups</b>	Hungarian citizens
<b>Participating countries</b>	Hungary
<b>EU contribution (Euros)</b>	239 360.00
<b>Project duration</b>	01 June 2013-31 May 2015 (24 months)
<b>Beneficiary</b>	Central Administration of National Pension Insurance, Hungary
<b>Partners</b>	No partners

**Results:** The main result of the project was the acceleration of the development of MIDAS\_HU, a dynamic microsimulation pension forecast model. Other results included the development of a database for the analysis of Hungary's economic and employment history in the last decades, ensuring further versatile support for the decision-making process in the area of pension reform, for professional analysis as well as for informing the public. Based on the newly developed methodology, a cleaned dataset from the administrative database and model points were also created.

**Project description:** The project led to the acceleration of the development of the dynamic microsimulation pension forecast model named MIDAS\_HU. The other main objectives of the project included: 1) the preparation of an administrative dataset easily accessible for analytical purposes; 2) the construction of model points to facilitate the analytical and modelling activity; 3) the further development of the forecast tools; and 4) the public dissemination of the results of model and the project.

**Context:** The demand for pension forecast models has been increasing worldwide, including in Hungary. This is because these types of models are able to effectively supplement macro models, to present the micro effects on social groups detailing the macro-economic impacts and to analyse different profiles of careers and earning patterns. More and more countries have the necessary conditions available for constructing microsimulation models. These conditions consist of micro level – administrative or survey based – database as well as well-developed statistical methods and IT equipment for the forecast.

**Notable aspects of good practice:** The project had a significant impact and added value. The MIDAS\_HU model gave the possibility to analyse most pension structures in the world, therefore, making it a very practical and transferable tool. It also represented a direct support to governmental decision making process. The MIDAS\_HU dynamic model also supported international comparative assessments using microsimulation methods and the cooperation of experts from different countries.

**Conclusion and follow-up:** The model developed in the context of the project led to the creation of effective tools for the decision making process in the area of pension reform. Thanks to its abilities, the MIDAS\_HU model can also strongly support the completion of international comparative analyses of pension systems.

#### **More information**

<http://mikroszimulacio.onyf.hu/en/>

## Employment

VP/2012/009

The call for proposals **VP/2012/009** 'Mutual learning in the field of skills and employment; EU Sector Skills Councils; Restructuring (PROGRESS)' aimed to support the implementation of the European Employment Strategy (EES). The proposal focused on the demand side of job creation, setting out ways for Member States to encourage hiring by reducing taxes on labour or by supporting business start-ups more. It also identified the areas with the biggest job potential for the future: the green economy, health services and ICT. This call was divided into the following areas:

- Mutual learning in the field of skills and employment
- EU Sector Skills Councils
- Restructuring

The objective of the first area was to encourage exchanges and mutual learning at all levels and to enhance the transferability of the most effective policies, good practices and innovative approaches to implement the skills dimension of the flagship initiative 'An Agenda for New Skills and Jobs – Equipping people with the right skills for employment' and the Employment Package Communication 'Towards a job-rich recovery'. A large variety of actions could be financed under this area of the call: conferences, seminars, round tables, negotiations, studies, surveys, publications, monitoring exercises, and the development of promising practices.

The area of EU sector skills councils supported the creation of EU Sector Councils on Employment and Skills when there is a demand for their creation from stakeholders, in particular from the European social partners. This area was further divided into two actions:

1. Exploratory step that was intended to perform an analysis of the feasibility of creating such a body at the European level (grants up to 100 000 euros);
2. The actual set up of an EU sector skills council (grants up to 300 000 euros).

The area of Restructuring aimed to support the development and dissemination of better expertise and capabilities among the actors concerned in the areas of anticipation, preparation and the accompanying of socially responsible restructuring processes as highlighted in the Commission communication on 'Restructuring and employment – anticipating and accompanying restructuring in order to develop employment: the role of the European Union' (COM(2005) 120 final) and subsequent policy documents, notably the Green Paper on 'Restructuring and anticipation of change: what lessons from recent experience?' (COM(2012) 7 final). As in the first area of the call, there were a variety of measures that could be funded including conferences, seminars, round tables, surveys and publications.

For areas 1 and 3 the budget foreseen was 1 million euros and for area 2 the foreseen budget was 2.6 million euros. In principle the maximum duration of projects was 12 months. The EU's financial contribution did not exceed 80% of the total eligible costs of the activities involved.

In total 23 projects were funded through this call for proposals. Of these 19 were presented in the previous report and three are presented below.



12) Improving the operational skills of the health personnel working in the emergency departments.  
A useful tool to give concrete answers to EU policies on patients' safety and to create new working opportunities

<b>Project title</b>	Improving the operational skills of the health personnel working in the emergency departments. A useful tool to give concrete answers to EU policies on patients' safety and to create new working opportunities.
<b>Identification of the call</b>	VP/2012/009
<b>Project identification number</b>	VS/2013/0430
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Mutual learning in the field of skills and employment
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Regional/local authorities, Social and economic partners, Associations, non-governmental organisations and similar
<b>Ultimate target groups</b>	Health personnel
<b>Participating countries</b>	Denmark, Germany, Italy, United Kingdom
<b>EU contribution (Euros)</b>	96 101.36
<b>Project duration</b>	01 December 2012-28 February 2015 (27 months)
<b>Beneficiary</b>	Centro per la formazione permanente e l'aggiornamento del personale del servizio sanitaria, Italy
<b>Partners</b>	Centro di Ricerca per l'Efficacia e l'Appropriatezza in Medicina, Italy Hervel Hospital Dansk institut for medicinsk simulation, Denmark Interdisziplinäres Simulatorzentrum Medizin, Germany Istituto Mediterraneo per i Trapianti e Terapie ad Alta Specializzazione, Italy Simulation and Clinical Skills centre - Edinburgh Napier University, United Kingdom The University of Edinburgh, United Kingdom



**Results:** The project achieved several positive results. Research activities were carried out at the level of implementation of EU policies on patient's safety and on health structures with an emergency department. The project led to an exchange of best practices/experiences among the partners by visiting four simulation centres and by exchanging knowledge on the training course programmes. A seminar with demonstrative visits and a final conference were also organised.

**Project description:** The aim of the project was to foster the improvement of the practical skills of personnel working in emergency departments as well as of medical students in order to better respond to EU policies on patients' safety, occupational policies and women's inclusion. The project's specific objectives were: 1) to improve the competencies of health operators in the field of emergency medicine; 2) to stimulate the training of decision makers in the health sector using innovative training tools and methodologies; 3) to exchange best practices in the field of emergency medicine (mutual learning); and 4) to create new national and international job opportunities with a particular attention to women's inclusion.

**Context:** In the last decades, reports of 'malpractices' in the area of emergency medicine have been increasing in Europe. Studies have tried to assess the impact of errors and of 'adverse events' occurring in hospitals and to provide data on how they could be avoided. Some analysis showed that around 70% of medical errors are caused by 'human factors'. It has become essential to define new care process mechanisms which include a 'safety culture' dimension. Clinical education based on innovative methodologies such as simulations that allows the development of skills related to the analysis and management of complex situations are considered to be complementary to patients' safety policies.

**Notable aspects of good practice:** The project had a strong and sustainable impact at the occupational level and developed technologically innovative practices in the health sector. The project helped to improve the skills of the involved emergency personnel through the promotion of innovative training tools. Moreover, the project contributed to the implementation of the principles of the Europe 2020 strategy as it fostered employment opportunities in partner and other EU Countries as well as contributed to gender equality. Finally, the project helped to identify transferrable innovative measures which could be used and reproduced elsewhere.

**Conclusion and follow-up:** The project's information tools, such as its internal database and final publication on best practices in the field of patients' safety with a focus on emergency departments, are accessible information sources for all. They contributed to facilitate knowledge transferability on 'simulation technologies' in order to achieve the project's long term objectives.

### 1.3) GSSkills - Geothermal and Solar skills

<b>Project title</b>	GSSkills - Geothermal and Solar skills
<b>Identification of the call</b>	VP/2012/009
<b>Project identification number</b>	VS/2013/0315
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Mutual learning in the field of skills and employment
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Public, private or third sector employment organisations with a legal profit or non-profit status
<b>Ultimate target groups</b>	Employers and employees in the geothermal and solar system sector
<b>Participating countries</b>	France, Germany, Greece
<b>EU contribution (Euros)</b>	149 848.00
<b>Project duration</b>	01 December 2013-28 February 2015 (15 months)
<b>Beneficiary</b>	Chania Chamber of Industry & Commerce, Greece
<b>Partners</b>	Association Ouvrière des Compagnons du Devoir du Tour de France, France European Centre in Training for Employment, Greece ILE Berlin - Institute for Lifelong Learning in Europe, Germany

**Results:** The project's primary result is a catalogue of skills and qualifications aimed to enrich the knowledge of workers in Geothermal and Solar Systems and to be used as a teaching and learning aid for training institutions. The second main result of the project was the creation of a sectoral network, the Project Network, which is also the official owner of the skills catalogue.

**Project description:** The aim of the GSSkills project was to improve the efficiency and adequacy of existing training practices in the field of green installations and in particular that of geothermal and solar ones, and to promote training for low skilled workers in related professional sectors. More specifically, the project aimed to: 1) identify appropriate skills needed for workers to meet needs of Geothermal and Solar Installation Specialists; 2) identify best practices in promoting training; and 3) create a network among education institutions, public authorities, professional associations and the business community in the field of Geothermal and Solar Installations in the four partner countries.

**Context:** The EU's strategy for sustainable growth and jobs, Europe 2020, puts innovation and green growth at the heart of its blueprint for competitiveness. In order to adapt faster, an environmentally-skilled workforce is essential. More and better skills have become increasingly needed for the European labour force, as they make it easier to innovate, adopt new green technologies, attract investment, compete in new markets, and diversify the economy.

**Notable aspects of good practice:** In improving the quality of and unifying qualifications in the area of Geothermal and Solar Systems, the GSSkills project had a considerable sustainable impact, allowing greater transferability in the workforce and facilitating the career development of its participants. Furthermore, the catalogue of skills and qualifications developed in the context of the project could help to reduce the unemployment rate, stimulate the economy as well as regional competitiveness. Finally, the project's tools could be adapted to different contexts and transferred to other Member States.

**Conclusion and follow-up:** In the long term, the skills catalogue could become the basis for a certification system for Geothermal and Solar Installations workers' skills. Also, in the long run, the project could help to facilitate an intensive cooperation between stakeholders in the sectors of Geothermal and Solar Systems.

#### **More information**

<http://www.gs-skills.gr/>

## 14) European Sectoral Skills Council Commerce - Implementation and first year of activities & initiatives

<b>Project title</b>	European Sectoral Skills Council Commerce - Implementation and first year of activities & initiatives
<b>Identification of the call</b>	VP/2012/009
<b>Project identification number</b>	VS/2013/0325
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Mutual learning in the field of skills and employment
<b>Type of activity</b>	Development and delivery of specific employment service(s)
<b>Direct target groups</b>	Public, private or third sector employment organisations with a legal profit or non-profit status
<b>Ultimate target groups</b>	Workers, Enterprises, Social Partners, Industry Skills Partnerships, Education Institution and all stakeholders of the Commerce sector
<b>Participating countries</b>	Belgium
<b>EU contribution (Euros)</b>	238 578.00
<b>Project duration</b>	01 January 2014-31 December 2014 (12 months)
<b>Beneficiary</b>	Association du Commerce de la Communauté Européenne AISBL, Belgium
<b>Partners</b>	UNI Europa, Belgium

**Results:** Meeting at least twice a year, the European Sectoral Skills Council (ESSC) for Commerce was conducting activities based on four pillars:

- Harmonisation: aiming at deeper interaction with other skills, employment and training-related EU initiatives and instruments through networking activities;
- Development of sectoral knowledge: research and analytical work carried out in order to gather and produce reliable sectoral intelligence in the field of employment and training;
- Involvement & awareness: enlarging the Council's network to new stakeholders in the countries currently covered and in new Member States;
- Final Conference: concluding the yearly work programme, raising awareness on the issues addressed, presenting the reports produced and formulating recommendations to key sectorial stakeholders, the press and the public.

**Project description:** The main objective of this project was to launch and conduct the first year of activities of the European Sectoral Skills Council for Commerce. The Council aimed at improving the level and quality of education, skills and employment in the EU's commerce-related industries by anticipating the future skills' needs and labour shortages. This core objective was pursued through an effective networking of the National Industry Skills Partnerships and of the EU Social partners of the Commerce sector, as well as through facilitating decision-making on education and training issues in the sector at European, national, regional and company levels.

**Context:** Greater competition, complex supply chains, demographic change, increased migration, changing consumer and media trends, changing technologies, difficulty of attracting young persons and skilled workers have become important challenges for the commerce sector. Skills and competencies of the workforce constitute a significant factor to ensure the sector's long-term sustainability. Ensuring the competitiveness of the European commerce sector while enhancing the quality of jobs was therefore one of the key objectives of the ESSC Commerce project.

**Notable aspects of good practice:** The ESSC Commerce project helped to identify a series of best practices of innovative tools, national, regional and local strategies and initiatives. These best practices aimed at meeting skills' needs, developing new qualifications, recognising prior learning, coordinating stakeholders, dealing with the increasing use of e-commerce, facing the challenge of 'multi-channel' retailing, analysing the conditions for transferability, analysing the criteria for successful strategies and addressing the skills' gaps.

**Conclusion and follow-up:** The practice and experience of the partner organisations in the project showed that the solution to the improvement of the level and quality of education, skills and employment in the EU's commerce-related industries can be found only by the joint efforts of the relevant stakeholders and social partners. The project led to the creation of a dedicated website and established a European Network of 'ESSC Partners'. The main task of the Network consists in the identification and sharing of knowledge and good practices on the current state and needs of stakeholders in the Commerce sector as well as on education, training and skills at European level.

**More information**

<http://www.europeancommerce.eu/>

## Working Conditions

VP/2013/008

The call for proposals VP/2013/008 'Posting of workers: enhancing administrative cooperation and access to information (PROGRESS)' (budget line: 04 04 01 03) funded initiatives aimed to further improve transnational administrative cooperation between national competent bodies and social partners involved in the monitoring and correct application of the Posting of Workers Directive. In addition, it aimed to increase mutual trust among stakeholders, including promoting exchanges of relevant officials and training, as well as developing, facilitating and promoting the best practice initiatives in the area of posting of workers.

This call for proposals funded transnational cooperation initiatives between at least 3 responsible authorities and/or social partners of Member States. Types of funded actions included exchanges of best practices and exchanges and/or training of officials of competent public authorities and/or social partners in charge of administering the posted workers.

The total budget available for this call was 2.44 million euros. The EU's financial contribution could not exceed 80% of the total eligible costs of the activities involved. In principle, the maximum duration of projects was 12 months.

In total six projects were funded through this call for proposals, of which four were presented in the previous report and two are presented below.

## 15) “Rights without borders - RIDE”

<b>Project title</b>	“Rights without borders - RIDE”
<b>Identification of the call</b>	VP/2013/008
<b>Project identification number</b>	VS/2014/0012
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Posting of workers
<b>Type of activity</b>	Promoting policy transfer, learning and support among Member States on EU objectives and priorities
<b>Direct target groups</b>	Employment services, social partners, public authorities
<b>Ultimate target groups</b>	Employees, employers
<b>Participating countries</b>	Belgium, Hungary, Italy, Romania, Slovenia
<b>EU contribution (Euros)</b>	255 544.44
<b>Project duration</b>	16 December 2013-15 June 2015 (18 months)
<b>Beneficiary</b>	Confederazione Generale Italiana Del Lavoro, Italy
<b>Partners</b>	Confederatia Nationala Sindicala “Cartel Alfa”, Romania European Federation Building WoodWorkers, Belgium LIGA Democratic League of Independent Trade Unions, Hungary Zveza svobodnih sindikatov Slovenije - Association of Free Trade Unions of Slovenia, Slovenia



**Results:** The RIDE project helped to train 75 trade unionists from Belgium, Hungary, Italy and Slovenia on the phenomena related to transnational posting of workers and control procedures. The project allowed to update data on the phenomena of social dumping and unfair competition in the four Member States involved. An operating manual for control and reference for each Member State involved was published on a newly created multilingual web platform including information on standards, contracts and procedures of the respective countries. Finally, a research report was presented during the project's final conference and made available on the websites of the project's partners.

**Project description:** The RIDE Project (Rights Without Borders) aimed at developing the skills of labour unions professionals, administrators and inspectors of the ministries of labour and social security institutions from four EU countries. The project enabled them to implement control and coordination procedures to ensure that the fundamental rights of posted workers are respected and to counter phenomena such as social dumping and unfair competition among enterprises. The project supported the implementation and dissemination of the Posting of Workers Directive (96/71/EC) which foresees the obligation of cooperation between Member States.

**Context:** While worker mobility is increasing across the EU, the Posting of Workers Directive plays an essential role in terms of fair competition, respect for workers' rights and labour law. However, there is a lack of communication among the relevant stakeholders on the rights and working conditions of posted workers throughout the EU.

**Notable aspects of good practice:** The project has effectively achieved its objectives. It developed good practices which could be transferred to other sectors and environments. A first core of state officers and labour union representatives daily involved in the posted work issues were successfully trained, allowing them to transfer their skills and knowledge to their colleagues. A European operative network of trade unionists has been established, which will assist state officers and trade unionists in the development of their work. Finally, a cooperative environment has been established with relevant institutions in all the Member States involved.

**Conclusion and follow-up:** The dissemination of the project's results was ensured by the organisation of four national workshops and the participation of European level organizations. This helped to raise workers' awareness of the issues related to the posting of workers and of procedures and solutions for safeguarding their rights. Moreover, studies and research reports were promoted with institutions, civil society, research centres and universities over the EU. A research project based on the RIDE project findings is currently being carried out by the University Federico II of Naples, supported by 10 other European universities.



## 1.6) Posting of workers: enhancing administrative cooperation and access to information in Baltic region

<b>Project title</b>	Posting of workers: enhancing administrative cooperation and access to information in Baltic region
<b>Identification of the call</b>	VP/2013/008
<b>Project identification number</b>	VS/2014/0011
<b>Policy area</b>	Employment
<b>Policy sub-area</b>	Posting of workers
<b>Type of activity</b>	Website development
<b>Direct target groups</b>	Employment services, social partners, public authorities
<b>Ultimate target groups</b>	Lithuanian, Latvian, and Estonian employers, workers, and competent public authorities
<b>Participating countries</b>	Estonia, Latvia, Lithuania
<b>EU contribution (Euros)</b>	301 235.72
<b>Project duration</b>	30 December 2013-27 February 2015 (14 months)
<b>Beneficiary</b>	Lietuvos profesinė sąjunga "Solidarumas" (Lithuanian trade union "Solidarity"), Lithuania
<b>Partners</b>	Eesti Ameyiuhingute Keskliit (Estonian Trade Union Confederation), Estonia Latvijas Celtnieku arodbiedrība (Latvian Builders Trade union), Latvia Latvijas Kristīgā Akadēmija (Latvian Christian Academy), Latvia Valstybinė darbo inspekcija (State labour inspectorate of the Republic of Lithuania), Lithuania Vilniaus miesto ir apskrities verslininku darbdaviu konfederacija (Vilnius City and County Business Employers Confederation), Lithuania VŠĮ Projektų valdymo ir mokymo centras (non-profit organization), Lithuania

**Results:** The main outcome of the project was to provide information and practical advice to employers' and employees' representatives from Lithuania, Latvia and Estonia concerning the understanding of regulatory requirements regarding posting of workers in the EU. The project helped to enhance the implementation, application and enforcement of the Posting of Workers Directive (96/71/EC). Specifically, the project helped to prepare training materials for social partners, provided a study on how to improve the posting system, supported the creation of an educational film, led to the creation of a dedicated website and to the organisation of several round tables, training sessions, informative events, international conferences and practical consultations in the sectors of transport and services.

**Project description:** The main objectives of the project was to inform and advice social partners, employers and responsible public institutions, establish a partnership network for current and future cooperation, exchange information on issues related to posting of workers of the national institutions, employers' and workers' representatives from the Baltic States. The project specifically aimed at: 1) ensuring proper cooperation between public authorities and social partners from the three participating countries; 2) providing information on posting of workers issues to stakeholders; 3) creating practical information measures and materials; and 4) ensuring the transparency of the information on applicable terms and conditions of employment, and proper implementation and enforcement of the Posting of Workers Directive.

**Context:** Aimed to ensure the trans-national provision of services throughout the EU, the posting of workers system allows a worker sent by his employer on a temporary basis to carry out his work in another Member State without a special work permit. However, this system has produced a number of risks and issues that the project intended to explore in cooperation with the respective institutions responsible for informing and consulting with employees and social partners in the three participating countries.

**Notable aspects of good practice:** The project achieved its objectives in enhancing the implementation, application and enforcement of the Posting of Workers Directive. Activities implemented in the framework of the project stimulated sharing of best practices, capacity-building of social partners and testing of innovative policies in the three Baltic States. The cooperation established between the partner countries and organisations will be sustained via the partnership network created. Through the active collaboration established between the different actors involved, the project shall make an impact across the EU. The issues tackled are of international nature and the findings of the project could therefore be transferred to other Member States.

**Conclusion and follow-up:** From March 2015 the Lithuanian trade union 'Solidarity' started to implement a new project – 'Posting of workers: enhancing access to information and effective practical collaboration of administrative and social partners among 3 Baltic States'. This new project is a continuation of the former, facing the gaps identified during the first project and ensuring continuity of strong and successful cooperation between the participating organizations of the three Baltic States. It should enable practical cooperation between the participating countries in information exchange between authorities and social partners and enable the effective information availability to companies and posted workers themselves.

## HOW TO OBTAIN EU PUBLICATIONS

### Free publications:

- one copy:  
via EU Bookshop (<http://bookshop.europa.eu>);
- more than one copy or posters/maps:  
from the European Union's representations ([http://ec.europa.eu/represent\\_en.htm](http://ec.europa.eu/represent_en.htm));  
from the delegations in non-EU countries ([http://eeas.europa.eu/delegations/index\\_en.htm](http://eeas.europa.eu/delegations/index_en.htm));  
by contacting the Europe Direct service ([http://europa.eu/europedirect/index\\_en.htm](http://europa.eu/europedirect/index_en.htm)) or  
calling 00 800 6 7 8 9 10 11 (freephone number from anywhere in the EU) (\*).

(\*)The information given is free, as are most calls (though some operators, phone boxes or hotels may charge you).

### Priced publications:

- via EU Bookshop (<http://bookshop.europa.eu>).

