



COOPERATION SUPPORT UNIT (COP)

The COOPERATION SUPPORT (COP) Unit is a policy unit responsible for the Authority's cooperation and exchange of information between Member States, liaison with Member States authorities, mediation and capacity building activities. The Unit is structured in three areas with the following objectives:

Cooperation and NLOs Office

- Facilitate the cooperation and exchange of information between Member States and supporting their compliance with cooperation obligations;
- Management and administration of liaison functions (NLOs), in close cooperation with other units in executing ELA's tasks and requirements; Ensuring links with other national liaison offices, bodies, and contact points established under Union law; facilitating the follow-up to requests and information exchanges between Member States;
- Disseminate best practices, support to cross-border enforcement of fines;
- Provide information to Member States on the effective application of EU law within the legal scope of the ELA Regulation;
- Promote the use of electronic tools and procedures, electronic exchange mechanisms and databases for an effective and efficient cross-border cooperation, and reporting to the Commission on the development of such mechanisms and databases.

Mediation

- Set-up and maintain the necessary structure which enables the mediation procedure to function efficiently and effectively, including the appointment of mediators and the panels of the Mediation Board;
- Implement the rules of procedures and working arrangements;
- Ensure the quality of mediation, monitoring and following-up with the Member States that were party to a dispute on the measures taken for following up non-binding opinions agreed during the mediation procedure;
- Keep records of disputes referred for mediation, and their outcome, and prepare any necessary actions as provided for in the rules of procedures and working arrangements;
- Maintain close cooperation with the Administrative Commission on the coordination of social security systems and other stakeholders involved in the mediation process;
- Carry out information and communication activities in relation to mediation;
- Comply with the monitoring, evaluation, and reporting obligations in relation to mediation.

Capacity Building

- Support Member States with capacity building efforts aimed at promoting the effective application and enforcement of EU law within the scope of the ELA Regulation;
- Facilitate the development of non-binding guidelines, promote mutual assistance including staff exchanges and secondments, provide sectoral and cross-sectoral training programmes including relevant training material, and engage in awareness raising campaigns;

- Contribute to the design and development of ELA's horizontal capacity building strategy, assisting all operational areas in the design, delivery, and follow-up of capacity building initiatives, and generating a pool of good practice examples related to capacity building;
- Set-up and manage the ELA Capacity Building Centre, offering capacity building and learning opportunities to ELA's stakeholders in the area of cross-border mobility, as well as fostering good practice exchanges.
- Map existing structures at international, EU and national level and explore the creation of synergies by learning from and cooperating with external partners;
- Carry out stakeholder mapping exercises of potential target groups at national level aimed at promoting the correct implementation of EU law within the scope of ELA Regulation;
- Ensure a high-quality learning offer, engaging participants in learning communities, fostering networks of experts in the short, medium and long-term.