

Postedworkersmalta.gov.mt

Malta

GENERAL INFORMATION	
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Member State	Malta
Name of the organisation and address	Department for Industrial and Employment Relations 121, Melita Street, Valletta, Malta, VLT 1121 https://dier.gov.mt/en/Pages/home.aspx
Type of organisation	Office of the Prime Minister
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	Postedworkersmalta.gov.mt
Geographical focus	Nation-wide
Duration	March 2022 – ongoing
Summary of the good practice	<p>The Maltese Department for Industrial and Employment Relations (DIER) created Postedworkersmalta.gov.mt, a one-stop-shop portal to facilitate the posting of workers to Malta. The portal provides general information for posted workers to Malta, including on the definition and conditions of posted workers, as well as gives directly access to the compulsory online form for the “Notification of Posted Worker in Malta”. On the portal, users can also find the Employee booklet of the Department for Industrial and Employment Relations (DIER) and a video explaining the steps to follow concerning the posting of workers.</p> <p>Employers who wish to post an employee to Malta can submit and register all the relevant information about the posting directly on the portal.</p>

OBJECTIVES AND ACTIVITIES

<p>Background/context</p>	<ul style="list-style-type: none"> ▶ The 2022 European ELA Framework for Action on Road Transport facilitates and supports cooperation between Member States concerning the enforcement of labour mobility legislation. ▶ In a peer review that took place during the Group of Experts on Posting of Workers, ELA noticed that ‘posting of workers’ was an area where Malta could improve. ▶ Hence, DIER sought to strengthen ELA’s Framework as well as to improve the application process of all posted workers with the establishment of a one-stop-shop portal: Postedworkersmalta.gov.mt. ▶ In this manner, DIER does not merely provide the <i>know-what</i>, that is, what constitutes a posted worker and what the given rights of such workers are, but also provides a strong emphasis on the <i>know-how</i>, whereby a step-by-step guide is provided for all posted workers together with a portal application for their registration.
<p>Objectives</p>	<p>General Objective:</p> <ul style="list-style-type: none"> ▶ To provide both employees and employers with accessible information on the posting of workers to Malta and improve the posting application process. <p>Specific Objectives:</p> <ul style="list-style-type: none"> ▶ To provide a step-by-step digital guide for employers that send posted workers to Malta as well as to ease the registration process. ▶ To digitalise the procedure and reduce administrative burdens when registering posted workers.
<p>Main activities</p>	<p>Postedworkersmalta.gov.mt is a portal fully dedicated to the posting of workers to Malta. There are four main resources that the portal offers:</p> <ol style="list-style-type: none"> 1. The form “Notification of Posted Worker in Malta”, which covers the nature of the posting, details about the sending party, contact person, the undertaking in Malta, the posted

	<p>worker, the contract, and other identificatory documents.</p> <p>Once the form is submitted by the employer, DIER reviews the information to verify that the conditions of employment are in accordance with Maltese labour law. This review is completed within the set timeframe of 8 working days. Once the review is over, DIER either sends the acknowledgement of the approval to the employer or requests further information, if needed.</p> <ol style="list-style-type: none"> 2. In order to further facilitate the posting process, a video explaining the application process step-by-step is accessible on the website for employers. 3. Accessible general information for posted workers, as well as specific information on the definition of ‘posted workers’ as well as their rights, and local examples of employment conditions in Malta can also be found on the portal. Additionally, the portal also has a specific dedicated section for the posting of road drivers. 4. The portal includes a downloadable “DIER Employee Booklet”, which explains the basic employment conditions in Malta.
Relevance	<p>The main objective of this practice aligns with the horizontal focus (digitalisation) of the 2022 ELA Call for Good Practices, as the initiative aims at providing both employees and employers with accessible online information on the posting of workers to Malta and improve the posting application process.</p>
Funding/organisational resources	<ul style="list-style-type: none"> ▶ National Maltese funds were used to set up the one-stop-shop portal. This included the use of technical digital resources for the preparation of the video. ▶ ELA translation funds were used for the translation of the website and the DIER Employee Booklet as well.
PARTICIPATION	
Stakeholders involved	<ul style="list-style-type: none"> ▶ Department for Industrial and Employment Relations (DIER). ▶ Transport Malta concerning the posting of road drivers. Transport Malta is the governmental authority responsible of transport sector in Malta.

Target groups	<ul style="list-style-type: none"> ▶ Employers who wish to post their employees to Malta and must first fill in the registration form. ▶ Employees who are going to be posted to Malta and want to have more information about their rights and conditions.
Final beneficiaries	<p>Over 360 international employees who were posted to Malta during the years 2021 and 2022, especially workers coming from Italy, Germany, Austria and Poland. These over 360 international employees represented 152 employers.</p>
ACHIEVEMENTS & RECOGNITION	
Results and outcomes	<ul style="list-style-type: none"> ▶ The one-stop-shop portal gathered all the necessary information on the posting of workers on a single website, making it easier for users to find what they need. ▶ With the creation of a single portal, the process for the posting of workers has been centralised, resulting in a reduction of administrative burdens. ▶ The portal has raised awareness amongst both employers and employees about what is expected from them, and which are the conditions they must fulfil when posting a worker to Malta. ▶ The number of Digitalised Posted Worker Notification Forms has increased since the launch of the portal. While in 2021, DIER had received around 160 posted worker notification forms, in 2022 (until October) DIER has received over 200 notification forms. ▶ Throughout the first year of the portal (2022), an evaluation of the user-friendliness of the website has been carried out by DIER to assess the practicality of the portal. The information available on Postedworkersmalta.gov.mt has been reviewed by persons who are not acquainted with how the system of posting works. During the evaluation, DIER asked them a number of questions on the content of the website itself. DIER took corrective action every time a section had information which was considered to be too technical or not clear,. DIER describes the results of the internal evaluation as “encouraging” since only minor information needed to be updated. Examples of the improvements introduced include: <ul style="list-style-type: none"> ▷ The evaluation showed that the voiceover in the video

	<p>was not always clear, so the recording was updated to a clearer and slower version.</p> <ul style="list-style-type: none"> ▷ Minor changes to the wording to make the website more understandable by the average user, whereby legal and technical jargon was eliminated, where possible. ▶ With this continuous review of the portal, as well as with an online feedback form, DIER ensures that the goals of the practice are met through the provision of accurate and updated information on the posting of workers.
Recognition – national or regional level	As of now, the practice has not received explicit recognition at the national or regional level.
Recognition – on EU or international level	The practice has not received recognition at the EU or international level yet.
Cost effectiveness	The one-stop-shop portal is a cost-efficient tool which brings together all the necessary information for the posted worker to Malta, as well as an accessible registration form and an informative booklet. While the setting up of the portal implied a cost for the stakeholders involved, its outcome has proven to be highly valuable, as the number of registrations submitted in 2022 has exponentially increased.
Transferability	Most aspects of the information campaign are easily transferrable to other Member States or other settings.
Sustainability	The initiative did not have a particular focus on sustainability.
Innovativeness	The practice represents an innovation as it is the first time that DIER developed a portal with the specific aim of assisting the employers of posted workers to Malta by offering tailored information and an easy way of registering online.
Digitalisation	This measure is part of the digitalisation policy of the Public Service of the Republic of Malta. The focus on digitalisation is linked to the set-up of the online portal, the availability of an online booklet, and a totally digitalised registration, review and notification process of posted workers.