



Seventeenth meeting of the European Labour Authority Working Group on Information

Strategic meeting

09 June 2023

- Summary of deliberations -

The ELA Working Group on Information held its 17th meeting online on 9 June 2023. During this strategic meeting, the Authority informed participants of ongoing and prospective activities managed by ELA's Information sector. The agenda comprised four items, the results of which are summarised below.

The agenda for this meeting and the summary of deliberations of the previous one were approved by the participants.

1. Overview of ELA's activities in 2023

ELA commenced developing communication materials on the *posting of workers in the construction sector*. These included an awareness raising campaign to be launched in autumn, and information leaflets on workers' and employers' rights and obligations. ELA announced that information events targeting workers were being conceptualised and that the first event for employers was planned for October 2023. In addition, a call for good practices on how to reach construction workers and a mapping of available web information on posting of workers in the construction sector were ongoing. ELA confirmed that website reviews and workshops would remain available for interested Member States.

ELA updated Members on the continuation of its *road shows on road transport* with events held in Latvia (30 May), and scheduled for Germany (27 June) and Poland (28 June). ELA informed Members that it would share the Road2FairTransport campaign material through CIRCABC.

Regarding the *free movement of workers*, and specifically seasonal work, ELA announced that it would continue with mutual learning and exchange activities in 2023. The Authority would also continue to explore potential digital tools to facilitate communication and exchange among national stakeholders, with first results expected in the second half of the year.

ELA presented its first plans for information activities in the area of *social security coordination* in cooperation with the Administrative Commission. These would cover, e.g. the mapping of EU and national online information sources, reviewing relevant websites, and collecting and sharing good practices in the area of social security information provision. The objective would be to contribute to better access to information, including by developing approaches to present the information in a standardised way.

ELA provided an update on the uptake and topics of interest under the translation facility in 2023, with social security and free movement of workers in the lead. Member States were invited to

make use of the facility by submitting more requests. ELA's terminology project was highlighted, as it aims at ensuring high quality and reliable translations in a coherent manner.

Other activities presented were the *feasibility study on innovative digital information tools* to be finalised by December 2023 and the methodological review of the *Labour market information section on the EURES portal*, with main deliverables expected in the second half of the year. The concept of website reviews was agreed to be extended to national EURES webpages; the cooperation with the Your Europe portal would cover a review of the posting of workers section in 2023.

During the discussions, a question was raised regarding the link between social security activities and the Posting 360 programme. ELA clarified that these activities would cover a broader range of topics, including, but not exclusively, posting of workers. An additional remark was related to ELA's forthcoming checklist and the leaflet on the posting of construction workers, which brought into question the target group of the checklist and the rationale for keeping the leaflet generic. ELA explained that the checklist aims at supporting employers in receiving countries to have necessary documentation ready for inspections, and further alluded to the importance of keeping the leaflet generic to be accessible to different target groups.

ELA invited participants to express interest in participating in any mentioned activities.

2. Awareness survey on labour mobility services – main findings

Late 2022, ELA rolled out a survey on labour mobility services to find out more about social partners' knowledge, use and satisfaction with the existing labour mobility services, as well as to find out the needs of workers and employers in terms of information and services provision. A similar survey was launched among the EURES network.

The results indicated that most of the services were still not widely known and used, and that there could be room for improvement in structural cooperation between the services. In terms of content, information on the posting of workers was both needed and not sufficiently provided. There also appeared to be a need for information on necessary administrative steps in other countries and on the rules applicable to specific types of labour mobility (i.e. frontier work, seasonal work, cross-border telework, etc.).

In terms of the format in which information and services were provided, FAQs and guided navigation were preferred by social partners. Results further showed that respondents from trade unions and EURES favoured in-person support, whereas employers' respondents preferred individualised support provided by e-mail. Overall results confirmed that personal advice was considered necessary. Chatbots, reports and contact forms were considered least effective.

More generally, a lack of harmonisation among information sources was identified and a single-entry point and/or a tool to help navigate when looking for information and support were advocated for.

The identified issues could be addressed by promoting the existing services to end-users; improving cooperation and synergies across the existing services; continuously improving and streamlining relevant portals; developing new complementary tools and improving information to meet the need for clear guidelines on specific types of labour mobility rules and administrative procedures in other Member States.

Discussions covered the challenge of creating tools as interactive and adaptable as possible with sourced, updated, and high-quality information, on specific aspects of labour mobility such as applicable wages in the Member State where the work is carried out, or the identification of the employment status. Some social partners underlined that posting websites address primarily employers and to a lesser extent workers.

3. Lessons learnt booklet for single national websites for posting of workers

Since the booklet's content had been previously discussed with the group and experts provided their contribution prior to the meeting, ELA proposed various ways of dissemination among competent national authorities and social partners considering most of the information available in the booklet could be applied also to websites other than those related to posting. ELA suggested making the booklet available on its website, to which no opposition was expressed.

ELA informed Members that it remains open to any suggestions for further dissemination of the document.

4. Potential information activities in 2024 and beyond

ELA outlined possible activities in the field of information provision. The activities presented were subject to the Authority's Management Board approval.

ELA highlighted the continuation of efforts to align different activities amongst its Units and, in accordance with the Authority's legal mandate, focused on five areas: free movement of workers, posting of workers, social aspects of international road transport, social security coordination, tackling undeclared work.

Transversal activities included the continuation of the translation facility, the organisation of mutual learning and exchange events related to effective information provision and a focus on digitalisation and emerging forms of mobility such as cross-border telework. These activities would be supported by the implementation of an AI driven solution to provide a 'one stop shop/web hub' for labour mobility information based on existing European and national sources of information.

ELA informed Members that awareness raising campaigns would be organised more frequently, that is several smaller campaigns during the year instead of a single focus annual campaign, continuing or deepening past campaigns and new sectors or topics.

In the area of posting of workers, the Authority confirmed that the call for national website reviews and hands-on workshops would be maintained in 2024-2025, accompanied by the development of a sample outline for effective information provision on national posting websites for voluntary use in the Member States. Events in the construction sector were planned to continue also, expanding the target group. In addition, a mapping of information needs of vulnerable groups like posted third-country nationals, as well as their employers was planned to be organised.

In the area of free movement of workers, ELA shared its intention to launch activities intended to improve the measurement of seasonal work using national and EU data sources. EURES's 30 years anniversary activities were expected to be prominent in 2024. ELA informed Members of the intention to rethink the methodology and presentation of the EURES labour shortages and surplus information, with a more interactive and more frequently updated application in cooperation with other actors like public employment services, Cedefop or Eurofound.

ELA confirmed that Road transport activities would continue (including those mentioned above for posting of workers). The reuse and adaptation of the 2022 campaign material would be encouraged to address shortages in the sector.

In the area of social security coordination, activities to improve relevant EU and national level information provision (i.e., towards employers regarding registration and payment of contributions) were planned to be enhanced, including on dedicated EURES pages. It was also announced that targeted information campaigns would be developed from 2025 onwards.

In the area of preventing undeclared work, improving EURES portal information on this subject was considered.

The Information sector shared plans to conduct a survey among the Members of the Working Group to assess past activities and gather suggestions for prospective initiatives.

Discussions addressed priorities of aspects to be covered, notably the EURES portal as a valuable tool for information provision, cross-border activities including seasonal work and telework (as well as related social security issues), and bogus self-employment. At the time of the meeting, information regarding living and working conditions on the EURES portal was under review.

5. AOB

Participants raised questions with regards to the Authority's request for Member States to nominate a point of contact for communication campaigns, and its role vis-à-vis the members of this Working Group. ELA clarified that it aims to have an established group of experts to cooperate with authorities on the covered campaign topics, and highlighted the role of social partners, notably in the dissemination phase of the campaigns.

ELA informed the participants that the Authority was reviewing the content, organisation and set-up of its Working Groups, and that additional feedback might be requested from the members.

The Authority announced that the next Working Group meeting would be strategic and held online on 5 December 2023. Further information will follow.