BUSINESSEUROPE

The Services Directive's Points of Single Contact

ERA Conference, 22-23 March 2010

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Outline

- What is BUSINESSEUROPE?

- What the directive says on PSCs

- Importance for businesses

- PSCs: various models

- Setting up the right PSC model: key elements

- Main challenges for the future

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BUSINESSEUROPE: 40 members in 34 countries

Austria	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Denmark
Estonia	Finland	France	Germany	Germany	Greece	Hungary	Iceland
Iceland	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Montenegro
Norway	Poland	Portugal	Portugal	Rep. San Marino	Romania	Slovakia	Slovenia
Spain	Sweden	Switzerland	Switzerland	The Netherlands	Turkey	Turkey	United Kingdom

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What is BUSINESSEUROPE?

BUSINESSEUROPE

- The Confederation of European business, representative of more than 20 million small, medium and large companies

- A Social Partner

Mission

- „Actively promote and represent business in Europe"

- „Advocate a favourable and competitive business environment to foster sustainable economic growth"

Purpose

- Influence EU policies to create a business-friendly environment

Pillars

- Members FIRST
- Staff: about 45 persons
- Supporting network of 34 companies (ASGroup)
- Alliance for a Competitive European Industry
- European Employers Network

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What the directive says on PSCs (1)

Article 6 on **Points of single contact**

1. Member States shall ensure that it is possible for providers to complete the following procedures and formalities through points of single contact:

    a) all procedures and formalities needed for access to or exercise of his service activities (…);

    b) any applications for authorisation needed to exercise his service activities.

2. The establishment of points of single contact shall be without prejudice to the allocation of functions and powers among the authorities within national systems.

Article 8 on **Procedures by electronic means**

1. Member States shall ensure that all procedures and formalities relating to access to a service activity and to the exercise thereof may be easily completed, at a distance and by electronic means, through the relevant point of single contact and with the relevant competent authorities. (…)

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What the directive says on PSCs (2)

- Member States must set up Points of Single Contact (PSCs) where national and foreign service providers and recipients can:
  - ✓ Obtain relevant information
  - ✓ Complete necessary formalities

- PSC services must be available at a distance and by electronic means

- Member States are free to decide the model/solution to carry out tasks of PSCs

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Importance for businesses

Easier to establish and provide services within national territory and in other Member States

How?

- clearer and simplified regulatory framework

- contact with well-identified interlocutors/points of single contact

- less red tape and bureaucracy

- quicker access to relevant information

- speedier formalities (tacit authorisation)

- reduced costs and time

- access at a distance and via electronic means

- easier dialogue with and cooperation among competent authorities

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PSCs: various models / No one-size fits all!

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Various options/models in view

1. Existing networks: FR, PT, IT, UK, NL, GR

2. Trade Associations/Chambers: FR, IT

3. Governmental agencies: CY,CZ, DK, AT

4. Virtual PSCs only: DK,NL,UK,HU

5. Physical and virtual PSCs: FR,GR, ES

6. One central PSC: DK, ES, HU

7. Multiple PSCs: FR, DE, B, AT, CZ, GR

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Brussels, 22 March 2010

Setting up the right PSC: key elements (1)

1. Two main tasks: information and assistance in completion of formalities

2. Be adequately financed and staffed

3. Make information easily available and regularly updated

4. Clarify the mandate, tasks and responsibilities of PSCs and relevant competent authorities

5. Use English and/or language of neighbour countries in addition to national languages

6. Develop guidelines for service providers on formalities and procedures

7. Provide a virtual and a physical PSC (at least helpdesk, back-up office or call centre)

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Setting up the right PSC: key elements (2)

7. Provide services free of charge or at reduced and proportionate fares

8. Ensure good coordination between PSCs and relevant competent authorities (back-offices)

9. Be easily recognisable and well-known via:

   - the use of the EUGo logo

   - EU and national web portals

   - information campaigns/business awareness (SMEs)

10. Provide user-friendly and pragmatic e-tools (identification and authentication systems, secured transactions, language technologies)

11. Consultation and test with users/service providers

12. Rapid support in case of disputes via SOLVIT

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Main challenges for the future

- Adequate budgetary and human resources to set up useful PSCs

- Effective coordination and training of competent authorities and various administrative levels involved in the functioning of the PSCs

- Provision of a meaningful physical and or personalised support in addition to the virtual PSCs

- Use of pragmatic and user-friendly e-tools (authentication, identification and e-forms) / coordination with e-government experts

- National and cross-border interoperability of e-tools

- Use of foreign languages (English preferably)

- Awareness-raising among business/SMEs

- 2010 mutual evaluation process including PSCs

Thank you for your attention!

More information is available at :
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