



Are the Points of Single Contact truly making things easier for European companies?

GPS – MEDEF conference

*“Le marché intérieur des services
Ce qui a changé, ce qui va changer”*

Jeroen Hardenbol
Adviser
Internal Market Department

Outline presentation

BUSINESSEUROPE's views on:

- 1) Implementation of the Services Directive
- 2) Functioning of the Points of Single Contact (PSCs)
- 3) Remaining challenges for creating a true Single Market for services



Implementation of the Services Directive

Adopted in 2006 to facilitate the free movement of services
+ establishment abroad

More than 5 years later...BUSINESSEUROPE sees that:

- Existing procedures have been simplified
- Many unjustified requirements abolished
- Yet, authorisation schemes often kept for overriding reasons of public interest
- Some cases: lack of proportionality analysis
- Reduction of administrative burden
- Modernisation of public administrations
- New opportunities often badly communicated



Points of Single Contact (PSCs)

- Most tangible result of the SD
- Offer information and assistance to (foreign) service providers
- Real tool to simplify life of companies, attract investment and boost growth and jobs
- BUSINESSEUROPE's November 2011 report



PSC report - Main findings

- Often limited funds to run, promote and improve the PSCs
- Possibility to complete procedures entirely online – most important benefit (see “*top 10 priorities*” table)
- Demand for accurate and complete information in multiple languages
- Awareness of existence of PSCs is lacking
- 90% PSC users are domestic (medium sized) companies



Recommendations for better PSCs

- 1) Turn them into real “**e-government centers**” – complete procedures fully online
- 2) Better **language offer** and close the **information gap**
- 3) Make them more **user-friendly**
- 4) Ensure **rapid responses** – more automatic authorisation
- 5) Improve **interoperability** and cross-border cooperation
- 6) Improve **awareness** – role to play for all stakeholders
- 7) Realise the **great potential** of well-functioning PSCs: attract investment, create cross-border opportunities and facilitate daily operations



A SM for services - remaining challenges

- Much has been achieved, yet many remaining obstacles for service companies in Europe:
 - **Quality of implementation** of the SD and its **enforcement**
 - **Disparate interpretations** and **application** of EU law affecting service providers
 - Restraining rules on **reserved activities**
 - **Notification** and **insurance obligations**
 - **Legal form** and **ownership requirements**
 - Better recognition of **professional qualifications**
 - Better **understanding** of the services market
 - Boosting cross-border **online services**



To conclude...

- Much has been achieved...more remains to be done
- Also beyond complete and correct implementation and enforcement of the SD
- The potential for growth is huge!
- A “cheap way” to foster growth and create jobs
- BUSINESSEUROPE will continue to push for a better integrated market for services in Europe



- THANK YOU FOR YOUR ATTENTION -

***Do you have any
questions?***

***For more information:
j.hardenbol@businessseurope.eu***

