



EUROPEAN  
COMMISSION

Brussels, 2.5.2017  
COM(2017) 256 final

ANNEXES 1 to 3

## **Compliance Package**

### **ANNEXES**

**to the**

## **PROPOSAL FOR A REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL**

**on establishing a single digital gateway to provide information, procedures, assistance  
and problem solving services and amending Regulation (EU) No 1024/2012**

{SWD(2017) 211 final}  
{SWD(2017) 212 final}  
{SWD(2017) 213 final}  
{SWD(2017) 214 final}

**ANNEXES**  
**to the**  
**PROPOSAL FOR A REGULATION OF THE EUROPEAN PARLIAMENT AND OF**  
**THE COUNCIL**

**on establishing a single digital gateway to provide information, procedures, assistance  
and problem solving services and amending Regulation (EU) No 1024/2012**

**ANNEX I**  
**List of areas of information relevant for citizens and business exercising their Single**  
**Market rights referred to in Article 2(2)(a)**

**Areas of information areas related to citizens:**

<b>Area</b>	<b>INFORMATION REGARDING RIGHTS, OBLIGATIONS AND RULES</b>
Travel within the Union	<ul style="list-style-type: none"><li>• Documents required of Union citizens, their family members who are not Union citizens, minors travelling alone, non-Union citizens when travelling across borders within the Union (ID card, visa, passport )</li><li>• rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those who buy travel packages or linked travel arrangements</li><li>• assistance in case of reduced mobility when travelling in and from the Union</li><li>• transport of animals, plants, alcohol, tobacco, cigarettes and other goods when travelling in the Union</li><li>• voice calling and sending and receiving electronic messages and electronic data within the Union</li></ul>
Work and retirement within the Union	<ul style="list-style-type: none"><li>• seeking employment in another Member State</li><li>• taking up employment in another Member State</li><li>• recognition of qualifications with a view to employment in another Member State</li><li>• taxation in another Member State</li><li>• terms of employment (including working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissal and redundancies)</li><li>• equal treatment (rules against discrimination in the workplace, equal pay for men and women, equal pay for employees on fixed-term / permanent employment contracts)</li></ul>

	<ul style="list-style-type: none"> <li>• health and safety obligations in relation to different types of activity</li> <li>• social security rights and obligations in the Union including those related to getting pensions</li> </ul>
Vehicles in the Union	<ul style="list-style-type: none"> <li>• taking a motor vehicle temporarily or permanently to another Member State</li> <li>• acquiring and renewing a driving license</li> <li>• taking out mandatory motor insurance</li> <li>• buying and selling a motor vehicle in another Member State</li> <li>• renting a motor vehicle</li> <li>• national traffic rules and requirements for drivers</li> </ul>
Residence in another Member State	<ul style="list-style-type: none"> <li>• moving temporarily or permanently to another Member State</li> <li>• participating in municipal elections and elections to the European Parliament</li> <li>• requirements for residence cards for Union citizens and their -family members, including family members who are not Union citizens</li> </ul>
Education or traineeship in another Member State	<ul style="list-style-type: none"> <li>• attending school in another Member State</li> <li>• attending university in another Member State</li> <li>• volunteering in another Member State</li> <li>• traineeships in another Member State</li> <li>• conducting research in another Member State as part of an education programme</li> </ul>
Healthcare	<ul style="list-style-type: none"> <li>• getting medical treatment in another Member State</li> <li>• buying prescribed pharmaceutical products in Member State other than the one where the prescription was issued, on-line or in person</li> </ul>
Cross-border family rights, obligations and rules	<ul style="list-style-type: none"> <li>• birth, custody for minor children, parental responsibilities, maintenance obligations in relation to children in a cross-border family situation</li> <li>• living in a couple with different nationalities (marriage, separation, divorce, marital property rights, the rights of cohabitants)</li> <li>• rights in relation to succession in another Member State</li> </ul>
Consumers in cross-border situations	<ul style="list-style-type: none"> <li>• buying goods and services from another Member State (including financial ), on-line or in person</li> <li>• holding a bank account in another Member State</li> <li>• connection to utilities, such as gas, electricity, water,</li> </ul>

	<p>telecom and internet</p> <ul style="list-style-type: none"> <li>• payments, including credit transfers, delays in cross-border payments</li> <li>• consumer rights and guarantees related to buying goods and services</li> </ul>
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Areas of information related to businesses:**

<b>Area</b>	<b>INFORMATION REGARDING RIGHTS, OBLIGATIONS AND RULES</b>
Starting, running and closing a business	<ul style="list-style-type: none"> <li>• registering a business (registration procedures and legal forms for carrying out business)</li> <li>• intellectual property rights (applying for a patent, registering a trademark, a drawing or a design, getting a license for reproduction)</li> <li>• fairness and transparency in commercial practices, including consumer rights and guarantees related to selling goods and services</li> <li>• offering online facilities for cross-border payments when selling goods and services online</li> <li>• rights and obligations arising under contract law, including late payment interests</li> <li>• insolvency proceedings and liquidation of companies</li> <li>• credit insurance</li> <li>• mergers of companies or selling a business</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• terms of employment (including working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissals and redundancies)</li> <li>• social security rights and obligations in the Union (registering as employer, registering employees, notifying the end of contract of an employee, paying social contributions, rights and obligations related to pensions)</li> <li>• employment of workers on other Member States (posting of workers, rules on freedom to provide services, residency requirements for workers)</li> <li>• equal treatment (rules against discrimination in the workplace, equal pay for men and women, equal pay for employees on fixed-term / permanent employment contracts)</li> <li>• rules on staff representation</li> </ul>

Taxes	<ul style="list-style-type: none"> <li>• VAT: information on the general rules, rates and exemptions, registering for and paying VAT, getting a refund</li> <li>• excise duties: information on the general rules, rates and exemptions</li> <li>• other taxes: payment, rates</li> </ul>
Goods	<ul style="list-style-type: none"> <li>• obtaining CE marking</li> <li>• identifying applicable standards, technical specifications and getting products certified</li> <li>• mutual recognition of products not subject to Union-specifications</li> <li>• requirements regarding classification, labelling and packaging for hazardous chemicals</li> <li>• distance/off-premises selling: information to be given to customers in advance,, confirmation of the contract in writing, withdrawal from a contract, delivering of the goods, other specific obligations</li> <li>• defective products: consumer rights and guarantees, after-sale responsibilities , means of redress for an injured party</li> <li>• certification, labels (EMAS, energy labels, Eco-design, EU eco-label)</li> <li>• recycling and waste management</li> </ul>
Services	<ul style="list-style-type: none"> <li>• acquiring licenses, authorisations or permits with a view to starting a business</li> <li>• notifying the authorities of cross-border activities</li> <li>• recognition of professional qualifications</li> </ul>
Funding a business	<ul style="list-style-type: none"> <li>• getting access to finance at the Union level, including Union funding programmes and business grants</li> <li>• getting access to finance at national level</li> <li>• initiatives addressed to entrepreneurs (exchanges organised for new entrepreneurs, mentoring programmes etc.)</li> </ul>
Public contracts	<ul style="list-style-type: none"> <li>• Participating in public tenders: rules and procedures</li> <li>• submitting a bid online in response to a public call for tender</li> <li>• reporting irregularities in relation to the tender process</li> </ul>
Health and safety at work	<ul style="list-style-type: none"> <li>• Health and safety obligations in relation to different types of activity, including prevention of risks, information and training</li> </ul>

**ANNEX II**  
**Procedures referred to in Article 5(2)**

<b>Life events</b>	<b>Procedures</b>	<b>Expected output</b>
Birth	Requesting a birth certificate	Birth certificate
Studying	Applying for a study grant from a public institution	Decision regarding the application for a grant
Working	Registering for social security benefits	Acknowledgement of receipt
	Requesting recognition of diploma	Decision on the request for recognition
Moving	Registering a change of address	Confirmation of the registration of the new address
	Requesting/renewing ID card or passport	Issue or renewal of an ID card or a passport
	Registering a motor vehicle	Registration certificate
Retiring	Claiming pension and pre-retirement benefits from public or semi-public schemes	Decision regarding the claim for a pension or pre-retirement benefits
Starting a business	General registration of business activity, excluding procedures concerning the constitution of companies or firms within the meaning of the second paragraph of Article 54 TFEU	Confirmation of the completion of all steps necessary to start operating as a business
	Registration of an employer (a natural person) with public or semi-public pension and insurance schemes	Social security registration number
	Registration of employees with public or semi-public pension and insurance schemes	Social security registration number
Doing business	Notification to the social security schemes of the end of contract with an employee	Confirmation of the receipt of the notification
	Payment of social contributions for	Receipt or other form of confirmation of

	employees	payment of social contributions for employees
--	-----------	-----------------------------------------------

### **ANNEX III**

#### **List of the assistance and problem solving services referred to in Article 2(2)(c)**

- (1) Points of Single Contact
- (2) Product Contact Points
- (3) Construction Product Contact Points
- (4) National Assistance Centres for Professional Qualifications
- (5) Health Contact Points
- (6) EURES
- (7) Online Dispute Resolution