



ADMISSION AS EURES MEMBER OR EURES PARTNER APPLICATION FORM

(in accordance with Regulation (EU) 2016/589 of the European Parliament and of the Council of 13 April 2016 – hereafter referred to as “EURES Regulation”)

EURES LUXEMBOURG

Publication date – 14/02/2020



1. Information on the organisation applying for admission to the EURES network as Member or Partner

DATA

Name of organisation/company	
Legal form	
Identification number	
Street	
Postal code	
City	
Website	

hereafter referred to as « organisation » represented by

Legal representative¹	
Last name	
First name	
Function	

hereafter referred to as “applicant”

Contact person	
Last name	
First name	
Function	
E-mail	
Phone	
Mobile phone	

¹ See page 8: Relevant documents proving that the applicant is legally authorised to represent the organisation must be attached to this application.

2. Role within the EURES network

To become EURES MEMBER, an organisation must provide all of the following services.

A EURES Partner must provide at least one of the three services mentioned below:

- a. Contribute to the pool of job vacancies in accordance with point (a) of Article 17 (1) of the EURES Regulation;
- b. Contribute to the pool of job applications and CVs in accordance with point (b) of Article 17 (1) of the EURES Regulation;
- c. Provide support services to workers, jobseekers and employers in accordance with Articles 23 and 24, Article 25 (1), Article 26 and, where relevant, Article 27 of the EURES Regulation.

In accordance with the conditions laid down in the EURES Regulation and within the framework of the system referred to in Article 11 (1) of the EURES Regulation, I request admission for a period of 18 months as

EURES Member

EURES Partner

3. Information on the services the organisation commits itself to (in accordance with Article 12 (2) of the EURES Regulation)

Check the corresponding box. At least one of the three fields mentioned in 1. to 3. must be completed.

1. Contribute to the pool of job vacancies

The organisation provides, for the purposes of the EURES portal, all the job vacancies it has made publicly available. These are original job vacancies that are collected and managed by the organisation and that have not been obtained by copying existing job vacancies.

Please describe the services offered by your organisation (max. 4 000 characters).

2. Contribute to the pool of job applications and CVs

The organisation provides, for the purposes of the EURES portal, all CVs for which the candidates agree to also make the information available to the EURES portal. These are original CVs that are collected and managed by the organisation and that have not been obtained by copying existing CVs.

Please describe the services offered by your organisation (max. 4 000 characters)

3. Provide support services to workers, jobseekers and employers

In accordance with Articles 23 and 24, Article 25 (1), Article 26 and, where relevant, Article 27 of the EURES Regulation.

More specifically, the organisation provides the following support services:

1. Assisting workers seeking employment in their job-search activities within Europe.
2. Providing information and guidance on individual employment opportunities.
3. Supporting employers in intra-European recruitment
4. Providing support and information to employers regarding recruitment opportunities within Europe.
5. Post-recruitment assistance for workers and employers.
6. Guidance for workers and employers requesting specific information on taxes, employment contracts, pension rights, health insurance, social security and active labour market measures.

4. Expertise, motivation and contribution to the EURES networks

4.1 Indicate below the **expertise** of your organisation in terms of intra-European mobility and/or placement and/or support services (e.g. cross-border recruitment activities, organisation of events, advice, organisation of or participation in relevant platforms, fairs, etc.):

Expertise	Other useful information
- International recruitment, placement, temporary work - Information and advice, etc. - Participation in international activities, fairs, others, etc. - Others, etc.	- Contact person (Mandatory information) - Website, others, etc.
1.	
2.	
3.	
4.	
...	

4.2 Please **describe** your **motivation** to join the EURES network:
(max. 4 000 characters).

4.3 **Indicate** the **added-value** your organisation will contribute to the EURES network
(max. 4 000 characters).

4.4 Please **list the human resources** your organisation will make available to meet the EURES commitments

Number of employees	Function (Advisor, Management, etc.)	Responsibilities and tasks (recruitment and selection, information and advice, others, etc.)

4.5 Specify the **technical means** (websites, search engines, etc.) available / used in your organisation to assist jobseekers, workers and/or employers in their transnational job-search and recruitment activities:

4.6 Describe in detail the **complaint management system** used in your organisation

4.7 Indicate the **activities related to European labour mobility** (information, recruitment, etc.) that your organisation will carry out in 2020.

N°	Activity	Objectifs - Recruitment and selection, - Information and advice - Others	Useful information / Others - Contact person (Mandatory information) - Website, others, etc.
1.			
2.			
3.			
4.			
...			

- 4.8** The Luxembourg Employment Service (ADEM), in its role as the National Coordination Office (NCO) EURES, may request evidence on the organisation's capability to deliver the above-mentioned services (CV, assigned staff, expertise portfolio, references, etc.). Please **specify** below the documents that you can present to prove your **commitment to the EURES network**. You might get inspiration from the monitoring indicators provided in Annex III of this document.

The applicant certifies that the given information is correct. He/she accepts all the obligations and commitments described in this document, including in the annexes. Any false information may lead to suspension or termination of the admission to the EURES network.

Please note that the annexes are an integral part of this application!

Place

Date

Last name

First name

Signature

DOCUMENTS TO BE ATTACHED TO THE APPLICATION

The organisation attaches the following documents to the application form. The documents provided are annotated and numbered as follows:

1. The necessary references or documents proving that the signatory is authorised to represent the applicant's organisation.
2. If applicable, documents proving the organisation's inability to become a Member of the EURES network and to carry out at least one of the three tasks, as indicated in part 2 of this document.
3. Documents proving the motivation, expertise (expertise portfolio, CVs, business plan, annual reports, etc.)

The duly completed and signed application form, along with the relevant documents, must be sent until 15 April 2020 by postal mail to the following address:

Agence pour le développement de l'emploi (ADEM)
National Coordination Office (NCO) EURES
PO Box 2208
L-1022 Luxembourg

This application form can contain personal data which will be recorded in our computer system in particular to ensure the good functioning of the EURES network. These data will be processed and stored for the period necessary for execution of our obligations. You will find more information and the DPO contact to assert your rights conferred by the Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and of the free movement of such data on <http://adem.public.lu/fr/support/protection-des-donnees/index.html>

Annex I : Declaration on honour

THE APPLICANT DECLARES ON HONOUR THAT THE ORGANISATION:

1.1 is legally established in Luxembourg

I declare on honour that the organisation is legally established in Luxembourg

1.2 is not bankrupt, subject to insolvency or winding-up procedures

I declare on honour that the organisation is not in one of the following situations: It is bankrupt, subject to insolvency or winding-up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors, its business activities are suspended or it is in any analogous situation arising from a similar procedure provided for under EU or national laws or regulations.

1.3 is not in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the applicable law.

I declare on honour that the organisation is not in the following situation: It has been established by a final judgement or a final administrative decision that it is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the applicable law.

1.4 The organisation shall have adequately covered professional and/or business vicarious liability risks when providing EURES services, e.g. by having adequate insurance.

I declare on honour that the organisation has adequately covered professional and/or business liability risks arising from third parties in the provision of EURES services.

1.5 All EURES members and partners who have committed to fulfil the tasks of contributing to the pool of job vacancies and/or jobseekers' profiles set up the technical infrastructure necessary to participate in the coordinated and secure transmission of information on job vacancies and jobseeker profiles to the EURES portal.

I declare on honour that the organisation has the capacity and the technical infrastructure to participate in the coordinated and secure transmission of information on job vacancies and/or jobseeker profiles to the EURES portal in full compliance with the EURES regulation and the general principles set out in the Implementing Decision (EU) 2017/1257.
(Not applicable for EURES Partners who do not contribute to the pool of job vacancies and/or job applications and CVs)

1.6 The organisation ensures the allocation of appropriate human resources necessary to properly perform the respective EURES tasks. EURES tasks are not subcontracted by the organisation to third parties.

I declare on honour that the organisation has the appropriate human resources to perform the respective EURES tasks in a properly manner.

I declare that the organisation does not subcontract EURES tasks (in whole or in part to third parties).

1.7 The organisation agrees to offer support services for workers free of charge as referred to in Article 21 (3), second paragraph, of the EURES Regulation.

I declare on honour that the organisation respects the principle of free support services for workers, in accordance with article 21 (3), second paragraph, of the Regulation (EU) 2016/589 (EURES Regulation)

1.8 The organisation has an internal complaint management system for the services it provides to jobseekers, workers and employers.

I declare that the organisation has established a complaint management system for the services it provides in the framework of its EURES commitment. The complaint management system used by the organisation must be described in detail in Chapter 4.6 of this document.

The organisation accepts to provide all additional information requested by the Public Employment Service (ADEM) in its role as the National Coordination Office (NCO) during the admission procedure.

The organisation will inform the National Coordination Office (NCO) of any change in its situation as declared above.

Place

Date

Last Name

First name

Signature

Annex II : Commitments

1. 1. The organisation commits itself at the time of application and for the duration of its membership of the EURES network to:

- a. perform the services as a EURES member or as a EURES partner and to comply with the relevant provisions as set out in Regulation (EU) 2016/589 and the relevant implementing decisions.
- b. put in place adequate procedures and mechanisms to verify the applicable labour standards and legal requirements, taking into account any licensing and authorisation scheme for employment services other than PES, including applicable national and European data protection legislation and, where appropriate, standards and requirements relating to the quality of job vacancy data, and to ensure full compliance with applicable labour standards and legal requirements, when providing the services.

2. The organisation commits itself to contribute to the EURES programming cycle and in this context to:

- a. provide the NCO with data on the financial and human resources to be included in the national work programme.
- b. implement the relevant activities of the national work programme
- c. provide data on the implementation of the activities to be included in the national work programme.

3. The organisation commits itself to contribute to the EURES performance measurement system (PMS):

This includes a quantified monitoring of all activities carried out in each Member State. Annex III to this application form details the indicators. They may be extended and/or modified at the request of the NCO.

In the event of termination of admission at the initiative of the member or partner, the organisation commits itself to provide its contribution to the monitoring of the PMS for the period covering the last six months of activity.

4. The organisation commits itself to only use the EURES trademark and logo for services and activities related to the EURES network.

5. The organisation commits itself to enable its staff to develop their knowledge and skills in matters related to European mobility, recruitment, placement and related support services by involving them in the pre-training activities of the relevant NCO and in specific training courses organised by the European Commission.

6. The organisation commits itself to make available, at the request of the NCO or of a third party designated for this purpose, the administrative information and/or documents :

- a. which are necessary to examine a complaint,
- b. which are necessary to carry out checks:
 - in terms of access conditions,
 - in the provision of services as a member or partner of EURES and to provide access to the NCO or a third party mandated by the Public Employment Service, to sites and facilities in so far as this is necessary for the purposes of an examination or monitoring.

7. The organisation commits itself to comply with the general principles applicable to the content and quality of personal data transmitted to the EURES portal (as specified in Chapter 3 of the Implementing Decision (EU) 2017/1257. This includes in particular that the organisation

- obtains the consent of applicants whose profiles are published on the EURES portal before proposing them to an employer, or to upload their profiles from the EURES portal.
- saves the application downloaded from the EURES portal only for the time necessary for the placement process and then deletes the personal data
- respects the rights of the candidate with regard to his/her personal data to withdraw, at any time, his/her consent to the disclosure of information to the public and to delete, modify or otherwise process data, in whole or in part, in any way transmitted to the EURES portal.
- does not use the personal data of EURES portal users to promote or sell services or products, e.g. the application for registration in another database that is subject to a fee.

I hereby declare that my organisation commits itself to comply with the above mentioned points at the time of application and for the duration of its admission to the EURES network.

Place

Date

Last name

First name

Signature

ANNEX III :

Overview of the monitoring indicators used in the EURES PERFORMANCE MEASUREMENT SYSTEM (PMS)

EURES members and partners shall provide an overview of the indicators below twice a year. This monitoring will be completed in an Excel file given to members and partners after their admission. (Current version)

1. General information

- 1.1. Number of employees in your organisation active in the EURES network:
Total number of employees active for EURES, including service delivery, administration and management.
- 1.2. In FTE:
- 1.3. In which Targeted Mobility Schemes (TMS) does your organisation participate?
Targeted Mobility Schemes = Your First EURES Job, Reactivate, European Solidarity Corps
- 1.4. In which transnational EURES partnership is your organisation active?
Greater Region - others
- 1.5. With which countries has your organisation cooperated in the context of EURES recruitment activities ?
List the countries with which your organisation has carried out recruitment projects in accordance with the EURES activity plan
- 1.6. In which multilateral recruitment project(s) has your organisation been involved?
List of projects in which your organisation has participated, including non-EURES projects

2. Information and guidance of jobseekers - employees

- 2.1. Indicate the number of jobseekers - employees with whom your organisation was in contact regarding EURES services?
Individual, personal contacts, Emails, Phone, Website
 - 2.1.1. How many from Luxembourg?
 - 2.1.2. How many from other EURES member states?
- 2.2. What topics were discussed during these contacts?
 - 2.2.1. General information on EURES
Questions concerning the EURES network
 - 2.2.2. Information on job opportunities
Questions directly linked to recruitments
 - 2.2.3. Information on living and working conditions, social security, training, taxes, etc.
 - 2.2.4. Information regarding cross-border employment
Number of questions on specific cross-border topics
 - 2.2.5. Other advice or assistance
Assistance in Targeted Mobility Schemes (TMS): Drafting and submission of applications, assistance in contact with administrations,

3. Information and assistance for employers

- 3.1. Indicate the number of employers your organisation was in contact with regarding EURES services? In total:
Individual, personal contacts, Emails, Phone, Website
 - 3.1.1. How many from Luxembourg?
 - 3.1.2. How many from other EURES member states?
- 3.2. What topics were discussed during these contacts?
 - 3.2.1. General information on EURES
Questions concerning the EURES network
 - 3.2.2. Information on placements opportunities
Questions directly linked to recruitments
 - 3.2.3. Information on living and working conditions, social security, training, taxes, etc.

- 3.2.4. Information regarding cross-border recruitment
Number of questions on specific cross-border topics
- 3.2.5. Other advice or assistance
Assistance in TMS (Targeted Mobility Schemes) : Drafting and submission of applications, assistance in contact with administrations, etc.

4. Information and recruitment events

- 4.1. In how many events (in the context of EURES) did your organisation participate?
 - 4.1.1. How many information events?
 - 4.1.2. How many recruitment events?
 - 4.1.3. How many mixed events: information and recruitments?
- 4.2. How many individual contacts did your organisation have during these events?
 - 4.2.1. During information events:
 - 4.2.2. During recruitment events:

5. Job applications

- 5.1. How many job applications (including CV) did your organisation handle in the context of EURES? How many candidates applied via your organisation?
 - 5.1.1. How many were from another EURES member state?
 - 5.1.2. How many were from Luxembourg ?

6. Job offers

Indicate real « work places » and not the number of “vacant positions”

- 6.1. How many job offers did your organisation handle in the context of EURES?
 - 6.1.1. How many were from another EURES member state?
 - 6.1.2. How many were from Luxembourg?
- 6.2. How many job offers were processed in total?
- 6.3. How many job offers were published by your organisation?

7. Placements

- 7.1. How many jobseekers did you assist in finding a job (in the context of EURES)?
 - 7.1.1. How many from Luxembourg?
 - 7.1.2. How many from other EURES member states?

8. Communication via Social Media

- 8.1. How many posts related to the EURES network did your organisation publish on Facebook (FB)?
 - 8.1.1. How many people did you reach with these messages on Facebook?
 - 8.1.1.1. How many people did you reach directly?
 - 8.1.1.2. How many people received the messages via a paid publicity on Facebook?
 - 8.1.2. Total number of reactions to the posts on Facebook
 - 8.1.2.1. Number of comments?
 - 8.1.2.2. Number of Likes?
 - 8.1.2.3. Number of Shares ?
 - 8.1.3. Increase in numbers of « followers » compared to the last reporting period

- 8.2. How many tweets related to the EURES network were posted by your organisation?
 - 8.2.1. What is the total outreach (subscriptions to you Twitter channel) of these articles?
 - 8.2.1.1. How many people did you reach directly?
 - 8.2.1.2. How many people received the tweets via a paid publicity on Twitter?
 - 8.2.2. Total number of reactions to the tweets
 - 8.2.2.1. Number of comments?
 - 8.2.2.2. Number of Likes?
 - 8.2.2.3. Number of Shares?
 - 8.2.3. Increase in numbers of « followers » compared to the last reporting period
- 8.3. How many LinkedIn-Posts related to the EURES network were posted by your organisation?
 - 8.3.1. What is the total outreach of these messages (followers and subscriptions on LinkedIn) ?
 - 8.3.1.1. How many people did you reach directly?
 - 8.3.1.2. How many people received the tweets via a paid publicity on LinkedIn?
 - 8.3.2. Total number of reactions to these messages
 - 8.3.2.1. Number of comments?
 - 8.3.2.2. Number of Likes ?
 - 8.3.2.3. Number of Shares ?
 - 8.3.3. Increase in number of « followers » compared to the last reporting period
- 8.4. How many messages related to the EURES network did your organisation post on other social media (e.g. Instagram)?
 - 8.4.1. What is the total outreach of this messages?
 - 8.4.1.1. How many people did you reach directly?
 - 8.4.1.2. How many people received the messages via paid publicity?
 - 8.4.2. Total number of reactions to these messages
 - 8.4.2.1. Number of comments?
 - 8.4.2.2. Number of Likes?
 - 8.4.2.3. Number of Shares?
 - 8.4.3. Increase in numbers of « followers » compared to the last reporting period

9. Client satisfaction

- 9.1. Describe the methode used by your organisation to measure the satisfaction of clients
- 9.2. Are the results of your client satisfaction survery specifically relevant for EURES service delivery ? Yes/No
 - 9.2.1. If so, in what way?
 - 9.2.2. If not, does your organisation plan to carry out a specific survery on EURES services in the future? Yes/No