

## Dienstleistungskompass.eu – online portal about cross-border provision of services and posting of workers

### Germany

GENERAL INFORMATION	
<b>Name of the organisation</b>	BIHK Service GmbH (Bavarian Chamber of Industry and Commerce)
<b>Type of organisation</b>	Other
<b>Address</b>	Lorenzer Platz 27, 90402 Nürnberg, Germany
<b>Web page</b>	<a href="https://international.bihk.de/laenderinformationen/dienstleistungskompass.html">https://international.bihk.de/laenderinformationen/dienstleistungskompass.html</a>
<b>Contact person</b>	Name and surname: Sandra Dirnberger  Organisation: Chamber of Commerce and Industry for Munich and Upper Bavaria  Job position: Foreign Trade Specialist  E-mail: <a href="mailto:dirnberger@muenchen.ihk.de">dirnberger@muenchen.ihk.de</a>
<b>Member State</b>	Germany
GOOD PRACTICE - GENERAL INFORMATION	
<b>Title of the good practice</b>	Dienstleistungskompass.eu – online portal about cross-border provision of services and posting of workers
<b>Topic of the good practice</b>	Digitalisation in Social Security Coordination
<b>Geographical focus</b>	Cross-country (please specify)  Austria, Belgium, Croatia, Czechia, Denmark, Hungary, Italy, France, Luxembourg, The Netherlands, Poland, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom and Romania.
<b>Duration</b>	2016 – ongoing
<b>Summary of the good practice</b>	The online portal, “Dienstleistungskompass.eu”, serves as a comprehensive guide for Bavarian and German companies that provide cross-border services within the

	<p>European Union. It aims to simplify the process of understanding and complying with the regulations associated with the Posting of Workers Directive (Directive 96/71/EC)<sup>1</sup>. The portal provides clear information about the regulations for posting of workers and for providing cross-border services in 18 different EU countries. It breaks down complex legal provisions into simple language, making them accessible to all companies and stakeholders. The portal is hosted by the Bavarian Foreign Trade Center “Außenwirtschaftszentrum Bayern (BIHK Service GmbH)” which is a joint initiative of the Chambers of Industry and Commerce and the Chambers of Trade and Crafts in Bavaria.</p> <p>The portal provides comprehensive information on the legal basis for posting of workers and the provision of cross-border services, such as the A1 form and income tax regulations, as well as general information on VAT regulations concerning cross-border services. It covers key topics for each of the 19 countries (AT, BE, HR, CZ, DK, HU, IT, FR, LU, NL, NO, PL, SK, SI, ES, SE, CH, RO and UK), including reporting requirements, and notification of posting, trade law, construction and assembly, freight and passenger transport, labour law, occupational safety, invoicing, and VAT. Therefore, the portal addresses not only employee postings but also the entire range of subjects a company must consider when conducting business internationally. Additionally, the portal offers contact information for regional experts at the chambers for detailed advice and inquiries. Furthermore, the portal provides information about relevant events.</p>
<p><b>OBJECTIVES AND ACTIVITIES</b></p>	
<p><b>Background/context</b></p>	<p>Providing cross-border services and posting of workers needs to be prepared well as various legal regulations must be complied with. Information on these topics is often not easy to find and understand. Although the EU directives form the framework, there is still a great need for information and interpretation of information, as implementation in the Member States often varies strongly. Against this background, the idea was born to create one information</p>

<sup>1</sup> Available here: [Directive - 96/71 - EN - Posted Workers Directive - EUR-Lex](#)

	<p>portal with all relevant information on cross-border service provision and posting.</p>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>▶ Specific objective: To support Bavarian and German companies in understanding and complying with the regulations associated with posting of workers and provision of cross-border services.</li> <li>▶ Overall objective is to contribute to fair and effective labour mobility.</li> </ul>
<p><b>Main activities</b></p>	<ul style="list-style-type: none"> <li>▶ <b>Online Webinars:</b> The platform offers a series of webinars that are available in real-time. These webinars provide participants with the opportunity to learn about cross-border service provision and the posting of workers from experts in the field. The webinars are designed to be interactive, allowing participants to ask questions and engage with the content.</li> <li>▶ <b>Expert Articles:</b> The portal regularly publishes expert articles on current topics important for companies providing cross-border services. These articles ensure that users have access to up-to-date information and insights, helping them stay informed about the latest developments in the field.</li> <li>▶ <b>Promotion and Awareness:</b> The platform actively engages potential users by disseminating press releases, publishing articles in both print and digital media, and organising various promotional activities. These efforts aim to make the portal more visible and widely known among companies.</li> <li>▶ <b>Expert Advisory:</b> The platform connects users with advisors for further assistance after their visit to the portal. This individualized support is designed to fully assist users with their specific needs and to clarify questions beyond the online platform</li> <li>▶ <b>Proactive Outreach:</b> All members of the working group and other advisors at the relevant institutions actively guide the companies we advise (on the telephone or via email) towards the platform to leverage its valuable content. This outreach helps ensure that companies are</li> </ul>

	<p>aware of the resources available to them and can benefit from the information provided.</p> <p>► <b>Structured Updates:</b> A structured and clearly defined process has been introduced to keep the information on the portal up-to-date and correct. This involves regular reviews and updates of the content to ensure its accuracy and relevance.</p>
<p><b>Did you previously provide information about this particular good practice under the European Platform tackling undeclared work?</b></p> <p>(if yes, is it possible to provide the year and the title of good practice or a link of the good practice in <a href="#">ELA Virtual library</a>)</p>	<p>No.</p>
<p><b>Funding/organisational resources</b></p>	<p>The portal is partly funded by the EU through the European Enterprise Network and funded by the Chamber from the membership fees. The Website that hosts the Portal is funded by the EU through the European Enterprise Network including a budget for a website administrator. The non-technical related work including research, compiling all information regarding the posting of workers, writing the text for the portal, regular checks to keep the information up to date etc. are financed by the partners. The organisational resources include a working group which consists of 12 people from 9 institutions (6 Chambers of Industry and Commerce, 2 Chambers of Handicrafts, Bayern Handwerk International).</p>
<p><b>PARTICIPATION</b></p>	
<p><b>Stakeholders involved</b></p>	<p>The portal is used by various stakeholders, including companies, entrepreneurs, start-ups, and institutions like ministries or trade organisations.</p>
<p><b>Target groups</b></p>	<p>German companies that offer services abroad.</p>
<p><b>Final beneficiaries</b></p>	<p>Companies' employees who benefit from the improved knowledge and compliance with regulations.</p>

<b>GOOD PRACTICE CRITERIA</b>	
<p><b>Achievements/ Results and outcomes</b> (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility))</p>	<p>The portal has been well established since its introduction in 2016 and serves as a valuable resource for companies, providing clear and accessible information on cross-border service provision and posting of workers.</p> <p>For now, portal includes relevant information about 19 countries (Romania added this year) and further expansion is upcoming.</p> <ul style="list-style-type: none"> <li>▶ Webinar Week in 2024: during 5 days more 500 participants in webinars. Focus was on 8 different countries and the overall regulations and German labour law.</li> <li>▶ The website: in 2024, average 520 clicks per month. The numbers are not significant due to the fact that of tracking a very small amount of website visitors. Since the GDPR came into effect, the average number of trackers per website has generally decreased, as users often reject cookies.</li> </ul>
<p><b>Recognition</b> (has this good practice been recognised on regional, national or EU level)</p>	<p>The portal is supported by the Enterprise Europe Network and has received positive feedback from users and stakeholders. The working group has also been contacted for input on policy development by national and European institutions.</p>
<p><b>Cost effectiveness</b> (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)</p>	<p>The portal helps streamline consultations and knowledge sharing, making it cost-effective by reducing the need for one-on-one consultations. The portal and all the relevant information are available online, digital and user-friendly. This allows for more efficient use of resources.</p>
<p><b>Transferability</b> (how the experience from this practice could be transferred to other contexts i.e. what would another Member State/group/sector need to have or put in place for this measure to be successful in their country/group/sector)</p>	<p>The approach of providing a comprehensive and user-friendly information portal can be replicated in other Member States with adjustments to national regulations and needs and to particular sectors.</p>
<p><b>Sustainability</b> (how the practice is sustainable from a social, financial or environmental perspective)</p>	<p>The practice is sustainable and ongoing, with plans to add more countries and keep the information up-to-date. Portugal is in the plan to be added till end of this year.</p>

	<p>Financial sustainability is secured through mandatory membership fees for chambers in Germany, while there is dedicated staff to maintain the portal (both content wise and technical support) in-house.</p>
<p><b>Innovativeness</b> (innovative features of the good practice)</p>	<p>The portal provides a comprehensive and practical approach to supporting companies about cross-border service provision and posting of workers, breaking down complex legal provisions into simple language.</p>
<p><b>Digitalisation</b> (Design, development and/or utilisation of digital tools, policies or plans for digitalisation, business processes and data digitalisation, data sharing digital initiatives, the use of digitalisation to facilitate the access to data in real time and detection of fraud and error, etc.)</p>	<p>The Dienstleistungskompass.eu platform itself is a digital online service and solution that shows how digitalisation can easily contribute to knowledge and information sharing relevant to the field of social security coordination. This innovative use of digital media ensures that the platform remains accessible and relevant in the digital age.</p>