Management and control of international professional mobility
France

GENERAL INFORMATION	
Name of the organisation	URSSAF (Unions de Recouvrement des Cotisations de Sécurité Sociale et d'Allocations Familiales / Organisations for the Collection of Social Security and Family Benefit Contributions)
Type of organisation	Social Security Organisation
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Member State	France
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	Management and control of international professional mobility
Topic of the good practice	Digitalisation in Social Security Coordination
Geographical focus	Nation-wide
Duration	Since 2022, ongoing
Summary of the good practice	The URSSAF has developed a 100% digital service to manage social security cover for workers involved in international professional mobility. This includes the creation of the International Mobility Service and digital tools like ILASS (Instruction Législation Applicable de Sécurité Sociale) and CLASS (Contrôle Législation Applicable de Sécurité Sociale). These digital tools automate checks, reduce processing times, and provide secure certificates of attachment. They also help manage

	the risk of non-compliance through algorithms and onboard checks.
OBJECTIVES AND ACTIVITIES	
Background/context	The practice was initiated to manage international mobility activities more effectively, which were previously split across various institutions. URSSAF is responsible for the collection of social security contributions and the control of declarations by companies, as well as combating fraud. The mission of determining the applicable legislation is a new mission of URSSAF integrated since 2022, with major challenges including obtaining quality data and guaranteeing the interoperability of information systems and databases, particularly from abroad, to improve the fight against fraud. The management of international mobility is governed by principles of territoriality and unicity, ensuring that workers contribute to only one social security system, which is coordinated through digital tools like ILASS and CLASS.
Objectives	▶ To facilitate the management of social security contributions for workers involved in international professional mobility; ▶ To ensure compliance with the principle of territoriality and its exceptions; ▶ To improve the quality of service through automation and digitalisation; ▶ To enhance international cooperation and control.
Main activities	The URSSAF has implemented several key activities to manage and control international professional mobility effectively: ▶ **Creation of the International Mobility Service**: This service is dedicated to managing international mobility activities, ensuring compliance with social security regulations, and providing support to companies and individuals involved in cross-border work.

► **Development of Digital Tools**:

ILASS (Instruction Législation Applicable de Sécurité Sociale): This online portal allows companies, self-employed workers, and individuals to submit requests for certificates and determine applicable legislation. The digital form is adjustable based on the type of request and includes automatic checks to ensure compliance. If the checks fail, the request is transferred to management review or automatically rejected depending on the criteria.

CLASS (Contrôle Législation Applicable de Sécurité Sociale): This portal is dedicated to controlling applicable legislation and is fed by information from the European Exchange of Social Security Information (EESSI). It helps combat illegal work by providing a comprehensive database of electronic information notifications and prior declarations of secondment.

► **Automation of Checks and Issuance of Certificates**: The digital tools automate checks and manage requests within secure accounts. Certificates of attachment are issued with a QR code and a security code to prove their authenticity. The system includes 51 automatic controls and a "red flag" procedure to stop automation in case of fraudulent situations.

► **Management of Complex Cases**: A dedicated team of international mobility managers handles complex cases, ensuring that all necessary checks and controls are performed. This team works closely with international partners to manage cross-border cases effectively.

► **International Cooperation and Data Exchange**: The system facilitates international cooperation by integrating data from various sources, including bilateral agreements and EU regulations. The CLASS tool allows for the exchange of information between social security bodies in the EU, improving the accuracy and efficiency of data exchange.

	▶ **Combating Fraud**: URSSAF employs dedicated teams and targeted actions to combat fraud. The CLASS tool supports this effort by providing a platform for data mining and analysis, helping to identify high-risk behaviors and situations. The system also includes features for sharing information about companies and employees with authorized partners.
	▶ **Training and Support**: URSSAF provides training and support to its staff and partners to ensure the effective use of the digital tools and the implementation of the good practice. This includes practical demonstrations and handling of the CLASS tool by participants, with possibilities for querying, filters, and research.
	Challenges:
	Currently, URSSAF is working hard to better integrate the hundreds of thousands of incoming notifications linked to LA SEDs (Structured Electronic Documents) into their information systems for the management of applicable legislation. This integration is a significant challenge that concerns all European social security institutions and crucial the management of applicable legislation and ensuring compliance.
Did you previously provide information about this particular good practice under the European Platform tackling undeclared work? (if yes, is it possible to provide the year and the title of good practice or a link of the good practice in ELA Virtual library)	No.
Funding/organisational resources	The project is supported by high-level management and funded by the general directorate. It involves a team of 50 persons working on international mobility, with additional support from technical staff, including the project owner, who oversees the technical staff. The project management team consists of four staff members who possess in-depth knowledge of the project. Additional technical resources

	are enlisted as required, depending on the specific needs and the work packages to be developed
PARTICIPATION	
Stakeholders involved	▶ National authorities ▶ Social security institutions ▶ International partners
Target groups	▶ Workers involved in international professional mobility ▶ Companies and self-employed individuals
Final beneficiaries	▶ Social Security Institutions: These institutions benefit from enhanced data quality, improved fraud detection, and better coordination with other Member States. ▶ Labour Inspections: Inspectors benefit from access to comprehensive data, improved tools for detecting fraud, and better cooperation with other control bodies.
GOOD PRACTICE CRITERIA	
Achievements/ Results and outcomes (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility)	**Issuance of A1 Certificates:** ▶ In 2023, URSSAF issued 88% of A1 certificates automatically, significantly reducing processing times and improving efficiency. ▶ For posting declarations, 91% were issued automatically, while 63% of multi-activity situations required additional checks. **Reduction in Processing Times:** ▶ The implementation of digital tools like ILASS and CLASS has led to a significant reduction in processing times for issuing certificates and managing international mobility requests. **Improved Compliance and Fraud Detection:** ▶ Digital tools include 51 automatic controls and a "red flag" procedure to stop automation in case of fraudulent

situations. This has improved the management of the risk of non-compliance and enhanced fraud detection.

▶ The CLASS tool supports data mining and analysis, helping to identify high-risk behaviors and situations, and improving the targeting of companies for inspections.

Enhanced Data Quality and Interoperability:

▶ The practice improved the interoperability of databases and confidence in the data, facilitating the exchange of information between social security bodies in the EU.

▶ The quality of data received is vital for control services, and the system includes features for verifying the authenticity of certificates using QR codes and security codes.

International Cooperation:

▶ This practice integrates international cooperation dimensions, facilitating the management of complex cases by a dedicated team of international mobility experts.

▶ The CLASS tool allows for the exchange of information between social security bodies in the EU, improving the accuracy and efficiency of data exchange.

User-Friendly Services:

▶ The ILASS portal provides a user-friendly online service for submitting requests and determining applicable legislation. The system is designed to be accessible to companies, self-employed workers, and individuals.

▶ The CLASS tool includes features for querying, filtering, and sharing information about companies and employees, making it easier for inspectors and partners to access and use the data.

Key Figures:

	▶ In 2023, URSSAF received over 1.2 million LA SEDs (Structured Electronic Documents) and issued 88% of A1 certificates automatically. The system has improved the quality of service, reduced administrative workload, and enhanced the overall management of international professional mobility.
Recognition (has this good practice been recognised on regional, national or EU level)	The good practice has been presented at various international forums and presented already at ELA's event in Nice (26 November 2024), showcasing the comprehensive management of international mobility and the effectiveness of the digital tools.
Cost effectiveness (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)	The digital tools have reduced administrative workload and improved efficiency by automating the issuance of certificates and managing requests within secure accounts. This automation has led to significant cost savings, as it minimizes the need for manual processing and reduces the likelihood of errors, thereby lowering operational costs.
Transferability (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)	The practice can be shared and adapted by other Member States to improve their management of international professional mobility. The digital tools and processes are designed to be flexible, allowing integration with existing systems and procedures in different countries. This adaptability ensures that the good practice can be effectively implemented in various contexts, enhancing international cooperation and coordination.
Sustainability (how the practice is sustainable from a social, financial or environmental perspective)	The digital tools and processes are designed to be sustainable, ensuring long-term viability and adaptability to future needs. The system's reliance on automation and digitalisation reduces the need for manual intervention, thereby lowering operational costs and environmental impact. Additionally, the continuous improvement and integration of new technologies, such as big data and interoperability modules, will further enhance the system's sustainability and effectiveness.
Innovativeness (innovative features of the good practice)	The use of digital tools like ILASS and CLASS to automate and manage international mobility is innovative and

	improves service quality. These tools represent a significant advancement in the field of social security coordination by enabling real-time data exchange, enhancing fraud detection, and ensuring compliance with international regulations. The integration of QR codes and security codes for certificate verification is a novel approach that simplifies the verification process for inspectors and international partners, thereby setting a new standard for digitalisation in social security coordination.
Digitalisation (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.)	The practice involves the complete digitalisation of the administrative process for international mobility, including the issuance of certificates and management of requests. The use of digital tools like ILASS and CLASS ensures real-time data exchange, enhances fraud detection, and improves compliance with international regulations. This practice is fully in line with the priority of Digitalisation of Social Security Coordination, as it leverages advanced technologies to streamline processes, reduce administrative burdens, and enhance the overall efficiency and effectiveness of social security coordination.