

FINAL TECHNICAL REPORT

EURES GRANT AGREEMENT NO. VS/2014/0158 of 5 May 2014

for the period from 1 to June 2013 to 31 December 2014

<b>EURES Guideline No.</b>	<b>No 1 – Improving access to EURES</b>
<b>Objectives according to grant agreement</b>	Dissemination of knowledge on professional mobility and services provided by the EURES network.
<b>Planned actions</b>	

*European Commission 2010-2013 EURES Guideline No. / No. from the Polish EURES Action Plan for 2010-2013 / Description of actions to be implemented according to grant agreement*

***EURES 2010-2013 Guideline: No 1 – Improving access to EURES***

1.1 Organisation of EURES training for non-EURES staff of the Public Employment Services (PES) and from outside PES

2.1 Information campaigns concerning EURES for PES clients

2.2 Ensuring uniform information materials for the whole country

2.3 Maintaining and developing the national EURES website

2.4 Providing information on the EURES on websites of VLOs and Poviats Labour Offices (PLOs)

3.1 Including accounting information on EURES activities and services in the internal publications of VLOs

3.2 Publication of information on EURES on MLSP website PES portal

4.1 Ensuring provisions in the field of mobility and EURES in Polish law

4.2 Recognition of EURES tasks in the strategic documents on employment policy in Poland

4.3 Collaboration with representatives of marshal offices, poviats and local governments in the voivodeship under the respective tasks of EURES

6.1 Development of support services for management of the cooperation with the customer and provision of technical infrastructure in this area

<b>Changes</b>	Yes /No <sup>1</sup>
<b>Description of changes</b>	

*No. from the Polish EURES Action Plan for 2010-2013 / Description of changes*

1.1 Organisation of EURES training for non-EURES staff of the Public Employment Services (PES) and from outside PES

The action has not been implemented because the European Commission, while reducing the budget of the Polish application for

<sup>1</sup> Delete as appropriate.

the EURES 2013/2014 grant in 2013, failed to remove the relevant actions planned for implementation from the text of the description of the actions contained in the application. Because of the reduced budget, the action could not be completed, which was notified to the European Commission.

#### 2.1 Information campaigns concerning EURES for PES clients

The action has not been implemented because the European Commission, while reducing the budget of the Polish application for the EURES 2013/2014 grant in 2013, failed to remove the relevant actions planned for implementation from the text of the description of the actions contained in the application. Because of the reduced budget, the action could not be completed, which was notified to the European Commission.

#### 2.2 Ensuring uniform information materials for the whole country

More quantitative results have been obtained than planned.

#### 2.3 Maintaining and developing the national EURES website

The website was used to communicate with VLOs and PLOs (materials, logistics information) during the implementation of regional training courses, which resulted in an increased number of page views in comparison with the plan.

#### 3.1 Including accounting information on EURES activities and services in the internal publications of VLOs

More articles have been prepared in VLO internal publications than provided for in the plan. The external publications have not been implemented due to the delays in the transfer of funds under the EURES grant.

**The other actions have been implemented according to the plan.**

### **Implemented actions**

#### ***Target groups / No. from the Polish EURES Action Plan for 2010-2013 / Results indicators and quantitative results:***

##### **Target groups:**

The unemployed, job seekers in EEA countries, employers, students, graduates, pupils, labour migrants, people returning from abroad, employers' organisations

##### **Implemented actions:**

#### 2.2 Ensuring uniform information materials for the whole country

Support was provided for regional information actions by producing uniform information materials on EURES. The information about the living and working conditions in Poland was updated and published in an electronic version on the national website in three language versions (Polish, English and German).

Number of national information materials: type – 22, circulation – 655,614 copies

*Results achieved with the use own resources of the MLSP*

#### 2.3 Maintaining and developing the national EURES website

The MLSP ran the website [www.eures.praca.gov.pl](http://www.eures.praca.gov.pl). The national website has been tailored to the needs of the unemployed, job seekers and employers. The content on this website is presented in two language versions (English and Polish). The blocks of information in the form of graphics and flashy banners to promote the new version of the EURES European Job Mobility Portal (EURES portal) and the European Job Days Online have been extended. Also, new tools available on the EURES portal have been promoted. Many articles on the domestic and European labour market have been published and developed graphically. The software to handle job offers processed by the EURES advisers has been improved.

Number of visits to the national EURES website: 2,294,482 page views

#### 2.4 Providing information on the EURES on websites of VLOs and Poviats Labour Offices (PLOs)

VLO and PLO websites had a link to EURES (link to web pages) on the websites of their offices.

The number of VLO web pages with a link to EURES: 16; The number of PLO web pages with a link to EURES: 340.

*Results achieved with the use own financial resources of the VLOs and PLOs*

### 3.1 Including accounting information on EURES activities and services in the internal publications of VLOs

Information about EURES was published in regional internal publications released by VLOs.

Number of VLO internal publications with information on EURES: 18 (circulation 24,500 copies); Number of VLO external publications with information on EURES: 0 (circulation: 0 copies)

*Results achieved with the use own financial resources of the VLOs*

### 3.2 Publication of information on EURES on MLSP website PES portal

The information about EURES are published on the following websites: [www.mpips.gov.pl](http://www.mpips.gov.pl) and [www.psz.praca.gov.pl](http://www.psz.praca.gov.pl).

*Results achieved with the use own resources of the MLSP*

### 4.1 Ensuring provisions in the field of mobility and EURES in Polish law

Preservation, amendment, and development of new national legal regulations in the field of EURES in:

- the Act of 20 April 2004 on employment promotion and labour market institutions (amended),
- Ordinance of the Minister of Labour and Social Policy of 14 May 2014 on the detailed conditions, procedure and methods for providing labour market services (a new ordinance was issued),
- Ordinance of the Minister of Labour and Social Policy of 14 May 2014 on a model application for accreditation to operate job placement under the EURES network (a new ordinance was issued),
- Ordinance of the Council of Ministers of 18 March 2009 on the remuneration of self-government employees (the regulations were preserved),
- Ordinance of the Minister of Labour and Social Policy of 30 April 2008 on the conditions of remuneration for work and granting other work-related benefits to employees employed in some state budgetary authorities (amended).

*Results achieved with the use own resources of the MLSP*

### 4.2 Recognition of EURES tasks in the strategic documents on employment policy in Poland

EURES actions have been included in the National Action Plan for Employment for 2013-2014.

*Results achieved with the use own resources of the MLSP*

### 4. Collaboration with representatives of marshal offices, poviats and local governments in the voivodeship under the respective tasks of EURES

Co-operation has been conducted on a regular basis.

*Results achieved with the use own resources of the MLSP*

### 6.1 Development of support services for management of the cooperation with the customer and provision of technical infrastructure in this area

EURES staff has been provided with adequate working conditions allowing for direct contact with the customer, such as, inter alia, office space and technical infrastructure.

*Results achieved with the use own financial resources of the VLOs and PLOs*

#### **Issued information materials (publications, leaflets, etc.)**

#### ***Type/Title/Circulation/Language Version/Target Group/Dissemination Method***

Information materials have been published and financed with the MLSP funds (not funded by the grant):

1. Leaflet "Your job in Europe", circulation: 95,180 copies, language version: Polish, target group: Polish unemployed and jobseekers, dissemination: via the [www.eures.praca.gov.pl](http://www.eures.praca.gov.pl), VLO and PLO websites during various stationary events, e.g. during job fairs, meetings, workshops, open days, presentations.

2. Leaflet: "Safe departures to work abroad": 116,260 copies, language version: Polish, target group: Polish unemployed and jobseekers, dissemination: via the [www.eures.praca.gov.pl](http://www.eures.praca.gov.pl), VLO and PLO websites during various stationary events, e.g. during job fairs, meetings, workshops, open days, presentations.
3. Leaflet about EURES websites, circulation: 114,250 copies, language version: Polish, target group: Polish unemployed and jobseekers, dissemination: via the [www.eures.praca.gov.pl](http://www.eures.praca.gov.pl), VLO and PLO websites during various stationary events, e.g. during job fairs, meetings, workshops, open days, presentations.
4. Leaflet about seasonal employment in EU/EEA, circulation: 137,150 copies, language version: Polish, target group: Polish unemployed and jobseekers, dissemination: via the [www.eures.praca.gov.pl](http://www.eures.praca.gov.pl), VLO and PLO websites during various stationary events, e.g. during job fairs, meetings, workshops, open days, presentations.
5. Leaflet "Do you seek an employee from another European country?", circulation: 35,300 copies, language version: Polish, target group: Polish employers, dissemination: via the [www.eures.praca.gov.pl](http://www.eures.praca.gov.pl), VLO and PLO websites during various stationary events, e.g. during job fairs, meetings, workshops, open days, presentations.
6. Leaflet "Your job in Europe", circulation: 3,690 copies, language version: Polish and English, target group: Polish employers and jobseekers from EU/EEA countries, dissemination: via the [www.eures.praca.gov.pl](http://www.eures.praca.gov.pl), VLO and PLO websites during various stationary events, e.g. during job fairs, meetings, workshops, open days, presentations.
7. Brochure "Living and working conditions in Poland", circulation: 40,640 copies, language version: Polish, English and German, target group: Polish unemployed and jobseekers, jobseekers from EU/EEA countries, employers, dissemination: via the [www.eures.praca.gov.pl](http://www.eures.praca.gov.pl), VLO and PLO websites during various stationary events, e.g. during job fairs, meetings, workshops, open days, presentations by means of CDs.

<b>Transnational dimension</b>	<p>Yes.</p> <p>The transnational dimension was present in actions No. 2.2, 2.3, 2.4, 3.1 and 3.2 due to the fact that the disseminated information was related to mobility in the EU/EEA and Switzerland and was addressed both to Polish citizens and the citizens of the EU/EEA and Switzerland, as well as to Polish and foreign employers of the above-mentioned countries.</p>
<b>Partners and their role</b>	<p>PLO</p> <p><i>Role of partners – to support the implementation of actions without the use of grant funds.</i></p>
<b>Equality</b>	<p>Job placement under the EURES network and the related guidance and information services are one of the labour market services under the Polish regulations. These regulations protect the compliance with the principle of equal treatment in access and use of labour market services regardless of gender, race, ethnicity, nationality, religion, beliefs, disability, age or sexual orientation. Therefore, all actions were conducted in compliance with the principle of equal treatment.</p>
<b>Continuity</b>	<p>Job placement under the EURES network and the related guidance and information by PES, Voluntary Labour Corps (VLCs) and the bodies accredited to provide job placement by the minister competition for labour is guaranteed in the Polish legislation. Implementation of actions of a similar nature has been planned in the National Action Plan for the 2015 EURES.</p>
<b>Outcomes and lessons learned</b>	<p><b>Conclusions for relevant organisations:</b></p> <p><i>Self-governments of 16 voivodeships and 340 poviats – the preservation of national legislation in the field of EURES makes it possible to ensure the provision of EURES services by all 16 VLOs and 340 PLOs.</i></p> <p><i>The persons involved in labour market policy-making – recognition of the EURES in the strategic documents associated with labour market policy-making ensures that the issues of vocational mobility in the EU in the current of the Polish labour market policy.</i></p> <p><i>The VLO workers who are non-EURES staff – gaining knowledge about EURES from internal publications, the use of examples of good practice</i></p> <p><b>Conclusions for target groups:</b></p>

	<p><i>The unemployed, job seekers in the EEA, including Internet users</i> – facilitating the access to information about seeking for a job abroad in the EU/EEA and Switzerland, increased confidence in the EU job placement services provided by public institutions, which are able to a greater extent than private employment agencies to support job seekers in case of problems with a foreign employer.</p> <p><i>Students, graduates, pupils</i> – due to very low experience on the labour market, in particular on the EU labour market, the youth needs an exceptional approach. EURES provides solid knowledge before departure abroad and helps to make an informed decision about emigration.</p> <p><i>Employers, employers' organisations</i> – facilitating the access to information about acquisition of employees from abroad, raising awareness about the things resulting from employment of a foreigner from the EU in the company.</p> <p><i>Labour migrants, people returning from abroad</i> – acquisition of information about the current situation on the domestic labour market and the available instruments to support the start-up of economic activity in Poland may be one of the factors that encourage Polish emigrants to return to Poland.</p>
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<p><b>Action evaluation</b></p> <p>The actions have not undergone any internal or external evaluation.</p>	
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<p><b>Novelties/ successes/ best practices</b></p>	<p><u>4.1 Ensuring provisions in the field of mobility and EURES in Polish law</u></p> <p>Preserving the previous and passing new regulations in the field of EURES is, on the one hand, a time-consuming and laborious process, but on the other hand, it assures an efficient implementation of EURES actions by partner organisations, in particular in the case of decentralised PES, as is the case for PES in Poland.</p>
<p><b>Dissemination of findings</b></p>	<p>A report on the implementation of actions will be included on the domestic EURES website: <a href="http://www.eures.praca.gov.pl">www.eures.praca.gov.pl</a>.</p>

<b>EURES Guideline No.</b>	<b>No 2 – Ensuring services to employers</b>
<b>Objectives according to grant agreement</b>	Assistance in recruiting employees from abroad, including Polish citizens staying in EU/EEA countries, interested in seeking a job in Poland, promotion abroad of national and regional employers and their job offers; provision of information about the working and living conditions in Poland.
<b>Planned actions</b>	

*European Commission 2010-2013 EURES Guideline No. / No. from the Polish EURES Action Plan for 2010-2013 / Description of actions to be implemented according to grant agreement*

**EURES 2010-2013 Guideline: No 2 – Ensuring services to employers**

1.1 Regional information strategies/actions for Polish employers

1.2 European placement for Polish employers

1.3 Participation in European events abroad in order to promote employment in Poland and offers of Polish employers

1.4 Defining the regional needs and problems of employers in employment of foreign workers

2.1 Mobility packages for Polish employers

3.1 Traineeships programmes in foreign enterprises to Polish young people

3.3 Dissemination of information about opportunities to take traineeships and apprenticeships abroad in the EU within the selected programmes of the European Commission (EC)

3.4 Supporting mobility of university graduates and high school students in taking up traineeships and work in foreign companies

<b>Changes</b>	Yes / No <sup>2</sup>
<b>Description of changes</b>	

*No. from the Polish EURES Action Plan for 2010-2013 / Description of changes*

1.1 Regional information strategies/actions for Polish employers

The idea to record and broadcast a programme oriented towards employers was given up, and instead the number of spots broadcast in the media campaign has been increased (25 spots/1 month were planned, 169 spots/1 month were broadcast).

Because of the internal procedures for public procurement, press articles have been published in one of the most widely read newspapers in the region instead of the planned quantity of three newspapers. Furthermore, the possess funds and the valuation of costs carried out by the contractor made it possible to publish more articles. Because of previous experience and no feedback from employers, no article has been released on the opportunities offered by EURES for employers.

As there was no interest of some employers outside Poland in conducting direct job interviews, some of the funds earmarked for the implementation of this task were allocated for the conduct of a meeting with employers from the region in an extended formula, and it was implemented in another action. Transfer of appropriations made it possible to organise an event for 364 employers in the Warmińsko-Mazurskie Voivodeship (2 meetings were held instead of the planned one meeting).

Because of delays in the transfer of funds for the implementation of EURES actions, the idea the organise a part of visits to employers was given up, and instead they were contacted via phone, e-mail and meetings during the job fairs organised by labour market

<sup>2</sup> Delete as appropriate.

partners, and two information meetings for employers were not held because they were not interested in them.

### 1.3 Participation in European events abroad in order to promote employment in Poland and offers of Polish employers

EURES staff did not participate in all planned events abroad because EURES foreign partners resigned in some cases from the organisation of events, or they were organised on dates that were not suitable for VLOs, or VLOs were not able to attend the event due to staff shortages.

Fewer vacancies have been attended to than previously assumed because of the lower interest of employers in reporting their job offers for foreigners from the EU/EEA at international job fairs/recruitment events.

### 1.4 Defining the regional needs and problems of employers in employment of foreign workers

One study was not carried out because of organisational changes in the structure of the VLO.

### 3.1 Traineeships programmes in foreign enterprises to Polish young people

As a result of a very high interest in the project, the quantitative effects have increased greatly. 13 contacts were established with schools from Lower Silesia, 65 vacancies were acquired from the Vorarlberg region and from the Salzburg region. Although 52 people were reported for the evaluation conference, the meeting was attended by 45 people (for reasons beyond the control of the EURES). The number of schools co-operating with the Dolnośląskie Voivodeship VLO increased to 13 (of which 11 schools participated in both project editions). The results were mostly higher than expected, which had a positive impact on the project. Therefore, there was no need to implement advertisements in newspapers. All schools in Lower Silesia have been informed about the opportunity to participate in the project by means of sending direct information by mail. Besides, reports on the implementation of traineeships were sent to every co-operating unit. The Dolnośląskie Voivodeship VLO conducted consultations on the content of all articles published directly by the schools on their websites.

The other actions have been implemented according to the plan.

## **Implemented actions**

### ***Target groups / No. from the Polish EURES Action Plan for 2010-2013 / Results indicators and quantitative results:***

#### **Target groups:**

Domestic employers interested in the dissemination of job offers abroad and in recruiting workers from EU/EEA; job seekers (citizens of EU/EEA countries and Switzerland) in Poland and persons seeking information about the living and working conditions in Poland.

#### **Implemented actions:**

##### 1.1 Regional information strategies/actions for Polish employers

Radio spots/advertisement messages oriented to employers have been prepared. Conferences, meetings, information events for employers, employer organisations, self-government authorities have been organised.

Number of information events for Polish employers: 35; Number of contacts between VLO and Polish employers: 1,472 (including 4 contacts with organisations associating employers within the territory of the Lubuskie Voivodeship); promotion campaigns in the media: 3; Number of regional publications for Polish employers: 0 (press articles – circulation ca. 0 copies), (leaflet – circulation 0 copies)

*Results achieved partially with the use own financial resources of the VLOs*

##### 1.2 European placement for Polish employers

Support was provided to Polish employers planning to employ workers from the EU/EEA, including the support in the preparation and dissemination of job offers and the recruitment process.

Number of vacancies managed by VLO, notified by Polish employers interested in recruitment of foreigners from the EU/EEA: 266; Number of foreigners from the EEA employed by Polish employers under international job placement services provided by VLOs: Not available

*Results achieved partially with the use own financial resources of the VLOs*

### 1.3 Participation in European events abroad in order to promote employment in Poland and offers of Polish employers

EURES staff from VLOs took part in **international events abroad** in countries such as: Czech Republic, Ireland, Slovakia, Italy, Bulgaria, Croatia, Spain and Lithuania. The events were recruitment and information events, and they included the following: European Job Days, International/European Job Fairs, Information Days, Career Days, recruitment workshops. The aim was to promote job offers of the Polish employers jobs and to obtain employees for the job offers reported by Polish employers and to promote employment in Poland.

Number of European events abroad with the involvement of EURES staff from VLOs: 16; Number of vacancies managed by VLOs, notified for international job fairs/recruitment events by Polish employers interested in recruitment of foreigners from the EU/EEA: 790; Number of foreigners from the EEA employed by Polish employers as a result of participation in events abroad: not available; Number of annual EURES meetings/conferences abroad with the involvement of EURES staff: 0.

### 1.4 Defining the regional needs and problems of employers in employment of foreign workers

Research/surveys were conducted among employers from Warsaw, the Warmińsko-Mazurskie, Kujawsko-Pomorskie, Podkarpackie, and Zachodniopomorskie Voivodeships (surveys have been also carried out under regional Labour Market Observatories). The VLO research in Rzeszów has been carried out in the framework of the ESF programmes; EURES staff provided specialist support.

Number of conducted surveys: 5; Number of reports: 5

*Results achieved partially with the use own financial resources of the VLOs*

### 2.1 Mobility packages for Polish employers

Information packages were sent to selected employers in the field of e-mail/newsletter. Co-operation was conducted with employers in the field of adequate preparation job offers and the dissemination thereof on the European labour market, information and advisory support was provided in the field of recruitment of foreign workers.

Number of Polish employers who benefited from international job placement under the EURES: 23; Number of information packages distributed among Polish employers: 33; Number of information campaigns: 1

*Results achieved with the use own financial resources of the VLOs*

### 3.1 Traineeships programmes in foreign enterprises to Polish young people

The project entitled "Work placement in Austria for the best" was continued. A conference was organised to present the model of practices, meetings were held with employers in the Land of Salzburg and the Land of Vorarlberg, as well as recruitment meetings.

Number of established contacts: 13; Number of internship offers for young people managed by VLO, reported by foreign employers: 65; Number of young people who took up internships with foreign employers: 65; Number of recruitment meetings with pupils: 2 (including 1 under own resources of Dolnośląskie Voivodeship VLO); Number of visits with the representatives of schools at the employers': 2; Number of conferences: 1; Number of conference participants: 45; Number of materials issued to the media: 0; The number of contents of agreements: 1

### 3.3 Dissemination of information about opportunities to take traineeships and apprenticeships abroad in the EU within the selected programmes of the European Commission (EC)

Information has been submitted about the European programmes and work placements.

Number of PLOs that received a package under EU programmes for the youth: 20

*Results achieved with the use own financial resources of the VLOs*

### 3.4 Supporting mobility of university graduates and high school students in taking up traineeships and work in foreign companies

Information has been submitted about the European programmes and work placements.

Number of meetings with representatives of universities and secondary technical schools: 2

*Results achieved with the use own financial resources of the VLOs*

**Issued information materials (publications, leaflets, etc.)**



**Type/Title/Circulation/Language Version/Target Group/Dissemination Method**

none

<b>Transnational dimension</b>	<p>Yes.</p> <p>All actions were international in nature.</p> <p>Actions 1.1 and 2.1 were related to the dissemination of information among Polish employers about the recruitment opportunities from abroad from the EU/EEA and Switzerland. Actions 3.3 and 3.4 were related to the dissemination of information about the opportunity to start work placement and traineeships abroad in the above-mentioned countries. Actions 1.2 and 1.3 were related to the EU job placement covering the above-mentioned countries for Polish employers. Action 1.4 was related to identification of recruitment needs of Polish employers for the above-mentioned countries. Action 3.1 was related to the employment of Polish youth during job placement and traineeship in Austria.</p>
<b>Partners and their role</b>	<p>Business environment institutions: Chambers of Industry and Commerce, Regional Development Agencies, employers' organisations, business information centres; universities, schools, ACOs, local employment councils, the National Labour Inspectorate (PIP), PLOs, the Social Insurance Institution (ZUS), Voluntary Labour Corps (VLCs), scientific societies, marshal offices, employers from the Land of Salzburg and the Land of Vorarlberg, EURES advisers from EEA, including in particular from countries such as: Czech Republic, Ireland, Slovakia, Italy, Bulgaria, Croatia, Spain and Lithuania.</p> <p><i>Role of partners – to support the implementation of actions without the use of grant funds.</i></p>
<b>Equality</b>	<p>Job placement under the EURES network and the related counselling and information services are one of the labour market services under the Polish regulations. These regulations protect the compliance with the principle of equal treatment in access and use of labour market services regardless of gender, race, ethnicity, nationality, religion, beliefs, disability, age or sexual orientation. Therefore, all actions were conducted in compliance with the principle of equal treatment.</p>
<b>Continuity</b>	<p>Job placement under the EURES network and the related guidance and information by PES, Voluntary Labour Corps (VLCs) and the bodies accredited to provide job placement by the minister competition for labour is guaranteed in the Polish legislation. Implementation of actions of a similar nature has been planned in the National Action Plan for the 2015 EURES.</p>
<b>Outcomes and lessons learned</b>	<p><b>Conclusions for target groups:</b></p> <p><i>Domestic employers interested in dissemination of job offers from abroad and in recruitment of employees from the EU/EEA countries – facilitating the access to information about acquisition of employees from abroad, raising awareness about the things resulting from employment of a foreigner from the EU in the company. Assistance in the recruitment of EU/EEA and Swiss citizens.</i></p> <p><i>Foreigners – EU/EEA and Swiss citizens – job seekers in Poland and persons seeking information about the living and working conditions in Poland – facilitating the access to information about the living and working conditions in Poland, facilitating job seeking in Poland.</i></p>

**Action evaluation**

The actions have not undergone any external evaluation. Some actions have undergone internal evaluation. The evaluations are described below.

**No./Title/Results and conclusions resulting from the conducted internal evaluations:****1.1 Regional information strategies/actions for Polish employers**

Some events were assessed by means of surveys, which indicated a positive assessment. The events lived up to the expectations of ca. 90% of the participants; most of them (ca. 75%) were convinced that the thematic scope was sufficient, and there were no redundant issues. The information on the forms of support to employers offered by employment offices was considered the most interesting and most useful (ca. 40%).

Some of the VLOs pointed out that Polish employers were not at that moment ready for employment of foreigners from the EU/EEA, and at most from the countries from outside the EU. Therefore, there is a practice to additionally invite the representatives of other institutions for the meetings so as to encourage the employers to come and participate. By combining various issues, you can achieve success to a certain degree as regards the attendance so that there is a greater chance to familiarise employers with EURES services.

## 1.2 European placement for Polish employers

The action has not undergone any internal evaluation.

## 1.3 Participation in European events abroad in order to promote employment in Poland and offers of Polish employers

The reports on the delegation indicate that the Polish stands were popular among visitors. The participants used individual consultations and participated in presentations on the living and working conditions. The fair was also a great opportunity to establish direct contacts with employers and to obtain job offers, to exchange experience and probably also to plan joint projects, also with EURES advisers from Europe.

## 1.4 Defining the regional needs and problems of employers in employment of foreign workers

The reports on the surveys will be available in 2015, but, as a rule, the research has shown that the needs in terms of recruitment of foreign workers are low.

The preliminary report of the **Warmińsko-Mazurskie** Voivodeship indicates that:

- employers have problems with hiring workers with appropriate skills e.g. in the following occupations: seamstress, welder, driver with C category;
- in the next year, they plan to hire about 1,000 people,
- the entrepreneurs search for new employees mainly using the recommendations of others, and rarely use the services of institution;
- a vast majority of employers from the Warmińsko-Mazurskie Voivodeship do not employ foreigners because there was no need to, however they would have no objections to hire people from outside Poland if they met the requirements for a given post;
- a vast majority of respondents do not know the intermediary institutions in the recruitment of workers from abroad;
- also few employers know the EURES network, and even if they have heard about it, they do not know where they can find its representatives;
- if they were to use the EURES services, they indicated various services, without pointing any particular service;
- some respondents showed interest in accepting an EU/EEA citizen for a work placement or traineeship, provided that they knew the Polish language.

## 2.1 Mobility packages for Polish employers

Mobility packages (information materials) received by selected employers contributed to increased knowledge about EURES and the EURES network and made it possible for EURES advisers to get job offers of the employers in the region that were subsequently promoted at foreign job fairs.

## 3.1 Traineeships programmes in foreign enterprises to Polish young people

The analysis of interviews with vocational school students participating in the project of traineeships in Austria showed great motivation of the students and commitment to the project. The pupils are interested in learning new skills and new work methods as they are motivated by the international environment, encouraged to learn foreign languages (they met trainees from other countries at many employers'). The analysis of evaluation meetings with Austrian employers confirmed the success of the project, as most employers are interested in continuing the project in the next season, and they also pointed to areas that should be refined in the project – it applies mainly to the linguistic preparation of students participating in the project. Besides, a presentation material is available both on the website of the VLO in Wałbrzych and on the website of schools co-operating in the above-mentioned project.

## 3.3 Dissemination of information about opportunities to take traineeships and apprenticeships abroad in the EU within the selected programmes of the European Commission (EC)

The action has not undergone any internal evaluation.

## 3.4 Supporting mobility of university graduates and high school students in taking up traineeships and work in foreign companies

The action has not undergone any internal evaluation.

<p><b>Novelties/ successes/ best practices</b></p>	<p><u>1.3 Participation in European events abroad in order to promote employment in Poland and offers of Polish employers</u></p> <p><b>Emigration Expo Fair, 8 and 9 February 2014, Houten (the Netherlands)</b></p> <p>The Polish EURES stand attracted a lot of interest of visitors to the Fair. The offers of Polish employers were popular for instance because there were no requirements regarding the knowledge of the Polish language, which in practice eliminated the problem of the language barrier. Thanks to the participation in the Emigration Expo 2014 fair in Houten, the Polish EURES Adviser had an opportunity to explain to the interested job candidates the differences in pay and cost of living in the Netherlands and in Poland and to present the working and living conditions in Poland, which certainly increased the interest in job offers of the Polish employers.</p> <p><b>III International Job Days, 29 and 30 April 2014, Nitra (Slovakia)</b></p> <p>Internet access during the event made it possible to adapt the provided information to the needs reported by people visiting the Polish EURES stand. Participation in international events makes it possible to better understand the situation on the labour market of the country in which the event is held. The established relationships with EURES advisers and employers may pay off in the future as joint recruitment projects.</p> <p><u>3.1 Traineeships programmes in foreign enterprises to Polish young people</u></p> <p>The project is being implemented for the fourth time, and it has aroused great interest among upper secondary schools in Lower Silesia. The teaching staff has expressed very high approval for this type of actions. They show interest because of organisation of such traineeships and highly assess the chance to enhance students' language skills, to get acquainted with other working cultures, to open themselves to contacts with customers, with a team of co-workers of with the employer, to gain skills and experience valued both in Poland and abroad, to obtain additional funds for their own needs. At the same time by means of such projects, school becomes more attractive to students, it creates more opportunities, and EURES, as a brand, is more recognisable among students leaving school and starting work as skilled workers. Besides, EURES, as an international job placement, is perceived as a reliable and proven assistance in search for job abroad. EURES opens to the young, it is noticed by the people leaving school and starting a career. Young people notice how many opportunities wait for them at the end of training, they are not restricted to a narrow labour market in Poland. They become more attractive for domestic employers.</p>
<p><b>Dissemination of findings</b></p>	<p>A report on the implementation of the action will be included on the domestic EURES website: <a href="http://www.eures.praca.gov.pl">www.eures.praca.gov.pl</a>.</p> <p>Furthermore, partner organisations have been involved in the implementation of the actions in the form of: promotion of events within the territory of their poviats, assistance during fairs (traffic management, provision of information to fair participants, collecting signatures on the lists, distributing and collecting surveys, posting employment agents), promotion of projects among members of their own organisations and on their own portals, conduct of a presentation as external experts.</p>

<b>EURES Guideline No.</b>	<b><i>No 3 – Providing services to jobseekers, job changers and the unemployed</i></b>
<b>Objectives according to grant agreement</b>	Promotion and dissemination of issues related to mobility on the Polish labour market and labour markets in other EU/EEA states. Provision of reliable information about the services of the EURES network. Raising awareness of the European Job Mobility Portal (EURES portal). Enabling legal employment for the unemployed and jobseekers from Poland, conducting recruitment actions for employers from EU/EEA states and providing them with appropriate job candidates, obtaining new foreign job offers, enabling direct meetings of foreign employers with Polish candidates, reducing the number of ill-considered departures to work abroad in reply to foreign job offers of unknown origin.
<b>Planned actions</b>	

*European Commission 2010-2013 EURES Guideline No. / No. from the Polish EURES Action Plan for 2010-2013 / Description of actions to be implemented according to grant agreement*

***EURES 2010-2013 Guideline: No 3 – Providing services to jobseekers, job changers and the unemployed***

- 1.1. Regional Information strategies/actions for the Polish unemployed and jobseekers
- 2.1. Mobility packages for the unemployed and jobseekers from Poland and from abroad
- 2.2. Information services for Poles living abroad and planning to return to the country
- 3.1. Promotion of the EURES portal among Polish customers
- 3.2. European Job Fairs in Poland
- 4.1. European job placement for Polish unemployed and jobseekers
- 4.2. Visits abroad in order to attract job offers from foreign employers
- 4.3. Promoting foreign job offers in the Polish media
- 5.2. Access to info-kiosks
- 5.3. Internet as a tool for interacting with clients
- 5.4. Providing self-service tools
- 6. Organisation of the European Job Days (EJD) in Poland
- 7.1. European co-operation in information exchange, development of package for mobile employees, monitoring employment, improving quality standards of services to persons intending to or working in the EU
- 9.1. Mobility of graduates and young people

<b>Changes</b>	Yes / No <sup>3</sup>
<b>Description of changes</b>	

*No. from the Polish EURES Action Plan for 2010-2013 / Description of changes*

1.1. Regional Information strategies/actions for the Polish unemployed and jobseekers

More quantitative results have been obtained than planned under the allocated budget.

<sup>3</sup> Delete as appropriate.

Because of technical reasons, the VLO in Szczecin has not made available an online training course on the website of the office.

#### 2.1. Mobility packages for the unemployed and jobseekers from Poland and from abroad

More quantitative results have been obtained than planned under the allocated budget.

#### 2.2. Information services for Poles living abroad and planning to return to the country

Because of considerable delays in the allocation of funds by the European Commission for the implementation of actions, it was not possible to implement all planned meetings and visits. Therefore, the number of people covered by support has also dropped.

#### 3.1. Promotion of the EURES portal among Polish customers

More quantitative results have been obtained than planned under the allocated budget.

#### 3.2. European Job Fairs in Poland

Because of considerable delays in the allocation of funds by the European Commission for the implementation of actions, it was not possible to implement all planned events.

The VLO in Łódź has not organised the planned job fair. It was planned to organise the event in the spring in 2014, but the funds were received in the second half of 2014, which resulted in that the action could be implemented as late as in the autumn, i.e. In the period when many such events are held within the territory of Poland and in the EU. As a result, there was no interest among foreign partners to co-operate.

#### 4.1. European job placement for Polish unemployed and jobseekers

Because of considerable delays in the allocation of funds by the European Commission for the implementation of actions, it was not possible to implement the planned visits.

Because there was no interest of foreign employers in conducting direct job interviews in the Warmińsko-Mazurskie Voivodeship, a transfer of appropriations has been made from Action 3, sub-action 4.1.1. *European job placement for Polish unemployed and jobseekers* to Action 2, sub-action 1.1: *Regional information strategies/actions for Polish employers*, under which information meeting with employers from the region was prepared and held.

#### 4.2. Visits abroad in order to attract job offers from foreign employers

Because of considerable delays in the allocation of funds by the European Commission for the implementation of actions, it was not possible to implement the planned visits. Some of the planned objectives have been implemented during the visits that were held as part of other sub-actions (e.g. 4.1.).

#### 4.3. Promoting foreign job offers in the Polish media

More quantitative results have been obtained than planned under the allocated budget.

#### 5.2. Access to info-kiosks

More quantitative results have been obtained than planned.

#### 5.3. Internet as a tool for interacting with clients

Less information was provided through e-mail than planned; the information was also provided via telephone and through direct contacts.

#### 9.1. Mobility of graduates and young people

More quantitative results have been obtained than planned.

The other actions have been implemented according to the plan.

## Implemented actions

*Target groups / No. from the Polish EURES Action Plan for 2010-2013 / Results indicators and quantitative results:*

### **Target groups:**

The unemployed and jobseekers from Poland and other EU/EEA countries, including unemployed youth and graduates; job changers; school and university students; persons planning on working in the EU/EEA countries; Polish citizens staying abroad and planning to return to Poland; other partners on the labour market, Polish and foreign EURES staff from PES

### **Implemented actions:**

#### 1.1. Regional Information strategies/actions for the Polish unemployed and jobseekers

Information meetings, consultation points, information and workshop meeting, workshops, Labour and Mobility Information Fair, National Job Fair and Internet Labour Exchange have been organised.

Press articles have been drawn up and published.

Radio spots about EURES have been developed and made public.

Information materials (leaflets, brochures) of a regional nature containing information on EURES services with contact details of EURES staff in the region have been produced.

EURES advisers participated in events organised by other VLOs and labour market partners.

Information about EURES services has been provided.

Number of Information events for Polish unemployed and jobseekers: 188; Number of regional publications for Polish unemployed and jobseekers: type – 7; circulation – 26,130 copies, Number of events held by other VLOs in which EURES staff participated: 54; Number of information campaigns in the media to promote events organised under the action: 6

*Results achieved partially with the use own financial resources of the VLOs*

#### 2.1. Mobility packages for the unemployed and jobseekers from Poland and from abroad

Workshop entitled "Safe departures to work abroad" have been organised.

An article on EURES services addressed to people interested in taking up a job in EU/EEA countries has been published.

Advisory and information services were provided to the unemployed and job seekers in the field of mobility on the European labour market.

Number of VLO contacts with unemployed and jobseekers from: Poland: 15,253, from abroad from EU/EEA countries: 190; Number of articles sponsored in the press or web portal: type – 1; Number of conducted workshops: 5, Number of workshop participants: 110

*Results achieved partially with the use own financial resources of the VLOs*

#### 2.2. Information services for Poles living abroad and planning to return to the country

A visit of EURES advisers to Belgium has been organised, a meeting with the Poles in emigration interested in return to the country was participated in.

Co-operation established in 2008 under the Irish project entitled "Dialogue" was continued, and the following meetings were held under it:

- On 23.10.2013 in Mullingar and 24.10.2013 in Athlone, workshops entitled "Finding your place in the labour market. Poland or Ireland?" were held and they were oriented to the unemployed Poles living in Ireland who have lost their jobs and had a problem with re-employment. The meeting was divided into two parts – information and workshops with "CV clinic". As part of the information part, a Polish EURES adviser gave a presentation on the situation on the Polish market, looking for a job in Poland, EURES services and Polish labour offices. The other experts gave presentations on the system of social benefits enjoyed by the unemployed and people with low income in Ireland and conducted workshops on the methods for seeking employment in Ireland, preparing a CV and letter of motivation and behaviour during a job interview with an Irish employer. The second part of the meeting – the CV Clinic – was conducted in the form of individual advisory conversations with interested customers;

- On 29 September 2014 in Waterford and Carlow and on 30 September 2014 in Dublin in Ireland, other workshops were held under the project entitled "Dialogue" for Polish migrants living in Ireland. The people interested in it have learned how to seek employment in the country and abroad. The people interested in going back to Poland got acquainted with the current situation on the Polish labour market. Also, information about business start-up and obtaining co-financing for it has been provided. The information about the co-ordination of social security systems was also important. The second part of the meeting was devoted to workshops on job search in

Ireland – conducted by an Irish trainer – and workshops on job search and producing application documents for the Polish employers, which were conducted by a Polish EURES adviser.

Number of meetings/workshops/conferences abroad: 7; Number of participants: 188, Number of visits of Polish EURES staff abroad: 4

### 3.1. Promotion of the EURES portal among Polish customers

Leaflet entitled "Guide on EURES in the region" has been developed.

An information meeting and workshops, including computer workshops for the unemployed and jobseekers were organised.

The EURES portal has been promoted.

Number of meetings and workshops: 59; Number of participants in meetings and workshops: 352; Number of persons trained to use the EURES portal: 478; Number of distributed EURES website leaflets: type – 1 copy; circulation – 5,000 copies

*Results achieved partially with the use own financial resources of the VLOs*

### 3.2. European Job Fairs in Poland

The following international/European labour fair or information day events have been organised in Poland:

- "European Fairs of Entrepreneurship, Jobs and Education" on 10 October 2013 in Bielsko-Biała, Częstochowa and Katowice,
- "International Metropolitan Labour and Entrepreneurship Fair of the Pomorskie Voivodeship" on 2 April 2004 in Gdansk,
- "European Information and Labour Fair" on 22 May 2014 in Pionki,
- "7<sup>th</sup> European WorkExpo Job Fair" on 23 October 2014 in Rzeszów,
- "International Job Fair – Work without borders" on 8 October 2014 in Szczecin,
- "European Fairs of Entrepreneurship, Jobs and Education" on 9 October 2014 in Bielsko-Biała, Częstochowa and Katowice,
- "9<sup>th</sup> International Job Fair" on 15 October 2014 in Lublin,
- "5<sup>th</sup> International Job Fair" on 4 November 2014 in Toruń.

EURES staff have also participated in events organised by other VLOs in order to provide organisational support and to promote the regional labour market and job offers of regional employers.

Number of European job fairs and job exchanges organised by VLOs: 8; Number of visitors to the fairs: 32,047; Number of events held by other VLOs in Poland in which EURES staff participated: 2.

### 4.1. European job placement for Polish unemployed and jobseekers

Recruitment projects and job interviews have been organised for foreign employers from various sectors: transport, logistics, cleaning services, hospitality, catering, agriculture, health care, construction, etc.

Foreign employers' job offers have been collected and disseminated, and CVs of Polish candidates for foreign jobs have also been submitted.

EURES staff have participated in events organised by other VLOs in order to get in direct contact with EURES advisers from EU/EEA countries and employers and in events abroad organised by foreign EURES staff in order to obtain detailed information about the living and working conditions in EU/EEA countries.

EURES staff have participated in international recruitment projects thanks to which they have obtained international job offers and agreed the conditions for recruitment and also in a seminar for employers. The projects took place under bilateral co-operation with Finland.

Number of CVs of Polish candidates received by the VLO in reply to announced foreign job offers: 6,407; Number of Polish workers employed by foreign employers under the European employment services provided by VLOs: 405; Number of vacancies managed by the VLOs, notified by foreign employers interested in recruitment of Polish workers: 25,848.; Number of recruitments/job interviews/recruitment projects organised for foreign employers: 27; Number of events in Poland attended by EURES staff: 50, Number of visits of Polish EURES staff abroad: 2; Number of meetings with employers from the EEA: 2; Number of acquired foreign vacancies: 10, Number of Polish citizens employed abroad: 6

*Results achieved partially with the use own financial resources of the VLOs*

#### 4.2. Visits abroad in order to attract job offers from foreign employers

Action implemented on the margin of other sub-actions

#### 4.3. Promoting foreign job offers in the Polish media

Foreign employers' job offers were promoted in the Polish media.

Number of advertisements with job offers from abroad in local and regional media: 87

*Results achieved partially with the use own financial resources of the VLOs*

#### 5.2. Access to info-kiosks

An info-kiosk has been made available in the building of the VLO in Opole and in the VLO in Katowice (and also in two regional offices of the VLO in Katowice).

Number of information-kiosks made available: 4

*Results achieved with the use own financial resources of the VLOs*

#### 5.3. Internet as a tool for interacting with clients

Information and advice on EURES was provided via electronic means.

On 01-07.12.2014, the VLO in Warsaw has organised a virtual event entitled "Virtual labour days with EURES" with the involvement of EURES adviser from the VLO on the portal [www.pracuj.pl](http://www.pracuj.pl). During the event, foreign job offers, virtual presentations, chats and webinars with EURES advisers were available.

The VLO Gdańsk has participated in two virtual job fairs.

Number of people who have been provided with information by e-mail: 7,547; Participation in 3 virtual job fairs; Number of visitors to the EURES stand during virtual job fairs: 2,551 people.

*Results achieved partially with the use own financial resources of the VLOs*

#### 5.4. Providing self-service tools

Access to computer workstations has been provided to the unemployed and job seekers in order to make it possible for them to search for information on the European labour market and a CV video on their own.

Number of people who will benefit from video CV tools and the remote communication programme: not available; Number of self-service tools available to VLO clients: 4

*Results achieved partially with the use own financial resources of the VLOs*

### 6. EJD in Poland

The following European Job Days (EJD) have been held in Poland:

- on 3 April 2014 in Gdańsk,
- on 2-9 October 2014 in Kraków,
- on 15 October 2014 in Poznań.

EURES staff have participated in the EJD organised by another VLO.

Number of EJDs organised by the VLOs in Poland: 3; Number of people visiting EJD: counteraction. 3,800; Number of EJDs held by other VLOs in which EURES staff participated: 2

#### 7.1. European co-operation in information exchange, development of package for mobile employees, monitoring employment, improving quality standards of services to persons intending to or working in the EU

Information about job offers, labour markets, deficit and surplus professions and improving the quality standards in the services provided to the unemployed a jobseekers has been exchanged with EURES staff.

Number of contacts with EURES partners: 22; Number of EURES advisors with whom arrangements will be made: 2; Number of



persons covered by comprehensive assistance: Not available

#### *Results achieved with the use own financial resources of the VLOs*

##### 9.1. Mobility of graduates and young people

Meetings/workshops have been organised for students, secondary school pupils etc. and they were devoted to actions implemented under the EURES network, including the opportunities to use Web portals, to properly draw up application documents, etc.

Number of projects: 6; Number of participants: 90

#### *Results achieved partially with the use own financial resources of the VLOs*

##### **Issued information materials (publications, leaflets, etc.)**

##### ***Type/Title/Circulation/Language Version/Target Group/Dissemination Method***

1. Leaflet "Guide on EURES in the region", circulation: 5,000 copies, language version: Polish, target group: people interested in job in EU/EEA countries, the unemployed and jobseekers, graduates, youth, employers, dissemination: during various events organised by VLOs, personal contacts at the offices, recruitment meetings.
2. Posters for Job and Mobility Information Fair, circulation: 200 copies, language version: Polish, target group: people interested in job in EU/EEA countries, the unemployed and jobseekers, graduates, youth, employers, dissemination: in electronic and letter form, on advertising boards.
3. Leaflet about Job and Mobility Information Fair, circulation: 500 copies, language version: Polish, target group: job fair visitors, dissemination: in person, during job fair.
4. Posters for the 5th International Job Fair in Lublin: 230; language version: Polish, target group: job seekers, dissemination: information on advertising pillars and means of public communication.
5. Information brochure about the 5<sup>th</sup> International Job Fair, circulation: 600 copies, language version: Polish, target group: job seekers, dissemination: distribution at information points during the event.
6. Fair catalogue, circulation: 1,500 copies, language version: Polish, target group: job fair visitors, exhibitors, dissemination: distribution during the fair.
7. Information posters about the job fair, circulation: 200 copies, language version: Polish, target group: people interested in participating in the fair, dissemination: websites, advertising boards in offices, media, promotion among labour market institutions.
8. Brochure entitled "Kierunek Opolszczyzna" (Towards Opolskie Voivodeship), circulation: 1,000 copies, language version: Polish and English, target group: job seekers, the unemployed, EURES, PLO and VLO staff, dissemination: distribution during the fair and via mail.
9. Posters advertising the job fair, circulation: 100 copies, language version: Polish, target group: the unemployed and job seekers, dissemination: labour offices and buildings of labour market partners.
10. Information leaflet about the job fair, circulation: 1,000 copies, language version: Polish, target group: the unemployed and job seekers, dissemination: labour offices and buildings of labour market partners.
11. Posters advertising the meetings entitled "Safe trip – safe return", circulation: 150 copies, language version: Polish, target group: the unemployed and job seekers, students, graduates, dissemination: making posters available in PLO offices and buildings of other labour market partners (ACO, universities, GIC).
12. Fair leaflet, circulation: 15,000 copies, language version: Polish, target group: the unemployed and job seekers, people interested in participating in the fair, dissemination: multi-channel distribution.
13. Fair catalogue, circulation: 1,250 copies, language version: Polish, target group: the unemployed and job seekers, people interested in participating in the fair, dissemination: exposition in labour offices and other public-utility institutions
14. Citylight posters, circulation: 30 copies, language version: Polish, target group: the unemployed and job seekers, people interested in participating in the fair, dissemination: exposition at transport stop shelters
15. Guide entitled: "Safe departures to work abroad", circulation: 3,000 copies, language version: Polish, target group: the unemployed and job seekers, people planning to change their job, dissemination: distributed to customers, sent to PLOs
16. Information poster for "International Job Fair – Work without borders", circulation: 100 copies, language version: Polish, target group: the unemployed and job seekers, people planning to change their job, dissemination: distributed to customers, sent to

PLOs and other institutions

17. Leaflet entitled: "EURES services for persons seeking employment", circulation: 20,000 copies, language version: Polish, target group: job seekers, dissemination: distributed to customers during various events or individual meetings, sent to PLOs and other institutions

<p><b>Transnational dimension</b></p>	<p>Yes.</p> <p>The transnational dimension was present in actions No. 1.1, 2.1, 2.2, 3.1, 5.2, 5.3 and 5.4 due to the fact that they were related to disseminated information about vocational and geographical mobility in the EU/EEA and Switzerland among the Polish the unemployed about job seekers.</p> <p>The transnational dimension was present in actions No. 3.2, 4.1, 4.2, 4.3, 6, 7.1 and 9.1 because they were related to job placement within the territory of the EU/EEA and Switzerland, in particular within the territory of countries such as: Austria, the Netherlands, Germany, Finland, Spain, Ireland, the Czech Republic, Denmark, France, Bulgaria, Norway, the United Kingdom, Lithuania, Hungary, Croatia, Slovakia, Belgium, Sweden.</p>
<p><b>Partners and their role</b></p>	<p>MLSP, PLOs, VLOs, Information Centres and Career Planning in the VLOs, Academic Career Offices, Voluntary Labour Corps, Social Assistance Centre, libraries, regional development agencies, labour market partners: training institutions, the tax office, Agricultural Social Insurance Fund, NGOs, Tax Chamber, the Social Insurance Institution, the National Health Fund, the State Labour Inspectorate, marshal offices, Gmina Information Centres, educational institutions: public and non-public universities, secondary schools, regional and local media, companies: Międzynarodowe Targi Rzeszowskie, Targi Lublin S.A., representatives of the EU networks, psychological counselling and educational centres, employers, police, detention centres, representatives of the <a href="http://www.seasonalwork.nl">www.seasonalwork.nl</a> service, employment agencies from the EU/EEA.</p> <p>PES from EU/EEA countries; including EURES staff from EU/EEA countries, including: Finland (TE-palvelut Turku), Austria, the Netherlands, Germany, Finland, Spain, Ireland, Czech Republic, Denmark, France, Bulgaria, Norway, the United Kingdom, Lithuania, Hungary, Croatia, Slovakia, Belgium, Sweden.</p> <p><i>Role of partners – to support the implementation of actions without the use of grant funds</i></p>
<p><b>Equality</b></p>	<p>Job placement under the EURES network and the related counselling and information services are one of the labour market services under the Polish regulations. These regulations protect the compliance with the principle of equal treatment in access and use of labour market services regardless of gender, race, ethnicity, nationality, religion, beliefs, disability, age or sexual orientation. Therefore, all actions were conducted in compliance with the principle of equal treatment.</p>
<p><b>Continuity</b></p>	<p>Job placement under the EURES network and the related guidance and information by PES, Voluntary Labour Corps (VLCs) and the bodies accredited to provide job placement by the minister competition for labour is guaranteed in the Polish legislation. Implementation of actions of a similar nature has been planned in the National Action Plan for the 2015 EURES.</p>
<p><b>Outcomes and lessons learned</b></p>	<p><b>Conclusions for target groups:</b></p> <p><i>The unemployed, job seekers from Poland, workers planning to change their job, including Internet users</i> – facilitating the access to information about seeking for a job abroad in the EU/EEA and Switzerland, increased confidence in the EU job placement services provided by public institutions, which are able to a greater extent than private employment agencies to support job seekers in case of problems with a foreign employer. Support in recruitment by specific foreign employers.</p> <p><i>Unemployed youth, including students, graduates, pupils</i> – due to very low experience on the labour market, in particular on the EU labour market, the youth needs an exceptional approach. EURES provides solid knowledge before departure abroad and helps to make an informed decision about emigration. Support in recruitment by specific foreign employers.</p> <p><i>Polish citizens staying abroad and planning to return to Poland</i> – acquisition of information about the current situation on the domestic labour market and the available instruments to support the start-up of economic activity in Poland may be one of the factors that encourage Polish emigrants to return to Poland.</p> <p><i>Partners on the labour market, including EURES staff</i> – establishing international contacts with EURES staff is a very important element of development of the co-operation in the field of recruitment projects.</p>

## Action evaluation

The actions have not undergone any external evaluation. Some actions have undergone internal evaluation. The evaluations are described below.

### No./Title/Results and conclusions resulting from the conducted internal evaluations:

#### 1.1. Regional Information strategies/actions for the Polish unemployed and jobseekers

The action was evaluated by means of analysis of the reports, attendance lists, reports on domestic business trips and interviews with participants. Most participants considered the events useful and fulfilling their expectations.

#### 2.1. Mobility packages for the unemployed and jobseekers from Poland and from abroad

Implementation of the action was preceded by talks to diagnose the needs of customers participating in the workshops, which made it possible to prepare events tailored to the needs of customers.

#### 2.2. Information services for Poles living abroad and planning to return to the country

The action was assessed by means of analysis of a survey conducted among the participants of the meetings. Most participants considered the events useful and fulfilling their expectations.

#### 3.1. Promotion of the EURES portal among Polish customers

The action was evaluated assessed by means of analysis of the reports, attendance lists, participants of the events. The collected data indicate that most participants considered the events useful and fulfilling their expectations.

#### 3.2. European Job Fairs in Poland

The action was assessed by means of analysis of attendance during events and the achieved outcomes. Most participants considered the events useful and fulfilling their expectations.

#### 4.1. European job placement for Polish unemployed and jobseekers

The action was evaluated by means of analysis of a survey conducted among the participants of the meetings. Most participants considered the events useful and fulfilling their expectations.

#### 4.2. Visits abroad in order to attract job offers from foreign employers

The actions have not undergone any internal evaluation.

#### 4.3. Promoting foreign job offers in the Polish media

The action was assessed by monitoring the number of telephone contacts and visits at the labour office one month after the completion of a media campaign (VLO in Łódź). As a result of the conducted actions, increased interest in EURES services has been observed.

#### 5.2. Access to info-kiosks

The actions have not undergone any internal evaluation.

#### 5.3. Internet as a tool for interacting with clients

The actions have not undergone any internal evaluation.

#### 5.4. Providing self-service tools

The actions have not undergone any internal evaluation.

#### 6. Organisation of the European Job Days (EJD) in Poland

The actions were assessed by means of analysis of reports, surveys of satisfaction with the services and evaluation questionnaires completed by employers and exhibitors participating in events.

#### 7.1. European co-operation in information exchange, development of package for mobile employees, monitoring employment, improving quality standards of services to persons intending to or working in the EU

The actions have not undergone any internal evaluation.

#### 9.1. Mobility of graduates and young people

The action was assessed by means of analysis of evaluation questionnaires. The analysis of survey results indicates that most participants assessed them as good, both in terms of organisation of the meeting and its usefulness.

**Novelties/  
successes/ best  
practices**

1.1. Regional Information strategies/actions for the Polish unemployed and jobseekers

**Organisation of Job and Mobility Information Fair in by the VLO in Wałbrzych**

This was the eighth edition of the international project organised every year by the EURES from the Labour Office of the Dolnośląskie Voivodeship.

The fair was oriented towards the people interested in taking up a job or career development in EU/EEA countries. The event was aimed at raising awareness of the inhabitants of the Dolnośląskie Voivodeship about the living and working conditions and the European occupational mobility, job search via EURES and at making it possible for the unemployed to establish direct contact with foreign employers.

The people planning their career outside Poland had an opportunity of individual consultations with labour market experts, including EURES advisers from the countries participating in the Fair who also made a number of multimedia presentations on the living and working conditions. Besides, employers from Germany, Austria and France recruited candidates for jobs e.g. in the construction, logistics, the medical sector, tourism and manufacturing.

During the Fair, participants had an opportunity to obtain various information about the EU, which were provided by the representatives of the Europe Direct European Information Point. A rich offer was also presented by vocational advisers from Information and Career Planning Centres of the Dolnośląskie Voivodeship VLO, who, among other things, offered assistance in writing a professional CV, and employees of the Department of Co-ordination of Social Schemes. Also Voluntary Labour Corps informed about their services in the field of job placement and counselling. The people interested in it had an opportunity to read various publications about career planning, mobility on the European labour market, living and working conditions in the EU/EEA and the EURES network.

This year's fair, which has already found its permanent place in the calendar of information and education events in the Dolnośląskie Voivodeship, has traditionally attracted great interest among the visitors.

2.1. Mobility packages for the unemployed and jobseekers from Poland and from abroad

**Organisation of workshops "Safe departures to work abroad"**

Once again, the VLO in Wałbrzych has organised the workshops entitled "Safe departures to work abroad" for the customers going abroad for work. The workshops are aimed at preparing clients for meeting with an employer, at writing a CV, at preparing for a job interview, at searching for job offers, at using websites, at formal preparations of customers for the necessary documents and forms confirming employment necessary to obtain unemployment benefits after return to the country, at efforts to have the period of work abroad included in the insurance contribution periods. The workshops attracted a lot of interest among the participants and the PLOs. There is a large demand for continuation of this action. Additionally, for the needs of the workshop, a brochure entitled: "Safe departures" has been drawn up, and it contains information about all three focus areas. Each workshop participant received the brochure.

The media – TV, radio, newspapers, web portals – were involved in the implementation of the events.

2.2. Information services for Poles living abroad and planning to return to the country

**Organisation of information meetings with the Poles living abroad**

Information meetings with the Poles staying in Belgium carried out by the EURES staff from the VLO in Lublin proved to be more fruitful than the information provided about Poland by foreign advisors. The meetings with Poles in Gent in Belgium attracted much more interest than expected. The meeting was visited by people who were planning to return to the country, and therefore the information on the current situation on the Polish labour market, on the establishment of business and co-financing opportunities, but first of all on the co-ordination of benefits on the account of not only unemployment, but also on retirement and disability pension benefits proved to be the most useful for the meeting participants. According to information obtained from the participants during the meeting and after the visit from EURES advisers from Belgium indicate a strong need for conducting such meetings in various countries in the future. Reliable and

	<p>up-to-date information provided at such meetings makes it easier for the returning people, in particular after a long stay abroad, to orient themselves to the Polish labour market.</p> <p><u>4.1. European job placement for Polish unemployed and jobseekers</u></p> <p><b><u>Recruitment by means of video-conferences</u></b></p> <p>Recruitment by means of videoconferences through the Internet does not require high expenditure – the costs associated with travel of a EURES adviser/employers to Poland, the cost of their accommodation, etc. This also involves huge time savings, it is easy to organise and as effective as direct contact of a candidate with an employer or a EURES adviser. The use of this modern form of contact is popular among job seekers and employers abroad. In the future, we intend to use the Blackboard Collaborate tool instead of Skype because of the higher functionality.</p> <p><u>4.2. Visits abroad in order to attract job offers from foreign employers</u></p> <p><b>The visit of a Polish EURES adviser to Finland on 11-12.02.2014</b> was a combination of participation in three events at the same time, i.e.: visits to employers in the south-western region of Finland, seminar on "Living and Working, Studying and Training in Finland" and the European Job Day – EJD/CAMPUS. Although as a result of the visit no Poles were hired directly by Finnish employers, the combination of participation in several events in one visit abroad is an efficient use of resources, both the human and the financial ones. Besides, the visit has brought <u>added value</u> since it made it possible to get acquainted with the current situation in Finland, in particular in the south-western region (economics, economy, labour market, immigrants, international projects, living conditions). The obtained information was used in contacts with customers and in updating the guidebook about the life and work in Finland, which is published on the website <a href="http://www.eures.praca.gov.pl">www.eures.praca.gov.pl</a>.</p> <p><b>The seminar</b> was a great opportunity to get acquainted with the current situation on the labour market in Finland and to discuss the issue related to mobility, in particular international recruitment projects financed by the ESF. Meetings with employers helped to understand their current approach to recruitment and to the requirements for job candidates. The visit also made it possible to meet new members of the EURES network and foreign employers and to deepen the existing contacts. Moreover, the Polish EURES adviser had an opportunity to inform the interested employers and EURES advisers about the European Information and Job Fair planned for spring 2014 in Pionki.</p>
<p><b>Dissemination of findings</b></p>	<p>A report on the implementation of actions will be included on the domestic EURES website: <a href="http://www.eures.praca.gov.pl">www.eures.praca.gov.pl</a>.</p> <p>Besides, partner organisations have been involved in the implementation of actions through support in the dissemination of job offers of foreign employers and in informing the widest possible audience about the offer of provided services, through assistance in organising job fairs (including the acquisition of exhibitors, assistance in inviting foreign EURES advisers, foreign employers, arranging transport for the unemployed, distribution of posters and leaflets, assistance in the management of exhibition stands, conducting presentations, etc.), promotion of information meetings and organisation of meetings (invitations for the interested parties, arranging a place for the meetings, materials, etc.), information about the events under EURES, preparation of information on documents allowing for a better presentation of qualifications and professional skills.</p> <p>A platform for co-operation of many institutions and organisations that support the development of the regional labour market has been created in the Podkarpackie Voivodeship (i.e. the Social Academy of Best Practices of the Podkarpackie Voivodeship (SPANP). An information campaign on safe work abroad and a campaign on the 7<sup>th</sup> European Job Fair has been supported by partners from SPANP who took part in it.</p>

