

Dear Colleagues,

Since our last AGM in Porto in November 2009, I'm honoured to head up our Organisation, and hope that I can carry out my responsibilities in the way our Federation warrants. With these first words, I'd just like above all to thank our outgoing Executive Committee member Glorianne Mizzi, and our outgoing General Secretary Christine Muscat, for their huge dedication to our organisation. We wish them all the very best and hope to see them again at our next meetings.

INTRODUCING FEG'S NEW SECRETARIAT AND 2010 EXECUTIVE COMMITTEE

At the same time, we'd like to announce that FEG appointed a new Secretary; MIA CRAIG from Ireland. Mia is already known to many of you as her country's past delegate in FEG meetings. She has volunteered to do this job, carried out in their day by people like Christine Muscat and the unforgettable Katrine Prince.

The main duties of our secretary will be:

1. To be the 'office' for FEG, including receiving and dealing with post
2. To liaise with the Chairman and ExCo to help ensure that the work programme is carried out.
3. On behalf of FEG and ExCo to disseminate FEG documents and information to Members, the Tourism Industry and others.
4. To operate the FEG emails info@feg-touristguides.org and secretariat@feg-touristguides.org
5. In particular to respond to enquiries received, including those addressed to info@feg-touristguides.org and secretariat@feg-touristguides.org. To consult with the Chairman, ExCo and others as appropriate in making response.

6. To be pro-active as necessary in drafting media releases and furthering FEG's aims and objectives.
7. In conjunction with the Chairman and ExCo to work to increase Membership.
8. To be responsible in liaison with ExCo and Host Members for the organisation of EGMs and AGMs.
9. To draft and send out the Agenda for EGMs and AGMs in consultation with the Chairman and ExCo.
10. To attend ExCo meetings, EGMs and AGMs and to take the Minutes of these Meetings. After approval to disseminate the Minutes.
11. To keep the FEG Diary of FEG engagements and to submit the Diary as part of a report to Members at EGMs and AGMs. To arrange meetings as agreed with the Chairman and ExCo.
12. To represent FEG, its aims and objectives at meetings and other events as agreed with the Chairman and ExCo.



Photo: ExCo meeting January, London

In this important task, all of us will try to help her to make her work for FEG as comfortable as possible.



We would also like to welcome Efi Kalamboukidou from Greece, as a new ExCo member. Efi is very familiar to most of our FEG members, for the last 6 years she was the delegate for the Panhellenic Tourist Guide Federation in the FEG meetings and represented the Greek State at the CEN standardization meetings of the EN 15565. She has also been member of FEG training Committee in the previous years.

Tom Hooper:

tomhooper@feg-touristguides.org

Efi Kalamboukidou:

efik@feg-touristguides.org

NEW WORKGROUP APPOINTED AT THE 2009 AGM IN PORTO

At our last AGM in Porto we established new challenges and objectives. Among them, we want to highlight the creation of a Workgroup to update our professional and legal position following the implementation of the new EU Directives, and to request the EC to update previous documents relating to the Tourist Guide profession in the light of the new situation in which we find ourselves after publication of Directives. The Workgroup has already started its job and eventually it is hoped that it will lead to a request to the Commission to make a Recommendation on our profession. The Workgroup Members are:



Photo: FEG NEW ExCo – AGM FEG 2009 - Porto

Now we take the opportunity to highlight for you the new electronic addresses from your ExCo and secretariat:

Mia Craig (Secretariat)

info@feg-touristguides.org

secretariat@fegtouristguides.org

Carlos Ortega:

chairman@fegtouristguides.org

Annie Passot:

anniepassot@feg-touristguides.org



Photo: Working Group – Gala Dinner Porto AGM

Dr. Wolther von Kieseritzky (Germany)

v.kieseritzky@berlin.de



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Lisa Zeiler (Austria)
lisa.zeiler@gmx.at

**Richard Palmer & Ingrid Wallenborg
(United Kingdom)**
repalmer@binternet.com
ingrid.wallenborg@gmail.com

Gerardo Rappazzo Amura (Spain)
geradorappazzo@yahoo.com / info@cefapit.com

Fortunately, we're not starting from zero. FEG has made important strides in this respect, and for years we've had vital documents such as the Working Paper on TGs coded SEC (97) 837 final, and the, COM (2000) Final, as well as the European Standard EN15565 and the document "Tourist Guide Training: The Way Forward." All members of FEG have taken on board the Quality Charter and the Code of Ethics which can be found on our webpage. All of this is a result of the direct involvement of all of us, and will help us to reach our objectives in the future.

In relation to the Internal Services Directive we enclose the link so you can find the point of contact for your country (IMI), and we invite and request you to send us information about the implementation of the Directive and the impact it's had on your guiding activity in your countries.

FEG has now been in existence for more than 24 years. In 1986 five countries founded our organisation and today we are represented in 21 European Countries, with contacts in several others. From its beginnings, FEG, with its limited resources and human contribution, has constructed an organisation which, over the years, has become respected with a voice which is heard everywhere the topic of tourist guiding comes up.



Photo: ExCo meeting January 2010 - London.

FEG IS GROWING AND WILL WORK FOR GREATER VISIBILITY

At our last General Meetings and in various forums, we've debated 'who we are' and how we're perceived by the public in general and by tourist industry professionals in particular. We've not just talked about it; rather our active participation in diverse areas has allowed us to analyse the reality that still for many, we remain largely unknown.

The Executive Committee of FEG met at the end of January in London and in our meeting we went over various topics including those brought up in Porto. We all remember that in Porto, it was suggested that, as well as going down the legal route, we should in tandem go further than pledges and altruism, and make a real attempt at professionalism and quality in our guiding services. We're talking PROMOTION, VISIBILITY, RECOGNITION of the figure of TOURIST GUIDE and that we ARE a QUALITY BRAND.

We would like please, to suggest that you tell us which logo you'd like to see us use in future, you



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are most welcome to send us your proposition, as the future FEG logo. Deadline: 10th March.

Your Executive Committee is convinced that the SUCCESS of this business depends on all of us, and when we say 'us' we don't only mean those who attend our EGM / AGM and meetings and sub-committees in our own countries, but those who, although they could, are still not together with us in our enterprise. We know that sometimes circumstances beyond one's control stand in one's way and hinder decisions, but this shouldn't stop us aspiring to have in FEG a support towards our professional future. It is vital that we devise a way of as many countries as possible participating in FEG.

back in 1986, is a reality, and that its continuation and expansion down through the years is dependent on the number of people involved in the project. Only the efforts and certainty of all of us who constitute FEG will make it possible for many others to participate in this great concept dreamed up by others and which today is trying to dignify our profession.

Ideas and action, that's the winning formula and the way forward for FEG! The path to follow in the tourist industry's is the same for all, and FEG can help deliver much of what our tourist authorities want to offer; the "Touristic Excellence", which all guides in their respective areas promote in their roles as "Ambassadors of Excellence" of the area visited.

Finally, and no less importantly, our next EGM is fast approaching. The final details, dates and programme you can find in this current Euroletter.

We look forward to seeing you in Brussels in March.

On behalf of ExCo
Carlos Ortega
16 Feb 2010



Photo: FEG AGM Nov 2009 - Porto

We are pleased to let you know that FEG will again be represented in the next meeting of the Internodic Club at its meeting in Iceland. Norway has already written expressing a wish to be more involved in FEG.

Nowadays more than ever, we think that the dream others had of creating this FEDERATION



FEG new Club membership

We are delighted to announce the join of our latest member in the FEG family, “**Norway**”.



Our colleagues from Norway, to be precise: The **Norwegian Tourist Guide Federation (NGF)** has already applied for FEG Club membership and it was accepted.

The Norwegian Guide Federation is a national federation for local tourist guide associations, and their work consists among other things of ensuring the quality of Norwegian tourist guides services

The NGF also represents local Norwegian tourist guide associations in international forums

If you wish to learn more about them, please refer to the link to our Norway colleague’s website here under:

<http://www.norgesguideforbund.no/eng/index.html>

FEG PARTICIPATION IN THE INTERNORDIC CLUB ANNUAL GENERAL MEETING

The Internordic Club annual general meeting this year will be held in Iceland.

FEG got an invitation to be present in their General meeting, and for this occasion, the chairman, Carlos Ortega and Executive officer, Tom Hooper, were invited by our dear colleague Petrina Ros to come to Iceland. They will be representing FEG in the next Internordic Club annual meeting in Iceland, from the 23rd to the 25th of April 2010, hosted by the Icelandic Tourist Guide Association.

This will be a very good opportunity to tell them more about FEG and how we are dealing with the different European issues and the projects we have for the near future.



As a result of our last participation in the Internordic Club meeting in Odense (Denmark) we established contact with the Finnish and Norwegian delegates and today we are glad to say that Norway applied for FEG Club membership as mentioned before.

Tourism in Europe

Did you know that Tourism contributes in a huge way to European GDP

- ✓ 5% directly to GDP of Europe
- ✓ 15% indirectly to GDP of Europe.

Europe in 2008 counted 488 million arrivals. This led to revenue of 322 billion of Euros in the same year.

The Europe’s share represents 53 % of global tourist arrivals and 50 % of global tourism receipts.



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All the above figures lead directly to 7/8 millions jobs and 20 millions indirectly. This makes 4.25% of the total European employment in 2002.

There are about 2 millions firms active in the tourism sector.

Visitors in Europe come from European countries for 87%, 6% comes from Americas, 4% from Asia-Pacific and 1% from Africa and Middle East (2007 data).

Although international arrivals fell by 4% in 2009, arrivals are now forecast to grow between 3% and 4% in 2010. Despite this success, tourism growth is not automatic, it has to be worked for, and irresponsible growth is not desirable either. Among the main issues confronting the tourism industry in Europe in the next decade, we find:

- European Economy
- Climate change
- Congestion in European tourist sites
- Taxation policies
- Bio-diversity issues
- Protection of heritage sites
- Consumer protection
- Social tourism (aged, disabled)
- Seasonality

Let's hope for a better future for Tourism and for all Tourist Guides, key to quality and a right interpretation of our European heritage.

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What is ETAG?

FEG is, as most of you are aware, ETAG's member for more than 10 years now. But we think useful and necessary to remind you exactly what is ETAG and what is its role in Brussels and

its links with the Commission, the European Parliament, the European organisations etc.....



Photo: ETAG official LOGO

ETAG (European Travel and Tourism Action Group) is one among other representational tourism bodies at European level like HOTREC for hotels, restaurants & cafés in Europe, ETOA European Tours Operators Association, or **ETC**: European Travel Commission.

ETAG was formed in 1981 as a travel industry representation body with the following aims:

- ✓ Encourage effective co-operation between governments, national tourism agencies and the tourism operating interests in the public and private sectors
- ✓ Promote the development of Europe's Tourism
- ✓ Help remove constraints on the growth of travel

The singularity of ETAG is to group different European organisations in tourism of various and different horizons acting in very different fields. A few examples of **ETAG members**: **EUROGITES** representing the rural accommodation sector in





Europe, **BITS** which promote better access to travel, leisure and holidays for all, **WISE** international travel and educational opportunities for young people worldwide, supporting youth, backpackers and student travel organisations, **IRU** international road transport, **EUTO** European Union of Tourist officers, **EUFED** European Union Federation of Youth Hostel Associations operating 2 850 youth hostels, **ETC** European Travel commission founded in 1948 and representing national tourism organisations of 39 European countries including all EU member states. ETC markets Europe as a destination via the "Visiteurope.com" website.

Each organisation member of ETAG sends a representative to ETAG' meetings (about 04 a year) in Brussels linked eventually with activities of the E.U, also because most of the ETAG members are Brussels based.

Each meeting has its own agenda following usually EU'latest news and events, linked of course with Tourism. It is also the occasion for members to exchange views, to think about future policies. At nearly each ETAG's meeting, staff from DG Enterprise "Tourism unit" (i.e. Commission) is welcomed to give news from Commission's policy linked with tourism and to hear about the private sector in tourism. For about one year, ETAG tried to be more visible and for that organise before its regular meeting a "breakfast meeting" inviting relevant speakers to introduce them to ETAG and introduce ETAG to them, in order to make them aware of the importance and diversity of the tourism world. Last January, before its first meeting of the year, ETAG was welcomed in the European Parliament by the Transport and Tourism committee (TRAN). His chairman, Brian Simpson (MEP) together with some members of the TRAN committee (members and/or substitutes) about 40 people attended that meeting. It was the occasion for

ETAG's secretary (Gareth James) to introduce ETAG to them and to exchange views and possible, future collaboration: meetings on a regular basis with this grouping for example. Regular contacts with the Commission via DG enterprise and its Tourism unit, closer links with the European Parliament via its Transport and Tourism Committee, ETAG is essential to organisations like ours to be aware of what's going on and of what could affect our profession. ETAG is also essential to promote FEG and the tourist guide profession at European level, to give awareness of the importance of the tourist guide in the interpretation of the cultural heritage. To have a seat and to be able to speak in the names of Tourist Guides of Europe is as important as ever. If ETAG can in 2010 reinforce its visibility on the European front in Brussels, the benefit for FEG and for tourist guides will be great and quite valuable.

APT/Feb 2010



FEG EGM

Extraordinary General Meeting **Brussels 20th & 21st March 2010**

The FEG Extraordinary General Meeting (EGM) will be held, as already announced in Brussels on the 20th & 21st March 2010.



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On Friday the 19th March there will be a Round Table offered for free to anyone of the members' delegates who wants to participate.

There is an increase in tours - especially walking tours - provided by organizations or companies, who market the tours as "free of charge".

In these tours, there is frequently pressure to pay a tip, to buy another service, tour or product and the "guides" are unqualified and scarcely trained.

The subject of the Round Table meeting will be:

"How to meet the challenge of free tours"

The round table will be open for all members on **Friday 19th March 2010, at 18:00**, with an approximate duration of 2 hours.

The hotel hosting our meeting and offering rooms to FEG is the **Crowne Plaza Brussels - Le Palace**, Rue Gineste 3, B-1210 Brussels, which is already familiar to us from FEG EGM 2007 and is located in a central and easy to reach location. *(Programme follows on next page)*

The participation fees (Rooms price, FEG EGM package, extra night etc) are to be found in the registration application attached in this Euroletter.

Booking of members' participation in the EGM is only through FEG secretariat, by sending your application both to Mia Craig and Annie Passot, also forwarding your bank deposit payment to FEG bank account *(For payment details see programme next page)*

Bookings / Payments are to be sent to
Annie Passot

anniepassot@feg-touristguides.org

And FEG Secretariat on

secretariat@feg-touristguides.org

Applications' deadline for the delegates is the 27th February 2010
Confirmation upon receipt of payment

ROUND TABLE
Friday 19 March 2010
THE CHALLENGE OF FREE TOURS
A ROUND TABLE DISCUSSION



Free tours of Euro cities

'Free' tours have arrived! The issues they pose are ones that the tourism industry needs to take seriously and FEG Members can provide valuable input. There are three particular issues:

1. Transparency. The walking tours are promoted as 'free' but the guide always asks for a 'tip'. There is a strong incentive to do so as the guide must pay the promoter an amount of money per client. Does this really mean they are 'free' then, or is the client unwittingly being exploited? Are the guides also being exploited?
2. Standards and Quality. Tourist Guiding is not an occupation that can be treated casually. The knowledge and skills cannot be quickly



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acquired. Yet it is suggested that the 'free' tours are often led by students with no relevant qualification and fleeting knowledge of and time in the City. Are these the Standards that the EU would wish?

3. Legality. Do the guides declare their income? Do they have the right to work? Are they insured? Is the Promoter complying with the trading regulations in each country?

To explore these and other issues Members are invited to gather for an informal 'Roundtable' Discussion in the EGM Hotel at 1800 hrs. Please bring information on the situation in your country. Many Members have expressed considerable interest in this subject area and FEG hopes you will be able to attend.

FEG is delighted that Ingrid Wallenborg from the UK has valiantly agreed to Chair the Discussion. To encourage Members to come she has agreed that her article originally written for the APTG Monthly Magazine be circulated. Conclusions made at the discussion will be presented to the EGM. You can additionally email comments to Ingrid and FEG at the email addresses given at the end of the article.

SANDEMAN'S "NOT SO FREE" TOURS

By Ingrid Wallenborg.

Every day at 11.00 and 13.00 a harmless student waits eagerly at Hyde Park Corner by Wellington Arch proudly wearing his red "New Europe" t-shirt, hoping that a large gathering of tourists will wish to join him/her on a "free guided tour" of London.

The same thing happens in Edinburgh every day and in ten other cities across Europe.

These are "expert" guides according to Sandeman's website and "graduates of some of the world's leading universities". And they proudly work only for tips.

Sometimes they have very large groups – I have seen them myself. Some of the reviews on various websites are good, some are not so good but only a handful is very critical. Or perhaps the critical ones are not so easy to locate on the various feedback cyber pages.

Sandeman – a shrewd US business man in his 30s to whom the "guides" pay commission out of their tips to take the tours - seems to meet with NO resistance whatsoever in the UK.



Photo: Sandeman Free Tours - Amsterdam

But in Madrid the qualified tourist guides objected and protested. They saw their livelihood and the reputation of the professionally qualified tourist guide threatened. They mustered their troops; they turned up every day for six weeks holding placards in silence while joining the walking tours. They got legal advice and the media involved. It was hard, it was demoralising, it was difficult and they had to stick it out for a very long time. But in the end they won. In July 2009 Sandemans New Europe Tours were found guilty by the Madrid Tourist Authority for illegal guiding and fined 6000 Euros.

In the UK we are conspicuous by our silence on this issue. At FEG we have discussed this at length. It has also been an issue at APTG Branch Council



meetings. I assume it has been mentioned at meetings of the Guild EC and the STGA. Has it been discussed by the Institute of Tourist Guiding, the standard setting body for the whole of the tourist guiding sector in England and Wales? After all, this issue strikes at the heart of the idea of trading standards and professional qualifications but there appears to have been no mention of this issue in any Institute bulletin. And yet, these “Free” tours are advertised by Visit London on their website.

Nevertheless, this issue is neither simple nor straightforward. The tours are after all free – well, bar the tip of course at the end. This means that such a set-up need not worry about any standards at all. Free tours are after all, well free, so what’s the harm? If it is not good you don’t have to pay anything. But the “guides” that lead the tours, they do have to pay a commission to Sandeman per customer that comes along on the tour and they therefore have a strong incentive to ask for tips.

Is this declared income? Is there not a law in the UK preventing employers from helping themselves to the employees’ tips? But then again, are these “guides” employed at all?

It is an interesting lack of any kind of employment status that seems to hark back to the 19th century and yet we now live in 2010.

Tourist guiding as a profession is unregulated in the UK e.g. it is not illegal to guide without a tourist guide qualification [except at sites who themselves have determined who should guide there e.g. Westminster Abbey, the Tower of London, etc]. Although the Institute [England, Wales and N Ireland] and STGA [Scotland] regulate the tourist guide qualifications, be they blue, green or whatever colour, you are not legally obliged to have one. The Institute on the one hand is a government approved standard setting body for tourist guides but on the other, a toothless organisation in the sphere of enforcing these standards. Because these standards are voluntary

and not compulsory. This is not a critique but a simple statement of fact. This is presumably why so little is said on the matter of Sandeman New Europe tours or any other operator using unqualified persons. And yet, we hear constant calls from government and consumer sources for increased health and safety, insurance cover, quality and minimum standards, none of which seems to apply to set-ups like Sandeman.

So what should be done? What do members think? Should we do nothing?

At a time when sustainability and quality are the two themes trumpeted constantly from all sides – government, consumer organisations and the tourism industry – here is one form of tourism, which so clearly lacks either. If these tours had been proposed in any third world country – unqualified temporary student workers, without any contract and being paid only in tips and paying commission on that to the company – they would have been derided as the worst kind of short term exploitation. So why is it OK in Europe and the UK?

I – and APTG – would be extremely interested to hear members’ views on this. Because if no one does anything, there is a very serious risk these tours become a permanent and at worst completely acceptable part of mainstream tourism. Is that really what you want?

Have we lost all faith in the power of lobbying and expressing forceful arguments to promote change? Please do contact me with your views.

Ingrid M Wallenborg
Ingrid.Wallenborg@gmail.com
info@feg-touristguides.org





FEG

EUROPEAN FEDERATION OF TOURIST GUIDE ASSOCIATIONS
FEDERATION EUROPEENNE DES ASSOCIATIONS DE GUIDES TOURISTIQUES

Euroletter February 2010

FEG EGM BRUSSELS Saturday 20th and Sunday 21st March 2010

FEG EGM

Saturday 20th and Sunday 21st March 2010

Hotel Crowne Plaza Brussels - Le Palace

Rue Gineste 3

B-1210 Brussels +32 (0) 2 203 6200

(Close to Metro Rogier / North Station)

PROGRAMME

Friday

19th March 2010

- FEG EXCO Meeting
- Arrival of Delegates
- Early evening: 6 p.m. at the hotel
- Round Table Discussion:
"How to meet the challenge of Free Tours"

Saturday

20th March 2010

EGM

- Morning Meeting
- Lunch
- Afternoon meeting
- Evening at leisure

Sunday

21st March 2010

EGM

- Morning Meeting till c 2 p.m.
- Late lunch
- Departures



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FEG

EUROPEAN FEDERATION OF TOURIST GUIDE ASSOCIATIONS
FEDERATION EUROPEENNE DES ASSOCIATIONS DE GUIDES TOURISTIQUES

Euroletter February 2010

FEG EGM

Crowne Plaza Brussels Le Palace
Rue Gineste, 3
B-1210 Brussels
Tel: +32 (0) 2 2036200
Close to Metro Rogier North Station

Dates :

Arrival : 19th March 2010 Check in @ 15.00hrs
Departure : 21st March 2010 Check out @ 12.00hrs

Package Includes:

Two nights' accommodation on Bed & Breakfast basis.
Conference Package including three coffee/tea breaks and
two lunches (drinks included)

Single : €385 per person for two nights

Double/Twin : €285 per person for two nights

EGM only : €190 per person

Extra Nights :

Single : €99 pp per night on Sunday 21st March 2010

€179 pp per night on the 17th and 18th March 20

Double/Twin : 2 sharing @ €99 per room on the 21st

2 sharing @ €179 per room on the 17th and 18th

ATTENTION: Payments are NOT to be made to hotel direct but to FEG Bank Account

Any enquiries and reservations should be addressed to Mia Craig. FEG Secretariat info@feg-touristguides.org

PAYMENT to: FEG

c/o Mme Passot 5 rue Fournier 92110 CLICHY France

Transfer to be made to:

BNP PARIBAS Agence: Paris Niel Demours

31, rue Pierre Demours, 75017 PARIS

Bank Code: 30004 Agence Code: 01385

Account Number: 00007914177 02

RIB: 30004 01385 00007914177 02

BIC : BNPAFRPPPT

IBAN : FR76 3000 4013 8500 0079 1417 702

All payments to this account please on or before the 27th Feb

We have blocked a limited number of rooms and would appreciate reservations at your earliest convenience.

N.B :



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FEG Annual General Meeting (AGM) in Vienna / AUSTRIA November 2010

As you were already informed by FEG ExCo in Porto and by FEG's last issued AGM Minutes, the next FEG AGM will be hosted by our Viennese colleagues in the wonderful capital of Austria.



The invitation to Vienna also includes theme tours and many surprises offered to any colleague or friend who wishes to participate to the Vienna symposium.



The dates of the whole event will be:

From the 17th to the 21st November 2010

The subject will be:

“Classical & Modern Vienna”

For those delegates who are just interested in participating in the **FEG AGM**, the dates are the **20th & 21st November 2010**.

A full day FEG training workshop will be offered on the 19th November.

The topic will be:

“Dealing with difficult people/situations”

We will have more details explained to us in Brussels FEG EGM by our Viennese colleague, Lisa Zeiler.

FEG new logo

France Tourist Guides Federation forwarded FEG EXCO some proposals for the FEG LOGO to be presented to members by attachment.

At the moment we have the French proposition and the one showed to us in our last AGM in Porto by Carlos Ortega presentation.

All members are invited to suggest their own FEG logo's – mostly two proposals per member to be sent to secretariat till the 10th March to be presented for vote in Brussels EGM.

IMI: INTERNAL MARKET INFORMATION SYSTEM

The Internal Market Information System (IMI) is an electronic tool which is intended to support a number of legislative acts in the field of internal



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market, which require the exchange of information between Member States' administrations. Since IMI allows secure and structured exchange of information between competent authorities by electronic means and since it also enables competent authorities to identify easily the relevant interlocutor in other Member States and to communicate with each other in a fast and efficient way, it is appropriate to use IMI for the exchange of information for the purposes of Directive 2006/123/EC.

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:263:0032:0034:EN:PDF>

You can also get more information under this link:

http://ec.europa.eu/internal_market/imi-net/index_en.html



Commission Decision: Administrative Cooperation through IMI

On 2nd October 2009 the European Commission adopted its first implementing measure in support of the Services Directive. The **Decision** of the Commission confirms the use of the Internal Market Information System for the purposes of administrative cooperation between Member States.

It also sets out some practical arrangements related to how Member States will exchange information through IMI for the specific purposes set out in the Services Directive.

