



# The #EUandME Handbook

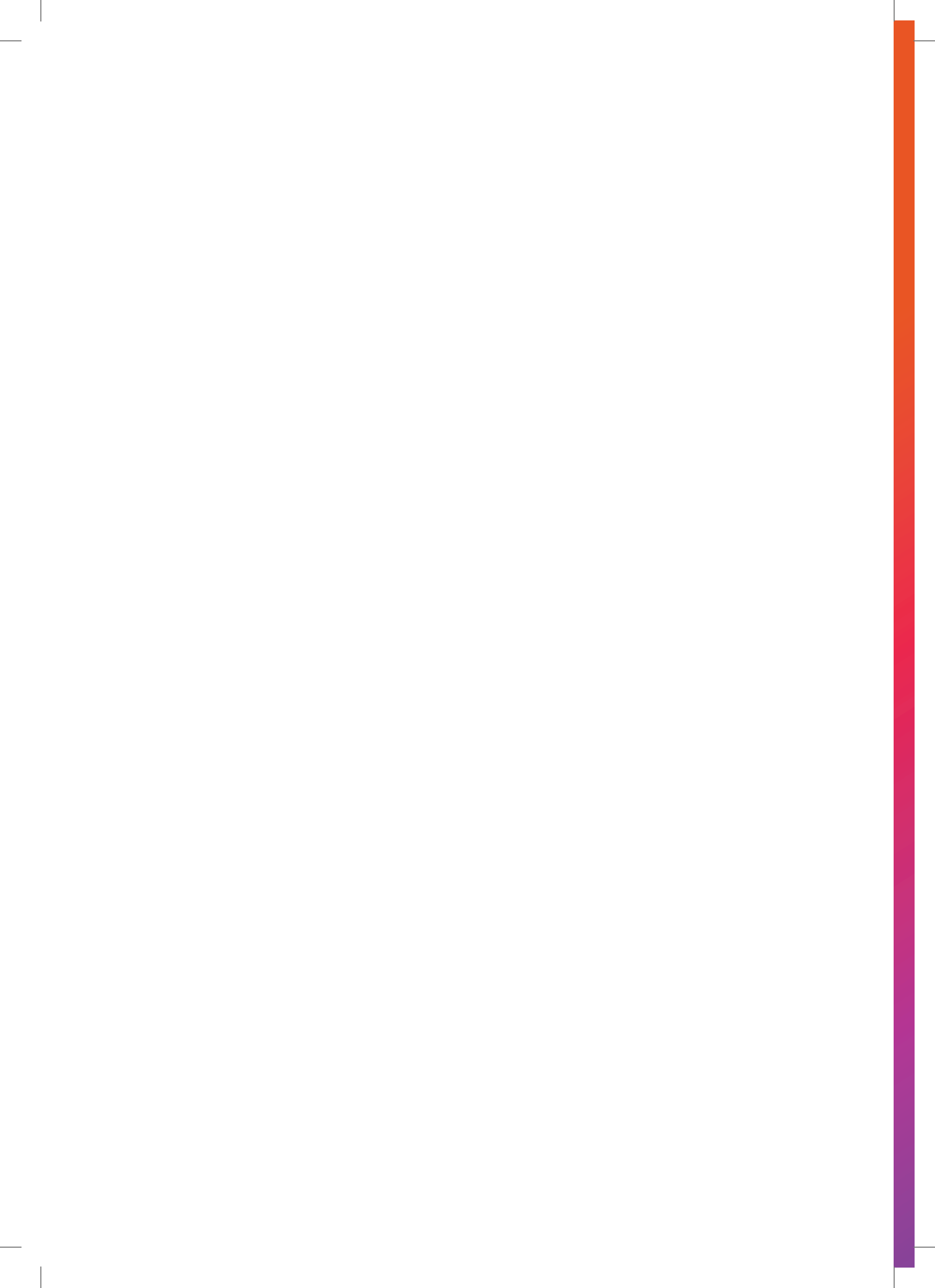
Discover what the EU  
does for you



EUROPEAN UNION

[europa.eu/euandme](http://europa.eu/euandme)

#EU  
AND  
ME



# “But how does the EU contribute to my life?”

Have you ever dreamt of starting a business, studying abroad, or volunteering to help communities in need? Did you know the EU can support you in achieving all of these things?

60% of young people aged between 15 and 34<sup>1</sup> don't consider themselves to be well informed about the EU. Although they recognise what the European Union stands for, many people are missing out on the wealth of opportunities and benefits that they are entitled to as a citizen of the EU.

## Hungry for more?

Log on to [www.europa.eu/euandme](http://www.europa.eu/euandme) where we'll be launching competitions, films, stories and events across Europe.

EU support can take many forms. Whether you're a budding entrepreneur in need of support to launch a new app, a digital nomad looking for WiFi in remote areas, an adventurer ready to give a helping hand wherever needed or a culture lover in search of beauty, there's something in it for you.

Whatever your passion, be it healthy food, clean water, your favourite television series, or shopping online, *The #EUandME Handbook: Discover what the EU does for you* allows you to discover the crucial role the EU plays in helping you do what you love most.

<sup>1</sup> Standard Eurobarometer 86, QD7 and QE2.



# MY CAREER. MY LIFE.

Choose where to work and live in the EU.

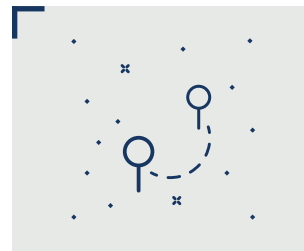
## How it works

As an EU citizen, the opportunity to work in a different country is one of my basic rights. Whether I'm starting a new career abroad, or looking to gain a new perspective with an internship or volunteering opportunity, EU law means that I'm always covered by a social security system. Working for a company or self-employed, I have the right to choose where I work. And if I'm looking to get my foot on the career ladder, the EU will even help me find the right opportunity.



**17 million**

EU citizens were living in an EU country other than their home country in 2017.



**1.4 million**

EU citizens moved to a different country within the EU in 2015.



**58,000 young people**

have already signed up to opportunities with the European Solidarity Corps.



### Career passport

The Europass CV editor allows me to present my skills, qualifications and achievements in a way that's universally recognised across Europe.



### Drop'pin

Drop'pin is a free service from EURES that offers practical help in getting my foot on the career ladder. To improve my chances of employment, I can register for training, language courses, apprenticeships and more.



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### 1 WHEN ONE COUNTRY ISN'T ENOUGH...

Thanks to my EU citizenship, the whole of Europe is on my doorstep. Whether I want to be a firefighter in Cyprus or an electrician in Estonia, I have the right to live and work in any EU country. All I need is health insurance and proof that I'm able to financially support myself, and I can call any EU nation my new home.

### 2 FIND THE RIGHT JOB

Living abroad is my life-long dream, and EURES is here to make it a reality. There are over 1.3 million potential career opportunities online, and I can even get a dedicated advisor who can help me find my perfect job in the country I love. And if I'm aged 18-35, then additional help is available through Your First EURES Job, such as a grant to travel to an interview abroad.

### 3 CHANGE THE WORLD

Looking to help people in need? The European Solidarity Corps provides voluntary and paid opportunities to young people aged 18-30 who are hungry for a challenge. This could involve rebuilding a school after an earthquake, working with people with disabilities in a community centre, or much more.

### 4 APPRENTICESHIPS ABROAD

Let's say I'm an apprentice chef who wants to learn more about French cuisine, or a trainee nurse interested in working in Portugal. ErasmusPro offers me the opportunity to spend 6-12 months of my apprenticeship in a different EU country. I can get hands-on experience of working in a different culture, and it counts towards my apprenticeship.

### 5 CONNECTING WITH EMPLOYERS

European Job Days are Europe-wide career fairs that aim to showcase the opportunities available to me within the EU, Iceland, Norway, Liechtenstein and Switzerland. I don't even need to physically attend the events – many European Job Days are held online, so I can find the perfect job in another country without leaving the comfort of my own sofa.

### 6 NEW CULTURES, SAME RIGHTS

Great news – I've temporarily been posted to a different EU country to complete a contract for my employer! But what about my working rights when I arrive? In the EU all posted workers automatically get the same set of core rights – like the minimum rate of pay – as the workers in my host country. Not only does it mean that my rights are protected throughout the EU, but also that foreign service providers can't undercut the local competition with lower labour standards. In short, it ensures that working in the EU is healthy, safe and fair.

#### MORE INFO

[https://europa.eu/youreurope/citizens/work/index\\_en.htm](https://europa.eu/youreurope/citizens/work/index_en.htm)



# MY STUDIES. MY LIFE.

Gain new skills by studying, training or volunteering abroad.

## How it works

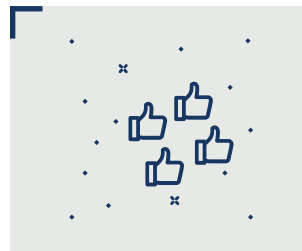
My EU citizenship gives me a ticket to study, train, discover and be inspired in one of 33 countries around Europe and the world through the Erasmus+ scheme. Whether I'm a student looking to enhance my studies within a new culture, or a young worker who wants to train and increase my employability in a unique environment, Erasmus+ gives me access to new skills, knowledge and experience. I could even volunteer for rich and rewarding experiences, enabling me to express solidarity with other Europeans. All I need to do is choose a country, practise my language skills and prepare for an unforgettable experience.

#EUANDME



### 4 million

people will study, train, gain work experience or volunteer abroad between 2014 and 2020, thanks to Erasmus+.



### 95%

The percentage of students who felt satisfied or very satisfied with the Erasmus+ scheme.



### €2.2 billion

The Erasmus+ budget invested in supporting young people to learn, study and develop in 2016.



### My adventure

Hundreds of thousands of opportunities are a few clicks away. To apply for my own Erasmus+ adventure, I can contact my national agency in the country where I live.



### My rights

Unsure what to expect of my time abroad? My rights and obligations are set out for me to read in the Erasmus+ Student Charter.



### Creative Europe

helps artists and creatives pursue opportunities in cultural sectors abroad – find out how to benefit.



### **1 INVESTING IN ME**

Worried about the costs of studying or training abroad? The EU is here to help! The Erasmus+ programme provides grants for students and people in vocational training alike, and ErasmusPro can fund 6-12-month apprenticeship placements abroad. This means that whoever I am and whatever my course or profession, time away from home is both rewarding and financially affordable.

### **2 LEARN WITH A NEW PERSPECTIVE**

Studying abroad can make me a more informed, cultured and knowledgeable person – making me more employable as a result. The Erasmus+ programme enables me to study, train, volunteer or do a youth exchange in one of 33 countries around Europe and beyond. I can learn a new language, discover a new country and meet new people – so where did I put my passport?

### **3 SOLIDARITY FOR EUROPE**

Want to give something back to the community? This could be by supporting newly arrived asylum seekers, clearing vegetation to prevent forest fires, or helping distribute aid in disaster-affected regions. I can volunteer, work or do a traineeship through the European Solidarity Corps to help communities in Europe, and at the same time learn valuable new skills.

### **4 NEW HORIZONS, NEW OPPORTUNITIES**

Need to brush up on French or get to grips with Greek? I can take a digital course on the Erasmus+ Online Linguistic Support website before I leave home. What's more, this new skill, and the others I gain during my time abroad, will give my CV an extra spark, helping me to stand out to employers.

### **5 RESEARCH AND BEYOND**

Can't get enough of studying? Completing an Erasmus Mundus Joint Masters Degree allows me to study as a postgraduate in 2 different countries in the EU or around the world. Or as an academic, the Marie Skłodowska-Curie actions can give me the opportunity to live, research and work abroad.

#### **MORE INFO**

[https://europa.eu/youreurope/citizens/education/index\\_en.htm](https://europa.eu/youreurope/citizens/education/index_en.htm)



# MY HEALTH. MY LIFE.

Get emergency and planned healthcare anywhere in the EU.

## How it works

Being a citizen of the EU means I can use the public healthcare services of any other EU country, plus Iceland, Liechtenstein, Norway, and Switzerland, in the event of a medical necessity thanks to my European Health Insurance Card. EU law allows me to be treated in the same way as a resident of the country I'm visiting, however I may have to honour any co-payment that residents pay upfront. This means that I'm free to enjoy everything each country has to offer, safe in the knowledge that I'm covered should anything happen while I'm away from home.

In case of planned healthcare in another Member State (plus Iceland, Liechtenstein and Norway), I can contact my National Contact Point when planning the trip to find out about my rights.

#EUANDME



**200 million**

European Health Insurance Cards were in circulation in 2014.



**1.6 million**

The number of reimbursement claims submitted in 2013 under the European Health Insurance scheme.



**Cross-border**

Need a prescription dispensed while abroad? My doctor can give me a prescription I can use in another EU country, so I can continue accessing my medication while I'm away.



**Any questions?**

A network of National Contact Points across Europe can answer your queries about planned and unplanned treatment before you travel abroad, so you can focus on what really matters to you during your stay.





**1 PASSPORT, LUGGAGE, SUNGLASSES... INSURANCE!**

Whether I'm skiing in Italy or sightseeing in Poland, there's always a chance I could fall sick or have an accident away from home. Having a European Health Insurance Card means I can use public healthcare services to get any necessary treatment quickly and easily should disaster strike.

**2 STRESS-FREE HOLIDAYS**

Fallen ill in Spain or taken a tumble in Greece? No need to worry about huge medical bills. If healthcare is free for nationals, then it will also be free for me.

**3 IN AN EMERGENCY, CALL 112!**

No one wants to plan for a disaster, but accidents can happen. If I need help, I can call 112 from any landline or mobile free of charge, wherever I am in the EU.

**4 HELP AT YOUR FINGERTIPS**

Questions? All the information I need on the reimbursement process, available treatments, costs, and emergency contact numbers can be found online. Log on to learn more!

**5 PLANNED AND UNPLANNED**

My European Health Insurance Card entitles me to necessary treatment through public healthcare services, but as an EU citizen I can also have planned treatment abroad (I'll need to speak to my National Contact Point for Cross-Border Healthcare and my health insurer about this before leaving my country).

**6 CARE THROUGH COLLABORATION**

Thankfully our doctors and nurses have an extensive knowledge of the vast majority of illnesses and diseases that we encounter today. But what happens if I contract a rare disease that my doctor has never seen before? The European Reference Networks give doctors access to a pool of specialists from over 900 healthcare units to consult and advise on a range of rare or complex diseases across 24 thematic areas. Working together, they can help me access high-quality healthcare while I stay close to people from my home environment.

**MORE INFO**

[https://europa.eu/youreurope/citizens/health/index\\_en.htm](https://europa.eu/youreurope/citizens/health/index_en.htm)



# MY TRAVELS. MY LIFE.

Travel easily within the EU.

## How it works

Being an EU citizen means I can explore, study or work in another EU country – it's a fundamental right. The Schengen Agreement abolished border checks for 26 European countries, so I can travel easily without showing either a passport or ID when moving from one to another. Whether it's by car, plane or train – Europe has the densest railway network in the world – I can explore all 270 provinces within the EU at my leisure. What's more, the common currency means that I can pay in euros in 19 countries. All this, and more, gives me the freedom to make endless travel choices, all protected by EU rights that keep me stress-free and safe.



**1.25 billion**

The number of journeys taking place across the 26 countries of the Schengen Area every year without the need to show a passport or ID card.



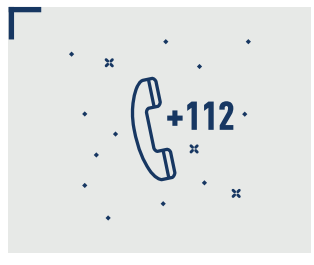
**341 million**

The number of people who use the euro in 19 countries every single day.



**15,000**

The number of free travel passes already granted to help 18-year-olds discover Europe in 2018. Find out on how to apply on the #DiscoverEU website.



**112**

Anywhere, anytime in the EU, this free number could save my life. To call the fire brigade, police or ambulance service, I can simply dial 112.



**Pet power**

EU citizens like me can travel easily with their pet dogs, cats or even ferrets. They just need a European pet passport.



**€430 million per year**

The decrease in compensatory damages to consumers thanks to the European Union's protection for package holidays, which includes stronger cancellation rights and clearer rules on who is liable if something does go wrong.



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### 1 RIGHTS WHEN WRONGED

Experienced delays and cancellations? As an air, rail, ship or bus passenger, I have rights when travelling in the EU. Take flying for instance: I'm entitled to refunds and, if my plane was cancelled, delayed by over 3 hours, or if I'm denied boarding for operational reasons or because of overbooking, I can receive compensation of up to €600, depending on the distance.

### 2 READY FOR TAKE-OFF

At the swipe of my phone, I can fly between EU cities for the price of a lunch. The cost of flying fell by 41% between 1992 and 2000 as a result of EU deregulation and market liberalisation – meaning there are now more airlines to choose from to get the best deal.

### 3 TAKING CHARGE OF CHARGES

Using my credit card in Barcelona, Budapest or Bratislava? Within the EU, transaction charges – online, offline, any time – are the same as at home.

### 4 DRIVE OF MY LIFE

Autoroute or Autobahn? Toll road or coastal road? If my driving licence is issued by an EU country, it can be used everywhere in the EU.

### 5 PASSPORT TO DISCOVERY

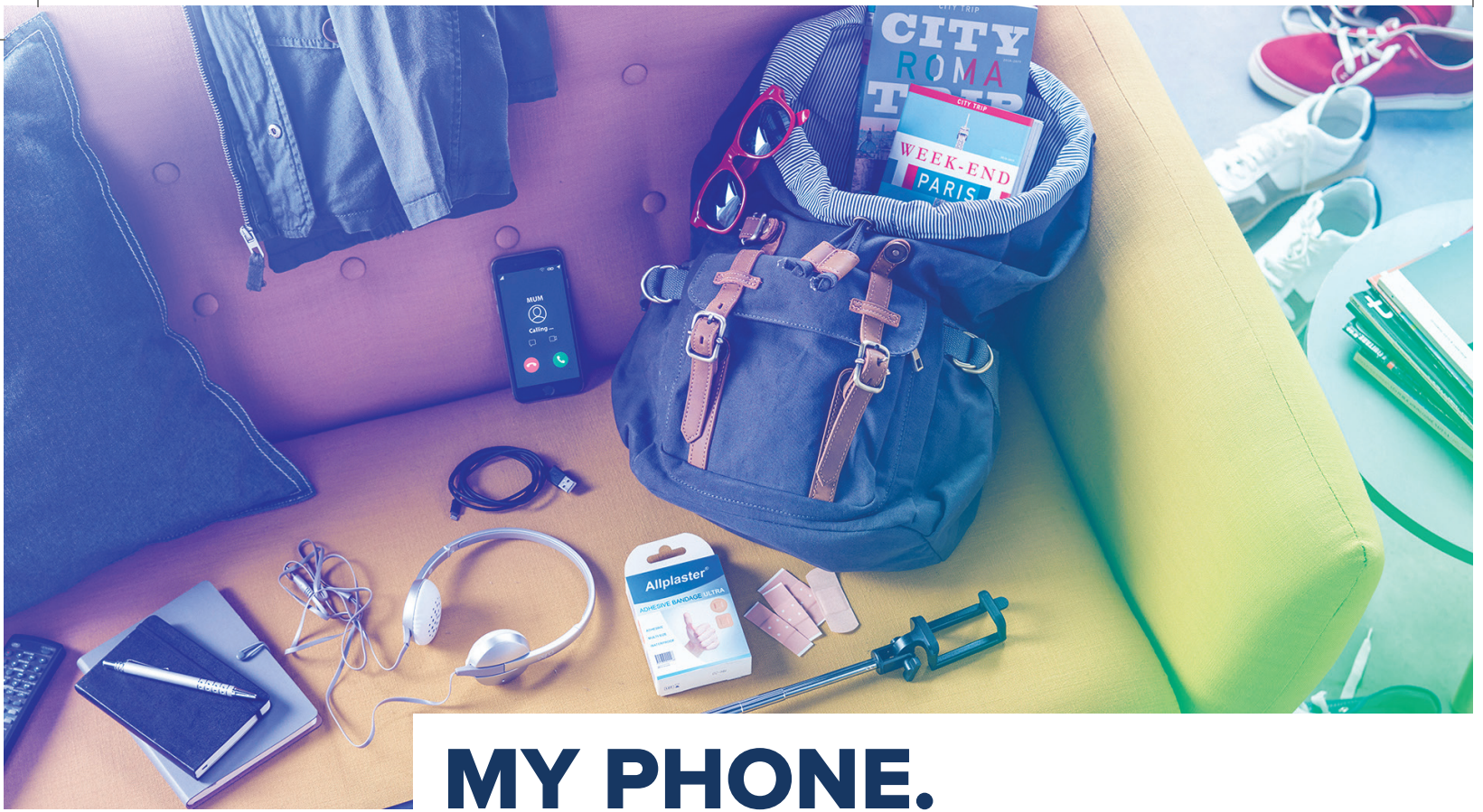
Simply being one of the EU's 512 million citizens allows me to explore, work or live in 28 diverse, exciting European countries. One passport, infinite possibilities.

### 6 CAREFREE CURRENCY

Delete that currency app, step away from the bureau de change, and say bonjour and hola to the euro. Now welcome in 19 countries, it's become an EU travel essential.

#### MORE INFO

[https://europa.eu/youreurope/citizens/travel/index\\_en.htm](https://europa.eu/youreurope/citizens/travel/index_en.htm)



# MY PHONE. MY LIFE.

Call, text and use data at no extra cost when exploring the EU.

## How it works

In June 2017, the EU passed new regulations ending the age of roaming charges – meaning that whether I'm abroad on holiday or travelling for work, I can use my phone wherever I am in the EU at no extra cost. Roam like at Home is now included in every roaming phone contract – no matter what the operator. What's more, EU competition rules have ended telecom monopolies, offering more competition and lower prices for consumers.



**100 times**

The increase in the volume of roaming data used between 2008 and 2015.



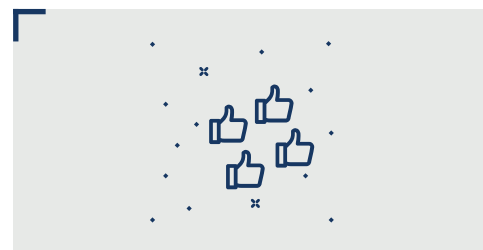
**Only 12%**

of individuals have been switching off their mobile phones and not using them while travelling in the EU since June 2017.



**4 months**

If I spend more time and use my phone more abroad than in my home country over a period of 4 months, then my operator may contact me to discuss my usage and potentially apply small surcharges. These surcharges are up to 3.2 cents per minute for calls, 1 cent per SMS and 0.6 cent per megabyte of data, down to 0.25 cent per megabyte by 2022.



**69%**

of European citizens believe that they will personally benefit from the end of roaming charges.



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### 1 ROAM LIKE AT HOME

I'm not in my home country and I need to make a call to Stockholm... Not a problem – staying in touch when travelling is now easier than ever before! There are no extra charges for using my phone abroad in the EU, Iceland, Liechtenstein or Norway – although mobile operators in Finland, Lithuania and Estonia may still apply very small roaming fees. I can make calls, send texts and use data, and it'll cost me the same as at home. No wonder mobile internet use while travelling in the EU has multiplied by five since the end of roaming charges!

### 2 SWIPE AWAY!

I can't stop texting, so it's good news that – in most cases – I can keep the same allowance of calls, texts and data when I travel as at home. For some contracts, especially those that include unlimited data, there may be a limit on how much data I can use without a roaming fee while travelling – but it should be more than enough to feed my social media habits.



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### 3 READY TO GO?

My bags are packed, I've got my passport – now how do I activate Roam Like at Home? The short answer is: I don't! The EU requires mobile operators to include it automatically in my service package, so whether I travel to Latvia or Luxembourg, my phone is ready to use with no extra charges.

### 4 MORE CHOICE, LOWER PRICES

The cost of using a mobile phone has fallen sharply since 1998, thanks to the EU ending phone company monopolies and more operators coming onto the market. So my calls are getting longer, but my bills are shrinking.



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#### MORE INFO

[https://europa.eu/youreurope/citizens/consumers/internet-telecoms/mobile-roaming-costs/index\\_en.htm](https://europa.eu/youreurope/citizens/consumers/internet-telecoms/mobile-roaming-costs/index_en.htm)



# MY CONNECTION. MY LIFE.

Surf the internet from any country in the EU.

## How it works

EU laws mean that no matter how rural or remote the area where I live is, if it's in the EU I get guaranteed access to the best possible internet connection at an affordable price. I'm able to access thousands of free Wi-Fi hotspots across Europe and take my video, music, gaming and sports subscription services with me wherever I go.



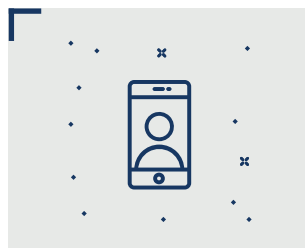
**72%**  
of Europeans use the internet every day.



**90%**  
of young Europeans (aged between 16 and 24 years old) use social media networks.



**53%**  
of Europeans book travel, accommodation or tickets online.



**46%**  
of Europeans use the internet to make phone or video calls.



**50%**  
of Europeans aged between 15 and 39 think that accessing the services they subscribe to when travelling is important.



**Get connected**  
If you're in a rural area without an internet connection, speak to your national regulatory authority, which can help you get online.



### 1 WORLD WIDE WEB

Whether it's to catch up with friends or stream the latest episode of my favourite TV show, in the EU I have the right to a basic internet connection at home. Wherever I am, there should be at least one internet provider that can give me access to a quality connection at an affordable price – this is known as the 'universal service' principle. What's more, the EU is investing over €2 billion in strengthening broadband in rural areas. So if I'm checking in to the Czech Republic, or uploading a selfie from Spain, I know that I can use the best possible home internet connection at a fixed, affordable price.

### 2 FAIR CONNECTION

Looking for local news or information on the next European Championship? Whatever my interest, internet service providers in the EU cannot slow down or block the content I access to promote one website over another. As long as it's legal, secure and the network is not exceptionally busy, I can read, watch or play whatever I want.

### 3 ENTERTAINMENT ACROSS BORDERS

The EU believes that national borders shouldn't prevent me from enjoying a good film, album or game. That's why I can access my subscriptions to online video and music streaming services wherever I travel in the EU. Just one more episode, then?

### 4 WiFi4EU

Checking a train timetable on the move? I want to rely on free public Wi-Fi rather than using up my valuable data allowance. The EU is investing €120 million in installing free public Wi-Fi hotspots in up to 8,000 different locations across Europe, so that I can remain connected wherever I am.

### 5 BRUSHING UP

Did you know that 44% of Europeans aged between 16 and 74 lack basic digital skills? What's more, 9 out of 10 jobs in the future will require these digital skills. To close the skills gap and ensure that I'm prepared for tomorrow's world of work, I can access the EU's Upskilling Pathways Initiative, take part in training courses offered by the members of the Digital Skills and Jobs Coalition, and learn more about technology and coding in one of thousands of EU Code Week events. If I'm a university student, I can also do a Digital Opportunity Traineeship in another European country and gain advanced digital skills.

#### MORE INFO

[https://europa.eu/youreurope/citizens/consumers/internet-telecoms/index\\_en.htm](https://europa.eu/youreurope/citizens/consumers/internet-telecoms/index_en.htm)



# MY ONLINE SECURITY. MY LIFE.

Protect my personal data with EU rules.

## How it works

Every time I book a holiday, write something on social media, search for more information online, open a bank account or buy a train ticket online, I'm handing over key pieces of personal information. In the EU, the protection of my personal data is a fundamental right. My personal information must be handled with care and responsibility. Organisations are required to collect data properly and for a specific purpose; the information they collect should be limited to what is necessary and must not be kept any longer than needed. My personal data must also be protected against loss, destruction, or theft, and it's up to the organisation to ensure that this is the case.

#EUANDME



**71%** of Europeans believe that disclosing personal information is an increasing part of modern life.



**68%** of all internet users in the EU shopped online in 2017.



**25 May 2018** The date of entry into application of the new data protection legislation (General Data Protection Regulation) and of new rights.



**46%** of Europeans give out their personal information to make a payment online, and 44% do so to have a purchase delivered.

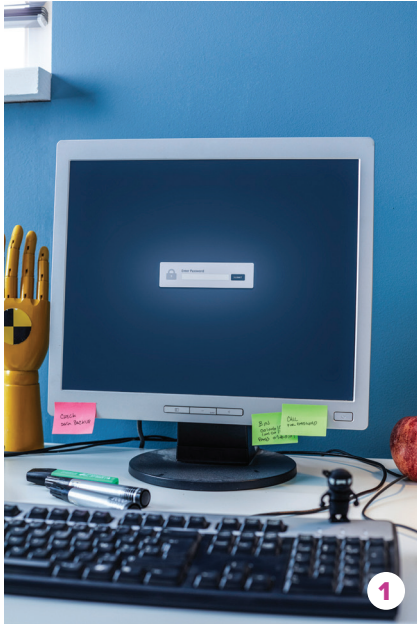


**Forget me, please** No longer using a social media account? I can request that an organisation or business delete my personal data when it's no longer relevant or necessary.



**Prefer people?** I can request that any important decisions based upon automated processing – such as my eligibility for a mortgage – be made by real people, not computers, so I can be sure that someone is taking the time to review my information.





### 1 DATA PROTECTION

Should I be concerned if a business I've never heard of knows my name and email address? Since 25 May 2018, new legislation offers stronger protection for my personal data, giving me more control over the way that organisations get hold of, process and store information about me. For instance, I'm able to obtain a copy of all of the data that a particular business or organisation holds on me, and I can ask for it to be erased when no longer needed or if processing it is unlawful. I can also ask for any inaccurate or incomplete personal data to be corrected. In situations where my consent is required, I have to give it through a clear affirmative action. I also have the right to withdraw my consent at any time.

### 2 UNDER LOCK AND KEY

When I hand over important information about myself – like my name, telephone number or credit card details – I want to know that it's safe. EU laws require anyone processing my personal data to make sure it's handled with care.

### 3 SAFE AND SECURE

What do social networks, online shops and job applications have in common? Simple: they all require me to trust organisations with personal information that could potentially be lost or stolen. But fear not – there are new EU rules in action from May 2018 to tackle data breaches. If personal data about me is compromised in a way that is likely to jeopardise my rights and freedoms, I must be alerted without delay. I may also be entitled to compensation. So, no more cyber nightmares for me – I can carry on shopping and surfing online safely.

### 4 RESPECTING PRIVACY

How is that website showing me adverts for running shoes I looked at yesterday? It's all down to cookies stored by websites on my computer to remember my online preferences. EU rules ensure that I have to give my consent before a website can do this and that I may object to this kind of advertising at any time, helping to protect my privacy online.

### 5 NO JUNK ALLOWED

Not so long ago, our inboxes were full of adverts, spam and unwanted emails. Today, thanks to EU laws, I have the right to object to receiving emails for marketing purposes. This means that when I open my inbox, I only see messages from the businesses I actually want to hear from.

### 6 CAUSE FOR COMPLAINT

If I'm unhappy with the way my personal data is being processed, I have the right to complain to the person or organisation processing it, to my national data protection authority, or to a court of law.

#### MORE INFO

[https://ec.europa.eu/info/law/law-topic/data-protection/reform\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/reform_en)



# MY VOICE. MY LIFE.

Vote, stand in European elections and help fix Europe's problems.

## How it works

As a citizen of an EU Member State, I'm automatically granted EU citizenship too – it even says so on my passport! This citizenship entitles me to have a say in how the EU is run. I can vote in European and municipal elections, contribute to discussions on EU laws and policies and even stand as a candidate in an election myself. This is all possible thanks to the EU Charter of Fundamental Rights, which gives me the freedom to make my voice heard – either by participating in elections, or by petitioning the European Parliament for change.



**19%**

of young people in Europe said they would consider standing as a political candidate in the future.



**55%**

The number of EU citizens who have an interest in the upcoming 2019 European elections.



**42.61%**

The eligible voter turnout across Europe for the 2014 European Parliament elections, with national turnouts varying widely, from 13% in Slovakia to 89% in Belgium.



**1.6 million**

The number of signatures collected in support of the first ever citizen's initiative, 'Right2Water', which led to the Commission submitting a proposal to improve the quality of water for citizens across Europe.



**41%**

of citizens are unaware that the European Parliament is directly elected by the citizens of each Member State.



### **1 CAST A VOTE**

Want to make a change? I can make my opinions heard loud and clear by going to vote. As a citizen of the EU, I'm entitled to vote in European and municipal elections, whichever EU country I live in. Whether I'm selecting a member of the European Parliament to discuss the big topics that influence my daily life, or choosing a councillor to represent my views on the local issues that affect me, voting is the best way to steer politics on the issues I care about. The next European elections are scheduled for 23-26 May 2019.

### **2 LEADING THE WAY**

Disagree with what the politicians are saying on TV? Brimming with good ideas that would improve the lives of citizens across Europe? Well, why not help to shape the future of the EU by standing in an election? As an EU citizen, I can be a candidate in European Parliament and local elections. I've got my flyers, I've finished my manifesto and I've practised my speech – all I need now are people to vote for me!

### **3 HAVE A SAY**

I've got something on my mind – but does the EU want to hear about it? Of course! If I feel strongly about a new law or policy, then I can either give my feedback via a dedicated website or participate in a public consultation. Similarly, I can use an online platform to give my views on existing EU policies when they are reviewed, and provide suggestions on how to make them more efficient.

### **4 MY VOICE MATTERS**

Europe has 512 million citizens – we're bound to have a few good ideas. So why not prove it? If I'm concerned about an issue and I believe that the EU should take action, then I can start collecting signatures through a European citizen's initiative. If a million other citizens from at least 7 countries agree with me, then the European Commission will look into proposing new laws to solve the problem.

### **5 THE FUTURE OF EUROPE**

The Europe of tomorrow starts today. With the European Parliament elections approaching next year, EU leaders want to find out what's important to me, and how I feel the EU could better prepare for taking on the challenges of the future. I can make my opinions heard by contributing to an ongoing consultation drafted by citizens themselves, and give my thoughts on the White Paper on the Future of Europe.

#### **MORE INFO**

[https://europa.eu/youreurope/citizens/residence/elections-abroad/index\\_en.htm](https://europa.eu/youreurope/citizens/residence/elections-abroad/index_en.htm)



# MY RIGHTS. MY LIFE.

Live in a democratic society that guarantees equality and protects my human rights and freedoms.

## How it works

As someone living in the EU, my rights and freedoms are laid out in the European Charter of Fundamental Rights. In this document, the EU makes it clear that everyone is born free and equal in the respect and rights they deserve.

The charter ensures that citizens of the EU – people of different age, gender, race, sexual orientation, religion and opinion – can live side by side in peace and harmony.

These principles are made possible by the EU rule of law, which means that everyone in each society has the same freedoms and legal rights and should receive the same treatment.

It safeguards my right to vote and prevents governments abusing their power.



**65%**

of Europeans say they are familiar with the EU Charter of Fundamental Rights, while 35% have never heard of it



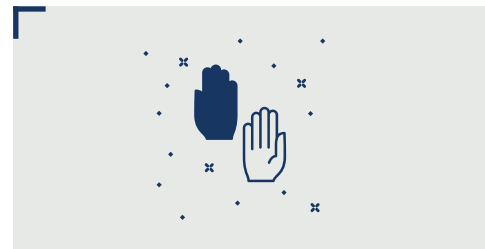
**70%**

of Europeans have friends or acquaintances who are of a different religion or have different beliefs to them – and that number is rising.



**6 million**

The number of Roma people, Europe's largest minority, who live in the EU. Most are EU citizens.



**Zero tolerance for discrimination**

The EU was the first international organisation to explicitly recognise sexual orientation as grounds of discrimination in law.



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### 1 UNITED IN DIVERSITY

We're all different – it's what makes life interesting. Living in the EU, I'm able to lead a free and equal life, regardless of my gender, age, disability, religion, ethnicity or sexual orientation.

### 2 SPEAK UP

Whether I'm tweeting about a new film, telling a friend about my religion, or talking about a protest I've seen on the news, my opinion is valuable and I'm entitled to voice it. It's what makes democracy tick. Freedom of expression is the cornerstone of the EU, and wherever I live, I have the right to talk about my ideas and beliefs.

### 3 HOT OFF THE PRESS

Wherever I get my news – whether that be online, on TV or from a newspaper – every media outlet is free to report current events accurately, no matter how critical of a policy or political party they are. This enables me to develop informed opinions about political events, consumer issues, and the kind of society I want to live in. Luckily, the Commission is working with platforms like Facebook and Twitter to curb online hate speech and terrorism, so if I do spot something illegal, I can report it and they will remove the post.

### 4 FAIR AND JUST

Things don't always go to plan, but in these situations I know that the EU is here to help ensure an unbiased solution is found. I have the right to justice and a fair trial, and I can access documents and records held by the EU. I can also bring any case to the European Court of Justice if I feel that there's cause for concern over the legality of an act, that power has been misused, or that an organisation shows a lack of competence. And if I feel I'm not treated fairly by a European institution, I can refer my case to the Ombudsman.

### 5 WORKING TOGETHER, FAIRLY

The workplace can be stressful at times, so it's reassuring to know that the EU is protecting my rights when I'm there. If I feel I'm being treated differently at work – perhaps due to my religion or sexual orientation – then I can contact my national equality body, trade union, or any relevant non-governmental organisation, which will be able to help me. EU laws mean that I should be treated in the same way as everyone I work with, to make sure that I can have a full and happy career.

#### MORE INFO

[https://ec.europa.eu/info/aid-development-cooperation-fundamental-rights/your-rights-eu/eu-charter-fundamental-rights\\_en](https://ec.europa.eu/info/aid-development-cooperation-fundamental-rights/your-rights-eu/eu-charter-fundamental-rights_en)



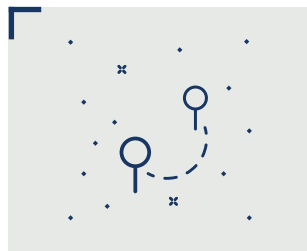
# MY JOURNEY. MY LIFE.

Get compensation if flights or train journeys are delayed, and get help in any EU country's embassy abroad.

## How it works

EU rules protect my rights in the event of delays or cancellations I might experience when travelling. Whether I choose to travel by plane, train, boat, or bus, I'm entitled to fair treatment – which includes compensation, reimbursements, rescheduling or hotel accommodation. This doesn't apply when disruption is caused by extraordinary circumstances – such as an air traffic controllers' strike, political instability, security risks or extreme weather. However, it does mean that for other delays, my rights are protected when I'm travelling from, within or to the EU using an EU airline.

Being an EU citizen also means that, if I ever need protection or assistance abroad, and my country doesn't have an embassy or consulate where I am, I can go to another EU country's embassy for help.



### 392 billion km

The total distance travelled by passengers on national rail networks in the EU in 2015.



### €1,300

The maximum amount of compensation I am entitled to receive from my airline if my luggage is damaged, providing I submit my claim within 7 days.



### Download the app

Travelling soon? I can learn about my rights before I take off with just a swipe of my finger using the Passengers' Rights app.



### Only 0.15 planes in every 1,000,000 flights

were damaged beyond repair in Europe in 2014, making it one of the safest places to fly in the world.



### Don't forget!

Compensation isn't given automatically – it's up to me to claim it! I should submit my complaint to my air carrier and, if I don't receive a response, I can complain to my national authority. In certain circumstances I can use alternative dispute resolution entities or a court of law to settle my dispute.



### 7 million

The number of EU citizens who live or travel in a country where their Member State does not have an embassy or consulate. This number is expected to rise to 10 million by 2020.



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### 1 FULL STEAM AHEAD

I've arrived at the station to find that my train has been delayed by at least an hour – what do I do now? Well, it's not all bad news – in cases like this, EU rules mean that I could be entitled to either an immediate refund if I cancel my travel plans, or alternative transport at the earliest opportunity if not. If it's a long wait, I might also be entitled to some refreshments to keep me going.

### 2 ON THE ROAD

It may not be the fastest method of transport, but bus travel can help me to discover places off the beaten track. What's more, operators are not allowed to charge me a higher price because of my nationality or the country I'm purchasing my ticket from. So whether I buy a ticket in Dublin or Dubrovnik, bus travel remains an affordable way to see Europe.

### 3 UP, UP AND AWAY!

Stuck in the airport waiting for a delayed flight? I may have to postpone topping up my vitamin D, but I could be entitled to assistance, reimbursement or a return flight in the meantime. And if my flight arrives at its destination more than 3 hours late, then in certain circumstances I may be eligible for €250, €400, or €600 compensation, based on the length of the route.

### 4 A GOOD NIGHT'S REST

If my journey is postponed until the next day, EU rules require the transport provider to provide me with a hotel, food and drink. So no need to worry about napping at the airport or train station – I can travel the following day instead, feeling rested and refreshed.

### 5 NO FLY ZONE

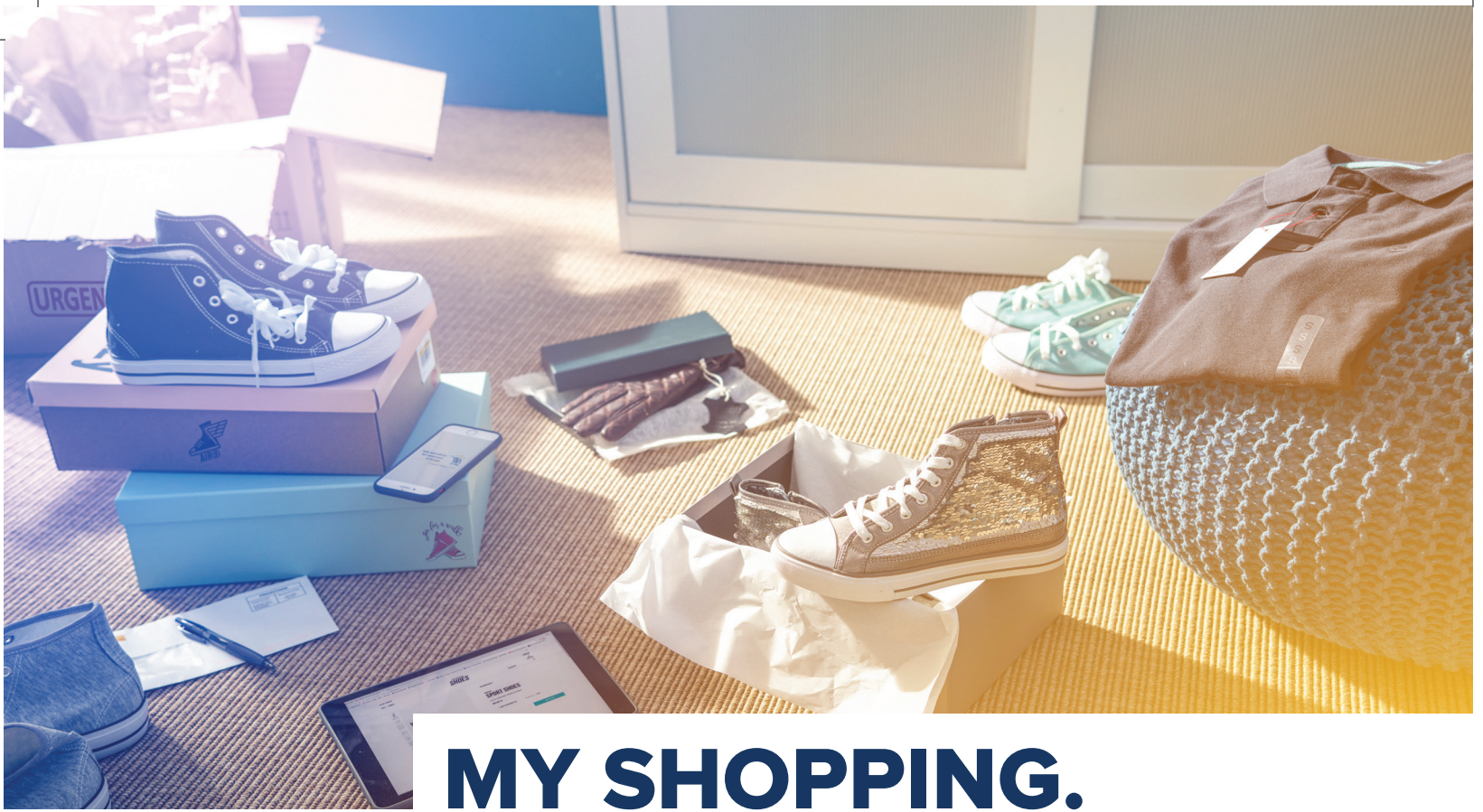
My plane's not going anywhere – but I still can! If my flight is cancelled, the EU may require the airline to reimburse me the price of my ticket or another flight with no additional costs. I can also travel via a different airport – or if I'm halfway through my journey, I can catch a flight back to my original airport to take off another day.

### 6 LIFELINE ABROAD

It's the holiday of a lifetime until...my wallet and passport are stolen. And to make things worse, my country doesn't have an embassy in this part of the world. But as a citizen of the EU, I'm entitled to help from any EU embassy or consulate if my own country isn't represented. Wherever I am in the world, my EU citizenship means I can get support quickly and without hassle.

#### MORE INFO

[https://europa.eu/youreurope/citizens/travel/passenger-rights/index\\_en.htm](https://europa.eu/youreurope/citizens/travel/passenger-rights/index_en.htm)



# MY SHOPPING. MY LIFE.

**Return items bought online within 14 days,  
and other rights as a consumer.**

## How it works

As an EU consumer, I'm entitled to be treated fairly – from getting my items fixed or replaced if they break within two years, to being able to change my mind about my online purchase within 14 days, or having a clear, understandable contract to sign for a new service. EU rules aim to make shopping – whether online, by phone, by mail order or on the high street – clear, simple and fair.



**71%**

The percentage of internet users aged 16-24 who shop online.



**18%**

The increase in the number of online purchases by internet users between 2007 and 2017.



**32,000**

The number of cross-border complaints received by European Consumer Centres in 2013, 66% of which were related to goods purchased on the internet.



### Solving the squabble

Not seeing eye-to-eye with an online merchant? For free advice and support, I can turn to my European Consumer Centre.



### Fee free

Shops and traders in the EU are not allowed to apply any surcharges to my purchases for using my credit or debit card.





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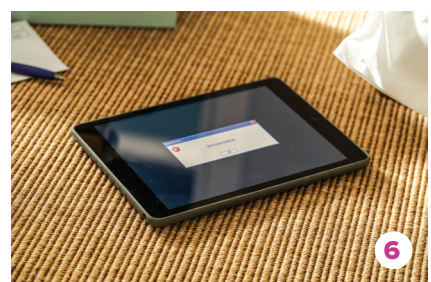
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### 1 KEEPING TIME

No one wants to give their friend the birthday blues, but sometimes ordering their gift online can mean that the big day comes and goes with no sign of their present in the post. They may be empty-handed, but all is not lost. EU law means that if I don't receive the goods within 30 days of purchase, I can notify the trader and give them an extra week to deliver. If I'm still item-less after the extension, I can cancel my order and demand a full refund. Of course, if my order was for a specific event – like a birthday – then I don't need to offer the extra week and can cancel my order after the 30-day period.

### 2 CHECK THE SMALL PRINT

Signing the papers for a loan or credit card agreement can be a daunting experience, especially if I'm worried that somewhere there might be a clause that costs me half my income. Well, not in the EU. All contracts must be clear, understandable, and with no unfair conditions or requirements. So to make sure there are no nasty surprises, all the terms need to be presented clearly before I sign.

### 3 DAMAGED GOODS

There's a sight we all dread: the blinking red light that means a new washing machine has broken down. All goods purchased in the EU include a minimum 2-year guarantee, so if a product I've bought isn't working as it should, I can get it repaired or replaced for free. So forget the launderette – my washing machine should be back up and running in no time.

### 4 ON YOUR SIDE

Trouble with a trader in another EU country? Perhaps that new bag is a counterfeit, or those sunglasses were scratched when they arrived? The EU offers free advice and support via the European Consumer Centres located in every EU country, plus Iceland and Norway. If I can't reach a resolution with the trader, I can ask for help via the Online Dispute Resolution platform. Using this system, I can ensure my dispute is resolved fairly, either for free or for a small fee. It also means that traders can avoid costly litigation procedures, helping to build and improve their customer relations.

### 5 TOO GOOD TO BE TRUE

Spotted a great offer for a new bike but worried there's a catch? Companies that work within any EU country are banned from misrepresenting their products or services in misleading adverts. So if what I receive isn't what I was expecting, then I can use my rights to either get what was promised, or get my money back.

### 6 WRONG SIZE?

So it seems I was rather ambitious with the size of that pair of jeans I bought online... Luckily, my rights as an EU consumer mean I can return any product I've bought online, by phone or by mail order within 14 days. As long as the product is in perfect condition and can be resold, I'll receive a full refund or an exchange – no arguments, no questions asked, and no explanations needed. So I can send those jeans back and find a pair that fit perfectly.

#### MORE INFO

<https://europa.eu/youreurope/citizens/consumers/>



# MY SKILLS. MY LIFE.

Get training, gain important skills and prepare for the future.

## How it works

The world is changing fast, and as a result, the skills and qualifications I need to do my job are changing too. To help me keep up, the EU is working closely with national governments, trade unions, employers and education providers to improve the quality of my training today, and to understand which skills will be important in the future. Whether in the classroom or out in the field, there are training and career development opportunities available through the European Social Fund and the Youth Guarantee. The Erasmus+ scheme has also budgeted €14.7 billion to provide me with traineeships, apprenticeships, exchange schemes and education, helping me keep my skills sharp and my CV attractive to employers.

#EUANDME



**93 million**

The number of Europeans enrolled in education, from primary education to postgraduate studies.



**21%**

of workers in the EU think that their skills will become outdated in the next five years.



**43%**

of European citizens lack basic digital skills.



**58%**

of European students in upper secondary education are learning 2 or more foreign languages.



**Smart thinking**

I can develop my problem-solving, critical thinking and language skills by taking part in a European exchange scheme, such as Erasmus+ or the European Solidarity Corps.



### 1 BEYOND THE CLASSROOM

My school days may have finished, but I still need to keep learning. Developing my skills allows me to keep up with change, adapt to the challenges of work and boost my employability. To help me do this, the EU funds training opportunities through the European Social Fund and programmes such as Erasmus+, giving me the chance to make the most of my career.

### 2 THE DIGITAL FUTURE

Confused by coding or baffled by big data? To ready myself for working in an increasingly digital world, I can do a hands-on traineeship in subjects ranging from basic ICT all the way to cybersecurity through the EU Digital Opportunity traineeships scheme.

### 3 APPLIED LEARNING

Maybe practical training is more up my street? From agriculture to floristry, there's a whole range of areas that offer apprenticeships. If I'm keen to get on-the-job experience and high-quality training through a traineeship or apprenticeship, I can find an opportunity through the Youth Guarantee or Erasmus+.

### 4 BACK TO BASICS

Reading a recipe, counting change at the shops, using the internet – these things can be tricky if you lack basic skills. 70 million Europeans struggle with reading, writing, calculation or using digital tools. To get myself up to speed, I can take an Upskilling Pathways course, giving me the basic skills I need to reach my potential.

### 5 CRYSTAL CLEAR

The European Qualifications Framework (EQF) enables people throughout the EU to understand my qualifications – which means I can continue my training safe in the knowledge that my achievements will be recognised in whichever country I choose to call home. I can present my skills and qualifications in my Europass, so that I can easily apply for work or training in any EU country.

#### MORE INFO

[https://europa.eu/european-union/topics/education-training-youth\\_en](https://europa.eu/european-union/topics/education-training-youth_en)



# MY AMBITION. MY LIFE.

Find a good job, or get coaching to help you.

## How it works

As a young person, it can be challenging to get my foot on the career ladder. However, the EU is here to support me in my job search, whether that's through the Youth Guarantee scheme – which has given opportunities to more than 3.5 million young people every year since 2014 – or through other programmes and initiatives. Thanks to these schemes, there are already 1.6 million fewer unemployed young people in the EU than in 2013. If I have the drive and enthusiasm, then the EU can give me the skills I need to get out there and find the job for me.



**2 million**

The amount by which the number of unemployed Europeans has fallen since 2013.



**€8.8 billion**

The EU budget allocated to boosting youth employment in regions with more than 25% unemployment among young people.



**11 million**

The number of young people who have been given opportunities through the Youth Guarantee.



**4 months**

The Youth Guarantee aims to provide young people with a good-quality offer of employment, continued education, an apprenticeship or a traineeship within 4 months of becoming unemployed or leaving education.



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### 1 NEXT STEPS

Whether I've recently finished a course or just left a job, it's normal to find myself wondering what to do next. I'm not alone, either: 6.3 million young Europeans are in the same position. The EU's Youth Guarantee aims to provide me with an offer of employment, education, an apprenticeship or a traineeship within 4 months of my becoming unemployed or leaving the education system. I can apply through my national public employment service, or another provider, to kick-start my career or allow me to get back to studying.

### 2 CHANGE OF DIRECTION

It's estimated that I'm likely to change careers upwards of 5 times during my working life. With each fresh start comes the need for re-training to acquire the skills relevant to my new industry. Whether I need new practical knowledge or an additional qualification, I can apply for training courses funded through the European Social Fund.

#### MORE INFO

[https://europa.eu/youth/EU\\_en](https://europa.eu/youth/EU_en)



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### 3 MAKING A DIFFERENCE

Office work isn't for everyone. If the idea of rebuilding a school or assisting asylum seekers who have just arrived in the EU appeals more to me, then I may want to consider applying for the European Solidarity Corps. There are paid and voluntary opportunities available in projects around Europe, so what am I waiting for?

### 4 JOBS WITHOUT BORDERS

Wanderlust kicking in? I'm not confined to my home country when looking for a job; the whole of the EU is open to me. With over 2,300 vacancies available online, Your first EURES Job can help me start a career in another country, give me a dedicated advisor and suggest job opportunities that might suit me. The scheme may even fund my travel if I get offered an interview abroad.



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### 5 WORKING FOR EUROPE

I love the EU and want to join the 55,000 people that make it work – sounds like a career in an EU institution could be for me! With locations far and wide across Europe, as well as in the hubs in Brussels or Luxembourg, the institutions offer me the opportunity to work with a totally diverse team on some of the most pressing challenges we face as a society. I can visit the European Personnel Selection Office to find out more about the roles available.

### 6 OPPORTUNITY KNOCKS

Spotted a gap in the market? Always wanted to be the boss? If I've got a great idea and plenty of entrepreneurial spirit, then the EU can help me start my own business. EU countries are encouraged to meet certain targets, including enabling entrepreneurs to set up their business in no more than 3 working days for no more than €100. Finance doesn't have to be a headache either – I can explore funding opportunities through the Startup Europe Club, and get help with expanding and developing my business through the Startup Europe Partnership.



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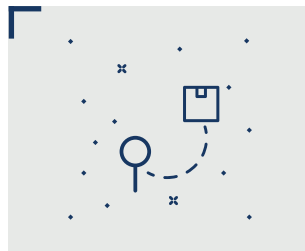
# MY BUSINESS. MY LIFE.

Start, manage and grow a business with support from the EU.

## How it works

As one of the world's largest economies, the EU is the perfect place to start or scale up a business. The Single Market means that the EU is considered as one large area, so I just need to decide in which country or countries I would like to do business. Almost all European businesses are small or medium-sized and more than 9 in every 10 are micro-enterprises (with an annual turnover of less than €2 million). For that reason, EU policy is designed to help such businesses grow: it identifies and tackles the main problems they face, such as the time it takes to set up an enterprise. On top of this, the EU can give me what I need to get the very best out of my business idea – from finance to coaching, and from business networks to exchange schemes.

#EUANDME



**25%**  
the percentage of GDP that is generated by the free movement of goods within the EU.



**€2.3 billion**  
of the EU budget is ring-fenced specifically for supporting small and medium businesses until 2020.



**International expansion**  
My business can offer its goods or services to any other EU country without being based there. All I need is a pre-existing business in the country where I live.



**€25,000**  
The maximum amount I can apply for in a microloan to start or develop my business. I can also apply for a loan guarantee of up to €150,000 to support my business.



**€2.7 billion**  
The budget of the European Innovation Council, which supports ambitious and cutting-edge proposals.



**589,000**  
The number of small and medium businesses expected to benefit from improved access to finance as a result of the European Fund for Strategic Investments (EFSI), the core element of the Juncker Plan.



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### 1 SINGLE MARKET, UNLIMITED POTENTIAL

What do I do if I want to open a barbershop in Belgium, or work as a consultant in Croatia? Well, when it comes to doing business in the EU, there are no borders. The Single Market allows me to offer my products or services to over 500 million consumers. Goods, people and capital are able to move freely between countries, so I can follow my business ambitions wherever they lead.

### 2 FINDING FUNDING

Setting up a business doesn't have to mean breaking the bank. If I've had a bright idea, then the EU can provide me with the financial support I need through a wide range of local, regional and national initiatives. Whether starting a new business, or developing an existing one, I can apply for help from EU-supported loans, microfinance, guarantees and venture capital.

### 3 HELPFUL HINTS

Where should I look for solid advice? The Enterprise Europe Network, the world's largest support network for small and medium businesses with international ambitions, can pair me up with an experienced expert who understands my business model. They can create an action plan and help me get to grips with everything from finance to intellectual property. They can also help me find international partners to grow and scale up my business abroad.

### 4 GET A HEAD START

I can even learn from the pros. If I've recently set up my own business, or I'm looking to do so soon, then I'm eligible for on-the-job training with an established small business anywhere in the EU. The Erasmus for Young Entrepreneurs scheme will give me experience of other European markets, which can help my new venture blossom.

### 5 ADMIN HEADACHE?

Not when I'm registering my business in an EU country: the process can be completed online. What's more, the EU encourages countries to register businesses like mine within 3 days at a cost of less than €100. The EU's Small Business Act tries to improve entrepreneurship in Europe, simplifying the regulatory and policy environment for small businesses, and removing the remaining barriers to their development. So with no mountains of paperwork to worry about, setting up my business will be simple and painless.

#### MORE INFO

[http://europa.eu/youreurope/business/index\\_en.htm](http://europa.eu/youreurope/business/index_en.htm)



# MY WORKING RIGHTS. MY LIFE.

Get paid holiday, maternity leave, and other benefits when working in the EU.

## How it works

Engineer, retail assistant, professor, nurse or plumber: however I make my living, if I work in the EU then I'm entitled to be treated fairly. My rights – such as having four weeks of holiday or receiving social security benefits if I lose my job as an employee – are all set out in the European Charter of Fundamental Rights and the European Pillar of Social Rights. The protection that the EU provides helps me to manage whatever surprises come along in my working life.



**245.8 million**

The number of people in work or looking for work aged between 15 and 74 in the EU.



**70**

The number of pieces of EU legislation that protect workers' rights.



**19.1%**

The average amount of GDP spent on social protection, like parental leave or sick pay, in the EU in 2016.



**48**

The maximum number of hours a worker in the EU can work on average in any 7-day period.



**4 weeks**

The minimum period of paid leave guaranteed to each worker per year.





### **1 REST AND RELAXATION**

We all need a little time off now and then. Whether I want to spend my holiday hiking through the Black Forest, soaking up the sun in Lisbon, or simply curling up with a good book at home, being an employee in the EU entitles me to a minimum of 4 weeks of paid leave. All I need to do is choose how to use it!

### **2 WORKING NINE TO FIVE**

I spend a lot of time at work, so the EU requires my employer to respect my rights in return. They must pay me fairly, provide safe, decent working conditions, and make me work no more than 48 hours in a 7-day period. It's my right to work in a pleasant environment, and in a way that doesn't cause me to burn out.

### **3 ACCIDENTS HAPPEN**

Life can have a bad habit of surprising us. Broken arm? Sudden illness? Out of a job? Whatever the misfortune, being an EU citizen entitles me to social security protection such as sick pay or unemployment benefits. The EU has put safety nets in place to help me through difficult periods, even if I live in another EU country.

### **4 ESSENTIAL EQUALITY**

Think it's unfair if a colleague sprints up the career ladder purely as a result of their gender? So does the EU. Equal opportunities for women and men are something that the EU expects of all businesses. Both women and men also have the right to equal pay for equal work.

### **5 FAMILY MATTERS**

Being a parent is a full-time job, but I care about my career too. I want to find the right balance between my work and my private life. Under EU law, women and men are entitled to take 4 months of parental leave, and all pregnant women are entitled to at least 14 weeks of paid maternity leave. And that's not all: the European Commission has tabled a proposal to further improve the work/life balance so that Europe continues to be a happy, healthy place to work.

### **6 LOOKING OUT FOR ME**

From computers to building sites, we encounter many risks in our working lives that could potentially pose a threat on a daily basis. To keep us safe at work, the EU has put in place safety requirements. These may be something as simple as wearing a hardhat or ensuring that electrical equipment is tested; or they might involve training courses and knowledge-sharing. Either way, this means I can do my job without my safety being put in jeopardy, way, it means I can do my job without my safety being put in jeopardy.

#### **MORE INFO**

[https://europa.eu/youreurope/citizens/work/index\\_en.htm](https://europa.eu/youreurope/citizens/work/index_en.htm)



# MY OUTDOORS. MY LIFE.

Enjoy clean water, cleaner air and protected nature.

## How it works

The EU protects my environment by law and gives me the chance to contribute to that effort. It guarantees that my water is safe to drink, that my favourite place to swim, paddle or kayak is clean, and it works hard to ensure the air I breathe is fresh. Through the Natura 2000 programme, the EU maintains 26,000 protected natural areas, covering nearly a fifth of the EU – that’s an area larger than Germany, Poland and the Czech Republic combined.



**500**

The number of European wild bird species in danger of extinction that are protected by the EU.



**85%**

of bathing sites in the EU have excellent water quality, an increase of over 7% since 2011.



**1,500**

The number of rare and threatened plants and animals protected by EU legislation.



### Turning the tide

Thanks to policies such as MedFish4Ever, a 10-year pledge to save Mediterranean fish stocks, the EU is a driving force in the fight against overfishing, prompting the recovery of species such as Bluefin tuna.



### **1 CHANGE IN THE AIR**

EU laws are cracking down on air polluters to save Europeans' lives and improve their health. In only two decades, sulphur dioxide emissions, the main cause of acid rain, have been cut by almost 80%.

### **2 EVERY DROP**

Like most Europeans, I don't have a drinking problem when it comes to fresh water. The water we drink must meet EU standards, and be free from any microorganisms, parasites and harmful substances.

### **3 ANIMAL KINGDOM**

We're not the only residents that call Europe home. From the Mediterranean Monk Seal to the Red Kite, thousands of creatures live here too – and many species need our protection. Covering 18% of the EU's land area and almost 6% of its rivers, seas and oceans, Natura 2000 is the largest coordinated network of protected areas in the world. It offers a haven to Europe's most valuable and threatened species and habitats.

### **4 TAKE THE PLUNGE**

Lake, river or sea: I can swim anywhere in Europe, safe in the knowledge that the EU's Bathing Water Directive has made Europe's bathing spots much safer and cleaner. Today, over 96% of sites meet the minimum required standards, so all that's left is for me to grab my paddleboard and relax wherever I want.

I am always careful to throw my litter away or take it home to help stop ugly marine litter ruining the oceans. There's already 150 million tonnes of plastic waste in the ocean – I definitely don't want to add to it!

#### **MORE INFO**

[http://ec.europa.eu/environment/basics/home\\_en.htm](http://ec.europa.eu/environment/basics/home_en.htm)



# MY PLANET. MY LIFE.

Make a difference in the fight against climate change.

## How it works

The EU is a world leader in the fight against climate change. It's taking an ambitious approach to protecting our planet through its commitment to the targets set in the Paris Agreement. EU regulations require countries to invest in renewable energy, and car manufacturers working in Europe must take drastic action to reduce the emissions of their cars and vans, in line with EU law. But the EU is also taking action in my local town – from funding new eco-friendly technologies and transport, to preparing local communities for the reality of climate change.



**17%**

of energy in the EU is produced from renewable sources – double the 2004 output.



**2014**

The year that the EU reached its 2020 target of cutting greenhouse gas emissions by 20%. In the future, the EU aims to reduce emissions by 40% by 2030, and EU leaders have committed to slashing emissions by 80%-95% by 2050.



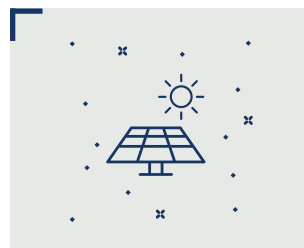
**40%**

of CO<sub>2</sub> emissions stem from buildings. Transport actually accounts for a relatively small percentage.



**175 Mtoe**

(million tonnes of oil equivalent) can be saved through eco-design and energy labelling by 2020 – the same as all the energy Italy uses in a year.



**70%**

The fall in price of solar panels over the past 7 years. What's more, in 2011, 70% of the 100GW solar panels installed worldwide were in the EU.



**Cool down**

A 10% increase in green areas in a city can reduce the temperature by 3-4%, which in turn reduces the need for air conditioning.



### 1 IN THE FAST LANE

Pump up the bike tyres, grab the bus pass, and find the nearest metro station; the EU is investing €2.7 billion in sustainable and digitised public transport projects, such as electric trams or researching alternative fuel. However I choose to move, I can get from A to B with minimum impact on the environment.

### 2 CUTTING CARBON

Need a little help in reducing the carbon footprint? The EU is investing in research to reduce the amount of carbon emitted by us all. Each year, as much as 20% of the entire EU budget – that's €180 billion – is devoted to supporting climate-related projects. From creating more reliable emissions tests for new cars, to ensuring that all new buildings produce as much energy as they consume by 2020.

### 3 RECHARGE AND GO

Ready to say goodbye to petrol and diesel cars and buy an electric vehicle? In the EU, there are nearly 120,000 charging points, so I can keep my battery full to the brim. The EU has also invested €41.8 million in the Green eMotion initiative. By partnering with manufacturers, universities, industry figures and more, they are encouraging more electric vehicles on to the streets of my city, making it cleaner and more energy-efficient.

### 4 GREEN LIVING

By making small changes to my lifestyle, I can make a big difference. This could be as simple as turning off the light when I leave a room, or buying thicker curtains to keep my house warm. I could also use the EU's energy labelling system for household appliances to help me choose an A+ electric oven, rather than a D-class one, saving me up to €230 on my energy bill.

### 5 RENEWABLE REVOLUTION

Want to do more than switching off lights and using public transport? Why not install some rooftop solar panels or a wind turbine – they're better for my carbon footprint and my energy bill! The EU aims to source at least 27% of the EU's energy from renewables by 2030. And it's investing a whopping €40 billion in supporting the low-carbon economy. So my future's looking bright and sustainable! I can even charge my phone via mini-solar panels, so if the sun's up, nothing can stop my selfie.

### 6 ADAPTING TO THE FUTURE

Worried about extreme weather and rising sea levels? The EU is making communities more resilient to the consequences of climate change by restoring wetlands and green areas to act as natural barriers against sea-level rise, and developing green spaces in communities to combat air pollution and heat waves. They're even finding ways to improve water conservation – why not install a treatment tank so I can reuse water from my sink and shower to flush my toilet?

#### MORE INFO

[https://ec.europa.eu/clima/citizens/tips\\_en](https://ec.europa.eu/clima/citizens/tips_en)



# MY SUSTAINABILITY. MY LIFE.

Recycle, reuse, repair and stop plastic getting into our seas.

## How it works

The EU is making the transition from a throwaway society that wastes natural resources and fuels climate change to a green, sustainable, circular economy. Under EU rules, companies are now required to design products that last longer and are easier to repair, reuse and recycle. Ambitious waste reduction and recycling targets have been set, and finding ways to turn one industry's waste into another's raw material is a priority.



**480 kg**

The weight of municipal waste generated per person, per year in the EU – about the same weight as a grizzly bear!



**47%**

of municipal waste was either recycled or composted in 2016 – an increase of 30% since 1995.



**59%**

The proportion of plastic waste that comes directly from packaging.



**4.2 million**

The number of people in the EU currently working in eco-industries or green jobs – a sector that has grown much faster than other areas of the economy since 2000.



**€500 per year**

The amount each household in the EU could save by reducing food waste.



### **1 RETHINKING PLASTICS**

When I throw away my sandwich bag, my salad box or my water bottle after lunch, they don't disappear – they become waste. The plastic that I discard without thought is washing up in our oceans and devastating our sea life. And what enters our seas, ends up on our plate. An estimated 30% of the fish I buy might have plastics in their gut. The EU is seriously committed to reducing the amount of plastic we waste, keeping it out of our oceans, and making all plastic packaging recyclable by 2030.

### **2 REPAIR, REUSE, REPEAT**

Think twice before discarding household appliances that still work – to become sustainable, we need to change the way we think about reusing things. By making the products I use more efficient through specific eco-design regulations, the EU is building a society where goods are designed to last, to be repaired easily, and, when they reach the end of their useful lives, to be recycled. So stitch up that coat, fix the vacuum cleaner and recycle the refrigerator – it's a valuable resource for our economy, and better for the environment!

### **3 FROM ME TO YOU**

Remember that power tool I bought years ago? I've only used it for 2 DIY projects – maybe it would have been better to share it? The EU drive towards the circular economy is encouraging citizens to be smart when it comes to saving and reusing their possessions. Borrowing shops, repair cafés and recycling boutiques are springing up all over the EU, encouraging a green, harmonious and creative way of using and reusing products.

### **4 METAL MANAGEMENT**

Whether it's a broken old TV or a laptop that's given up, my electrical items still have a purpose - the precious metals inside them can be used again. The EU is ensuring that these precious metals are extracted properly, limiting waste and making it easy for old keyboards and broken DVD players to be useful again. So the next time my toaster bites the dust, I can help to protect the planet's valuable natural resources by recycling it.

### **5 RAISING STANDARDS**

We've all got to do our bit for the environment – and the EU is no different. As a direct result of EU legislation, I live in a society that is continually improving its waste management strategies. Landfill sites that fall below EU standards are closing, public buildings are now more energy-efficient, bringing down fossil fuel consumption, and more waste than ever before is being recycled. Not only this, but EU investment has helped connect 7 million people to new or improved wastewater treatment facilities.

#### **MORE INFO**

[http://ec.europa.eu/environment/circular-economy/index\\_en.htm](http://ec.europa.eu/environment/circular-economy/index_en.htm)



# MY FOOD. MY LIFE.

Enjoy healthy, safe and affordable food.

## How it works

Food tastes better when it's been produced fairly and safely. EU farm, environmental and food safety policies ensure that produce is grown in a healthy, controlled environment and with respect for farmers and local traditions. The EU has tough procedures in place to protect my food as it travels from the farm, via processors, packagers and supermarkets. The European Food Safety Authority looks closely at possible risks linked to food so that, at meal time, I can sit back and enjoy the food on the table.



**44 million**

The number of people employed in the agro-food industry in the EU.



**11%**

The amount the average family spends on food – half as much as in 1962.



**3,500**

The approximate number of products registered under different EU quality schemes. There are three logos I can look for on the labelling: PDO (Protected Designation of Origin), PGI (Protected Geographical Indication) and TSG (Traditional Speciality Guaranteed).



**Zero**

There have been no uses of antibiotic growth promoters in animal feed since the ban came into force in 2006.





### 1 FOOD I CAN TRUST

Whether it's my favourite fruit, my weekly shop, or the restaurant dish I ordered last night, I want to know that my food is safe to eat and kind to the environment. From farm to fork, EU rules help farmers, manufacturers and supermarkets guarantee a high level of safety for all produce. All of which means I'm free to enjoy my favourite meals.

### 2 A TASTE OF EUROPE

Greek Feta, Polish Kiełbasa lisecka, Spanish Manchego, Irish Blaa; there's nothing quite like authentic regional food. But how do I know it's the real deal? The EU's PDO (Protected Designation of Origin) label means that speciality foods like these must come from the area that made them famous, be produced according to prescribed processes and pass stringent checks.

### 3 WHAT'S INSIDE?

What if I am allergic to, say, peanuts and need to check my dinner for traces of nuts? To get a good idea of exactly what's in the food on my plate, I can trust the labels on any food I buy in the EU. They'll tell me precisely how much salt, sugar, protein and energy (fats and carbohydrates) the item in question contains and which allergens are present. Labels on organic produce may even tell me how the food itself was produced.

### 4 RAPID RESPONSE

If food that poses a health hazard (such as meat contaminated with salmonella) is detected, the EU Rapid Alert System (RASFF) is activated to swiftly withdraw it from sale. A range of EU policies have reduced the number of salmonella outbreaks by nearly half since 2010 – thanks to a coordinated effort to improve food safety in the EU.

### 5 SAY IT LIKE YOU MEAN IT

Should I be worried that health claims on my yoghurt pot are more fantasy than fact? Not at all. In the EU, each and every claim is scientifically reviewed and then approved – or not – by experts from EU countries. The aim here is to make sure that all health claims on the label are valid. So if I'm looking for food to help me control my cholesterol, I can go ahead and trust what the packaging says.

#### MORE INFO

[https://ec.europa.eu/food/overview\\_en](https://ec.europa.eu/food/overview_en)



# MY TECHNOLOGY. MY LIFE.

Research funded by the EU brings benefits to me,  
my family and the planet.

## How it works

My passion for cutting-edge technology that makes our lives smarter and more sustainable. Horizon 2020 is the EU's research and development programme, investing €77 billion in new, innovative and smart technology between 2014 and 2020. €30 billion has been devoted to funding projects in the next 2 years alone. Reducing our carbon emissions, reusing our current resources, and building a digital society are big challenges, and being an EU citizen means that I'm part of the search for solutions.



**€77 billion**

The total budget of Horizon 2020, the EU's programme for research and development.



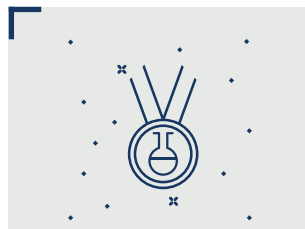
**115,235**

potential projects requested Horizon 2020 funding between 2014 and 2016.



**Prize winners**

2 of the 2017 Nobel Prize winners in chemistry have worked on EU-funded projects, such as the development of better electron microscope technologies.



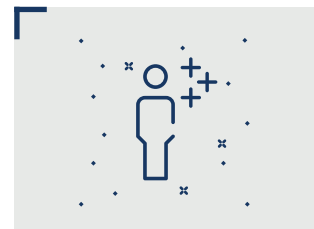
**110,000+**

researchers and scientists have been supported by the Marie Skłodowska-Curie Actions programme over the last 2 decades, 9 of whom have even won Nobel Prizes.



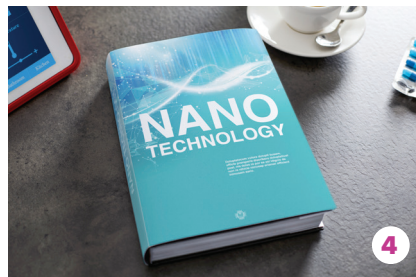
**€80 billion**

The total budget of the European Structural and Investment Funds for Research and Innovation 2014-2020.



**350,000**

The number of new jobs expected to be created by 2020 as a result of smart specialisation, an initiative which focuses on and supports the competitive advantages of individual regions.



### **1 POLE POSITION**

Start the engine: I want my community to be racing ahead in terms of transport technology. From autonomous vehicles to alternative fuels, the EU is investing in making cars greener and more energy-efficient. This includes eliminating frustrating traffic jams by managing the use of driverless cars, right through to developing roads that charge my electric vehicle while I wait at a red light.

### **2 REDUCING WASTE**

How can we do more with less? With an ever-increasing population and limited natural resources, it's vital we continue to find ways to reuse the resources we have. The EU is doing this by investing in projects that breathe new life into waste materials. Take technology that turns coffee grounds into ink, for instance. Knowing that I'm helping the environment makes my morning espresso taste even better.

### **3 BLOCKING THE HACKERS**

From Wi-Fi-enabled speakers and games consoles, to a kettle I can switch on via my smartphone, it's safe to say that the objects in my house are very much online. But with each smart device I connect, my home network becomes more open to hacking. So, how can I protect myself? Blockchain technology may be the answer. Thanks to EU-funded research, my network will be watertight and my data secure in the future.

### **4 A LITTLE HELP**

They say good things come in small packages, and in the case of nanotechnologies, it's true. The EU has invested €1.8 billion between 2018 and 2020 in developing safe microscopic technology. Though only the size of an atom, it can help me in my daily life – from being woven into clothes to reduce sensitive skin conditions, to travelling through my bloodstream to deliver drugs to the site of a tumour.

### **5 TAKING CARE**

Let's face it, disease and illness are facts of life. But that doesn't mean they can't be beaten. The EU is investing billions of euros in research to find state-of-the-art cures for conditions that directly affect me or my family, such as cancer. It's good to know that cutting-edge research is looking for new treatments and cures for me and my loved ones.

#### **MORE INFO**

<https://ec.europa.eu/programmes/horizon2020/>

**We all have things that we're passionate about.  
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to saving the planet, living in the European Union provides  
endless opportunities to help you pursue your dreams –  
wherever they may lead.**

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AND  
ME**