GUARANTEEING A TRADE UNION VOICE IN THE YOUTH GUARANTEE PROCESS IN THE WESTERN BALKAN COUNTRIES







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Guaranteeing a trade union voice in the Youth Guarantee process in the western Balkan countries

Country report Bosnia and Herzegovina







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BOSNIA AND HERZEGOVINA



The situation of youth at work in the country

1

The situation of youth at work in Bosnia and Herzegovina is characterised by a significant extent of youth unemployment as well as a high level of precarious youth employment. Key youth employment situation indicators for the country, other region's countries and EU27 average are provided in Annex 1, based on the official comparative statistics available in ILO, Eurostat¹ and the Eurofound's Working Conditions Survey.²

The rate of youth unemployment is above the EU average in Bosnia Herzegovina but it has decreased significantly over the past decade. In 2022 (latest data available)³, it was 33.5%, significantly above the EU27 rate of 10.2%. It compares to other countries in the region (for example, in North Macedonia the youth unemployment rate was 30% in 2020). Looking at the trend, the youth unemployment rate has declined significantly over the last 10 years, from 47% in 2013 to 33.5% in 2022. This is echoing the trend experienced in the EU, where the rate has declined from 18.8% in 2013 to 12.4% in 2022.

The situation of youth at work in Bosnia Herzegovina is precarious. 49% of young people in 2021 reported having a standard indefinite employment contract, comparable to 59% young people with an indefinite employment contract in EU27. Flexible forms of employment, such as service contracts, temporary and occasional employment contracts, vocational training or internship contracts, and employment contracts through student or youth cooperatives, are often abused by employers (i.e. they are used instead of standard labour contracts). Also, young people in the country tend to work very long hours. In 2021, 27% of young people in Bosnia Herzegovina reported working 48 hours and more per week, which is significantly higher compared to 14% of young people reporting such long working hours in EU27.

The level of wages remains low, and this has been repeatedly emphasised in the consultations with the youth sections of the trade unions in the country. Whilst recent data on wages for young people is not available

¹ Database - Youth - Eurostat (europa.eu)

² European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europa.eu) covers all six western Balkan countries included in this research.

³ Unemployment, youth total (% of total labor force ages 15-24) (modeled ILO estimate) - Bosnia and Herzegovina | Data (worldbank.org)

⁴ European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europa.eu) covers all six western Balkan countries included in this research.

in the official statistics of Eurostat, survey based data from 2021 show a high level of dissatisfaction with the wages received. 30% of young people in **Bosnia Herzegovina** in 2021 stated that they do not feel they get paid appropriately, similar to 30% of young people stating this in EU27.

The job instability is also high for young people in Bosnia Herzegovina with 17% of them reporting in 2021 that they might lose their job in the next 6 months, similar the 17% of young people with fears of job loss in EU27. Young people also experience high levels of discrimination at work. 18% of young people in Bosnia Herzegovina reported having experienced discrimination at work in 2021 in the previous 12 months of working. This is higher than 13% of young people reporting discrimination in EU27.

Also the access to training for young people in Bosnia Herzegovina to be improved. In 2021, 40% of young people in the country reported having on the job training in the past 12 months, against 54% in EU27.

Overall, a mismatch between the demands of the labour market and the qualifications of young people leaving the school system has been noted as a key issue affecting youth employment situation.⁵ Young graduates often face a difficult transition from school to work on account of their insufficient employability levels caused by low education attainment and the lack of relevance of their skills for the labour market. The various cantons differ in their understanding of the importance or relevance

of career guidance and in their efforts to promote it. In some cases, services are designed for specific categories of people, such as the long-term unemployed or those with disabilities.

In addition, a significant proportion of workers in the working age population is estimated to work in the shadow economy, receiving either full or part of their wages in an undeclared way, and thus not benefiting from the social security full coverage. Estimates range that around a third of the workforce engaged in one of the forms of the undeclared work in Bosnia Herzegovina.

Bosnia Herzegovina is also affected by the brain drain, especially amongst young people. Six countries in the



⁵ Employment and Social Affairs Platform Policy Brief on Undeclared work in Bosnia and Herzegovina -evidence and policy recommendations, September 2018, Author: Branko Radulovic.

⁶ Williams C and Katnic M (2018) Recommendations for Tackling Undeclared Work in Bosnia Herzegovina, a Report for Regional Cooperation Council, accessed 5 December 2023.

⁷ Summary_NHDR_2020_ENG.pdf (undp.org)

western Balkans are among the top-ranked countries with the biggest brain-drain in the world. The Global Competitiveness Report developed the scale of 1 to 7 (1= all talented people leaving the country; 7= all talented people staying in the country). In this assessment, BiH scored 1.76, followed by North Macedonia (2.13) and Serbia (2.31).8 In the last three decades, due to the emigration, Serbia has lost 9 percent of its citizens, North Macedonia 10 percent, Bosnia and Herzegovina 24 percent, and Albania 37 percent.9 Mostly young, educated, and skilled people who decided to leave their country due to poor democratic and economic conditions and low quality of life. Some estimates show that the region will lose around 1 million youth in the forthcoming decade.¹⁰

This translates into negative labour market outcomes for young people in Bosnia Herzegovina. In 2021, Bosnia and Herzegovina's 25.1% NEET rate was

almost twice that of the EU (13.1%) for the age group 15-29. By gender, young women are overrepresented within the NEET group, with a rate of 21.6% among men and 28.8% among women in 2021. 11

Moreover, young people bore the brunt of the economic consequences of the COVID-19 pandemic. In the Western Balkans, the loss of employment and the rise in inactivity has not – in general – been offset by a return to education. NEET rates in the Western Balkan economies remained above the pre-crisis level, although in some cases they declined from their peak. ILO research has shown that young people were especially prone to high level of job vulnerability in the pandemic context given the service sectors they are over represented in and the informal type of employment relationships they tend to have in the labour market.

⁸ Focus_Article_Brain_drain__Sept2020.pdf (wbc-rti.info)

⁹ Toward a New Youth Brain-drain Paradigm in the Western Balkans | German Marshall Fund of the United States (gmfus.org)

¹⁰ Friedrich-Ebert-Stiftung, FES Youth Studies Southeast Europe 2018/2019.

¹¹ Country Fiche _Bosnia and Herzegovina_2022_EN_web_0.pdf (europa.eu)

¹² News, articles and events on youth employment (Youth Employment) (ilo.org)

¹³ COVID-19 and the World of work: ILO/EBRD rapid assessment finds coronavirus crisis cost Serbia equivalent to 510.000 full-time jobs

The national policies on youth employment in the country

2

In Bosnia Herzegovina, there is no overarching national strategy on youth. This is due to its constitutional structure of the country and because certain issues (like youth, employment and social policy) are entrusted in the constitution to the two entities: Republic of Srpska (RS) and The Federation of Bosnia and Herzegovina (FBiH) and BD (Brcko District). Consequently, youth employment policies are developed separately at the level of each entity.

In February 2022, the Government of the Republic of Srpska adopted a decision to initiate the process of developing the "Youth Policy of the Republic of Srpska from 2022 to 2026." The Youth Policy of the Republic of Srpska is an integrated, multi-sectoral strategic document that defines public policies and guides the development of all areas relevant to young people. By implementing strategic goals and priorities, it aims to improve the living conditions of young people and create conditions for their stay in the Republic of Srpska. One of the key priorities is the increase in employability and employment support for young people.

The Government of the Federation of Bosnia and Herzegovina adopted in 2023¹⁴ a decision based on the proposal of the Federal Ministry of Culture and Sports to initiate the process of developing a Youth Strategy for the Federation of Bosnia and Herzegovina until 2027. The Youth Strategy is a sectoral strategic document of the Federation of Bosnia and Herzegovina that defines a programmatic approach to working with young people, including identifying the issues and needs of young people, strategic directions of action, as well as the goals of the strategy and measures for achieving those goals. The development of the Youth Strategy will adhere to the key principles of developing strategic documents in the Federation in accordance with the provisions of the Regulation on the development of strategic documents in the Federation of Bosnia and Herzegovina.

The previous FBiH youth strategy 2016-2020 had one of the seven priorities the focus on work, employment and youth entrepreneurship.¹⁵

Furthermore, similar to the youth policy, labour and social policy in Bosnia and Herzegovina (BiH)

¹⁴ Vlada Federacije Bosne i Hercegovine | Pokrenuta izrada Strategije za mlade Federacije BiH (fbihvlada.gov.ba)

^{15 1.3} National youth strategy (europa.eu)



are within the competence of entities and Brčko District (BD). In the Federation of Bosnia and Herzegovina (FBiH), social policy and health protection are within the shared competence of the entity and ten cantons. In RS, the RS Ministry of Labour, War Veterans and Disabled Persons' Protection and the RS Ministry of Health and Social Welfare are responsible for policymaking in these areas, including monitoring of the trends.

The public institutions in the separate entities have been implementing specific employment measures targeting youth. They include support to job search, advice, guidance, counselling, subsidised employment, support to training and re-training and support for youth entrepreneurship and others. Key policy responses included wage subsidies which have been used to support the creation of jobs for young people), and special programmes to assist young people into self-employment. In Federation of Bosnia and Herzegovina the project "Entrepreneurship for Youth

2019" co-financed youth start-ups. Also the Youth Employment Programme has a component supporting self-employment of young people.

Across the country, separate programmes have been implemented on **internships for young people.** In Bosnia and Herzegovina, in Republic Srpska, secondary school graduates are entitled to a 100% gross wage when in internship, while in Federation of Bosnia and Herzegovina, they are entitled to an internship amount in the amount depending on the period they have been registered at the PES evidence. For those who are less than 6 months at the PES, the amount is equal to BAM 390 (€199) for six months, while for those who are more than 6 months registered at the PES, the amount is equal to 420 BAM (€214)

The RS Public Employment Institute has implemented the "Program to support the employment of young people with a university degree in the status of trainees in 2022", which is financed from the RS Budget in the value of 2,052,000.00 KM. The Program aims to train

young people from the unemployment register to take the internship exam and work independently in their profession. In accordance with the RS Labour Law, the internship lasts 12 months for persons with a university degree, so the Employment Service will finance the internship through this program in accordance with the above Law. The Program includes funding for internships for 285 people with higher education. Allocation per trainee with a university degree in this component amounts to 7,200.00 KM a year, and is based on the amount of a monthly net salary of 600.00 KM. The costs of taxes and contributions have been borne by the employers who hire trainees.

The FBiH Labour Law stipulate that interns are entitled to at least 70% of the salary for the job. defines the admission of trainees for professional training for independent work. A trainee is a person who has completed secondary or higher education and looks for the first job, and who is required by law to pass a professional exam or needs work experience for independent work in his profession. The employment contract with the trainee is concluded for a definite period, and for a maximum of one year. During the internship, the intern is entitled to at least 80% (eighty percent) of the salary determined for the job for which he is trained and other rights from the employment contract, in accordance with the law and general regulations.

Research by Pilav-Velic (2019) and Okicic (2020)¹⁶ demonstrated that the training programmes

provided by the Public Employment Service (PES) as well as paid internships have a statistically significant positive effect on the employment rate of young people. The implication is that youth employment policy should focus more on training and work experience measures which could also include work-based vocational training, dual education involving vocational schools and businesses training on job search methods and training for self-employment.

In accordance with the existing legal regulations in BiH, active employment policies are implemented by:

- ▶ In FBiH FBiH Employment Institute and cantonal employment services;
- ▶ In RS RS Employment Institute, and;
- ▶ In BD BD Employment Institute.

Recently, the active employment policies planned by the FBiH Employment Agency for young people were related to support for the unemployed in finding employment, training/preparation for work, incentives for employment and self-employment (start-up), and the creation of new temporary jobs (mainly in the public sector or through so-called public works).

The RS Employment Service and the RS Ministry of Labour and Veterans' Affairs implement programs for financing and co-financing the employment of trainees and volunteers and financing the part-time employment of young people.

¹⁶ Pilav-Velić, A., Jahić, H., Okičić, J., & Kokorović-Jukan, M. (2019). The impact of formal and non-formal education on youth employability in Bosnia and Herzegovina. Croatian Review of Economic, Business and Social Statistics, 5(1): 55-66. doi:10.2478/crebss-2019-0006

Both entities, in collaboration with the Ministry of Civil Affairs, are now engaged in developing reform priorities and measures in line with **EU Youth Guarantee**. These mirror broader EU objectives to promote both the employability and employment of young people up to 30 years of age. Important steps taken include:

- ▶ the establishment of a state-wide Steering Committee group, comprising 37 competent institutions and social partners; and;
- ▶ a technical, expert working group whose task will be to develop a state-wide Youth Guarantee implementation plan for adoption by the state-level Council of Ministers in 2023.

Both the policy dialogue within the expert group and planning by the multi-stakeholder group will require sustained cooperation between policy-makers and practitioners across all BiH governance levels. The complex governance arrangements for employment services undermine commitment to building coherence across the employment services network in terms of strategy, design and delivery of services. Cooperation of the public employment services between entities, in terms of knowledge and know-how exchange, is very limited. Also, limited public finance within the constituent entities of Bosnia and Herzegovina compromises the quality and availability of services, particularly the provision of active measures for jobseekers. Some 800 staff provide services to approximately 400 000 registered unemployed across the BiH public employment services. The lion's share of resources is allocated to the administration of social payments, as 70% of staff time is used for the administration of health and social benefits, rather than support to the jobseekers.17

¹⁷ Country Fiche _Bosnia and Herzegovina_2022_EN_web_0.pdf (europa.eu)

Trade unions and youth employment in the country

3

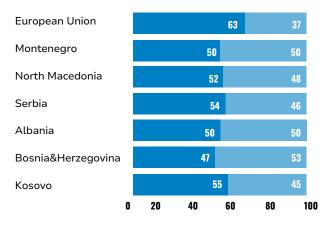
Whilst some young people know about the trade unions in their workplaces, the involvement of trade unions at the workplaces could be further enhanced. As shown below, 47% of young people in 2021 in Bosnia Herzegovina reported that their organisation had a trade union, works council or a similar structure representing

the employees. The proportion for EU27 was higher, with 63% young people reporting this. Comparatively very low is the presence of health and safety delegate or committee in the workplaces, a key factor in supporting effective occupational health and safety at work for young people entering their working careers. 32% of young people in

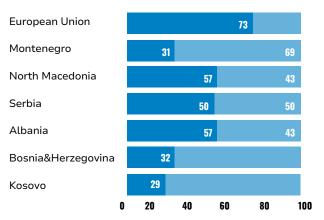
FIGURE 1

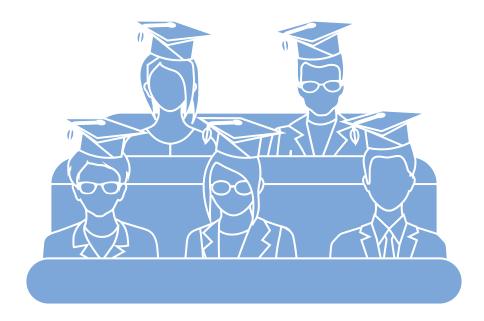
THE PRESENCE OF TRADE UNIONS IN THE WORKPLACES OF YOUNG PEOPLE, 2021

Does your organisation have a trade union, works council or similar committee representing employees?



Does your organisation have a health and safety delegate or committee?





2021 in **Bosnia Herzegovina** reported this, against 73% of young people reporting a health and safety delegate or committee in EU27.

The second area of improvement relates to how the government consults with the trade unions in general and youth sections in particular on developing the youth employment measures and approaches. As highlighted in the consultations with the youth sections in the trade unions, such consultation is formal and "on paper". Overall, the formal process is followed (e.g. tripartite bodies meet, trade unions are sent the government policy documents in advance). In practice, however, there is little or no genuine joint consultation, as documents containing policy proposals are sent with short notice to provide a considered response. Often the final shape of policy proposals is provided, with few possibilities for youth sections to provide inputs or suggest changes or concrete ideas for improvements. When tripartite meetings take place, they are used to approve the finalised documents, as opposed to being places for debates, exchanges or shaping the emerging policies on youth employment.

Thus, according to the feedback from trade unions interviewed in **Bosnia and Herzegovina**, many measures aimed at youth employment remain on paper and are not implemented due to the lack of funds. Moreover, many measures are not known to young people who tend to mistrust state institutions. Also, trade unions are rarely consulted on the measures.

Finally, the interviews with the youth sections in the trade unions in the country also highlighted the need to further engage with the young people. In the country, many young people do not have basic information about their labour rights and trade union, including a lack of basic understanding of what an employment contract is, or the benefits of becoming a member of the trade union. In this respect, trade unions are trying to organise the youth and spread information about the labour rights and trade unions amongst the young people in **Bosnia and Herzegovina**. This is done through social media channels, traditional publications, grassroot activities, organising seminars and trainings, as well as involving regular information work in schools and universities to reach out to young people.

The EU initiatives for youth employment in the country

4

At the policy level, there is a strategic commitment to support youth employment in the western Balkan region. In particular, in the second EU-Western Balkans Ministerial Meeting on Employment and Social Affairs on 8 July 2021, the national ministers for employment endorsed a "Declaration on ensuring sustainable labour market integration of young people" 18 where they committed to



"Resolve to set up inter-sectoral task forces involving relevant bodies, agencies and stakeholders, including the social partners, youth organisations and other nongovernmental organisations, and to develop or update, respectively, Youth Guarantee Implementation Plans by June 2022"

The key policy commitment from the EU side has been the support to the implementation of the Youth Guarantee in the western Balkan region.¹⁹

The EU's Economic and Investment Plan for the Western Balkans is the main EU policy response in the region and was adopted in 2020. The Plan refers to investments on Youth Guarantee measures and the capacity building of social partners and further enhancement of the social dialogue.²⁰ The Youth Guarantee for the western Balkans is one of the 10 flagship measures, to be introduced in four phases. Overall, the Plan envisages up to €30 billion in investments, including up to €9 billion of EU grant funding for all 10 flagship measures. No specific funding is allocated for individual flagship measures.

Since 2021, the European Commission provided support the national institutions responsible for youth employment policy in the Western Balkans in introducing a youth guarantee (YG). On 14 October 2021, the European Commission, together with the International Labour Organization (ILO) and the European Training Foundation (ETF),

¹⁸ ESAP2 | Western Balkans Declaration on ensuring sustainable labour market integration of young people

¹⁹ The reinforced Youth Guarantee - Employment, Social Affairs & Inclusion - European Commission (europa.eu)

²⁰ European Commission launched an additional €2.1 billion investment package for the Western Balkans under the Economic and Investment Plan (europa.eu)

and representatives from the Western Balkans launched the preparation of Youth Guarantee (YG) Implementation Plans (YGIPs) and the Technical Assistance Facility (TAF) to support this process. The declaration also recognised the importance of involving international partners and donors in the

process to ensure effective coordination of cooperation efforts. Under the Technical Assistance Facility (TAF), the relevant authorities and stakeholders from the Western Balkans will receive support from the ILO and the ETF for designing Youth Guarantee schemes.²¹



²¹ Bolstering the resilience of youth in the Western Balkans | ETF (europa.eu)

Key policy pointers

5

RESEARCH FINDINGS POINT TO THE FOLLOWING ACTIONS TO FURTHER SUPPORT QUALITY JOBS FOR YOUTH

From the perspective of the national government, it should:



 Develop a comprehensive strategy for addressing youth quality jobs;



Improve the information and implementation (the quality of offers, outreach and outcomes) under the existing national measures;



Make good use of funds available under the EU funds for supporting youth quality jobs.

The pointers for trade unions themselves are as follows:



Engage more with young people and make their voices heard;



▶ Trade union activists can network and exchange more across the region and with ETUC youth sections in EU27.

Annex 1

Key statistics – youth employment situation in the western Balkan region

TABLE 1

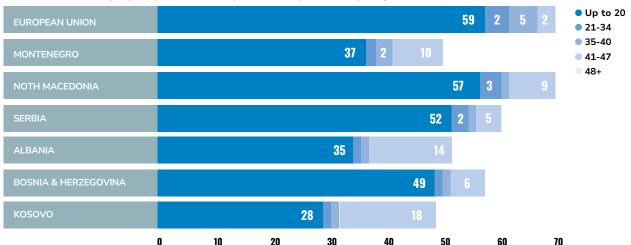
YOUTH UNEMPLOYMENT RATE, AGE GROUP 20-29

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
EU27	18.8	17.9	16.4	14.9	13.3	12.0	11.1	12.4	12.0	10.2
Montenegro	28.8	29.1	27.5	27.0	25.8	25.8	22.3	29.6	:	:
North Macedonia	44.1	43.7	42.3	39.2	37.9	35.5	30.1	28.6	:	:
Serbia	39.7	35.6	33.2	28.9	25.3	23.3	20.2	19.1	18.7	15.4

Source: Eurostat, Youth unemployment by sex, age and educational attainment level [yth_empl_090\$defaultview], accessed 21 November 2023. <u>Database - Youth - Eurostat (europa.eu)</u>

FIGURE 2 TYPES OF EMPLOYMENT HELD BY YOUNG PEOPLE, 2021

What kind of employment contract do you have in your main paid job?



Source: Respondents under 35, European Working Conditions Survey, 2021, Eurofound, accessed 21 November 2023.

European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europa.eu)

Up to 20

21-34 35-40

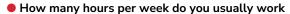
41-47 48+

nor disagree

to disagree

FIGURE 3

THE NUMBER OF WEEKLY WORKING HOURS BY YOUNG PEOPLE, 2021



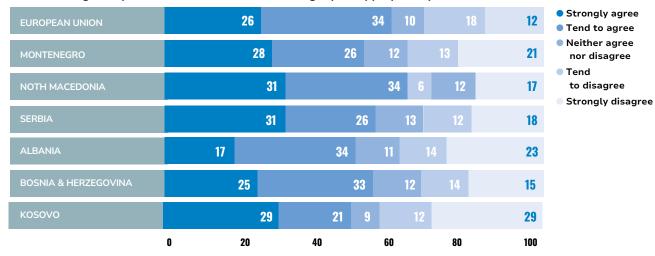


Source: Respondents under 35, European Working Conditions Survey, 2021, Eurofound, accessed 21 November 2023. European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europa.eu)

FIGURE 4

LEVEL OF SATISFACTION WITH THE CURRENT WAGES BY YOUNG PEOPLE, 2021

Considering all my effort and achievements, I feel I get paid appropriately

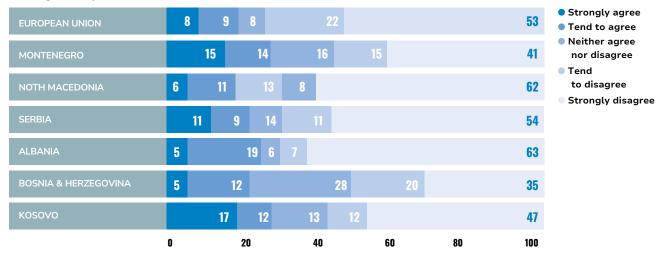


Source: Respondents under 35, European Working Conditions Survey, 2021, Eurofound, accessed 21 November 2023. European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europa.eu)

FIGURE 5

THE LEVEL OF JOB STABILITY BY YOUNG PEOPLE, 2021

I might lose job in the next 6 months

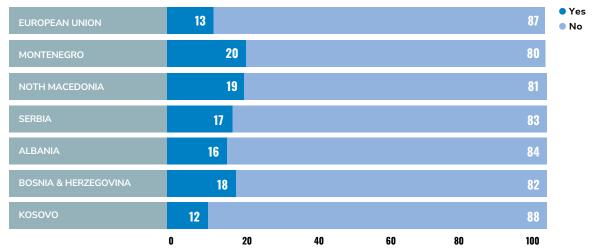


Source: Respondents under 35, European Working Conditions Survey, 2021, European, accessed 21 November 2023. European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europa.eu)

FIGURE 6 THE LEVE

THE LEVEL OF DISCRIMINATION AT WORK BY YOUNG PEOPLE, 2021

• Have you been subjected to discrimination at work in the last 12 months?

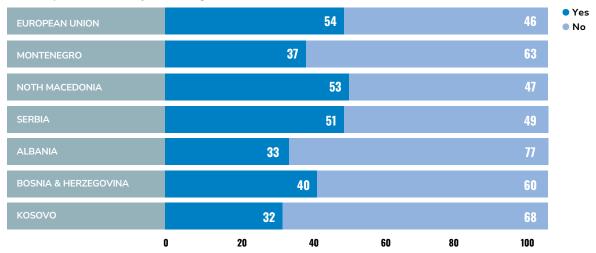


Source: Respondents under 35, European Working Conditions Survey, 2021, European, accessed 21 November 2023. European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europeaeu)

FIGURE 7

THE LEVEL OF TRAINING AT WORK BY YOUNG PEOPLE, 2021



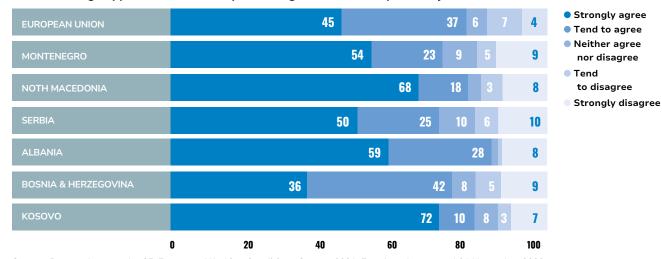


Source: Respondents under 35, European Working Conditions Survey, 2021, Eurofound, accessed 21 November 2023. European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europa.eu)

FIGURE 8

THE LEVEL OF USING OWN SKILLS AT WORK BY YOUNG PEOPLE, 2021

I have enough opportunities to use my knowledge and skills in my current job



Source: Respondents under 35, European Working Conditions Survey, 2021, Eurofound, accessed 21 November 2023. European Working Conditions Survey | European Foundation for the Improvement of Living and Working Conditions (europa.eu)

nor disagree

to disagree

TABLE 2

PERSONS AT RISK OF POVERTY OR SOCIAL EXCLUSION (% OF AGE GROUP 20-29)

	2015	2016	2017	2018	2019	2020	2021
EU27	27.6	27.7	25.8	24.9	23.7	24.5	24.9
Montenegro	41.1	41.9	41.3	39.6	34.4	35.5	37.4
North Macedonia	36.1	33.9	32.2	32.9	31.0	29.8	:
Albania	:	:	53.4	47.7	45.5	39.8	:
Serbia	38.9	32.7	35.7	32.0	29.1	27.0	28.8

Source: Eurostat, Persons at risk of poverty or social exclusion by age and sex [ilc_peps01n_custom_8027520], accessed 21 November 2023. <u>Database - Youth - Eurostat (europa.eu)</u>

TABLE 3

NEET RATE (% OF AGE GROUP 20-34)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
EU27	20.5	20.0	19.5	18.8	17.7	17.0	16.4	17.8	16.6	15.0
Montenegro	32.1	30.5	30.6	29.2	28.2	27.5	28.8	34.0	:	:
North Macedonia	39.0	39.7	39.9	37.7	37.4	36.3	31.2	32.2	:	:
Serbia	33.1	31.4	29.8	27.2	26.1	24.1	22.7	23.8	22.1	19.2

Source: Eurostat, Young people neither in employment nor in education and training by sex, age and labour status (NEET rates) [edat_lfse_20__custom_8026264], accessed 21 November 2023. <u>Database - Youth - Eurostat (europa.eu)</u>

THE LEVEL OF OVER QUALIFICATION (% OF AGE GROUP 20-34)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
EU27	26.3	27.1	26.8	26.6	26.6	26.1	25.5	24.7	24.3	24.5
Montenegro	13.9	20.9	19.8	20.9	15.9	16.4	19.3	20.8	:	:
North Macedonia	24.0	27.0	31.5	28.4	27.7	28.9	33.0	33.2	:	:
Serbia	29.0	28.9	32.9	31.0	33.5	35.6	33.3	33.8	31.0	31.3

Source: Eurostat, Young people neither in employment nor in education and training by sex, age and labour status (NEET rates) [edat_lfse_20__custom_8026264], accessed 21 November 2023. <u>Database - Youth - Eurostat (europa.eu)</u>



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