



GROW CIVIC
CREATE YOUR OWN MAGIC

Implementation Guideline



 **civil civic** Χώρος
alan space Πολιτών



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GROW CIVIC IMPLEMENTATION GUIDELINE

Dear Civil Society Representatives and Activists,

Welcome to the Grow Civic - Active Citizenship Mechanism (ACM) implemented under the Civic Space Project.

Congratulations for your 'compliant' support request.

Although we will walk with you all through the implementation process and be at a phone call distance, we have prepared this guideline for you, as support owners, to have a guiding document to introduce you to the rules and procedures required while implementing your Grow Civic supported actions.

We strongly advise you to review this guideline and its annexes in detail BEFORE you start your work.

As the Civic Space Team, we wish you an efficient and successful action process.

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For any questions, you can arrange an appointment with the Grow Civic Help Desk 3 days a week (Tuesdays and Wednesdays between 14:30 – 16:30 and Thursdays between 10:30 – 12:30).

Grow Civic Programme respects the privacy and sensitivity of personal information.

List of Acronyms

| | |
|-------|---|
| CV | Curriculum Vitae |
| EU | European Union |
| EU MS | European Union Member State |
| EUR | Euro |
| IPA | Instrument for Pre-Accession Assistance |
| MIS | Grow Civic Information System |
| ToR | Terms of Reference |
| TRY | Turkish Lira |
| VAT | Value-Added Tax |

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I. NOTES BEFORE YOU START THE IMPLEMENTATION

A. HOW TO NAVIGATE WITHIN THE GUIDELINE

This guideline is prepared considering your potential needs, as support owners, regarding the rules and requirements for ensuring a smooth information flow with the Civic Space team.

First, please carefully read Section I – NOTES BEFORE YOU START IMPLEMENTATION, and after, find the relevant support items related to your approved budget's budget items.

If the support item you are looking for is not listed under Section II – SUPPORTING DOCUMENTS, you can jump directly to Section IV – PURCHASE, INVOICING AND PAYMENTS.

Under each support item, we have included the specific supporting documents that you will be required to submit to the Civic Space team in addition to the relevant invoices and purchase contracts.

Civic Space team will always be ready to help you if you encounter difficulties in understanding the rules, filling in the forms, or any other inconveniences during implementation.

B. MAIN ISSUES

Establishing close contact with you and supporting you in every step of the implementation phase is important to us. We will manage the entire process regarding your supported actions together with you through the Grow Civic Information System (which will be referred to as "MIS" from now on) ([mis.civicspace.eu](https://www.civicspace.eu)). This implementation guideline and its annexes are also available on <https://www.civicspace.eu/en/sivil-buyu-destek-programi/>

In order to ensure coherence and accurate information sharing, you as an activist or the person to be appointed by the organisation (when the request owner is a civil society organisation) must get in touch with us immediately after your support request is approved.

After the approval of the request, we will send all the documents regarding the implementation process to the contact person/representative stated in your Request for Support Form. The implementation responsibility of the action belongs to you as the support owner.

Do not forget that our Help Desk is here to support you, so if you experience problems initiating and implementing your activities under the Grow Civic Programme, call us within 1 month following the approval without informing us and providing an acceptable justification, the support will be cancelled.

Note that if you do not initiate your supported activities ***within 1 month following the approval***, the support will be cancelled without informing us and providing an acceptable justification. If you terminate or suspend your activities without a valid reason, Civic Space team may also cancel your support. The support may also be cancelled if you do not implement your activities within a maximum of 3 months as mentioned in your approved action plan without prior justification. When actions are canceled, any expenditures related with un-completed activities will not be accepted by the Civic Space team.

You might modify your activity or budget plans during the implementation period. However, any modification must be done via the MIS and approval of the Civic Space team would be required. Thereby, any expenditures incurred related with modified activities, made prior to the approval of the Civic Space team will not be accepted.

Activities that correspond with the five fundamental eligibility criteria, including but not limited to activities that ensure the public benefit and rights-based character of the action may in no way be terminated or cancelled. The number of modifications requested in activities, or the budget plans cannot exceed five. When and if minor budget differences occur due to market price changes or exchange currencies, Civic Space will automatically adapt your budget, and such changes will not be counted as modifications.

For effective monitoring and supervision, you must add your support request number to the subject heading of all your written correspondence with us.

Grow Civic is not a grant scheme but an in-kind support programme. Within this framework, the Civic Space team will make all the payments directly to the suppliers and service providers (all vendors regardless of the provided commodity will be referred to as supplier in this guideline). Thus, you cannot make any expenditure without informing the Civic Space team (see Section III for further information and Annex 14 for the list of suppliers).

All purchases made in the northern part of Cyprus will be exempted from VAT. When and if you need to make purchases in the Republic of Cyprus or another EU MS or IPA country, you have to justify those purchases to the Civic Space team. Only with prior confirmation by Civic Space team the VAT can be paid (please see Annex 12 for sample invoices to be issued both in the northern part of Cyprus and the Republic of Cyprus).

All support requests are reviewed, and their compliance and eligibility checks are made by independent Compliance Check Experts and approved by the Civic Space team. Independent Compliance Check Experts might also give recommendations for improving the efficiency and effectiveness of compliant requests. Comments of the compliance check experts are shared with you from the MIS; please review the comments/recommendations (if any) made by the experts to improve your implementation process and the results. In case if you need support to update your request, you may contact our Help Desk for further guidance.

It is possible that changes have been made on the budget items or amounts in the approved budget of your action. Please check the budget items and the budget amounts on the MIS, since the expenses outside of your approved budget will NOT be supported. If you have any questions or objections, please contact us.

» FIRST THING TO DO: You must fill-in the Activity Plan (Annex 1) no later than 10 days following approval. Please detail all your activities within the scope of your action with their planned dates. Do not forget that you MUST revise and update this form if and when a change in the plans occur. All revisions and updates must be uploaded to MIS and submitted to the Civic Space team. You must contact the Civic Space team if there is a need to modify the approved activity or budget items.

» SECOND THING TO DO: After you fill-in the Activity Plan and submit it to us, take your time to select your suppliers. In order to make the procurement process more efficient, we have determined several suppliers for specific support items as can be seen in Annex 14 of this Guideline. First check this list and read 'Section IV – PURCHASE, INVOICING AND PAYMENTS. If your requirement is not covered within this list, you should find your own supplier(s) and inform the Civic Space team. For us to be able to assist you, you must fill-in the Procurement and Expenditure Plan (Annex 2) and submit it via the MIS. You can see the MIS users guide at <https://mis.civicspace.eu/en/help/misguide>

If your action includes accommodation and/or transportation budget items, travel and accommodation plans must be forwarded to us latest 1 month prior to the travel. You can find the template in Travel and Accommodation Plan (Annex 3). Do not proceed with any activities regarding your action, before sending the related documents to the Civic Space team. If you need a visa for travel, you should make your application early enough to avoid delays or cancellations.

We expect you to inform us about your upcoming events. Please fill-in the events calendar section under MIS. You can also fill in Notification of Events Form (Annex 5) if you do not have access to MIS. We would like to attend and/or publicize your events that are supported by the Grow Civic.

Please feel free to inform us about other events you will be holding that will be open for public participation, even if not supported by Grow Civic. **We publicize your events via the events calendar on our website (<https://www.civicspace.eu/>) and social media accounts (Facebook Page: <https://www.facebook.com/civicspaceeu>; Instagram address: <https://www.instagram.com/civicspaceeu/>; YouTube address: <https://www.youtube.com/c/civicspaceeu>) Twitter: <https://twitter.com/civicspaceeu>**

C. VISIBILITY

You must add the Grow Civic logo, the EU emblem and the disclaimer to all written/digital materials produced with the support of the Grow Civic Programme. You can find the logo and the disclaimer, as well as the procedures for visibility approvals in the Grow Civic Visibility Guideline (Annex 6). We strongly advise you to plan your outputs timely enough (at least 15 days before they would need to be used) since any printed or visual document to be produced with the support of the Grow Civic Programme requires the approval of the EU. Furthermore, revisions and/or changes might be required on the products. You must not print or disseminate any products/outputs produced under your action before receiving written approval from the Civic Space team.

D. PERMISSIONS

You are solely accountable for the events you will be holding, which should take place within the limits of the legal texts. It is your responsibility to comply with the 'legal procedures' and getting the necessary permissions if there are any. We kindly request that you send a copy of the correspondence made with the related offices. If a letter from Civic Space is required to acknowledge the Grow Civic support, please contact us timely enough to receive it in due time. For travel activities covering participants under the age of 18, permissions signed by their legal parents must be sent to Civic Space team together with the Travel and Accommodation Form (See Annex 3).

In situations where the documents mentioned above are not sent to us, we will not bear any responsibility and you are responsible for any possible financial and/or legal issues.

II. SUPPORTING DOCUMENTS

A. TRAVELS

Grow Civic will be supporting your travel costs according to the conditions and budget limits in your approved budget.

There are three types of travel and transportation support and accordingly three forms for different means: (3.1) flights, (3.2) bus/sea/train and (3.3) car and gas costs. Please pay due attention to fill in the right form(s) that fits your travel/transportation needs.

We would like to remind you that you are responsible for coordinating, informing, and managing all travelers attending the activity.

1. AIR TRAVEL

You can start your travel arrangements after the approval of your action. You must complete the Travel and Accommodation Plan (see Annex 3) in full and share it with the Civic Space team via MIS, 1 month prior to your travel at the latest for your overseas journeys, and 10 days prior at the latest for your actions including domestic mobility activities.

Travel and Accommodation Plans and other relevant forms must be submitted to the Civic Space team in due time as mentioned above.

Flight tickets will be procured by the agency appointed by the Civic Space team. You must use the travel agency provided to you in Annex 14 of this Guideline for purchasing your flight tickets. You must choose only economy class tickets in all your travels.

The travel agency will need the approval of both you and the Civic Space team before issuing tickets. When flight ticket reservations are forwarded to you, you must check passenger credentials, the suitability of the flight date and the hour with your event schedule. Check-in procedures and the follow-up of possible changes regarding the flight are solely your responsibility.

You need to keep your boarding passes!

You must send the scanned images/photos of the boarding passes of all the participants through MIS within 2 days at the latest after your flight takes place. And following your return, all original boarding passes must also be submitted. Persons who lose their boarding passes must get a flown document from the airline company and sign a declaration that states that the individual has lost the boarding pass. (See Annex 4 for Declaration for Lost Boarding Passes)

Remember, costs of unused plane tickets or charges due to itinerary changes will be invoiced to the support owner if not due to 'force majeure' situations. If the cancellation or change is due to compelling 'force majeure' reasons (e.g., accident, illness), the Civic Space team may cover the cost. To do so, a report explaining the situation and related supporting documents if applicable must be sent to the Civic Space team as soon as the 'force majeure' event happens.

The costs of flight ticket changes will be invoiced to you if there is no compelling force majeure reason. In cases where you must make changes, you should inform the Civic Space team. Therefore, it is important to plan and submit your activity plan on realistic dates.

Changes in travel itinerary may affect accommodation dates, do not forget to revise your reservations if you had handled your accommodation reservation yourself. If you had used the travel agency, you must inform the agency separately.

SUPPORTING DOCUMENTS: BOARDING PASS, TICKET (PROOF DOCUMENTS FOR UNUSED/CHANGED TICKETS)

2. TRAVEL BY ROAD/SEA/RAILWAY

Do not forget that you need to fill and send the Travel and Accommodation Plan (See Annex 3) to the Civic Space team prior to your road/sea/railway travel.

Land/sea/railway tickets can be procured through the Travel Agency. When this is not possible or feasible, the ticket can be purchased by the support owner or the traveller and the reimbursement will be made by the Civic Space team following the finalization of the travel upon your submission of the Reimbursement Form (See Annex 7) and the original tickets. Do not forget to keep your tickets! Road/sea/railway travel tickets are considered an eligible cost only if they are accompanied by an invoice.

All the passengers travelling by road/sea/railway need to have their names individually stated on the tickets.

SUPPORTING DOCUMENTS: TICKET CARRYING THE NAME OF THE PASSENGER, BOARDING PASS

3. CAR RENTAL AND GAS REIMBURSEMENT

The cost for renting a car and the fuel cost are eligible costs but you must fill and submit the Private or Rental Car Travel Costs Form (See Annex 3.3) to indicate the details of the travel.

In case of travel by private cars, you must fill and submit the Private or Rental Car Travel Costs Form (Annex 3.3) and Civic Space team will reimburse you the costs of travel as per km of travel based on a fixed rate. The fixed rate is provided in Annex 3.3. An invoice from the gas station or an official cash receipt must also be submitted as supporting documentation. The lowest of the two figures (calculated amount according to the fixed rate or the invoice amount) will be accepted as eligible and payment will be done against a Reimbursement Form (See Annex 7).

SUPPORTING DOCUMENTS: GAS REIMBURSEMENT FORM AND FUEL PURCHASE SLIP SHOWING THE CAR PLATE

B. ACCOMMODATION

You need to deliver the Travel and Accommodation Plan (See Annex 3.4) 15 days prior to your travel/arrival date at the latest to the Civic Space team via MIS.

There are two options for accommodation arrangements: reservation can be made through the travel agency (See Annex 14) or you can handle the process yourself.

Remember that flat per-diem rate includes accommodation expenses. Should you use the agency's services for reserving your hotel, the accommodation cost will be deducted from your daily per-diem to be paid directly to the agency against proper supporting documents.

Please keep in mind while planning your accommodation that you cannot check in at the hotel earlier than 1 day prior to the start of your event and you cannot check out 1 day later than the end of the event. Participants (or you) will be held accountable for extra accommodation expenses made without any compelling reasons. If the flight choices are limited or too expensive to be in line with this requirement, please inform Civic Space team as soon as you receive this information. The Team will assess the situation and may be allowing the traveller(s) to stay longer.

Do not forget to state the special needs of the guests (vegan/vegetarian meal, attendant, etc.) if there are any, should be listed in the Travel and Accommodation Plan (See Annex 3).

If you yourself have arranged the accommodation, and your expenditure is not listed as per diem but as accommodation cost, then do not forget that the hotel invoice must clearly state your name (or the participant's) and the number of nights stayed. This document will be the proof of your travel and accommodation.

SUPPORTING DOCUMENTS: HOTEL INVOICE

C. PER DIEM/ DAILY ALLOWANCE

Within the framework of the Grow Civic Programme, daily allowances or per-diems can be provided to cover your (or other participants') basic daily needs during your activities/travels.

For activities/travels within the northern part of Cyprus: Flat per diem rates to be used for Grow Civic supported actions are as follows: maximum EUR 110 per night/person in the northern part of Cyprus and maximum EUR 150 per night/person in the Republic of Cyprus.

Missions/activities in other eligible countries: Flat rate per diems as announced by the EU will be taken into account. Please note that per diem rates are updated from time to time. Rate valid on the date of travel will be applicable. The updated maximum per diem amounts can be accessed at this address: https://ec.europa.eu/international-partnerships/documents-library_en?keyword=per%20diem%20rates (or Google as 'Per diem EU')

Per-diem rates include hotel accommodation, in-city transportation, breakfast, lunch, dinner and they are determined for per night (covering 24 hours). Should you receive the costs for any of these services under other budget items of your action, or from the travel agency or from a third party, the per diem rate will be adjusted accordingly. If hotel accommodation is paid separately (or not required) for example, a flat daily allowance rate will be provided. Please note that under no circumstances, daily hotel accommodation + daily allowance can exceed the maximum per diem rates announced by the EU for the country of travel. For missions/events in Cyprus the per diem must not exceed the rates detailed hereunder.

Per-diem rates are determined per night and to cover 24 hours. If the mission is less than 24 hours but longer than 12 hours 50% of these rates will be provided.

For daily missions within Cyprus without any accommodation a daily subsistence cost of maximum EUR 30 might be provided for in-city transportation and meals.

Exceptional Cases:

- o *If a participant does not have a bank account, a written declaration will be required to make the transfer to another person's bank account. If the participant does not have a EURO account, a transfer to their TRY account can be made by using the official EU inforeuro rate. If a participant does not have any bank account and does not want the payment to be made to another person's account, then, the participant can officially ask Civic Space team to have their allowance/per diem in cash.*
- o *For children under 18, bank transfers will be made to the legal custodian's bank account.*

SUPPORTING DOCUMENTS: PER-DIEM CLAIM FORM, TRAVEL TICKETS and BOARDING CARDS, PROOF OF ATTENDANCE TO EVENT/MEETING (e.g., AGENDA, ATTENDANCE LIST)

D. VISA, TRAVEL, INSURANCE, REQUIRED TESTS

1. VISA

Please check first whether you need a visa to the destination country or not.

If a visa is required and if the relevant visa issuance authority requires a letter from the Civic Space team to acknowledge the Grow Civic support you are receiving, you can ask for a "Support Letter" from the Civic Space team.

We would like to remind you that we can approve your flight ticket only after your visa is granted. Thereby, if you need your visa cost to be covered, you must make your request at least 2 months prior to your travel.

The responsibility and costs for preparing the necessary documents for the visa process lie with you and if different from yourself, with the traveller. You are solely responsible for making the necessary preparations and following the required visa procedures.

All necessary payment and supporting documents must be submitted to us via the MIS to reimburse related costs. You should not forget to complete the Reimbursement Form (See Annex 7) for any reimbursements.

In cases where the visa is delayed or application is rejected due to provision of missing documents or wrong information, no reimbursements will be made, and the related costs will be covered by you, as the support owner. For this reason, please be careful with visa documents. Reimbursements can be made in situations where the reason for rejection of visa is not due to missing or wrong documents presented by you.

Important Note: *It is your responsibility to check if visa is required to the destination country and how to receive it. To date, in the northern part of Cyprus, it is only possible to get Schengen visa for Germany, Belgium, Denmark, Netherlands, Iceland, Italy, Luxembourg, and Norway. It is also possible to get visas for Australia, the United Kingdom and the United States. As these might change due to Covid-19 or other reasons, you must check if it is possible to apply for visa to the destination country in the northern part of Cyprus. If application of visa to the destination country requires traveling to another country, and if the approved budget does not include this cost, you must immediately contact the Civic Space team to discuss alternative solutions.*

SUPPORTING DOCUMENTS: PASSPORT COVER PAGE SCAN, VISA PAGE SCAN, VISA FEE RECEIPTS (REFUSAL LETTER IF VISA IS NOT GRANTED)

2. TRAVEL INSURANCE AND OTHER TRAVEL/ACCOMODATION REQUIREMENTS

If you require travel Insurance, it must be arranged before the travel. If the travel agency can provide it, then the payment will be directly made against an invoice from the agency. If not, the travel insurance cost can be reimbursed to you against the Reimbursement Form (See Annex 7) and proper invoice.

Tests, vaccines, pills that may be required for travel, accommodation, meetings etc. (PCR, antigen, etc.) are eligible costs provided that they are required for an activity implemented in the context of the action, and being done in due time (e.g., max 72 hours before) as laid down in the legal measures in that specific country. In pandemic or any other similar crisis contexts, you should immediately contact the Civic Space team to pursue necessary and relevant arrangements.

SUPPORTING DOCUMENTS: TRAVEL INSURANCE POLICY, PAYMENT PROOF, TEST RESULTS, REIMBURSEMENT FORM (IF PAID BY YOURSELF)

E. EVENT/MEETING ORGANISATION

This category includes venue rental, catering, compliments, may also include travel, transportation costs, accommodation and meals.

You must provide detailed information regarding the events/meetings on your Procurement Plan (See Annex 2). Each requirement must be detailed for each component of the event such as: venue, registration/welcome services, catering (coffee/tea service, lunch), voice and visual systems, interpreter, required equipment, photo/video shooting, stationary, accommodation and travel of participants, accommodation and travel of speakers/moderators and the additional services such as: child-care, ambulance, PCR tests, etc.

We would like to remind you to pay attention to the number of participants. In most cases, the venues/catering suppliers will require a minimum number of guaranteed guests. Thereby, it is important to have a written agreement with the venue/catering supplier (either a contract or an e-mail exchange) to clarify the number of guaranteed participants. Regardless of whether the number of actual participants is less than the number of guaranteed guests stated in your agreement, you might need to pay the cost for this minimum number. Civic Space will cover the costs ONLY for the number of persons actually participating in the event in the absence of such a written agreement.

Do not forget to consider the special needs of your participants (e.g., vegan/vegetarian diet, diabetes, accessibility for people with disabilities, children), the technical equipment required for the event (projector, flipchart, etc.) and environment-friendly measures (e.g., reusable, or resolvable/ recyclable materials).

It is mandatory to make a Participant's List available and get the signatures of the participants on it for each day of the activity. Do not forget to get their permissions for photo and video shooting. A Participant's List Template is provided in Annex 9.

You are accountable for the event to take place within the limits of the relevant legal texts. You are solely responsible, for following the 'legal requirements' and getting permissions if necessary. You must send us a copy of the correspondences made with related office(s) in such cases.

SUPPORTING DOCUMENTS: CONTRACT/WRITTEN AGREEMENT, EVENT PHOTOS, SIGNED PARTICIPANT LIST FOR EACH DAY

F. INTERPRETATION/TRANSLATION

When sending documents for translation, you have to copy Civic Space to provide the team with the opportunity to check the real number of pages/words with those in your budget.

Once the translation is finished, you are responsible for checking the translation's quality and accuracy and asking for revisions from the translator if need be. After assessing the translation quality, you must submit the translated document to us for confirmation and for moving to the invoicing stage.

You can inform your supplier about the invoicing and the payment process after sharing the supplier's information with the Civic Space team.

When required, you can purchase interpretation services based on a daily price. Interpretation services can also be procured together with the relevant technical equipment or as a part of a meeting package.

**SUPPORTING DOCUMENTS FOR TRANSLATION: ORIGINAL AND THE TRANSLATED DOCUMENT
SUPPORTING DOCUMENTS FOR INTERPRETATION – PHOTOS OF THE EVENT, PHOTOS OF THE INSTALLED BOOTH AND INTERPRETERS, EVENT AGENDA AND OR REPORT**

G. EVENT PARTICIPATION AND NETWORKING MEMBERSHIP FEE

If your action requires participation in an event, and if your approved budget includes such a budget item, do not forget that you must inform the Civic Space team regarding the participation fee and the registration process before committing to any cost/expenditure. You need to receive the confirmation of Civic Space team before committing to any cost.

In cases where the participant does not attend the event for which the registration fee has been paid for, all the expenses will be invoiced to you (or the participant). If the reason for absence is due to 'force majeure' (e.g., an accident, illness), a documentation/report (e.g., medical certificate) must be submitted to Civic Space as justification. Self-statements are not valid.

If you requested support to be a member of an international network, do not forget that you need to inform the Civic Space Team regarding the context of your membership (e.g., duration of membership covered by the fee, the payment requirements and process) before committing to any cost/expenditure. The duration of the membership cannot be longer than the duration of the Grow Civic Programme implementation (May 2023). Only after the confirmation of the Civic Space team, you can start the process of membership.

H. COMMUNICATION TOOLS

1. WEBSITE DESIGN, SOFTWARE AND MANAGEMENT

The website's design and content production should be completed within the timeline stated in your Activity Plan (See Annex 1).

The website must be in line with the Grow Civic Visibility Guidelines (See Annex 6). It is strongly recommended to carefully review the requirements laid down in the Guideline to ensure compliance. When the designed website is ready, you must submit its link to us, BEFORE launching it for public. As the approval of the EU is required for any visibility material, you cannot open it for public before this approval is received. The invoicing process can only start once the approval is provided.

SUPPORTING DOCUMENTS: ADDRESS OF THE WEB PAGE, CONTRACT WITH THE SUPPLIER

2. PURCHASE AND MEMBERSHIP OF DIGITAL TOOLS

This includes expenses such as database, storage, design, online meeting, live streaming, and project management programs.

You must inform the Civic Space team before any purchase.

SUPPORTING DOCUMENTS: PRINT OUT SHOWING PURCHASE/MEMBERSHIP SHOWING THE PERIOD OF COVERAGE, REIMBURSEMENT FORM

3. THE DESIGN AND MANAGEMENT OF SOCIAL MEDIA TOOLS

This service includes the professional management of the social media accounts and creating content and visuals.

The Grow Civic Visibility Guideline (See Annex 6) must be followed for the content and design of the visuals you are going to produce for social media posting.

Before sharing them publicly, you have to send the addresses of your social media accounts along with your content and the visuals to the Civic Space team and get an approval for moving to the invoicing stage.

SUPPORTING DOCUMENTS: SOCIAL MEDIA ADDRESSES, SOCIAL MEDIA VISUALS DESIGNED AND THE CONTENT OF THE "ABOUT" SECTION OF YOUR SOCIAL MEDIA ACCOUNTS

4. DOMAIN NAME AND HOSTING

This includes the purchasing of the domain name and the periodic hosting costs of your website. You cannot purchase a domain name or hosting service exceeding May 2023 (finalization date of the Grow Civic Programme).

SUPPORTING DOCUMENTS: DOMAIN NAME PURCHASE DOCUMENTS, REIMBURSEMENT FORM (in the absence of an invoice from a supplier)

5. ADVERTISEMENT

This item includes digital, social media boosting or advertisement costs, and printed or TV advertisement expenses.

You need to send the visuals that would be boosted and/or advertised. They must comply with the Grow Civic Visibility Guideline (See Annex 6). You must submit the visuals/ads to the Civic Space team to get the approval of the EU BEFORE you make any arrangements for boosting or advertising. Once the approval of the EU is received, the Civic Space team will notify you and you can start the invoicing process.

SUPPORTING DOCUMENTS: DESIGNED VISUALS, ADS AND ANNOUNCEMENTS, REIMBURSEMENT FORM FOR SOCIAL MEDIA ADS AND BOOSTING (in the absence of an invoice from a supplier)

6. DESIGNING, EDITING, PRINTING AND THE DISTRIBUTION OF VISIBILITY MATERIALS

This category includes designing, editing, printing, and distributing printed or digitally produced materials such as books, brochures, flyers, roll-ups, pennants, posters, etc.

Any printed or digitally produced materials must comply with the Grow Civic Visibility Guideline (See Annex 6), so it is of utmost importance that you take due care during their preparation stage.

You must consider possible copyright costs of visibility products while devising your budget. If these costs are not in the approved budget plan, you must modify your budget plan and submit it to the Civic Space team via the MIS for approval. If this proves to be impossible, you should immediately contact the Civic Space team to pursue alternative plans.

All materials to be printed or digitally disseminated (leaflets, posters, booklets, promotional materials, event schedule, etc.) must be submitted to the Civic Space team before any arrangements are made for their printing. The designs must be approved by the EU, prior to their printing. Otherwise, payment will not be done even if the products are delivered.

SUPPORTING DOCUMENTS: 10 COPIES OF ALL PRINTED MATERIALS, PHOTOS/DESIGNS OF OTHER VISIBILITY ITEMS, DELIVERY RECEIPTS OF PRINTED MATERIALS, DISTRIBUTION LISTS OF PRINTED MATERIALS (if distribution costs are involved)

7. AUDIO-VISUAL DESIGN, PRODUCTION AND POST - PRODUCTION

This support item includes the production of videos, films, podcasts and pre and post-production expenses such as sound, colour enhancement, editing, etc.

Any audio-visual material must comply with the Grow Civic Visibility Guideline (See Annex 6), so it is of utmost importance that you take due care during their preparation stage.

All materials to be produced and disseminated (videos, films, podcasts, etc.) must be submitted to the Civic Space team before any arrangements are made for dissemination. Suppose your action includes the production of any audio-visual material. In that case, their scenarios, voice-over texts, content or sub-titles must comply with the Sensitive Language requirements and whenever possible, be submitted to the Civic Space team before the production stage. The products must be approved by the EU, prior to their public dissemination. Otherwise, the costs of production will not be paid by the Civic Space team.

SUPPORTING DOCUMENTS: PRODUCED VIDEOS, FILMS, PODCASTS, PROCUREMENT CONTRACTS WITH THE PRE/POST-PRODUCTION SUPPLIERS

8. EQUIPMENT RENTAL

Equipment rentals can be made when they are directly related and required with at least one activity of your action.

Once approved by the EU, the materials/outputs produced with the rented equipment must be shared with the Civic Space Team as digital copies (e.g., as CDs, USBs).

For the invoicing and the payment procedure, please view Section IV: PURCHASE, INVOICING AND PAYMENTS.

Equipment purchase is not eligible under the Grow Civic Programme. The total cost of equipment rentals cannot exceed the 1/3 of the purchasing price of the relevant equipment. Thereby, you are required to provide relevant information regarding the market purchasing price of the equipment to the Civic Space team BEFORE making the rental agreement.

SUPPORTING DOCUMENTS: PHOTO OF THE RENTED EQUIPMENT, WRITTEN INFORMATION SHOWING THE EQUIPMENT PURCHASING AND RENTAL PRICES, OUTPUTS IN DIGITAL FORMAT

III. EXPERTS' SUPPORT

Civic Space project has created a Pool of Experts to provide tailor-made support to the Grow Civic supported actions of CSOs and activists. The pool includes experts having expertise on different thematic fields and capacity building topics. These experts will be mobilized for your actions based on your needs and requirements and collaborate with you.

Each category of expertise corresponds to a different maximum amount of expert working days. For this reason, you must consider the maximum number of days you can request this support based on the relevant category your support is approved under.

You are expected to identify the required number of expert days and the relevant category or categories of support in your request form. When and once the action is found to be compliant and eligible for Grow Civic support, as approved by the EU, the number of days of expertise on the indicated category will be reviewed by the Civic Space team in coordination with you, as the support owner.

Grow Civic Pool of Experts will be scanned based on the thematic field you need an expert for, and accordingly a list of relevant experts will be shared with you. You will be required to choose an expert from the list provided, and if your preferred expert is available, your choice of expert will be taken into consideration. The Civic Space team will handle communications between you and the expert. The list of experts' thematic fields and topics can be found at <https://www.civicspace.eu/en/sivil-buyu-destek-programi/>

For expertise requests, experts will be chosen solely from Grow Civic Pool of Experts to ensure the transparency and the accountability of the process. If you need expertise on a specific field that is absent from the Pool of Experts, please communicate this to the Civic Space team with justification and a CV of the expert you would like to get support from. A separate approval will then be requested from the EU, and if approved, you and the expert will be informed about the contracting process.

Starting to work with the expert may take some time since the process requires the preparation of Terms of Reference (ToR) and the expert's service contract. The ToR will be prepared by you, as the support owner, using the template provided in Annex 16. If required, Civic Space team can help you in drafting your first ToR. Once drafted, you must submit the ToR to the Civic Space team for processing and approval.

The ToR and the selected expert need to be approved by the EU. Following this approval, the Civic Space team will be responsible for contracting the selected expert to provide you with the required expertise.

Once the contractual phase is concluded, the expert can start working for your action. You will be responsible for monitoring and supervising the expert's assignment. You must also closely supervise the technical aspects, timing and quality of outputs/deliverables of the assignment. If need be, the Civic Space team can guide you on to how this supervision can be properly done. You must include the Civic Space team in copy of any communication with the expert. If any changes should be made in the number of days and/or the timing of the expert's assignment, you must immediately contact the Civic Space team.

Each expert must be devising monthly timesheets for their assignment (See Annex 17). Checking and ensuring the correctness of the tasks and the number of days laid down in the timesheet will be your responsibility as the support owner. As the Civic Space team, we will always be ready to support you in this process. Following your review, the expert will be submitting the timesheet to the Civic Space team, in which you will be kept in copy.

Once the experts have successfully carried out the tasks in line with the ToRs, the payment of the experts will be managed by the Civic Space team and you will not be responsible for the payment process.

The experts' mobilisation process is summarised in Annex 15. We advise you to review that thoroughly, but in case you need further information, please do not forget that you can always consult the Civic Space team for guidance.

SUPPORTING DOCUMENTS: EXPERT REPORTS WITH PROPER ANNEXES REFERRING TO THE SERVICE, OUTPUTS AND/OR DELIVERABLES PRODUCED BY THE EXPERT, TIMESHEETS

IV. PROCUREMENT, INVOICING AND PAYMENTS

A. PROCUREMENT

Grow Civic purchasing principle seeks the “best value for money” and prioritizes working with suppliers respectful of human rights, labour rights, animal rights, and the environment.

Getting the “best value for money” means to choose the most suitable product/service meeting the program’s needs, from the fairest supplier. “Best value for money” is not always equivalent to the lowest price. All purchases made within the context of the Grow Civic supported actions are bound to be approved by the EU and hence require timely preparation and tendering/purchasing process. The Civic Space team, following a tendering process, has compiled a pool of service providers and suppliers for you. This pre-determined list can be found in Annex 14. When you identified the details of the service or supplies you would need for your approved action, you must ask quotations from the suppliers/providers listed for that category in the Suppliers List. You are required to copy the Civic Space team in all your correspondence to ensure our oversight of the purchasing process. When you identify the best value for money proposal, you inform us about which supplier you select and why. Following our confirmation, you can continue with the purchasing of service/supplies. Do not forget, you can order the service/supplies only after you receive confirmation from the Civic Space team.






In case the service/supply you need is not available as a category in the Suppliers List or if the pre-determined suppliers in the list do not provide the relevant service/supply you require, then you can follow the special procedure. This would mean that you must carry out a market research to get the best value for money. Market research involves conducting a brief research for the service/supply you are requiring. This can be made by way of e-mails, or a simple internet scanning. If you conduct the market research by online means, then, the printouts of the related webpages of relevant suppliers or e-mail correspondences with the suppliers must be submitted (the documentation must indicate the date of market research) to the Civic Space team via MIS. When you submit these documents, you are expected to note from which supplier you will be making the purchase. Remember, you must wait for the confirmation before you start any ordering/purchasing process. Please feel free to ask for guidance from the Civic Space team regarding the tenders.

For a purchase with a value higher than EUR 1,000, you must get written (can be in the form of e-mails) quotations from at least 3 different suppliers and submit them to the Civic Space team for approval. Do not forget, while sending the quotations, you must indicate which supplier you want to work with.

Once you have selected the supplier, and you received our approval, you can launch your order via email with the details of the service you are asking. Do not forget to put the Civic Space team in copy. Copyright costs, legal expenses (notary costs etc.) and mobile phone credits can only be paid after informing and getting the approval of the Civic Space team.

Please bear in mind that purchases made in the northern part of Cyprus are exempt from VAT. Therefore, if you are to identify your own suppliers and not using the ones in the Suppliers List, we provided in annex 14, the Civic Space team should be notified about this during the procurement negotiations. When and if you need to make purchases in the Republic of Cyprus or another EU MS or IPA country, you are expected to justify those purchases to the Civic Space team, and the VAT can be paid with our prior confirmation.

The following considerations must be taken into account during the selection process of the supplier:

-  Avoiding conflict of interests
-  Maintaining a fair, equal and a transparent approach
-  Keeping the competition at a maximum
-  Make sure that compiled quotations are assessed in an objective and an extensive manner
-  Make sure that the quotation which is the most realistic and best compensate the needs, the specification, the (job/technical) description and the reference conditions is chosen.

Important Note: You are expected to prove that you have reached the best market prices. In case any irregularity is spotted, the Civic Space Team will consider the procurement process as 'void' and the expenditures related with the purchase will not be compensated, even if the purchase had been approved a priori.

B. PURCHASE APPROVAL/CONFIRMATION AND CONTRACT

Do not forget that your supplier choice must be confirmed by our Civic Space team. Hence, you should not make any purchases before getting a confirmation.

Make sure you specify the details regarding the invoicing and the payment while making a deal with your supplier. For purchases higher than EUR 1,000, a Procurement Contract must be signed between you and your supplier. In the Procurement Contract (See Annex 10), definition of the service/supply, delivery date and payment conditions should be stated. You should send the draft contract to the Civic Space team for review and approval. Once you receive the pre-approval of the contract draft, you counter-sign the contract and submit a copy (scanned or copied version) to the Civic Space team.



For purchases lower than EUR 1,000, an e-mail/written order confirmation must be made available clearly laying down the details of the order, such as the technical details, number of units, quality, unit and total costs, delivery date and payment conditions.

You can find the VAT Exemption Certificate copy (for reference purposes) in Annex 11.

C. INVOICING

You can move to the invoicing stage by informing the Civic Space team after services/products are received in full. Remember, for any services or supplies purchased as visibility materials, they require the approval of the EU before any invoicing/payment, as mentioned above under Section C and other related supporting documents sections above.

First you must tell your supplier to draft an invoice and check it yourself before sending it to the Civic Space team.

-  Please check that the invoice is in-line with your approved budget and order; that it is appropriate by definition and amount, and free of arithmetical mistakes. A sample invoice is provided in Annex 12 for your reference. Pay attention to the accuracy of the company name, address, Grow Civic request for support number and VAT exemption info. If the bank account number is not included in the invoice, make sure the supplier adds/attaches it to the invoice.
-  Once the supplier issues the draft invoice, send its photo or scanned version to the Civic Space team. Kindly remember that with sharing this information you also declare that you have received the services/supplies in full and in line with the issued invoice.

Once receiving the draft invoice, Civic Space team will review the document, and will either inform you that it is approved as it is, or that the supplier should make revisions on it. If revisions are required, you are responsible to liaise with the supplier and ensure that the invoice is corrected, and then re-submit it to the Civic Space team. When you get the approval from the Civic Space team, you should inform the supplier to contact the team, deliver the original invoice and collect the original VAT certificate to complete the invoicing process.

Important notes regarding invoices

For accommodation expenditures, the invoice should contain the participants name and the number of nights spent. Only room and breakfast expenses should be reported. Failure to do so might correspond to a rejection of the purchase by Civic Space team.

Please make sure that invoices for events/meetings include the information regarding the number of participants, unit price, number of days. Do not forget to send the Participant List (See Annex 9) to the Civic Space team.

Please make sure that the invoices of visibility materials, design and print units are shown separately on the invoice. If there is more than one item, invoicing should be made with the unit price and the number for each item clearly stated. Failure to do so might correspond to a rejection of the purchase by the Civic Space team.

Translation services must be invoiced stating the number of words or number of pages (per 250 words), based on your contract/agreement with the supplier. Failure to do so might correspond to a rejection of the purchase by the Civic Space team.

Interpretation services must be invoiced clearly stating the number of days or half-days (4 hours) of interpretation services– based on your contract/agreement with the supplier. Failure to do so might correspond to a rejection of the purchase by the Civic Space team.

Equipment rental must be invoiced stating the type(s) of equipment (camera, projector, etc.) and the number of days the equipment was rented for (e.g., camera rental cost for 2 days). Failure to do so might correspond to a rejection of the purchase by the Civic Space team.




When relevant, the Procurement Contracts must be submitted to the Civic Space team together with the invoice.

A sample of invoice can be found in Annex 12.

D. PAYMENTS

Once the original invoice and the Procurement Contract (if relevant) are submitted to the Civic Space team, they will be re-checked by to ensure compliance with EU procedures.

All payments are made within 30 days following the receipt of a correct invoice.

-  Payments are done via bank transfer.
-  Cash payments can be done only for amounts of less than EUR 500 against a signed receipt declaration. This must be requested when the invoice is sent.
-  Special requests for cash payments above EUR 500, or other payment methods are considered exceptional cases and will be considered case by case by the Civic Space team.

V. FINAL REMARKS

A. ARCHIVING

We kindly request that you upload a few photos of the general view of your event to the “gallery” section in the MIS for archiving purposes within the scope of the Grow Civic Programme. As for the videos, once approved, you can upload your videos to the “videos” section, and podcasts to the ‘podcast’ section.

You must provide us with at least 10 printed copies of printed visibility materials (posters, brochures, fliers, program, booklets, etc.) supported and printed by the Programme. As for the portable or non-portable visibility materials (roll-ups, banners, etc.) you are expected to take their photos during events and submit them to Civic Space team via MIS.

For the digital materials produced with the support of the Grow Civic Programme, you must submit them by e-mail or other digital means to the Civic Space team.

B. FINAL REPORT

When all your activities are completed, you are requested to submit a final report. In Annex 18 you can find the Final Report Template you need to complete for successful closure of your Action.

The information you will provide in the Final Report, will help us improve the program as the form include questions on challenges, positive experiences and improvement recommendations. Hence, we would like to remind you that you must upload your final report to MIS within 1 month at the latest following the completion of your action. If you do not have access to the MIS, you must e-mail the final report to the Civic Space team.

C. CHECK LIST

We have prepared the following checklists to remind you the procedural steps for ensuring that you do not skip any required action you need to fulfil in implementing your action. If some of the steps covered in the checklists are not relevant for your action, please disregard them.

CHECK LIST FOR GROW CIVIC SUPPORTED ACTIONS

- ✓ Activity Plan (Annex 1), Procurement Plan (Annex 2) and Travel and Accommodation Plan (Annex 3) (if relevant) are submitted through the MIS within 2 weeks after the action has been approved.
- ✓ The scanned versions of the boarding passes and their hard-copy originals of all the passengers are submitted to the Civic Space team.
- ✓ The visibility materials are produced in line with the Grow Civic Visibility Guideline (Annex 6): The EU emblem, the Grow Civic logo, the “support info and the disclaimer” text are added to all the printed/digital materials (websites, visibility materials, etc.) supported by Grow Civic, submitted to the Civic Space team in due time and received their approval.
- ✓ 10 copies of all printed materials are provided to the Civic Space team.
- ✓ The Civic Space team is informed about any modifications in the approved Activity Plan (Annex 1) and their confirmation or approval is received.
- ✓ The documents to be translated are submitted to the Civic Space team (if translation budget is included within the action) when sending them off for translation.
- ✓ The Reimbursement Form (See Annex 7) is filled in and submitted to the Civic Space team with the necessary account information (if daily allowance is included within the action).
- ✓ All supporting documents related with my activities as listed in the Implementation Guideline and as compiled in Annex 13 are provided to the Civic Space team.
- ✓ Compliance with the checklist for events/meetings (if relevant) is ensured.
- ✓ The scanned versions of the invoices are checked and then submitted to the Civic Space team via MIS.
- ✓ The bank account info of the supplier firm/firms are submitted to the Civic Space team.
- ✓ The Supplier Contract required for purchases higher than EUR 1,000 is submitted to the Civic Space team.
- ✓ The Final Report is submitted to the Civic Space team within a maximum of 1 month following the completion of the action.

CHECK LIST FOR EVENTS

PRIOR TO THE EVENT/MEETING

- ✓ The approved request for support (with approved items and budget) and the comments (if any) made at the eligibility and compliance check stage are reviewed and the related comments are taken into consideration before the event/meeting is held.
- ✓ The Activity Plan (See Annex 1) with the dates of all the activities within the action, including the events and meetings are completed and submitted to the Civic Space team via the MIS.
- ✓ The relevant Travel and Accommodation Form (See Annex 3) is completed in full for all the participants (if relevant) and submitted to the Civic Space team.
- ✓ The correspondences/documents regarding any mandatory “legal permissions” (if relevant) related with the event/meeting are acquired and submitted to the Civic Space team.
- ✓ The event/meeting agenda and the list of speakers are submitted to the Civic Space team.
- ✓ Arrangements regarding the venue and catering compliments are completed and relevant information/documents are submitted to the Civic Space team, in line with the supporting documents mentioned in the Implementation Guideline and Annex 13.
- ✓ The documents to be translated for the event/meeting (if relevant) are submitted to the Civic Space team.
- ✓ The visibility materials of the event/meeting (if relevant) are produced in line with the Grow Civic Visibility Guideline (See Annex 6), submitted to the Civic Space team and their approval is received prior to printing or dissemination.

DURING THE EVENT/MEETING

- ✓ Ensured that all participants on all different days of the event/meeting signed the Participant List (See Annex 9).
- ✓ Photos of the event/meeting are taken containing the general view of the event, and (if relevant) any technical equipment or service purchased for the event/meeting.

AFTER THE EVENT/MEETING

- ✓ The scanned and the original versions of the boarding passes of all the passengers (if relevant) are submitted to the Civic Space team.
- ✓ The event/meeting Participants List (See Annex 9) is submitted to the Civic Space team.
- ✓ The photos (and videos if any) are uploaded to the MIS-gallery/video section.
- ✓ At least 10 printed copies (if relevant) of printed materials and digital copies of visibility materials (if relevant) are submitted to the Civic Space team.

D. CIVIC SPACE TEAM CONTACT INFORMATION

You can reach us via:

 **Grow Civic Information System (MIS):** <https://mis.civicspace.eu>

 **Telephone number:** + 90 392 227 65 05

 **Whatsapp number:** + 90 533 833 79 50

 **E-mail address:** info@civicspace.eu OR sivilbuyu@sivilalan.eu

For one-on-one meetings/office meetings, you need to get an appointment by e-mail or by telephone.

 **Address:** Hüseyin Küçük Sokak, Şeytanoğlu Apt. No:3/B, Köşklüçiftlik-Nicosia, Cyprus

For your messages via MIS, you need to indicate your action number when uploading documents and/or sending messages.

Please review our file on how to use MIS at <https://mis.civicspace.eu/en/help/misguide>

As the Civic Space team, we get in touch with you, via the contact person provided in the request for support form throughout the implementation process. The implementation responsibility of the action belongs to you. Therefore, keep in mind that it is you who should get in touch with the suppliers, not the Civic Space team.

In case the contact person changes in your request for support form, please inform the Civic Space team immediately with the names and contact information of the new contact person(s).

As the Civic Space team, we respond to your questions within a maximum of 5 working days. Depending on the implementation intensity, in case you do not hear from us within the stated period of time, in urgent cases, you can always reach us through phone.

E. LIST OF ANNEXES

1. Activity and Budget Plans
2. Procurement and Expenditure Plan
3. Travel, Transportation and Accommodation Forms
4. Template for Declaration of Missing Boarding Cards
5. Template for Notification of Events
6. Grow Civic Visibility Guideline
7. Reimbursement Form
8. Per-Diem Form
9. Template for Participant List
10. Template for Procurement Contract
11. Copy of VAT Exemption Certificate
12. Invoicing and Sample Invoices
13. List of Supporting Documents
14. List of Suppliers
15. Experts' Mobilisation Process
16. Template Terms of Reference
17. Template Timesheet
18. Template Final Report