



# Etkiniz EU Programme Implementation Guidelines



These guidelines were prepared by the Etkiniz Technical Assistance Team to assist Civil Society Organisations (CSOs) benefiting from support under the Etkiniz European Union Programme during the implementation of the activities being supported.



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As the Etkiniz Technical Assistance Team, we will manage the entire process to do with your supported activity using the Etkiniz Information System. These guidelines provide you with the necessary information concerning the implementation of your supported activity. Before you begin implementation of your activity, we will share the sections of this guide relevant to the support you receive with you.

Etkiniz is not a grant programme but an in-kind support programme. This means that the Etkiniz Technical Assistance Team makes all payments, exempt from VAT, to suppliers/service providers directly against invoices. For this reason, you should not make any expenditure on your supported activity without first informing the Etkiniz Technical Assistance Team.



## Things to do before implementation

When you set up your Etkiniz Information System (MIS) account to submit your request for support, we also expect you to send in a budget. We would like to remind you that this will be a proposed and not an approved budget. We go into more detail on this subject in the Section 10 “Procurement” below.

Before that, we would like to list what you must pay attention to in your proposed budget that you will submit alongside your request for support:

- a.** Your budget must total EUR 3000 or less. This budget limit is standard for all requests for support from Etkiniz. Each CSO is allocated a total of EUR 15,000 in budgeting throughout Etkiniz’s term, however, you may only access EUR 3000 of this within a single request for support.
- b.** The expenditure items you list must comply with appropriate expenditure items listed in Etkiniz’s Guidelines for Requests for Support.
- c.** Even if your request for support with accompanying budget in keeping with the limit and expenditure item rules is approved, the approval does not extend automatically to your budget. If your request for support is found compliant, you must still obtain separate written approval for your budget.
- d.** The expenditure items you list under your budget must be appropriate to the Support Category you have picked. For example, you may not list expenditure for international flights or visa fees under your request for support in the expert support category. In exceptional cases, please consult with Etkiniz Technical Assistance Team members who work with you throughout the request for support process.
- e.** We only provide suggestions for the budget for compliant requests for support. We do not provide opinions on the budget of non-compliant or draft requests for support.
- f.** When preparing your budget, please make sure that you research market prices and ensure that your expenditure amounts are not over market prices.

Once your application is approved, the Etkiniz Technical Assistance Team will send all documents related to the implementation of the activity to the contact person named on the application form. Preparations necessary for implementation must begin within 20 working days of the receipt of said documents. At the first meeting for which you will be contacted, Etkiniz will provide the necessary comments and suggestions for changes, if applicable, for both the contents of your request for support and your budget. Once you have revised your request for support in line with these suggestions, Etkiniz will check it and approve the request for support if it is found to be compliant.

In exceptional circumstances, Etkiniz may consider a certain increase to the budget limit. If you have spent up to your limit of EUR 3000 within the relevant request for support and it is still not possible to produce the outputs you proposed, please consult with ETAT.



The approval status of your budget may change depending on the course of your request for support. For example, if some outputs foreseen at the beginning of your request for support are not implemented, expected expenditure items for such outputs are removed from the budget. For instance, if the production of an informative video for your report was approved during the preparation of your report, but your report is later not approved, then the production of the video no longer counts as a valid expenditure item in your budget. Therefore, the presence of an expenditure item in the budget for your work does not guarantee that the expenditure will follow through.

Responsibility for implementing the work rests with the request for support owner. Request for support owners benefitting from ETKINIZ HUMAN RIGHTS MONITORING support must share all the information about their work with the Etkiniz Technical Assistance Team at least 30 days before implementation is set to begin. CSOs benefitting from support to ACCESS TO INTERNATIONAL HUMAN RIGHTS MECHANISMS must share all the information about the action with the Etkiniz Technical Assistance Team at least 45 days before implementation is set to begin.

The request for support owner bears full responsibility for the implementation of the work in keeping with the law. If the request for support owner is legally required to provide information and/or seek permissions from public authorities, it is the responsibility of the request for support owner to obtain these permissions. The request for support owner must provide the Etkiniz Technical Assistance Team with copies of any correspondence with relevant authorities before the work commences.

**If you plan to involve participants under 18 years of age in your work, letters of permission signed by their legal guardians must also be sent to the Etkiniz Technical Assistance Team.**

(Depending on the course of the pandemic, Etkiniz may only support online activities.)

## 1. Catering Services

You need to provide the Etkiniz Technical Assistance Team with a list of detailed information (unit price, unit number etc.) for the event/meeting (including venue rental/catering/refreshments) to be implemented as part of support.

The Etkiniz Technical Assistance Team will send you, and ask you to complete, an event checklist, using which you can record the special needs of participants (vegan, vegetarian, diabetic, participants with disabilities etc.) and the technical equipment required (projection, flipchart etc.).

The completed list must be submitted to the Etkiniz Technical Assistance Team.

## 2. Venue Arrangements

Please note that the number of participants (referred as “guaranteed number of participants” in the contract) should be taken into consideration if a contract is signed with the venue (hotel, meeting room etc.) where the event will be held.

If fewer people than the guaranteed number of participants you have listed attend the event, Etkiniz will pay for the expenditure based on the actual number attending.

You should pay attention this matter to ensure the most efficient use of resources.



## 3. Equipment Rentals

We ask you to please share any outputs, such as meeting minutes, interviews and documents recorded using rented equipment with the Etkiniz Technical Assistance Team.

Equipment purchases are not a suitable expenditure item. The rental value of equipment may not exceed 1/3 of the purchase price of the equipment.

Car rentals are not a suitable expenditure item under Etkiniz support.

## 4. Travel

For the Covid-19 Information Notice for CSOs who will travel once support resumes, please click:

 <https://bit.ly/etkiniz-covid-seyahat>

**!** Etkiniz Technical Assistance Team books flights through a contracted travel agency. Please do not buy flight tickets individually!

### Air travel

The Etkiniz Technical Assistance Team will arrange flight reservations and share the information with request for support owners. Once details of flight reservations have been shared with you, please check the Id information of passengers and the suitability of the date and time of the flight to your event programme. Check-in procedures and responding to potential changes in the flight details are the responsibility of request for support owners.

**The Etkiniz Technical Assistance Team will purchase the reserved tickets after receiving your written confirmation.**

The Etkiniz Technical Assistance Team will share the tickets purchased with the request for support owner. We would like to remind you that sharing the tickets with the other participants is the responsibility of the request for support owner. Economy class flight tickets are preferred.

Please note that you should inform the Etkiniz Technical Assistance Team about any changes you need to make. The Etkiniz Technical Assistance Team will invoice request for support owners for the full cost of flight tickets that are cancelled without justification or not used. If a ticket needs to be cancelled or changed due to a force majeure (accident, illness etc.), you may refer to an official report describing the situation for justification.

You need to keep the boarding passes of all participants and send scanned versions/photographs of them to the Etkiniz Technical Assistance Team via the Information System within two days of the completion of the flight. For lost boarding-passes, you need to obtain a signed and stamped document as proof of having flown.

After receiving your written confirmation for the ticket purchase, the Etkiniz Technical Assistance Team will invoice request for support owners for the full cost of flight tickets in case the tickets were cancelled or changed without a force majeure.

If there is a need to change flight tickets, please note that you should inform the Etkiniz Technical Assistance Team accordingly. When changing a flight ticket, you should pay the service fee and other expenses to the agency, where the tickets were purchased, prior the flight.



## Travel by land, sea and rail

You must complete and submit a Travel and Accommodation Form supplied to you by the Etkiniz Technical Assistance Team before you travel by land, sea or rail.

For land, sea or rail travel, the Etkiniz Technical Assistance Team will reimburse the request for support owners or participants after they have bought the tickets and submitted them to Etkiniz.

The Etkiniz Technical Assistance Team will provide you in advance with a Reimbursement Request Form for this purpose. You need only complete and send the form to the Etkiniz Technical Assistance Team for reimbursement.

Only coach/boat/train tickets that are considered an invoice can be accepted under the programme.

**The names of the persons travelling should be shown separately on the tickets.**

## 5. Accommodation



For accommodation, you must submit a Travel and Accommodation Form to the Etkiniz Technical Assistance Team at least 15 days before the date of your accommodation booking. This form will be sent to you by the Etkiniz Technical Assistance Team before the date of accommodation.

We would like to underline the fact that accommodation support only covers bed + breakfast expenses. You may request per diem support for lunch and dinner (you may request up to the TRY equivalent of EUR 10 for travel in Turkey and EUR 50 for international travel). Participants are responsible for any extra expenses incurred as part of the accommodation.

When planning accommodation, please bear in mind that the earliest check-in date is one day before the beginning of the event and the latest check-out date is one day after the end of the event. Additional accommodation expenses not necessary for event attendance are the responsibility of the participants.

The Etkiniz Technical Assistance Team carries out domestic accommodation reservations and invoicing.

## 6. Per diem support



Per diem allowances are provided to cover your daily needs, such as lunch and dinner, and intracity travel, as part of domestic travel support from Etkiniz.

**Transport expenses and per diems within the same city are not covered by the support.**

Under approved budgets, each participant/beneficiary is entitled to EUR 10 of per diem allowance per day for domestic travel, that is paid into the personal bank accounts of the participants in TRY. Therefore, please complete the Payment Form, including the TRY bank account details of participants (full name of the account holder and IBAN number), and send it to the Etkiniz Technical Assistance Team before the participants travel.

**You may obtain information from the Etkiniz Technical Assistance Team for payments to participants who do not have bank accounts.**



You are expected to add the food and transport receipts to the Reimbursement Request Form which you send to Etkiniz for reimbursements under per diem support. You should attach the receipts you have collected for per diems to the transport and food receipt spaces at the very end of the reimbursement form and post it as an attachment of the form. The form will be sent to you by the Etkiniz Technical Assistance Team before the activity in question.

The Etkiniz Technical Assistance Team will direct you to the intermediary firm that will complete the payment, along with the invoice sent by you. If there are receipts that are not in TRY units, Etkiniz Technical Assistance Team will calculate the TRY equivalent according to the Republic of Turkey's Central Bank exchange rates on the day these receipts were invoiced and the intermediary firm will carry out the payment to you in TRY.

**Reimbursements will be transferred to the account to your choosing within 30 days.**

## 7. Support for the design, editing, printing and dissemination of materials



This covers costs of designing, editing, printing and distribution of materials such as reports, books, posters, brochures and roll-ups. The Etkiniz Technical Assistance Team will check with the supported CSO that materials comply with visibility rules at the beginning of each round of work. It is generally advisable for you to review the Etkiniz Visibility Guidelines we will send to you during the preparation phase.

You must submit work outputs (brochures, posters, videos, event programmes etc.) to the Etkiniz Technical Assistance Team before sending them for printing and/or circulating them in order to obtain the Etkiniz Technical Assistance Team's official confirmation of compliance with visibility rules. Only the printing and/or circulation of materials that are approved will be supported.



We ask you to please share pictures and videos from your events view give a general impression of the event and which you think is suitable to be archived by the Etkiniz EU programme.

Please submit at least three copies (may vary according to the number of copies printed) of visibility materials printed with the support of the programme (posters, brochures, leaflets, programmes, booklets etc.) and photos of materials which cannot be sent to the Etkiniz Technical Assistance Team in use at the event venue, such as roll-ups and banners.

### • Announcements/news coverage

Please consult the Visibility Guidelines for directions and tips on disseminating your work.

### • Interpretation and/or translation/sign language translation

Support owners can get quotes concerning offers and prices for interpretation, translation or sign language translation services and request support from the Etkiniz Technical Assistance Team.

You should share the documents to be translated with the Etkiniz Technical Assistance Team before sending them to translation and after translation is completed.

**Etkiniz will make the necessary payments.**



## • Stationery

The stationery header covers materials required under your supported action (badges, notepaper, pens, sticky notes, board markers etc.).

## 8. Online subscriptions

You may benefit from online subscriptions you set up under Etkiniz by receiving approval from the Etkiniz Technical Assistance Team. For subscriptions you added to your budget that was approved by Etkiniz, you can seek reimbursement by filling in the relevant section in the Reimbursement Request Form and sending it in along with the invoice from the website.

The Etkiniz Technical Assistance Team will direct you to the intermediary firm that will complete the payment, along with the invoice sent by you. If there are receipts that are not in TRY units, Etkiniz Technical Assistance Team will calculate the TRY equivalent according to the Republic of Turkey's Central Bank exchange rates on the day these receipts were invoiced and the intermediary firm will carry out the payment to you in TRY.

Reimbursements will be transferred to the account of your choosing within 30 days.

## 9. Expert Support

You may request the support of experts with whom you have worked before and whose experience you trust. In this case, you need to explain your request to work with this person in detail in your application and attach the relevant expert's resumé to the request form. Your suggestions for experts who are not in the Etkiniz expert pool will be evaluated by the Etkiniz Technical Assistance Team and the European Union Delegation to Turkey.

If you do not request the services of a specific expert, the selection of experts for compliant requests for support will be carried out primarily from within the Etkiniz expert pool to ensure the transparency and accountability of the process. Etkiniz Technical Assistance Team will manage communications between the expert and the request for support owner.

The Approval of the expert/experts drawn from outside Etkiniz expert pool may take longer as it includes compliance checks of their task description.

The expert/experts deemed suitable for the work sign a contract with Etkiniz and are paid directly by the programme. The request for support owners have no responsibilities in this matter.

## 10. Procurement

Etkiniz is not a grant programme but an in-kind support programme. This means that Etkiniz Technical Assistance Team makes all the payments to suppliers/service providers directly in exchange for invoices and exclusive of VAT.

You should therefore not make any expenditure for your work without first informing the Etkiniz Technical Assistance Team.

**If you need to make changes in activities or compliant budget items listed in your request for support, you must contact the Etkiniz Technical Assistance Team.**



## **Do not undertake any expenditure before beginning your work!**

Etkiniz's procurement principle is defined as "getting best value for money", by working with suppliers/service providers who respect human rights, labour rights, animal rights and the environment.

"Getting best value for money" means choosing the most appropriate product/service that meets the needs of the programme. In order to ensure best value, you will need to carry out market research and obtain price quotations by identifying the most appropriate suppliers/service providers. There is no need to obtain quotations if the supplier/service provider lists their prices online; however, a dated printout of the relevant web pages should be kept to be able to prove that market research has been carried out. You can always ask for help from the Etkiniz Technical Assistance Team concerning the market research process. If there is a specific supplier/service provider that you want to work with, you should explain the reasons to the Etkiniz Technical Assistance Team in keeping with the priorities listed above.

Procurements made under the Etkiniz EU Programme are exempt from VAT in accordance with European Union-Turkey Framework Agreement. Therefore, you should notify suppliers that procurements will be exempt from VAT when negotiating with them.



**We would like to remind you to take the following points into consideration when seeking quotations from, and selecting a supplier/service provider:**

- Avoiding conflicts of interest,
- Maintaining a fair, egalitarian and transparent approach,
- Maximising competition,
- Ensuring that quotations received are evaluated impartially and comprehensively,
- Selecting the most realistic offer that will best meet the needs, specifications, task description and prevailing circumstances,
- Procurement approval and contract.

The process for the expenditure that we add to the budget for your work under Etkiniz in line with the requirements above and which we decided to proceed with begins with an examination of the Offers Table/Offers Summary Table you will send us in completed form. Etkiniz Technical Assistance Team will send you the templates for these tables before the activity begins. You need to fill out the offer tables for every expenditure item you plan to undertake to Etkiniz Technical Assistance Team. You may request examples of filled out documents from Etkiniz Technical Assistance Team.

**The points you should take into account when asking for offers are as follows:**

- a. The expenditure process cannot begin before offer documents are fully completed and submitted. If you have problems with the forms, please inspect the sample documents or get in touch with Etkiniz Technical Assistance Team.
- b. Certain limits apply to offer documents. If the sum of your expenditure is less than TRY 10,000, you should obtain at least two offers, while you should obtain at least three offers for expenditure equal to or more than TRY 10,000. All offers must be for amounts exempt from VAT.
- c. You are expected to complete the offer document in as much detail as possible. For example, when listing bids for translation work, you must list the number of words to be translated and unit price per word/character; if you are planning a social media publicity campaign, you must give detailed information of its duration and scope on the offer document.

**In keeping with the principle of most effective use of the budget, the most suitable supplier is selected and the Etkiniz Technical Assistance Team will inform you of the selection in writing.**





## Procurement and Contract

The Etkiniz Technical Assistance Team communicates with the nominated contact persons at request for support owners during the implementation period. Please note that it is the responsibility of request for support owners, and not the Etkiniz Technical Assistance Team, to contact suppliers/service providers, since the responsibility for implementation also rests with request for support owners. The Etkiniz Technical Assistance Team will send a supplier information note to request for support owners to be forwarded to suppliers/service providers. This note will include detailed information on VAT exemption, invoicing and payment processes.

In addition, upon approval of your offers, you will be sent two documents to complete. One of them is the CSO-Supplier Pre-Agreement Form which serves to secure the expenditure for both the CSO and the supplier, and the other is the Obligation Form that needs to be filled out by the CSO representative alone.

The CSO-Supplier Pre-Agreement Form needs to be completed specifically for each item of expenditure and signed by both the supplier and the CSO representative and sent to the Etkiniz Technical Assistance Team.

The Obligation Form is signed by the CSO representative in keeping with the principle of preventing conflicts of interest and sent to the Etkiniz Technical Assistance Team.

Please remember that, the Etkiniz Technical Assistance Team needs to confirm the selection of suppliers/service providers. You should therefore not enter into any procurement transactions without first obtaining approval from Etkiniz Technical Assistance Team.

## 11. Invoicing



Once the activity has been completed, you should inform the Etkiniz Technical Assistance Team to begin invoicing.

The Etkiniz Technical Assistance Team will send you the confirmation letter along with invoice information and VAT Exemption Document, which you should send to the supplier/service provider company.

Please check to see if the invoice from the supplier/service provider complies with the agreed budget and your order in terms of the description and amount and that there are no calculation errors. Check the accuracy of the name and address of the company, the Etkiniz request for support code and the VAT exemption information carefully. Please remember that, you need to obtain the supplier/service provider's bank account number and attach it to the invoice, if it is not already printed on the invoice.

Etkiniz Technical Assistance Team experts will check the documents once the original invoice and supply contract, if any, are received.

**Payments will be made to the supplier/service provider's bank account within 30 days of a complete and accurate invoice being received.**







## Contact

Applicants any with questions about requests under the Etkiniz EU programme support can contact the Etkiniz support desk:

	<a href="mailto:destek@etkiniz.eu">destek@etkiniz.eu</a>
	+90 312 447 7960 / +90 312 4482543 / +90 539 857 5960 The Etkiniz support phone lines are available between 13:30-16:30 on weekdays.
	Suggestions and complaints about the Etkiniz EU programme can be sent to <a href="mailto:info@etkiniz.eu">info@etkiniz.eu</a> or <a href="mailto:bilgi@etkiniz.eu">bilgi@etkiniz.eu</a> .
	Yıldızevler Mahallesi, Rabindranath Tagore Caddesi, No: 10/4, Yunus Ensari İş Merkezi, Çankaya/Ankara, Türkiye
	<a href="http://www.etkiniz.eu">www.etkiniz.eu</a>
	<a href="https://twitter.com/etkinizab">https://twitter.com/etkinizab</a>
	<a href="https://www.facebook.com/ETKİNİZab">https://www.facebook.com/ETKİNİZab</a>
	<a href="https://www.instagram.com/etkiniz/">https://www.instagram.com/etkiniz/</a>
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