



EUROPEAN COMMISSION
CONSUMERS, HEALTH, AGRICULTURE AND FOOD EXECUTIVE AGENCY

Director

Luxembourg, 3 May 2019
Chafea VW/GC/DP
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**TO THE NATIONAL COMPETENT AUTHORITIES SUPERVISING ALTERNATIVE DISPUTE
RESOLUTION (ADR) ENTITIES NOTIFIED TO THE EUROPEAN COMMISSION PURSUANT
TO ARTICLE 20(2) OF DIRECTIVE 2013/11/EU ON CONSUMER ODR**

**Subject: Request to inform notified ADR entities on the launch of the Call for
proposals for capacity building of the alternative dispute resolution (ADR)
bodies for consumer disputes**

Dear Sir/Madam,

We would like to inform you about the launch of this Call and kindly ask to have the information put to the attention of the notified ADR entities under your supervision. This Call implements the Consumer Programme and more specifically, the action 2.1.3 of the 2019 Work Programme: "**Grants for actions with Member States for capacity building of the alternative dispute resolution (ADR) bodies for consumer disputes**". This Call will be managed by Chafea which acts under delegated powers of the European Commission.

All proposals must be submitted directly online via the Funding and Tenders Portal no later than 04/07/2019 at 17:00:00 (Brussels local time). All the relevant documents of the Call are present in the aforementioned Portal.

The proposal must be in conformity with all the terms and conditions set out in the Call text as well as its annexes and shall include:

- Part A: Proposal Submission Form (to be filled on-line)
- Part B: Description of the Action
- Annex I - Declaration of Honour

I thank you again for having the notified ADR entities informed about this Call.

Yours faithfully,

Véronique WASBAUER

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<http://ec.europa.eu/chafea/>

Enclosure:

- Call for Proposal
- Mono-beneficiary Model Grant Agreement
- Multi-beneficiary Model Grant Agreement
- Guide for Applicants
- Part B of the proposal: Description of Action
- Annex I to the proposal - Declaration of Honour

*Part A of the proposal: Proposal Submission Form (**to be filled on-line**)



EUROPEAN COMMISSION

CONSUMERS, HEALTH, AGRICULTURE AND FOOD EXECUTIVE AGENCY

Consumers Unit

**GRANTS FOR ACTIONS WITH MEMBER STATES FOR CAPACITY
BUILDING OF THE ALTERNATIVE DISPUTE RESOLUTION (ADR) BODIES
FOR CONSUMER DISPUTES**

CALL FOR PROPOSALS

CONS - ADR - 2019

Objective III of Regulation (EU) No 254/2014 of the European Parliament and of the Council on a multiannual consumer programme for the years 2014-2020.

Contents

1.	INTRODUCTION– BACKGROUND.....	1
2.	OBJECTIVE(S) – THEME(S) – PRIORITIES – ELIGIBLE ACTIVITIES	1
3.	TIMETABLE	2
4.	BUDGET AVAILABLE AND THE GRANT AMOUNTS	2
5.	ADMISSIBILITY REQUIREMENTS.....	2
6.	ELIGIBLE APPLICANTS	3
7.	EXCLUSION CRITERIA	4
	7.1. Remedial measures	4
	7.2. Supporting documents	4
8.	SELECTION CRITERIA	4
	8.1. Financial capacity	4
	8.2. Operational capacity	4
9.	AWARD CRITERIA.....	4
10.	GRANT AGREEMENT.....	5
11.	PROCESSING OF PERSONAL DATA.....	5
12.	PROCEDURE FOR THE SUBMISSION OF THE PROPOSAL	5

1. INTRODUCTION– BACKGROUND

This call for proposals implements the EU Consumer programme and more specifically action 2.1.3 of the 2019 Work Programme: "*Grants for actions with Member States for capacity building of the alternative dispute resolution bodies for consumer disputes*".

Ensuring access to simple, efficient and low-cost ways of resolving domestic and cross-border issues, notably via alternative dispute resolution (ADR), is a crucial element of the European Consumer Policy. Directive 2013/11/EU (Directive on consumer ADR) has established the legal framework, including harmonised high quality requirements that ADR entities must meet to be certified by the Member States. Regulation (EU) No 524/2013 (Regulation on Consumer ODR) has provided an additional facility (the European Online Dispute Resolution Platform) for consumer disputes related to online purchases. The multiannual Consumer programme and the ADR Directive give the Commission a mandate to support the ADR entities and their networks.

The Consumers, Health, Agriculture and Food Executive Agency (hereafter Chafea) is entrusted by the European Commission with the implementation of parts of the Consumer programme and will be in charge of this Call for proposals.

2. OBJECTIVE(S) – THEME(S) – PRIORITIES – ELIGIBLE ACTIVITIES

The aim of this Call for proposals is to facilitate the consumers' access to alternative dispute resolution entities compliant with Directive 2013/11/EU; including through measures for vulnerable consumers, developing the networking of national alternative dispute resolution entities, promoting monitoring activities on the functioning and the effectiveness of dispute resolution mechanisms.

The expected results:

- Increased accessibility of ADR entities to consumers, including in a cross-border context;
- Improved operational capacity in resolving consumer disputes.

Within these objectives, the following activities are eligible:

- Awareness raising on consumer ADR and the European ODR platform, including ADR networks, bringing knowledge on ADR and ODR to a wider groups of consumers and traders;
- ADR networks support: meetings, conferences, development of common tools and common knowledge;
- Case handling: development of case management systems, including information technology tools, advice and staff training on the relevant European legislation;
- ADR operational capacity: mentoring, study visits and consulting to allow ADR entities to implement working methods and organisational models to better fulfil their mission.

3. TIMETABLE

The deadline for submission is **04/07/2019, 17:00:00 (Brussels local time)**

	Stages	Date and time or indicative period
a)	Publication of the call	07/05/2019
b)	Deadline for submitting applications	04/07/2019
c)	Evaluation period	July - August 2019
d)	Information to applicants	September 2019
e)	Signature of grant agreement	October - November 2019

4. BUDGET AVAILABLE AND THE GRANT AMOUNTS

The total amount earmarked for co-financing the actions is **EUR 1 000 000**.

The maximum co-financing rate for each action is **50%** of the eligible costs, within the following ceilings;

- For each selected mono-beneficiary proposal, the minimum grant requested cannot be lower than 10 000 EUR, while maximum grant requested cannot exceed 60 000 EUR.

- For each selected multi-beneficiary proposal (submitted by a consortium of at least two entities), the minimum grant requested cannot be lower than 20 000 EUR, while maximum grant requested cannot exceed 60 000 EUR.

The maximum grant amount (EU contribution) for each proposal selected for funding will be determined by applying the co-financing rate to the eligible costs of the action budget submitted by the applicant(s).

Nevertheless, the maximum amount of a grant (EU contribution) envisaged for each selected proposal – be it mono-beneficiary or multi-beneficiary - cannot exceed 60 000 EUR.

Chafea reserves the right not to distribute all the funds available.

5. ADMISSIBILITY REQUIREMENTS

Applications must be submitted via the online submission system before **04/07/2019 at 17:00:00** Brussels local time.

Failure to comply with these requirements will lead to the rejection of the application.

Applications must be drafted in one of the EU official languages*.

The maximum duration of the action is 18 months. Applications for projects scheduled to run for longer than 18 months will be rejected as inadmissible.

**As the working language of Chafea is English, the applicants are requested, as a matter of courtesy, to accompany the proposal with an English translation to expedite the evaluation process.*

6. ELIGIBLE APPLICANTS

The applicants must be, on the date of the submission of the proposal, an Alternative Dispute Resolution (ADR) entity notified to the European Commission pursuant to Article 20(2) of Directive 2013/11/EU on consumer ODR;

Applicants are advised to verify their status by consulting the public list of ADR entities registered on the ODR platform, and to contact their national competent authorities in case they are not listed in the platform or their details are incorrect.

Abovementioned entities with legal personality, whether public or non-public, are eligible.

Abovementioned entities which do not have legal personality under the applicable national law are eligible, provided that their representatives have the capacity to undertake legal obligations on behalf of the entity and offer guarantees for the protection of the Union's financial interests equivalent to those offered by legal persons.

Natural persons are not eligible except self-employed persons or equivalent (i.e. sole traders) where the company does not possess legal personality separate from that of the natural person.

Only applications from entities established and operating in the following countries are eligible:

- EU Member States
- Countries of the European Free Trade Association participating in the European Economic Area

For British applicants: Please be aware that eligibility criteria must be complied with for the entire duration of the grant. If the United Kingdom withdraws from the EU during the grant period without concluding an agreement with the EU ensuring in particular that British applicants continue to be eligible, you will cease to receive EU funding (while continuing, where possible, to participate) or be required to leave the project on the basis of Article 34.3(b) of the grant agreement.

In case of a multi-beneficiary grant - Consortium composition: each of the entities within the consortium has to be eligible as per point 6 of present Call. Entities can originate from the same or different eligible countries.

The consortia shall designate a co-ordinator for the multi-beneficiary action. This co-ordinator will act as a contact point for Chafea and will have the responsibility of receiving the payments and coordinating the reporting exercise.

7. EXCLUSION CRITERIA

Chafea shall exclude an applicant from participating in the award in case the applicant is in any of the situations listed in article 136 of the Financial Regulation (see Declaration of honour listing the aforementioned situations).

7.1. Remedial measures

If an applicant declares one of the situations of exclusion listed above, it should indicate the measures it has taken to remedy the exclusion situation, thus demonstrating its reliability. This may include e.g. technical, organisational and personnel measures to prevent further occurrence, compensation of damage or payment of fines. The relevant documentary evidence which illustrates the remedial measures taken must be provided in annex to the Declaration.

7.2. Supporting documents

Applicants must provide a **Declaration of their honour** certifying that they are not in one of the situations listed in article 136 of the Financial Regulation. Declaration of honour template (listing all the situation of exclusions) needs to be filled in and signed.

8. SELECTION CRITERIA

8.1. Financial capacity

The applicants must have stable and sufficient sources of funding in order to carry out the proposed actions.

The applicants' financial capacity will be also confirmed on the basis of the above-mentioned Declaration of honour.

8.2. Operational capacity

Applicants must have the necessary professional resources, skills and experience required to complete the proposed action.

The applicant's operational capacity will also be confirmed on the basis of the above-mentioned Declaration of honour.

9. AWARD CRITERIA

Eligible applications will be evaluated and ranked against the following award criteria.

Criteria	Points	Minimum threshold*
Relevance of the action, including the expected results and impact, in view of the objectives of the call;	1-5	3
Quality of the proposed action: clear and feasible description of activities, schedule and deliverables; appropriate and cost-effective allocation of resources, including management.	1-5	3

*Proposals which do not meet the minimum thresholds for each award criteria will not be considered further.

Proposals will be ranked based on the total score obtained.

Funding will be awarded within the limits of the available budget.

All applicants, whether successful or not, will be informed of the results of the evaluation.

10. GRANT AGREEMENT

The Model Grant Agreements – both Mono and Multi - are available on the Funding & Tender Opportunities Portal. Please read it carefully. The agreement will only be signed in English.

Applicant(s) whose proposal is selected for funding may be invited to correct or adjust their proposal.

The corrections aim at ensuring that the proposal retained for funding complies with the rules. These corrections do not lead to any substantial changes to the proposal and do not call into question the completed evaluation.

Recommended adjustments are allowed if they do not lead to substantial changes. Non-substantial adjustments aim at maximising the impact (cost-effectiveness) of a proposal which has already been considered as of sufficient quality to be funded. Applicant is entitled to refuse such adjustments without award being questioned.

11. PROCESSING OF PERSONAL DATA

The reply to any call for proposals involves the recording and processing of personal data (such as name, address and CV). Such data will be processed pursuant to Regulation (EC) No 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. Unless indicated otherwise, any personal data will be processed solely for evaluation purposes under the call for proposals by the data controller Gilda Capuano, Head of Consumers Unit. Details concerning the processing of your personal data are available on Chafea website.

Personal data may be registered in the Early Detection and Exclusion System by the Commission, should the beneficiary be in one of the situations mentioned in Article 136(1) and 141 of the Financial Regulation.

12. PROCEDURE FOR THE SUBMISSION OF THE PROPOSAL

Proposals must be submitted via Funding & Tenders Opportunities Portal and before the call deadline.

No modification to the application is allowed once the deadline for submission has elapsed. However, if there is a need to clarify certain aspects or for the correction of clerical mistakes, Chafea may contact the applicant for this purpose during the evaluation process.

Applicants will be informed in writing about the results of the selection process.

Before submitting a proposal:

- (1) Find the call
- (2) Create an account to submit a proposal
- (3) Register all partners via the beneficiary registry

Helpdesk

For questions on the Electronic Submission System, please contact the IT Helpdesk.

For non-IT related questions a helpdesk at Chafea is available via CHAFEA-CP-CALLS@ec.europa.eu.

Frequently asked questions are published on the website of Chafea.

Please note that any replies from the help desk provided in the frame of the current procedure can by no means be regarded as Chafea's binding opinion producing any legal effect. All aspects of the proposals to be submitted in response of the call (including the eligibility, selection and award criteria) will be formally evaluated by the evaluation committee(s) that will be set up on the basis of the applicable rules.

Please indicate clearly the reference of the call for proposals and the topic to which the question relates (*see call document cover page*).



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CALL FOR PROPOSALS

CONS-ADR-2019

Guide for Applicants

TABLE OF CONTENTS

INTRODUCTION..... 2
 Legal framework and Roles and Responsibilities 2
PART 1- ELECTRONIC SUBMISSION 3
 Create a user account..... 3
 Register your organisation in the Participant Register 3
 Submission and acknowledgement of receipt 4
 Rejection of proposals 4
 Information on the evaluation results - Complaints 4
PART 2 – APPLICATION..... 5
 2.1 APPLICATION FORM: PART A – ADMINISTRATIVE PART 5
 2.2 APPLICATION FORM: PART B – DESCRIPTION OF THE ACTION..... 7
 2.3 HOW TO ESTIMATE THE BUDGET OF THE ACTION PROPOSED 8
 2.4 OTHER INFORMATION..... 11
 2.5 ANNEXES TO THE PROPOSAL..... 12

INTRODUCTION

The **Guide for Applicants** is a general user guide that aims to explain to **applicants** and **beneficiaries** the main rules that apply to the evaluation of their proposals and management of their EU grants awarded under the Consumer Programme.

It is designed to be your **practical reference** for preparing and submitting your proposal.

All terms are explained in the detailed Glossary on the Funding & Tenders Portal.

Details on processes and procedures are described in the Online Manual. The Online Manual also contains FAQs and detailed instructions for the Electronic Exchange System.

A complete list of reference documents (including legislation, work programme and templates) can be found on Funding & Tenders Reference Documents.

If necessary, you can also contact us (via the Consumer Programme Helpdesk or, for IT questions, the IT Helpdesk).

The guide is divided in 2 parts:

Part 1 guides the applicant through the electronic submission process;

Part 2 guides the applicant through the design of the proposal - how to set up and describe the Action and estimate the budget related thereto;

Legal framework and Roles and Responsibilities

Please note that the information in this document is for guidance purposes only. This Guide is therefore not legally binding and cannot substitute the legal base, as mentioned below.

If you are in any doubt about any issues mentioned in this guide, the legally binding rules and conditions for the calls are in the following documents:

- Regulation 2018/1046 (EU Financial Regulation)
- the Basic act (Consumer Programme)
- the 2019 Work Programme
- the Call documents
- the model grant agreements (MGA).

Applicants are jointly responsible for their proposal. Each organisation is responsible for submitting correct information in the proposal. For **consortia**, the coordinator submits the proposal on behalf (and in the name of) all applicants. After grant signature, they become **jointly responsible** for implementing the project activities (in accordance with part B of the proposal which becomes an annex to the grant agreement if the project is selected for funding). If a project is not finished, the grant may have to be reduced for everyone. **The coordinator** is responsible for managing the project, submitting reports and deliverables and acting as intermediary for all contacts with Chafea. The other beneficiaries in the consortium must implement their part of the project and contribute to the formal and administrative grant obligations (*e.g. reporting, etc*). **Beneficiaries** can use **subcontractors** to implement certain parts of the project (and charge the price paid to the subcontractor to the grant).

PART 1- ELECTRONIC SUBMISSION

All proposals must be submitted directly online via the Funding and Tenders Portal.

The fact that the whole process is done through an online system, requires a better level of preparation from the potential applicants before embarking on submitting the application itself. Even though the online system enables you to save successive versions of your application, Chafea strongly recommends you to have fully prepared the proposal before starting the online submission process and not view it as a "do-it-as-you-go" process.

The **submission process** is explained in the Participant Portal Online Manual (together with detailed instructions for the IT tool).

Submission is a 2-step process:

- a) **register your organisation**
- b) **submit the proposal** - in 3 parts, as follows:
 - **Part A** includes administrative information about the applicant organisations (future coordinator and beneficiaries) and the summarised budget for the proposal
Fill in directly online.
 - **Part B** (description of the action) covers the technical content of the proposal.
Fill in the word template provided by Chafea and upload it as PDF file.
 - **Annexes** (if required in the call document).
Fill in the annexes (if applicable) which template is included in Part B and upload them as PDF files.

The proposal must be submitted before the **call deadline** (specified in the call document). If you miss the deadline, your proposal will be automatically disregarded by the system and considered not to have been submitted.

Documents must be uploaded to the **right category** (otherwise your proposal might be incomplete and so inadmissible).

Create a user account

To use the Funding & Tenders electronic submission system, all participants need to sign up to their existing EU Login account (for registered users) or create a new EU Login user account (for new users).

Register your organisation in the Participant Register

Once you have an EU Login account, you can register your organisation in the Participant Register. This allows consistent handling of different organisations' official data and avoids multiple requests of the same information. However, check first on the Participant Register if your organisation is already registered:

- If you do not find your organisation there, and only in this case, you should start the registration process by clicking on 'Register your organisation'.
- To complete this registration process, you will need to provide information about your entity legal status and its finances.
- You do not need to complete the registration process in a single session. You can enter some information, save it and **continue** later on '**My Organisations**' in 'My Area' section. Incomplete draft registrations are automatically deleted after one year.

- Once your registration is finalised, you will receive a **9-digit Participant Identification Code (PIC number)**. You will need the PIC numbers of the coordinator and all other beneficiaries (i.e. not for subcontractors and collaborating stakeholders) in order to complete part A of the application.
- The person who registers the organisation, called 'self-registrant', can submit updates and corrections (with corresponding supporting documents) on '**My Organisations**' in 'My Area' section.
- Please note that in case the registered organisation receives EU funding, the 'self-registrant' will be replaced by the appointed representative Legal entity appointed representative (LEAR). This person will then be the only person able to provide further updates.

Submission and acknowledgement of receipt

Once the proposal is submitted, you will receive a confirmation e-mail (with date and time of your application). If you do not receive this email, it means your proposal has NOT been submitted.

If you believe this is due to a fault in the Electronic Submission System, you should immediately file a complaint via the Funding & Tenders, explaining the circumstances and attaching a copy of the proposal (and, if possible, screenshots to show what happened).

Rejection of proposals

IMPORTANT TO NOTE: it is extremely important that you upload the proper document (in PDF) under the corresponding heading as you may jeopardize your entire application, which shall be considered as inadmissible!

Hence, before closing the application procedure or logging of, double-check if the content of your PDF documents corresponds to the given headings in the online submission tool.

Information on the evaluation results - Complaints

Once the proposal is submitted, the applicant will not hear from Chafea until the proposal is evaluated, unless:

- Chafea needs to contact the applicant to clarify matters such as eligibility or to request additional information;
- More information or supporting documents are needed to establish the legal entity
- The applicant made a complaint.

We will check eligibility and admissibility and evaluate your proposal against the award criteria set out in the call document.

All applicants, whether successful or not, will receive a letter at the end of evaluation.

To ensure equal treatment for all applicants, we can NOT answer any questions on the outcome of the call before the evaluation is completed.

If you believe that the evaluation procedure was flawed you will be able to submit a complaint (following the deadlines and procedures set out in the evaluation result letter).

PART 2 – APPLICATION

As noted above, the application is composed of three parts:

- **Part A, which includes the administrative information (to be filled on-line);**
- **Part B, which comprises the technical content of the proposal; and**
- **Annexes:**
 - **Annex I - Declaration of Honour**

2.1 APPLICATION FORM: PART A – ADMINISTRATIVE PART

Part A encompasses fields of required information, checklists and declarations to be filled and must be completed directly via the online submission tool; it is structured in three sections, as follows:

- Section 1: General information
- Section 2: Administrative data of the organisation - *Participants and Contacts*
- Section 3: Budget

Please note that Part A follows a common template and is applicable to all funding programmes and all financial instruments, regardless of the specificities of each Programme.

Figure 1: Table of Contents for Part A

<i>Section</i>	<i>Title</i>	<i>Action</i>
1	<i>General Information</i>	
2	<i>Participants and Contacts</i>	
3	<i>Budget</i>	

Section 1: General information

In this section, you should provide the Acronym, Proposal Title, Duration (in months), Free Keywords and an Abstract (max. 2000 characters) explaining the key objectives and benefits of the proposal, how these will be achieved, and their relevance to the Work Programme 2019.

The abstract will be used as a short description of the proposal in the evaluation process and in communication with the programme management committee and other interested parties. Therefore, do not include any confidential information and use plain typed text, avoiding formulae and other special characters.

In the "Declarations" section, there are also a number of self-declarations to be made by coordinator by clicking the corresponding boxes. We recommend that the applicant/coordinator checks with all the partners before clicking the boxes.

Note:

Besides the self-declaration which is filled in by clicking, the applicants are also required to upload a formal Declaration of honour on the exclusion and selection criteria (Annex I).

Section 2: Participants and contacts

The applicant/coordinator will encode the PIC code of his/her organisation and of every other applicant. Part of the administrative data will be filled in automatically after encoding the PIC code. Then, the applicant/coordinator will be required to fill in the contact details for every participant. Hence, it is recommended to have this information at hand when completing part A.

Section 3: Budget

In this section you are required to provide a budget overview stemming from the estimation of the budget you did for your proposal.

Column	Budget category
A	<p>Direct personnel costs</p> <p><i>Indicate costs for personnel. Include only persons working on the action (and only for their estimated time of work on the action).</i></p>
B	<p>Direct costs of Subcontracting</p> <p><i>Indicate costs for subcontracted action tasks</i></p>
C	<p>Other direct costs</p> <p><i>Indicate costs for travel and subsistence allowance; depreciation cost or renting / leasing equipment; costs for other goods and services</i></p>
D	<p>Indirect costs (Automatically calculated (at the indirect cost flat-rate set out in the call document)</p>
E	<p>Total estimated eligible costs</p>
F	<p>Reimbursement rate</p> <p><i>The maximum co-financing rate for each action is 50% of the eligible costs, within the following ceilings:</i></p> <ul style="list-style-type: none"> - For each selected mono-beneficiary proposal, the minimum grant requested cannot be lower than 10 000 EUR, while maximum grant requested cannot exceed 60 000 EUR. - For each selected multi-beneficiary proposal (submitted by a consortium of at least two entities), the minimum grant requested cannot be lower than 20 000 EUR, while maximum grant requested cannot exceed 60 000 EUR.
G	<p>Maximum EU contribution</p> <p><i>Automatically calculated.</i></p>
H	<p>Maximum Grant Amount (Requested EU contribution)</p> <p><i>Indicate the amount of EU funding you would like to have for the project. The total amount in this column should be equal to or less than the total amount of column (G). At the proposal stage, we recommend to each participant to have the requested grant amount (H) to be equal to the maximum EU contribution amount (G).</i></p>
K	<p>Income generated by the action</p> <p>*Not applicable – low value grants (insert 0).</p>
L	<p>Financial contributions given by third parties to the beneficiaries (to cover eligible costs of the action)</p> <p>Financial contribution given by third parties is a contribution for the Action not given by the EU nor coming from the own resources (own contribution of the applicant).</p>
M	<p>Action's total receipts</p>

The guide on how to estimate the budget is described further in the text. The coordinator must fill in the budget table as presented below.

Figure 2: The Budget Overview Table in part A

No	Participant	Country	Direct personnel costs€	Direct costs of subcontracting	Other direct costs	Indirect costs (max 7% on a, b and c) ¹	Total estimated eligible costs	Reimbursement rate(%)	Maximum EU contribution	Maximum Grant Amount	Income generated by the action	Financial contributions given by third parties to the beneficiary	Action's total receipts
			(a)	(b)	(c)	(d) = 0.07 * (a) + (b) + (c)	(e) = (a) + (b) + (c) + (d)	(f)	(g) = (e) * (f)	(h)	(k)	(l)	(m) = (k) + (l)
1	Baird Consulting Scv	BE	0	0	0	0,00	0,00	50	0,00		0	0	0
	Total		0	0	0	0,00	0,00	50	0,00	0,00	0	0	0

Each row of the budget table represents the estimated expenditure and income for one applicant. The estimation of the budget should be presented per applicant (one applicant per row).

2.2 APPLICATION FORM: PART B – DESCRIPTION OF THE ACTION

This part of the guidelines is designed to help you put together your proposal and in particular the actual description of the Action you are applying with to this Call.

The core of your application is the description of the Action – so called Part B. Within the description of the Action you are expected to clearly describe your Action – activities you are planning to perform, how do this activities and Action as a whole fit the priorities and objectives of this Call, what are the results of you Action, etc.

The description of the Action proposed should be:

- **relevant** — address the relevant priorities in the topic.
- **complete** — include all the relevant information. Follow closely the format of the template in part B and ensure you upload all the information requested.
- **clear & concise** — don't interpret completeness as a requirement to include as much information (and words) as possible. Your proposal must also be easy to understand, precise and focused on substance.
- **Reasonable budget** — ensuring the funding you are requesting will be adequate to finance the planned activities.
- **results/impact-oriented** — clearly show the results that will be achieved, and how you intend to disseminate/use them.

Note:

Keep in mind the award criteria when describing your action. The proposal will be evaluated against the award criteria presented in the Call.

2.3 HOW TO ESTIMATE THE BUDGET OF THE ACTION PROPOSED

After having designed your Action (or in parallel with it), you should estimate the budget needed to perform the Action. To be able to present this estimation in the Part A budget table (described above), you need to understand what costs are eligible for EU co-financing. The categories of eligible costs are as follows:

A) Direct personnel costs –the gross salaries of the employees working for the applicant's organisation calculated as proportion of their engagement in the Action.

B) Subcontracting costs – as certain activities cannot be done in-house the Applicant may subcontract these activities under certain condition. For example, one may not have the expertise or the capacity in-house to develop a website or deliver a promotional campaign in which case such activities could be subcontracted.

C) Other direct costs- these costs cover the costs of travel, equipment and other minor purchases such as subscriptions, entry fees to events, etc.

D) Indirect costs – these costs are costs that are not directly linked to the action implementation and therefore cannot be attributed directly to it (such as costs of electricity, post services, etc). A flat-rate of 7% of the total eligible costs of the Action will be accepted to cover the beneficiary's general administrative costs chargeable to the Action.

NOTE! For detailed definitions for eligible and ineligible costs please consult Article 6 of the Model Grant Agreement.

What if the Action is performed by multiple applicants?

If the application is sent by a consortium (more than one eligible applicant) the estimations will be done per applicant. Hence, in the budget table in Part A – each applicant shall be presented in a separate row.

Detailed explanation on which costs are eligible:

A. Direct personnel cost

Personnel costs are related to personnel working for the beneficiary under an *employment contract* (or equivalent act) and *assigned to the action*.

In addition, the following costs can also be recognised as personnel costs:
The *costs for natural persons* working under a *direct contract with the beneficiary other than an employment contract* or *cost of personnel seconded by a third party against payment*

Direct personnel costs include actual salaries plus social security contributions and other statutory costs included in the remuneration. They may also comprise additional remunerations, including payments on the basis of supplementary contracts regardless of the nature of those contracts, provided that they are paid in a consistent manner whenever the same kind of work or expertise is required, independently from the source of funding used.

Example: if a person working for the applying organisation (applicant) will work 10% of his monthly engagement on the Action - the estimation of the costs will be 10% of this person's monthly gross salary. Hence, if this person has a monthly gross of 2000 EUR the estimation of costs for this person will be 200 EUR per month. If this person will work 6 months on the project, the full estimation will be $6 \times 200 \text{ EUR} = 1200 \text{ EUR}$.

You should continue by analogy for all the personnel working on your Action. As the values presented are estimation, please round them up (for example 346,23 EUR to 350 EUR).

B. Direct costs of subcontracting

Generally speaking, the subcontracting means contracting out/ outsourcing of parts of the action (project tasks or project activities described in the description of the Action).

As certain activities cannot be done in-house, the applicant may subcontract these activities under certain condition. One may not have the expertise or the capacity in-house to develop a website or deliver a promotional campaign in which such activities will be subcontracted.

Example: if within the Action envisaged by the applicant, promotional campaign is to be developed and undertaken, the applicant may subcontract this to a service provider and insert the cost estimation in the budget.

C. Other direct costs

C.1 Travel costs and related subsistence allowances are eligible if they are in line with the beneficiary's usual practices on travel. These costs are usually composed of the following three elements: car travel expenses/rail/plane/bus tickets, accommodation and daily allowance.

The costs must be reasonable and in line with your usual practices on travel costs.

C.2 The depreciation costs of equipment, infrastructure or other assets (new or second-hand) as recorded in the beneficiary's accounts are eligible, if they were purchased in accordance with the grant Agreement and written off in accordance with international accounting standards and the beneficiary's usual accounting practices.

The **costs of renting or leasing** equipment, infrastructure or other assets (including related duties, taxes and charges such as non-deductible value added tax (VAT) paid by the beneficiary, if it is not a public body acting as public authority) are also eligible, if they do not exceed the depreciation costs of similar equipment, infrastructure or assets and do not include any financing fees.

The only portion of the costs that will be taken into account is that which corresponds to the duration of the action and rate of actual use for the purposes of the action.

C.3 Costs of other goods and services. Such goods and services include, for instance, consumables and supplies, dissemination, protection of results, translations and publications and other purchases. Purchases cover the procurement of ordinary services, goods or equipment needed to carry out the project. Unlike subcontracting, they do not involve the outsourcing of entire parts of the project (project tasks or project activities described in the description of the action).

D. Indirect costs

Indirect costs are eligible if they are declared on the basis of the flat-rate of 7% of the eligible direct costs. Indirect costs are costs that are not directly linked to the action implementation and therefore cannot be attributed directly to it (such as costs of electricity, post services, etc). A flat-rate of 7% of the total eligible costs of the action will be accepted to cover the beneficiary's general administrative costs chargeable to the action.

The following section provides a simplified example for illustrative purposes only on how to (i) estimate the budget of the action and (ii) set deliverables and link them to the timeline related to the action proposed. As such, this illustration should only be considered as a supporting tool to the applicant and not a template.

The applicants shall carefully read the Model Grant Agreement – Article 6 – where the eligible and ineligible costs are explained in detail.

The example below sets the activities of a mock action, objective of which is strengthening capacities of NGOs dealing with fundamental rights and promotion of fundamental rights.

Within this Action, the applicant foresees the following activities:

1. Organization of trainings for the NGO staff (internal training)
2. Study on the current situation on fundamental rights issues
3. Organization of conference which will bring together interested parties to discuss the results of the study
4. Organization of the promotional campaign on fundamental rights

The deliverables of the Action linked to the timeline:

1. Training for the NGO staff – Month 1 of the Action
2. Study – From Month 3 to Month 8 of the Action
3. Conference – Month 9 of the Action
4. Promotional campaign – From month 9 to month 12
5. Final report - Month 12 – End of the Action

Tips for the applicant:

- Action itself must correspond to the Objectives and Priorities of the Call.
- The applicant should develop the description of the Action in detail.
- The activities presented must be in line with the section – Eligible activities.
- The applicant should set clear deliverables of the Action and link them to the timetable.
- The applicant should keep in mind the award criteria when describing the Action as the evaluators will evaluate the Action against these very criteria.

Estimation of the budget:

Once the Action is developed, the applicant should estimate the budget for the Action.

For example, NGO applying will have 5 of its employees working on the Action – each will work half of his working time (50%) for the full duration of the Action (12 months).

In case that the gross salary of individual employee is 1000 EUR, as each person will be engaged in the Action in the amount of 50 % of his/her time (as assumed above), the estimation would look as follows:

Category A – Direct personnel costs - 5 employees x 50% of 1000 EUR x 12 months = 30 000 EUR. This value would be inserted in the Category A of the budget table (Part A of the Proposal)

Furthermore, the applicant requires a new portable computer as the existing computers within the organization are not sufficient for both the regular work of the organization and the execution of the Action. As the equipment bought for the purpose of the execution of the Action is eligible through depreciation, the estimation would look as follows:

**Category C – Other Direct costs – if the 500 EUR worth computer is fully depreciated in two years (internal rules of the organization), the applicant will be able to claim 50% of the value as the Action lasts one year.
500 EUR – 2 years of depreciation as per rules – Action lasts only one year = 250 EUR.**

For the organization of the training, the applicant requires an external expert in fundamental rights. This person will need to fly in from abroad and get paid for its service.

Estimation would look as follows:

Category C – Other Direct Costs – 300 EUR estimation of the flight ticket + 150 EUR hotel + 1000 EUR compensation for the training service provided by the expert = 1450 EUR. This value would be inserted in the Category C of the budget table (Part A of the Proposal)

As the applicant intends to produce a study within the Action and since the applicant has no capacity to produce one in house, this activity will be subcontracted.

Estimation would look as follows:

Category B – Subcontracting – 20 000 EUR. This value would be inserted in the Category B of the budget table (Part A of the Proposal)

In addition, after the study is produced, the applicants intend to bring together different stakeholders and organize a conference where the study will be discussed.

As the applicant has no in-house capacity to organize the conference, it will resort to subcontracting for full organization – this will include bringing in the experts, stakeholders and having the venue and all the necessary materials.

Estimation would look as follows:

Category B - Subcontracting – 8000 EUR. This value would be inserted in the Category B of the budget table (Part A of the Proposal).

Alternatively, the applicant can decide to organize everything in-house (if it has sufficient in-house capacities to do so) and estimate the costs as follows:

Category C – Other goods and services – 2000 EUR for the venue + 10 participants (5 flying in – 400 EUR for hotel, flights and allowance, 5 travelling by train – 100 EUR, no hotel needed) + 1000 EUR catering = 5500 EUR. This value would be inserted in the Category C of the budget table (Part A of the Proposal).

As the applicant has no capacity to run the campaign, the applicant will resort to subcontracting and purchase a service of designing and running the campaign.

Estimation would look as follows:

Category B – Subcontracting – 20000 EUR

Indirect costs are set as a flat rate of 7% of the cumulative value of the 4 main categories:

Category D – Indirect costs are set as flat rate of 7% of the (A+B+C+D)

Part A budget table whether the totals of each category are to be inserted:

No	Participant	Country	Direct personnel costs€	Direct costs of subcontracting	Other direct costs	Indirect costs (max 7% on a, b and c) ¹	Total estimated eligible costs	Reimbursement rate(%)	Maximum EU contribution	Maximum Grant Amount	Income generated by the action	Financial contributions given by third parties to the beneficiary	Action's total receipts
			(a)	(b)	(c)	(d) = 0.07 * ((a) + (b) + (c))	(e) = (a) + (b) + (c) + (d)	(f)	(g) = (e) * (f)	(h)	(k)	(l)	(m) = (k) + (l)
1	Baird Consulting Scs	BE	0	0	0	0,00	0,00	50	0,00		0	0	0
	Total		0	0	0	0,00	0,00	50	0,00	0,00	0	0	0

2.4 OTHER INFORMATION

Currency for financial statements and conversion into euro

The budget must be drawn up in Euros. If the costs will not be incurred in euros, the applicants should use the exchange rate published on the [InforEuro website](#):

Vat

The Financial Regulation (Article 186), applicable as from 3 August 2018, provides for the full eligibility of the cost of VAT where VAT is not recoverable under the applicable national VAT

legislation and is paid by a beneficiary other than a non-taxable person within the meaning of the first subparagraph of Article 13(1) of the Council Directive 2006/112/EC.

Final grant amount

The final amount of the grant is established once the action is completed.

The final grant amount will only be calculated once the documents requested under the grant agreement are received.

Having verified the documents, Chafea will calculate the final grant amount according to the following steps:

Step No	Step description	Accepted amount
1	Accept the eligible costs	Eligible direct and indirect costs in the beneficiary's final statement.
2	Apply the co-financing rate	The proportion of the Step 1 amount corresponding to the co-financing rate in the grant agreement
3	Limit to the maximum grant amount	Either Step 2 amount, or the maximum grant amount in the grant agreement, whichever is lower
4	Reduction due to improper implementation or breach of obligations	<p>Step 3 amount minus any reductions imposed by Chafea:</p> <ul style="list-style-type: none"> (a) substantial errors, irregularities or fraud, serious breach of obligations under the grant agreement (including improper implementation of the action) or during the award procure; (b) systemic or errors, irregularities, fraud or serious breach of obligations in other EU or Euratom grants having a material impact on this grant. <p>The amount of the reduction will be proportionate to the seriousness of the findings.</p>

Reporting and payment arrangements

The detailed reporting and payment arrangements will be set by the grant agreement.

The beneficiary may request one pre-financing corresponding to 60% of the maximum grant amount, as defined in the grant agreement.

The submission of the final report is a pre-condition to calculating the final grant amount and the payment of the final balance. The final report will have a technical (describing the work carried out and the results) and the financial part. The grant agreement will identify the deliverables that the beneficiary will be asked to submit.

2.5 ANNEXES TO THE PROPOSAL

Annexes are necessary documents to support evidence for checking the applicant organisation's compliance with the criteria specified in the call for proposals. Annexes must be uploaded directly into the Electronic Submission system.

The following annex must to be provided with the application:

Annex I – Declaration of Honour (the instruction on filling in the Declaration are present in the template of the Declaration.

Would the applicant consider other annexes necessary to support the application, those are to be added within this category.



EUROPEAN COMMISSION
CONSUMERS, HEALTH, AGRICULTURE AND FOOD EXECUTIVE AGENCY

Consumers Unit

Proposal template

Part B – Description of work

**GRANTS FOR ACTIONS WITH MEMBER STATES FOR CAPACITY
BUILDING OF THE ALTERNATIVE DISPUTE RESOLUTION (ADR) BODIES
FOR CONSUMER DISPUTES**

CALL FOR PROPOSALS

CONS - ADR - 2019

Objective III of Regulation (EU) No 254/2014 of the European Parliament and of the Council on a multiannual consumer programme for the years 2014-2020.

Please follow the structure of this template when preparing your proposal. It has been designed to ensure that the important aspects of your planned work are presented in a way that will enable the evaluators to make an effective assessment against the evaluation criteria.

 **Page limit:** All sections should not be longer than 50 pages. All tables in these sections must be included within this limit (including a table of contents). The minimum font size allowed is 11 points. The page size is A4, and all margins (top, bottom, left, right) should be at least 15 mm (not including any footers or headers).

If you attempt to upload a proposal longer than the specified limit, before the deadline you will receive an automatic warning, and will be advised to shorten and re-upload the proposal. After the deadline, any excess pages will be overprinted with a 'watermark', indicating to evaluators that these pages must be disregarded.

Please do not regard the page limit as a target! It is in your interest to keep your text as concise as possible, since experts rarely view unnecessarily long proposals in a positive light.

 Please read and follow carefully the instructions given in the Call, Model Grant Agreement and Guide for applicants, which is outlining in detail the requirements for the below section of your proposal.

 The description of the Action proposed should be:

Relevant — address the relevant priorities in the topic.

Complete — include all the relevant information. Follow closely the format of the template in part B and ensure you upload all the information requested.

Clear & concise — don't interpret completeness as a requirement to include as much information (and words) as possible. Your proposal must also be easy to understand, precise and focused on substance.

Reasonable budget —ensuring the funding you are requesting will be adequate to finance the planned activities.

Results/impact-oriented — clearly show the results that will be achieved, and how you intend to disseminate/use them.

TITLE AND ACRONYM OF THE PROPOSAL

Title	
Acronym	

LIST OF APPLICANTS*

Applicant No	Applicant organisation name	Country
1 (Coordinator)		
2		
3		
4		

* Mono-beneficiary grants have only one applicant while multi-beneficiary grants have a minimum of two applicants.

TABLE OF CONTENTS

Contents

TITLE AND ACRONYM OF THE PROPOSAL.....	3
LIST OF APPLICANTS*	3
1. AIMS AND OBJECTIVES OF THE ACTION	5
2. WORK PLAN	5
3. DELIVERABLES AND TIMETABLE:.....	5

1. AIMS AND OBJECTIVES OF THE ACTION

Free section

Tips: Consult Section 2 of the Call for Proposals

2. WORK PLAN

Detailed description of the Action and its Activities – free section

3. DELIVERABLES AND TIMETABLE:

DELIVERABLE/OUTPUT	INDICATIVE TIMETABLE
Final Report	Month XX

Deliverables and outputs are produced or provided as a result of the Action.

In the Timeline column, please indicate the month of the production or provision of the deliverable or output.

Each Action must have a final report included as the mandatory deliverable – last month of the Action.

Annex	Document
Annex I.	Declaration of Honour

INSTRUCTIONS:

**This Declaration of Honour covers exclusion and selection criteria.
The Declaration(s) are to be filled in and signed and uploaded in PDF format (please remove these instructions prior to uploading the Declaration)**

The following options are available:

a) in case of mono beneficiary grants¹:

- (i) the applicant to declare in its name and on behalf of its affiliated entities; OR
- (ii) the applicant and its affiliated entities to declare each in their own name

b) in case of multi beneficiaries grants²:

- (i) the coordinator of a consortium to declare on behalf of all applicants and their affiliated entities;
- (ii) each applicant in the consortium to declare in its name and on behalf of its affiliated entities; OR
- (iii) each applicant in the consortium and to its affiliated entities to declare each in their own name

- Options [**in roman in square brackets**] to be left or deleted as appropriate by the entity signing the declaration;
- Comments [*in grey italics in square brackets*] to be deleted and/or replaced as appropriate by the entity signing the declaration.

^{1 2}A combination of the options is also possible as long as all participating entities are covered.

Declaration on honour

Ref: [action [insert name/reference]³] [work programme [insert name/reference]⁴];
[insert reference to the call for proposals if applicable]

The undersigned [insert the name of the person signing this form], representing:

(only for natural persons) himself or herself: ID or passport number:	(only for legal persons) the following entity: Full official name: Official legal form: Statutory registration number: Full official address: VAT registration number:
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[which has been authorised to sign the present declaration on behalf of the following other entities⁵:
[insert names of other entities on behalf of which the declaration is being signed]]

declares that [the] [each] entity:

- | |
|---|
| (1) is eligible in accordance with the criteria set out in the specific call for proposals; |
| (2) has the required financial and operational capacity as set out in the specific call for proposals ⁶ ; |
| (3) has not received any other Union funding to carry out the [action] [work programme] subject of this grant application and commits to declare immediately to the Commission/ the Agency any other such Union funding it would receive until the end of the [action][work programme]. |

IF ANY OF THE ABOVE REQUIREMENTS IS NOT SATISFIED, PLEASE INDICATE in annex to this declaration which and THE NAME OF THE CONCERNED ENTITY(ies) WITH A BRIEF EXPLANATION.

I – SITUATIONS OF EXCLUSION CONCERNING THE ENTITY(IES)

- | |
|---|
| (4) declares that [the] [each] entity is not in one of the following situations. <u>If yes, please indicate in annex to this declaration which situation and the name(s) of the concerned entity(ies) with a brief explanation.</u> |
| a) it is bankrupt, subject to insolvency or winding-up procedures, where its assets are being administered by a liquidator or by a court, where it is in an arrangement with creditors, where its business activities are suspended, or it is in any analogous situation arising from a similar procedure provided for under Union or national law; |
| b) it has been established by a final judgment or a final administrative decision that the applicant is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the applicable law; |

³ Choose this option and fill it in in case you apply for an action grant.

⁴ Choose this option and fill it in in case you apply for an operating grant.

⁵ Please also consult the call for proposals in case specific options are defined to sign the declaration

⁶ This does not apply to affiliated entities except if their financial capacity and operational capacity is necessary due to the fact that the beneficiary composed of these affiliated entities does not have the required capacity itself.

<p>c) it has been established by a final judgment or a final administrative decision that the applicant is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the applicant belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:</p> <ul style="list-style-type: none"> (i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of eligibility or selection criteria or in the implementation of the legal commitment; (ii) entering into agreement with other applicants with the aim of distorting competition; (iii) violating intellectual property rights; (iv) attempting to influence the decision-making process of Chafea during the award procedure; (v) attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;
<p>d) it has been established by a final judgment that the applicant is guilty of any of the following:</p>
<ul style="list-style-type: none"> (i) fraud, within the meaning of Article 3 of Directive (EU) 2017/1371 of the European Parliament and of the Council and Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995 within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995;
<ul style="list-style-type: none"> (ii) corruption, as defined in Article 4(2) of Directive (EU) 2017/1371 or active corruption within the meaning of Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union, drawn up by the Council Act of 26 May 1997, or conduct referred to in Article 2(1) of Council Framework Decision 2003/568/JHA, or corruption as defined in other applicable laws;
<ul style="list-style-type: none"> (iii) conduct related to a criminal organisation as referred to in Article 2 of Council Framework Decision 2008/841/JHA;
<ul style="list-style-type: none"> (iv) money laundering or terrorist financing within the meaning of Article 1(3), (4) and (5) of Directive (EU) 2015/849 of the European Parliament and of the Council;
<ul style="list-style-type: none"> (v) terrorist offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;
<ul style="list-style-type: none"> (vi) child labour or other offences concerning trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;
<p>e) the applicant has shown significant deficiencies in complying with main obligations in the implementation of a contract, a grant agreement or a grant decision financed by the Union's budget, which has:</p> <ul style="list-style-type: none"> (i) led to the early termination of a legal commitment; (ii) led to the application of liquidated damages or other contractual penalties; (iii) been discovered by an authorising officer, OLAF or the Court of Auditors following checks, audits or investigations;
<p>f) it has been established by a final judgment or final administrative decision that the applicant</p>

has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95;
g) it has been established by a final judgment or final administrative decision that the applicant has created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration or principal place of business;
h) it has been established by a final judgment or final administrative decision that an entity has been created with the intent referred to in point (g).

II – SITUATIONS OF EXCLUSION CONCERNING NATURAL PERSONS WITH POWER OF REPRESENTATION, DECISION-MAKING OR CONTROL OVER THE ENTITY(IES)

This section applies only to declarations by legal persons, with the exception of Member States and local authorities

(5) declares that, for the entity(ies) subject to this declaration, (a) natural person(s) who is/are member(s) of the administrative, management or supervisory body(ies) or who has/have powers of representation, decision or control (this covers company directors, members of management or supervisory bodies, and cases where one person holds a majority of shares) is/are not in one of the following situations. <u><i>If yes, please indicate in annex to this declaration which situation and the name(s) of the concerned person(s) and entity(ies) with a brief explanation.</i></u>
- situation (c) above (grave professional misconduct)
- situation (d) above (fraud, corruption or other criminal offence)
- situation (e) above (significant deficiencies in performance of a contract)
- situation (f) above (irregularity)

III – SITUATIONS OF EXCLUSION CONCERNING NATURAL OR LEGAL PERSONS ASSUMING UNLIMITED LIABILITY FOR THE DEBTS OF THE ENTITY(IES)

This section applies only to declarations that include an entity for which a natural or legal person assumes unlimited liability for debts

(6) declares that (a) natural or legal person(s) that assume(s) unlimited liability for the debts of the entity(ies) subject to this declaration is/are not in one of the following situations. <u><i>If yes, please indicate in annex to this declaration which situation and the name(s) of the concerned person(s) and entity(ies) with a brief explanation .</i></u>
- situation (a) above (bankruptcy)
- situation (b) above (breach in payment of taxes or social security contributions)

Full name

Date

Signature