Creative Europe Programme (CREA)

Call for proposals

Support for the implementation of the European Heritage Label

CREA-CULT-2022-EU-HERITAGE-LABEL

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EUROPEAN EDUCATION AND CULTURE EXECUTIVE AGENCY (EACEA)

EACEA.B – Creativity, Citizens, EU values and Joint operations
EACEA.B.1 – Culture

CALL FOR PROPOSALS

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0. Introduction

This is a call for proposals for EU **action grants** in the field of Heritage under the **Creative Europe Programme**.

The regulatory framework for this EU Funding Programme is set out in:

- Regulation 2018/1046 (EU Financial Regulation)
- the basic act (Creative Europe Regulation 2021/818[1]).

The call is launched in accordance with the 2022 Work Programme[2] and will be managed by the **European Education and Culture Executive Agency (EACEA)** ('Agency').

The call covers the following **topic**:

CREA-CULT-2022-EU-HERITAGE-LABEL

We invite you to read the **call documentation** on the carefully, and in particular this Call Document, the Model Grant Agreement, the EU Funding & Tenders Portal Online Manual and the EU Grants AGA — Annotated Grant Agreement.

These documents provide clarifications and answers to questions you may have when preparing your application:

- the Call Document outlines the:

    - background, objectives, scope, activities that can be funded and the expected results (sections 1 and 2)

    - timetable and available budget (sections 3 and 4)

    - admissibility and eligibility conditions (including mandatory documents; sections 5 and 6)

    - criteria for financial and operational capacity and exclusion (section 7)

    - evaluation and award procedure (section 8)

    - award criteria (section 9)

    - legal and financial set-up of the Grant Agreements (section 10)

    - how to submit an application (section 11)

- the Online Manual outlines the:

    - procedures to register and submit proposals online via the EU Funding & Tenders Portal ('Portal')

    - recommendations for the preparation of the application

- the AGA — Annotated Grant Agreement contains:

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[1]   Regulation (EU) 2021/818 of the European Parliament and of the Council of 20 May 2021 establishing the Creative Europe Programme (2021 to 2027) (OJ L 189, 28.5.2021, p. 34).
[2]   Commission Implementing Decision D076611/01 final of 13 January 2022 concerning the adoption of the work programme for 2022 and the financing decision for the implementation of the Creative Europe Programme.

> – detailed annotations on all the provisions in the Grant Agreement you will have to sign in order to obtain the grant *(including cost eligibility, payment schedule, accessory obligations, etc)*.

You are also encouraged to visit the Creative Europe Project Results website to consult the list of projects funded previously.

1. Background

THE CREATIVE EUROPE PROGRAMME

Objective

Creative Europe brings together actions supporting the European cultural and creative sectors.

The term 'Cultural and creative sectors' means all sectors whose activities are based on cultural values or artistic and other individual or collective creative expressions. The activities may include the development, the creation, the production, the dissemination and the preservation of goods and services, which embody cultural, artistic or other creative expressions, as well as education or management, related to these activities. The sectors include, inter alia, architecture, archives, libraries and museums, artistic crafts, audiovisual (including film, television, video games and multimedia), tangible and intangible cultural heritage, design (including fashion design), festivals, music, literature, performing art (including theatre and dance), books and publishing, radio, and visual arts.

The general objectives of the Programme are:

- to safeguard, develop and promote European cultural and linguistic diversity and heritage.
- to increase the competitiveness and the economic potential of the cultural and creative sectors, in particular the audiovisual sector.

These goals are pursued through the following specific objectives:

- enhancing artistic and cultural cooperation at the European level, in order to support the creation of European works and strengthen the economic, social and external dimension of and innovation and mobility in Europe's cultural and creative sectors (**CULTURE strand**);
- promoting the competitiveness, scalability, cooperation, innovation, and sustainability, including through mobility in the European audiovisual sector (**MEDIA strand**); and
- promoting policy cooperation and innovative actions supporting all strands of the programme, promoting a diverse, independent and pluralistic media environment, and media literacy, thereby fostering freedom of artistic expression, intercultural dialogue and social inclusion (**CROSS SECTORAL strand**).

Policy framework

In 2022, the CULTURE Strand of Creative Europe will continue to be anchored to policy development and EU policy cooperation in the field of culture, notably in line with the objectives of the **2018 New European Agenda for Culture** and the **Council Work Plan for Culture 2019-2022**[3]. Policy cooperation and actions of the

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[3] Council conclusions on the Work Plan for Culture 2019-2022: EUR-Lex - 52018XG1221(01) - EN - EUR-Lex (europa.eu). A New European Agenda for Culture: EUR-Lex - 52018DC0267 - EN - EUR-Lex (europa.eu). Commission staff working document - Accompanying document to the Communication

programme will also cover emerging priorities – such as the contribution to the EU Strategy on combating antisemitism and fostering Jewish life - and high-level initiatives such as the **New European Bauhaus**[4] and the **European Year of Youth 2022**[5].

The Programme is also in line with the 2016 Joint Commission/High Representative Communication "Towards an EU strategy for international cultural relations"[6]and the 2014 Commission Communication "Towards an integrated approach to cultural heritage for Europe"[7], which all plead for a stronger role for culture in the further social, economic and international development of our Union.

The Programme will mainstream, through its actions, the cross-cutting issues of **inclusion** and **diversity**, notably **gender balance,** and **greening of Creative Europe** (i.e. contributing to the achievement of an overall target of 30% of the Union budget expenditures supporting climate objectives).

Creative Europe is also in line with the objectives of **Europe's Digital Decade**[8] and plays a key role within the updated industrial strategy[6] as regards the cultural and creative industries ecosystem.

In accordance with the European Pillar of Social Rights Action Plan[9], the Programme supports promotion of **fair working conditions, including fair remuneration for all cultural and creative professionals**. The Study on the working conditions of artists, cultural and creative professionals, including initiatives for the fair remuneration of artists and cultural professionals, recently published by the European Commission and stakeholders, deserves special attention.

Culture strand 2022 priorities

The 2022 priorities of the CULTURE Strand are defined in the **Creative Europe Annual work-programme 2022.**

Cross-cutting issues

As cross-cutting issues, the Programme will support effective mechanisms to ensure that the cultural sectors offer diversity, inclusion and equality for all, and contribute to the fight against climate change.

- **Inclusion, diversity, and gender equality**. Projects should facilitate access to European cultural and creative content for all groups and audiences, especially for professionals and participants from disadvantaged backgrounds

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from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions on a European agenda for culture in a globalizing world - Inventory of Community actions in the field of culture {COM(2007) 242 final} /* SEC/2007/0570 */: EUR-Lex - 52007SC0570 - EN - EUR-Lex (europa.eu)

4 Council conclusions of 13 December 2021 on culture, high-quality architecture and built environment as key elements of the New European Bauhaus initiative (2021/C 501 I/03).
5 Decision (EU) 2021/2316 of the European Parliament and of the Council of 22 December 2021 on a European Year of Youth (2022) (PE/81/2021/REV/1).
6 Joint Communication to the European Parliament and the Council of 8 June 2016, Towards an EU strategy for international cultural relations (JOIN/2016/029 final).
7 Communication From The Commission To The European Parliament, The Council, The European Economic And Social Committee And The Committee Of The Regions of 22 July 2014, Towards an integrated approach to cultural heritage for Europe (COM/2014/0477 final)
8 Commission Staff working Document of 15 September 2021, Accompanying the document Proposal for a Decision of the European Parliament and of the Council establishing the 2030 Policy Programme "Path to the Digital Decade" (SWD/2021/247 final).
9 European Commission, The European Pillar of Social Rights Action Plan | European Commission (europa.eu)

and with fewer opportunities related to disability or health problems, economic, social or geographical obstacles or cultural differences. Particular attention will be paid to fostering gender equality, as a driver of creativity, economic growth and innovation. Projects must seek to promote gender equality and non-discrimination mainstreaming in accordance with the Gender Mainstreaming Toolkit. All activities funded under the programme must incorporate a gender equality perspective and contribute to the equal empowerment of women and men, ensuring that they achieve their full potential and benefit from the same rights.

- **Environment and the fight against climate change**. The cultural and creative sectors should contribute to the European Green Deal, in particular, by encouraging its operators to adopt more environmentally sustainable practices and, by this, to contribute to the achievement of the overall target of 30% of the Union budget expenditures supporting climate objectives. Culture can play an important role in the green transition through awareness-raising, learning, communication and in the sharing of knowledge and good practices and has the potential to develop innovative ways of tackling environmental challenges.

The European Heritage Label

The European Heritage Label (hereinafter the "EHL") was launched as an EU initiative in 2011 through a Decision 1194/2011/EU of the European Parliament and of the Council. This Label highlights sites which have played a significant role in the history, culture and development of the European Union. The ultimate objective of the EHL is to strengthen people's sense of belonging to the European Union and to strengthen intercultural dialogue.

In 2021, the European Heritage Label was awarded to **48 sites in 19 countries**. These sites carry forward an inclusive, people-centred and value-based definition of, and approach to cultural heritage. By 2022, the number of sites awarded the Label is expected to reach **60 sites in 22 countries.**

This EU initiative is open to the participation of EU Member States on a voluntary basis. So far, 25 Member States have decided to participate in the EHL: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, France, Finland, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, and Spain.

The European Heritage Label is different from other initiatives in the field of cultural heritage such as the UNESCO World Heritage List, the UNESCO Conventions on Intangible Cultural Heritage or the Council of Europe's Cultural Routes:

- it is not about a site's beauty or architectural quality, but its **symbolic** value.
- it is not about conserving sites, but the **activities on offer and their educational dimension, especially for young people.**

Sites are selected on the basis of the criteria laid down under Article 7 of the Decision. In particular, they must have a symbolic European value and must have played a significant role in the history and culture of Europe and/or the building of the Union. They must therefore demonstrate one or more of the following:

- Their cross-border or pan-European nature: how their past and present influence and attraction go beyond the national borders of a Member State.
- Their place and role in European history and European integration, and their links with key European events, personalities, or movements.
- Their place and role in the development and promotion of the common values that underpin European integration.

Candidate sites must submit a project proposal, which includes elements such as raising awareness of the European significance of the site, through appropriate information activities, organizing educational activities, and/or taking part in the activities of networks of sites awarded the label to exchange experiences and initiate common projects.

The pre-selection of sites for the attribution of the label takes place under the responsibility of the Member States and the EHL "National Coordinators". Each Member State may preselect up to two sites every two years. The selection, at Union level, is carried out by the European panel of independent experts, the "EU Panel", under the responsibility of the Commission. A maximum of one site per Member State can be selected. The Commission designates the sites to be awarded the label, having due regard to the recommendation of the European panel for the attribution of the label.

In 2019, a call for support to, and networking of EHL sites was launched under the Creative Europe Programme, with the aim of fostering networking and promoting capacity-building among EHL sites; this is also, in line with the recommendations stemming from the EHL mid-term evaluation. The call was restricted to legal entities or consortia bringing together at least 10 EHL sites.

Throughout 2020 and in the first months of 2021, the Commission has been asked to improve the implementation of the EHL and strengthen its impact.

The EHL 2020 monitoring Report and European Heritage Label 2021 Report delved further into the adjustments that need to be carried out in the second decade of the EHL implementation. It recommended extending the support to the EHL sites and Network to "reach an even higher level of integration and increased international recognition". Taking stock of the steady increase of sites and their diversity, the report recommended fostering more flexibility in the selection process. Subsequently, it called on the creation of new tailored instruments, monitoring processes, assessment forms, guidelines and site report templates.

Echoing this aim, some members of the EHL EU Panel developed, in July 2021, a set of recommendations answering the strategy of ensuring the evolution of the EHL, particularly, the increasing the expected number of sites to 100 by 2030. The EHL EU Panel Members called on the European Commission to reinforce the EHL's capacity to manage the challenges of its growing significance and turning the EHL sites into "ambassadors of European significance."

The recommendations framed by the EU Panel are the need to include support to local activities, the promotion of European significance, the integration of modern technologies, educational activities, synergies with the heritage network, communication operations and train-the-trainer programmes.

2. Objectives — Themes and priorities — Activities that can be funded — Expected impact

Objectives

The European Heritage Label is one of the most valuable EU initiatives to strengthen European citizens' sense of belonging to the Union. The focus on the European dimension of cultural heritage sites and the common values they represent is a distinctive feature of this label. The current number of EHL sites (48) is expected to grow in the coming years; it is therefore necessary to put in place measures that aim to raise the capacities of the EHL sites as well as to enhance the visibility and impact of the EHL in general.

This call will support a single organisation or a single consortium of organisations, with a special focus on cultural heritage and capacity building, which are active in the creative and cultural sectors or running capacity-building and promotional work.

The **general objective of the call** is to support the development of a European Heritage Label umbrella organisation that will establish networking, collaboration, training and opportunities among the EHL Stakeholders. This EHL umbrella organisation will be key to ensuring the sustainability of the European Heritage Label. This call for proposals will contribute to the implementation of the EHL general objectives of "strengthening European Citizens' sense of belonging to the Union, in particular that of young people, based on shared values and elements of European history and cultural heritage, as well as an appreciation of national and regional diversity; and strengthening intercultural dialogue".

The umbrella organisation will support the range of EHL stakeholders and their synergies with bodies active in the field of heritage, cultural and creative sectors together with educational sectors. **It will target the following stakeholders in the EHL initiative**:

EHL Sites

60 Heritage sites form the EHL community have been awarded the label in 2022. The selected EHL sites encompass a great variety of cultural heritage: archaeological sites, cultural landscapes and natural heritage, historical monuments and places of remembrance, urban quarters, intangible heritage and cultural objects, books and archives. Together the selected sites offer a complete geographical and temporal coverage of European territory and history.

Rooted in diverse management models, and having benefited from different funding sources, EHL sites need further integration and support for carrying out public relations and promotional activities with a European Dimension. Their needs centre on fostering the transition towards integrated digital means and more sustainability and inclusion.

EHL National Coordinators

The success of the strategy relies on the integration of the 25 national coordinators and their teams into the EHL community through:

(1) the promotion of the label at national level,

(2) the support and selection of applications, and

(3) the monitoring of the EHL sites' activity.

25 departments, located in their national administrations, have undertaken these functions.

Although their needs may differ, and each of them serves as a key expert in heritage safeguarding and promotion in their respective country, equipping them with additional skills to improve their activities at European level will benefit the growth, outreach, and overall innovation of the EHL.

The general objective of this call will be pursued through the following **specific**

objectives:

Objective 1 – Development of synergies between EHL sites, national coordinators and active players in the cultural heritage sector.

This call for proposals seeks **to establish an EHL** umbrella organisation that will turn the EHL's community of interest and stakeholders into a **community of practice**. This organisation will ideally focus all the National Coordinators and EHL Sites on this aim and build a strong umbrella organisation reflecting each stakeholder's needs. Launching this umbrella organisation in synergy, and through close collaboration, with bodies who are active in relevant heritage and educational sectors would benefit the sustainability, visibility and outreach of the EHL. This, in turn would lead to the strengthening of the National Coordinators' community.

It is expected to initiate and coordinate synergy and collaboration both internally, among the EHL Stakeholders, and also externally with other bodies relevant to the Heritage and Cultural sectors and the field of education. Specific activities could be implemented at the umbrella organisation level or locally by the EHL Sites.

This objective will enhance the internationalisation and professionalisation of the sector. It invites applicants to identify bodies involved in these fields and whose aims are complementary with those of the EHL: European Networks, Heritage Associations, consortia, bodies or research centres, together with university departments, Secondary schools, education centres or public bodies, etc.

The application must include a clear strategy and implementation plan that demonstrates how this objective will be reached, demonstrating a clear understanding and mapping of the needs of the EHL Stakeholders.

Objective 2 – Building of the capacity of EHL Sites and EHL National Coordinators

Applications should aim to equip EHL sites with **an appropriate toolkit enabling them to face the multifaceted challenges that the EHL presents.** Through a clear assessment of the needs of the stakeholders and the challenges that climate change, digital transition and the COVID-19 outbreak pose to Heritage communities, the EHL umbrella organisation should support activities providing EHL sites with relevant skills, competences and know-how. These activities should contribute to strengthening their sites, including encouraging adaptation to digital technologies, testing innovative approaches to audience development and testing of sustainable business and management models. In line with the cross-cutting priorities of the Creative Europe programme, this objective will focus on the greening of the EHL umbrella organisation as well as on inclusion.

The EHL umbrella organisation will provide centralised capacity-building and learning opportunities itself, but also in synergy with organisations that are active in the heritage and educational sectors.

Furthermore, the EHL umbrella organisation will support decentralised and local capacity-building activities providing financial support to EHL Sites and National Coordinators to carry out their own activities.

The EHL umbrella organisation will ensure the legacy of these activities and actions integrating resources and materials elaborated in a resource centre to be developed on its own platforms. The EHL umbrella organisation is expected to carry out monitoring and evaluation exercises to ensure that these activities benefit their target audiences and are in line with their needs.

Objective 3 – Support to the communication and promotion activities of the EHL sites and the EHL in general

The project funded under this call for proposal should provide support to strengthen the outreach and visibility of the EHL and relevant organisations.

The umbrella organisation is expected to implement both centralised and decentralised communication operations proactively. It should establish a clear and coherent visual identity, communication strategies, materials, tools and campaigns that aim to share and promote its activities, events, resources and opportunities but also its individual members and the EU Heritage Policy.

This objective also covers the organisation of promotional events including the biannual award ceremony and the biannual national coordinators' meeting. Applications should include online tools. The umbrella organisation is expected to create its own online platforms and social media channels, and build its own social media plan and online communication strategy. The Umbrella organisation is equally expected to run communication operations on printed media and engage with press relations and public relations, promoting the EHL and members to relevant stakeholders from cultural heritage sectors and specialised press, educational sectors and tourism sector and pertaining press.

Moreover, the umbrella organisation is expected to run decentralised communication operations, providing support to third parties to implement activities and communication campaigns from the EHL sites at local level. These operations should be encouraged by the umbrella organisation and promoted through its own channels.

Finally, the umbrella organisation will actively share and dispatch information from partners and active players in the field of heritage on its own platform resulting in enhancing its visibility and ties with the sector.

Themes and priorities (scope)

The Label is anchored in the policy framework of the Culture Strand of the Creative Europe programme, its cross-cutting issues (inclusiveness, reduction of environmental impact and gender equality) and the European Heritage Label (see Background). Applicants will need to propose activities that integrate the full range of values and philosophy of the European Heritage Label.

Activities that can be funded (scope)

This call aims to support a wide array of activities implemented in the EU Member States participating in the EHL.

- Member States actively participating in the EHL:
    o Austria
    o Belgium
    o Bulgaria
    o Croatia
    o Czech Republic
    o Estonia
    o Finland
    o France
    o Germany
    o Greece
    o Hungary
    o Italy

- o Latvia
- o Lithuania
- o Luxembourg
- o The Netherlands
- o Poland
- o Portugal
- o Romania
- o Slovak Republic
- o Slovenia
- o Spain
- Member States participating in the EHL, without benefiting from an EHL site yet
  - o Cyprus
  - o Malta
  - o Denmark
- Member States not Participating in the EHL
  - o Sweden
  - o Ireland

Activities taking place outside the 27 EU member States cannot be financed (see section 6 below). Projects must normally start on 01/03/2023 to ensure that they integrate the established cycle of annual events.

Applications must include activities that are in line with the objectives of the call (above). The proposed activities need to be grouped into coherent Work Packages (i.e., major sub-division of the project) which are linked to specific deliverables. The deliverables provide the proof – at the end of the project - that the activities have been completed in the quantity and quality specified in the application.

There must be at least one work package for each of the three specific objectives of the call.

Examples of activities under objective 1 - Development of synergies between EHL sites, national coordinators and active players in the cultural heritage sector:

- Cooperation with National Coordinators to reinforce synergies and collaboration among EHL sites: organisation of meetings, events and workshops, networking activities, development of common strategies and best practices, informal peer learning, etc.
- Cooperation with EHL sites to reinforce their synergies and collaborations: organisation of consultation to collect data on their needs and expectations. The organisation of events and workshops, networking activities, development of common strategies, best practices, peer learning, and sectorial/thematic approaches, etc.
- Synergies with other players active in cultural and creative sectors as well as educational sector (school, universities, research centres): facilitating multilateral exchanges, professional networking, partnership and project development. Exchanges among professionals, or multi-layered, with artists, policymakers, in developing joint-actions, events, workshops, resources or tools to answer the above stated objective.
- Both technical and financial support to EHL Sites to identify and implement joint-actions and collaborations at local and national level to attract other sources of funding and knit the sites with local active players.
- Financial support to third parties through grants (see Support to third parties).
- Other relevant activities.

Examples of activities under objective 2 - Building of the capacity of EHL Sites and EHL National Coordinators:

Support to the organisation of activities that will strengthen the Skills of the EHL Sites and National coordinators. These can tackle a wide range of topics, such as adaptation to digital technologies, climate-action, sustainable tourism, testing innovative approaches to audience development, participatory governance and social inclusion, new business, and management models, etc. These activities could be centralized at the umbrella organisation level or decentralised, at local level, through a financial support to third parties.

- Training courses, seminars, exchanges of good practices and workshops to equip the National Coordinators with the adequate toolset to bolster the national networks of EHL sites and their cross-borders cooperation.
- Training courses, events, workshops, tools, and tailored materials for EHL sites to support them in raising awareness of common European History, reconnect with their audiences and reinforce a sense of belonging to a common European space.
- Support to local activities through a financial support to EHL Sites wishing to develop specific audience development tools or projects aimed at attracting new audiences. Activities targeting younger audiences or developing educative materials in line with the priorities of the EHL will be favoured (see Support to third parties).
- Support to candidates' sites through training courses, info days and tools for candidate sites to help them to apply and/or promote their sites.
- Other relevant activities

Examples of activities under objective 3 - Support to the communication and promotion activities of the EHL sites and the EUL initiative in general:

- Development of centralised communication tools, materials, and strategies: website, social media accounts, newsletters, branding strategy, online and offline publications, etc.
- Organisation of events including the bi-yearly Award ceremony and bi-yearly National Coordinators meeting.
- Promotion of the EHL Sites as cultural attractions towards specialised press and national and EU touristic actors and national tourism agencies.
- Financial support to EHL sites to promote their sites and activities through communication and promotion activities: communication campaigns, events, etc. (see Support to third parties).
- Other relevant activities

Expected impact

This call will fund a single project proposed by a single organisation or a consortium of organisations working to implement all three objectives of this call.

3. Available budget

The available call budget is **EUR 3 000 000**.

Specific budget information per topic can be found in the table below.

Topic	Topic budget
Support for the implementation of the European Heritage Label	**EUR 3 000 000**

We reserve the right not to award all available funds depending on the proposals received and the results of the evaluation.

4. Timetable and deadlines

Timetable and deadlines (indicative)	
Call opening:	30 June 2022
Deadline for submission:	5 October 2022 – 17:00:00 CET (Brussels)
Evaluation:	October-November 2022
Information on evaluation results:	December 2022
GA signature:	February 2023

5. Admissibility and documents

Proposals must be submitted before the **call deadline** *(see timetable section 4)*.

Proposals must be submitted **electronically** via the Funding & Tenders Portal Electronic Submission System (accessible via the Topic page in the Search Funding & Tenders section . Paper submissions are NOT possible.

Proposals (including annexes and supporting documents) must be submitted using the forms provided *inside* the Submission System (⚠ NOT the documents available on the Topic page — they are only for information).

Proposals must be **complete** and contain all the requested information and all required annexes and supporting documents:

- Application Form Part A — contains administrative information about the participants (future coordinator, beneficiaries and affiliated entities) and the summarised budget for the project *(to be filled in directly online)*

- Application Form Part B — contains the technical description of the project *(to be downloaded from the Portal Submission System, completed and then assembled and re-uploaded)*

- **mandatory annexes and supporting documents** *(to be uploaded)*:

  o detailed budget table: not applicable

  o CVs of core project team: not applicable

  o activity reports of last year: not applicable

  o list of previous projects (key projects for the last 4 years) (template available in Part B)

At proposal submission, you will have to confirm that you have the **mandate to act** for all applicants. Moreover you will have to confirm that the information in the application is correct and complete and that the participants comply with the conditions for receiving EU funding (especially eligibility, financial and operational capacity, exclusion, etc). Before signing the grant, each beneficiary and affiliated entity will have to confirm this again by signing a declaration of honour (DoH). Proposals without full support will be rejected.

Your application must be **readable, accessible and printable**.

Proposals are limited to maximum **70 pages** (Part B). Evaluators will not consider any additional pages.

You may be asked at a later stage for further documents *(for legal entity validation, financial capacity check, bank account validation, etc)*.

For more information about the submission process (including IT aspects), consult the Online Manual.

6. Eligibility

Eligible participants (eligible countries)

In order to be eligible, the applicants (beneficiaries and affiliated entities) must:

– be legal entities (public or private bodies)

– be established in one of the eligible countries, i.e.:

– Creative Europe Participating Countries:

– EU Member States (including overseas countries and territories (OCTs))

– non-EU countries:

– listed EEA countries and countries associated to the Creative Europe Programme or countries which are in ongoing negotiations for an association agreement and where the agreement enters into force before grant signature (list of participating countries)

Beneficiaries and affiliated entities must register in the Participant Register — before submitting the proposal — and will have to be validated by the Central Validation Service (REA Validation). For the validation, they will be requested to upload documents showing legal status and origin.

Other entities may participate in other consortium roles, such as associated partners, subcontractors, third parties giving in-kind contributions, etc *(see section 13)*.

Specific cases

Natural persons — Natural persons are NOT eligible (with the exception of self-employed persons, i.e. sole traders, where the company does not have legal personality separate from that of the natural person).

International organisations — International organisations are eligible. The rules on eligible countries do not apply to them.

Entities without legal personality — Entities which do not have legal personality under their national law may exceptionally participate, provided that their representatives have the capacity to undertake legal obligations on their behalf, and offer guarantees for the protection of the EU financial interests equivalent to that offered by legal persons[10].

EU bodies — EU bodies (with the exception of the European Commission Joint Research Centre) can NOT be part of the consortium.

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10   See Article 197(2)(c) EU Financial Regulation 2018/1046.

Associations and interest groupings — Entities composed of members may participate as 'sole beneficiaries' or 'beneficiaries without legal personality'[11]. ⚠ Please note that if the action will be implemented by the members, they should also participate (either as beneficiaries or as affiliated entities, otherwise their costs will NOT be eligible).

Creative Europe Desks (CEDs) — The host organisations of Creative Europe Desks are eligible as coordinator or beneficiary in open calls, if they have procedures to segregate the project management and the information provision functions and if they are able to demonstrate cost separation (i.e. that their project grants do not cover any costs which are covered by their other grant). This requires the following:

- use of analytical accounting which allows for a cost accounting management with cost allocation keys and cost accounting codes AND application of these keys and codes to identify and separate the costs (i.e. to allocate them to either one of the two grants)

- recording of all real costs incurred for the activities that are covered by the two grants (including the indirect costs)

- allocation of the costs in a way that leads to a fair, objective and realistic result.

Countries currently negotiating association agreements — Beneficiaries from countries with ongoing negotiations *(see list above)* may participate in the call and can sign grants if the negotiations are concluded before grant signature (with retroactive effect, if provided in the agreement).

EU restrictive measures — Special rules apply for certain entities *(e.g. entities subject to EU restrictive measures under Article 29 of the Treaty on the European Union (TEU) and Article 215 of the Treaty on the Functioning of the EU (TFEU)[12] and entities covered by Commission Guidelines No 2013/C 205/05[13])*. Such entities are not eligible to participate in any capacity, including as beneficiaries, affiliated entities, associated partners, subcontractors or recipients of financial support to third parties (if any).

ⓘ For more information, *see Rules for Legal Entity Validation, LEAR Appointment and Financial Capacity Assessment*.

Consortium composition

Both applications by single applicants and proposals submitted by a consortium are allowed.

Eligible activities

Eligible activities are the ones set out in section 2 above.

Please note that **only activities taking place in the 27 EU member States (benefiting or not from an EHL Site) will be supported**. Applicants (beneficiaries and affiliated entities) can be from any Creative Europe Participating Country (see *Eligible participants* above), but activities can only be organised in the EU 27 countries.

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[11]   For the definitions, see Articles 187(2) and 197(2)(c) EU Financial Regulation 2018/1046.
[12]   Please note that the EU Official Journal contains the official list and, in case of conflict, its content prevails over that of the EU Sanctions Map.
[13]   Commission guidelines No 2013/C 205/05 on the eligibility of Israeli entities and their activities in the territories occupied by Israel since June 1967 for grants, prizes and financial instruments funded by the EU from 2014 onwards (OJEU C 205 of 19.07.2013, pp. 9-11).

Projects must comply with EU policy interests and priorities.

Financial support to third parties is allowed for grants under the following conditions:

- the calls must be open, published widely and conform to EU standards concerning transparency, equal treatment, conflict of interest and confidentiality

- the calls must remain open for at least one month

- the outcome of the call must be published on the participants' websites, including a description of the selected projects, award dates, project durations, and final recipient legal names and countries

- the calls must have a clear European dimension.

Financial support to third parties will be allowed for activities which comply with the general objective of the call and contributes to the specific objectives listed above.

Your project application must clearly specify why financial support to third parties is needed, how it will be managed and provide a list of the different types of activities for which a third party may receive financial support. The proposal must also clearly describe the results to be obtained.

Duration

Projects should not normally exceed 40 months (extensions are possible, if duly justified and through an amendment).

Ethics

Projects must comply with:

- highest ethical standards and

- applicable EU, international and national law.

They may not include pornographic or racist material or advocate violence.

7. Financial and operational capacity and exclusion

Financial capacity

Applicants must have **stable and sufficient resources** to successfully implement the projects and contribute their share. Organisations participating in several projects must have sufficient capacity to implement all these projects.

The financial capacity check will be carried out on the basis of the documents you will be requested to upload in the Participant Register during grant preparation *(e.g. profit and loss account and balance sheet, business plan, audit report produced by an approved external auditor, certifying the accounts for the last closed financial year, etc)*. The analysis will be based on neutral financial indicators, but will also take into account other aspects, such as dependency on EU funding and deficit and revenue in previous years.

The check will normally be done for all beneficiaries, except:

- public bodies (entities established as public body under national law, including local, regional or national authorities) or international organisations

- entities active in cultural and creative sectors that have received over 50% of their annual revenue from public sources over the last two years

- if the individual requested grant amount is not more than EUR 60 000.

If needed, it may also be done for affiliated entities.

If we consider that your financial capacity is not satisfactory, we may require:

- further information

- an enhanced financial responsibility regime, i.e. joint and several responsibility for all beneficiaries or joint and several liability of affiliated entities *(see below, section 10)*

- prefinancing paid in instalments

- (one or more) prefinancing guarantees *(see below, section 10)*

or

- propose no prefinancing

- request that you are replaced or, if needed, reject the entire proposal.

For more information, *see Rules for Legal Entity Validation, LEAR Appointment and Financial Capacity Assessment*.

Operational capacity

Applicants must have the **know-how, qualifications** and **resources** to successfully implement the projects and contribute their share (including sufficient experience in projects of comparable size and nature).

This capacity will be assessed together with the 'Project Management' award criterion, on the basis of the competence and experience of the applicants and their project teams, including operational resources (human, technical and other) or, exceptionally, the measures proposed to obtain it by the time the task implementation starts.

If the evaluation of the award criterion is positive, the applicants are considered to have sufficient operational capacity.

Applicants will have to show their capacity via the following:

- general profiles (qualifications and experiences) of the staff responsible for managing and implementing the project

- description of the consortium participants

- list of previous projects (key projects for the last 4 years).

Additional supporting documents may be requested, if needed to confirm the operational capacity of any applicant.

Public bodies, Member State organisations, international organisations and entities active in cultural and creative sectors that have received over 50% of their annual revenue from public sources over the last two years are exempted from the operational capacity check.

Exclusion

Applicants which are subject to an **EU exclusion decision** or in one of the following **exclusion situations** that bar them from receiving EU funding can NOT participate[14]:

- bankruptcy, winding up, affairs administered by the courts, arrangement with creditors, suspended business activities or other similar procedures (including procedures for persons with unlimited liability for the applicant's debts)

- in breach of social security or tax obligations (including if done by persons with unlimited liability for the applicant's debts)

- guilty of grave professional misconduct[15] (including if done by persons having powers of representation, decision-making or control, beneficial owners or persons who are essential for the award/implementation of the grant)

- committed fraud, corruption, links to a criminal organisation, money laundering, terrorism-related crimes (including terrorism financing), child labour or human trafficking (including if done by persons having powers of representation, decision-making or control, beneficial owners or persons who are essential for the award/implementation of the grant)

- shown significant deficiencies in complying with main obligations under an EU procurement contract, grant agreement, prize, expert contract, or similar (including if done by persons having powers of representation, decision-making or control, beneficial owners or persons who are essential for the award/implementation of the grant)

- guilty of irregularities within the meaning of Article 1(2) of Regulation No 2988/95 (including if done by persons having powers of representation, decisionmaking- or control, beneficial owners or persons who are essential for the award/implementation of the grant)

- created under a different jurisdiction with the intent to circumvent fiscal, social or other legal obligations in the country of origin or created another entity with this purpose (including if done by persons having powers of representation, decision-making or control, beneficial owners or persons who are essential for the award/implementation of the grant).

Applicants will also be refused if it turns out that[16]:

- during the award procedure they misrepresented information required as a condition for participating or failed to supply that information

- they were previously involved in the preparation of the call and this entails a distortion of competition that cannot be remedied otherwise (conflict of interest).

8. Evaluation and award procedure

The proposals will have to follow the **standard submission and evaluation procedure** (one-stage submission + one-step evaluation).

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[14] See Articles 136 and 141 of EU Financial Regulation 2018/1046.

[15] Professional misconduct includes: violation of ethical standards of the profession, wrongful conduct with impact on professional credibility, false declarations/misrepresentation of information, participation in a cartel or other agreement distorting competition, violation of IPR, attempting to influence decision-making processes or obtain confidential information from public authorities to gain advantage.

[16] See Article 141 EU Financial Regulation 2018/1046.

An **evaluation committee** (assisted by independent outside experts) will assess all applications. Proposals will first be checked for formal requirements (admissibility, and eligibility, *see sections 5 and 6*). Proposals found admissible and eligible will be evaluated (for each topic) against the operational capacity and award criteria *(see sections 7 and 9)* and then ranked according to their scores.

For proposals with the same score (within a topic) a **priority order** will be determined according to the following approach:

> Successively for every group of *ex aequo* proposals, starting with the highest scored group, and continuing in descending order:

> 1) The ex aequo proposals within the same topic will be prioritised according to the scores they have been awarded for the award criterion 'Relevance'. When these scores are equal, priority will be based on their scores for the criterion 'Dissemination'. When these scores are equal, priority will be based on their scores for the criterion 'Quality of content and activities'.

All proposals will be informed about the evaluation result (**evaluation result letter**). Successful proposals will be invited for grant preparation; other ones will be put on the reserve list or rejected.

⚠ No commitment for funding — Invitation to grant preparation does NOT constitute a formal commitment for funding. We will still need to make various legal checks before grant award: *legal entity validation, financial capacity, exclusion check, etc*.

Grant preparation will involve a dialogue in order to fine-tune technical or financial aspects of the project and may require extra information from your side. It may also include adjustments to the proposal to address recommendations of the evaluation committee or other concerns. Compliance will be a pre-condition for signing the grant.

If you believe that the evaluation procedure was flawed, you can submit a **complaint** (following the deadlines and procedures set out in the evaluation result letter). Please note that notifications which have not been opened within 10 days after sending are considered to have been accessed and that deadlines will be counted from opening/access *(see also [Funding & Tenders Portal Terms and Conditions](#))*. Please also be aware that for complaints submitted electronically, there may be character limitations.

9. Award criteria

The **award criteria** for this call are as follows:

Relevance (25 points):

This criterion will take into account the extent to which the proposal:

- is relevant to the objectives of the call and the values and philosophy of the European Heritage Label;
- is based on a sound and adequate needs analysis;
- addresses the cross-cutting issues (inclusiveness, gender equality and reduction of environmental impact);
- is innovative, complements other actions and has a European added value (i.e. transnational character of the actions and activities which complement regional, national, international and other Union programmes and policies; European dimension of the partnership).

Quality of content and activities (25 points):

This criterion will take into account the extent to which:

- the proposed concepts and methodologies are appropriate for achieving the project's objectives;
- the project involves an appropriate and complementary mix of target groups and relevant stakeholders, and ensures an active contribution of all of them.
- the target groups and audiences will benefit concretely from the project;
- the project design is consistent and coherent, notably with the proposed time-frame and the recourse to financial support to third parties.

Project management (25 points):

This criterion will take into account the extent to which:

- the proposal includes effective mechanisms for coordination and proposes an appropriate governance structure (including effective communication within the consortium and between the coordinator and the EHL stakeholders);
- the project involves the appropriate project teams, staff and outside resources (including know-how, qualifications and resources), to successfully implement the project;
- the project's budget is cost effective and allocates appropriate resources to each activity (sufficient/appropriate budget for proper implementation; best value for money);
- the measures planned to ensure project implementation are of high quality (including management, risk management, quality assurance and control, planning, monitoring and evaluation).

Dissemination (25 points):

This criterion will take into account the extent to which:

- the project generates short, medium and long term effects;
- the communication and dissemination strategies have the potential to reach and positively impact the target groups and the relevant stakeholders, as well as the general public; and guarantee the visibility of the Creative Europe Programme support;
- the project proposal includes concrete and effective steps to ensure the sustainability of the project, its capacity to continue having an impact and producing results after the end of the action.

Award criteria	Minimum pass score	Maximum score
Relevance	13	25
Quality of content and activities	13	25
Project management	13	25
Dissemination	13	25
Overall (pass) scores	**70**	**100**

Maximum points: 100 points.

Individual thresholds per criterion: 13/25, 13/25, 13/25 and 13/25 points.

Overall threshold: 70 points.

Proposals that pass the individual thresholds AND the overall threshold will be considered for funding — within the limits of the available call budget. Other proposals will be rejected.

10. Legal and financial set-up of the Grant Agreements

If you pass evaluation, your project will be invited for grant preparation, where you will be asked to prepare the Grant Agreement together with the EU Project Officer.

This Grant Agreement will set the framework for your grant and its terms and conditions, in particular concerning deliverables, reporting and payments.

The Model Grant Agreement that will be used (and all other relevant templates and guidance documents) can be found on Portal Reference Documents.

Starting date and project duration

The project starting date and duration will be fixed in the Grant Agreement *(Data Sheet, point 1)*. Normally the starting date will be after grant signature. Retroactive application can be granted exceptionally for duly justified reasons but never earlier than the proposal submission date.

Project duration: 40 months (extensions are possible, if duly justified and through an amendment).

Milestones and deliverables

The milestones and deliverables for each project will be managed through the Portal Grant Management System and will be reflected in Annex 1 of the Grant Agreement.

Examples of work-packages, activities and deliverables that proposals might include (non-exhaustive list):

Work Package:	**Management, administration and coordination**
	This work package could group activities related to the planning, management, administration, coordination and evaluation of the project.
Activities:	Planning & preparation, meetings, evaluation, quality control, coordination activities, preparation of reports, etc.
Deliverables:	Agenda or minutes of meetings, evaluation and/or quality control reports, conception / planning reports, etc.

Work Package:	**Development of synergies between EHL sites, national coordinators and active players in the cultural heritage sector**
	This work package could group networking and knowledge

	sharing activities for the EHL Sites and National Coordinators, including synergies and joint activities with active players of the heritage and educational sectors.
Activities:	Meetings, events and workshops, networking activities, development of common strategies and best practices, partnership and project development, technical and financial support to EHL Sites, etc.
Deliverables:	Programme/agenda of conferences, presence list of workshops, conference conclusions/reports, analysis of surveys, study papers, research papers etc.

Work Package:	**Capacity building** This work package could group diverse types of capacity building activities implemented at the umbrella organisation level or locally for both the EHL sites and National coordinators
Activities:	Training courses, mentoring activities, seminars, exchanges of good practices, info days and tools for candidate sites, support to local activities wishing to develop specific audience development tools, etc.
Deliverables:	Schedule of mentoring programmes, evaluation of training courses, mentoring course programme, presence lists, travel documents, etc.

Work Package:	**Communication and dissemination** This work package could group communication and dissemination activities aiming at ensuring visibility of the activities of the EHL, umbrella organisation and pertaining individual sites and a wide dissemination of its results.
Activities:	Centralised website, social media accounts, newsletters, branding strategy, online and offline publications. Website, social media accounts, branding strategy, online and offline publications, public relations strategy, etc. Biannual Award ceremony and biannual National Coordinators meeting. Press Release, Newsletter and other Press and Public relations files. Financial support to EHL sites to promote their sites and activities through communication and promotion activities: communication campaigns, events, etc. (see Support to third parties)

Deliverables:	Communication plan/strategy, website, newsletters, publications/ brochure, social media posts, banner, gadgets, branding, statistical analysis of website and social media, public relations and presentation speeches, press reviews, etc.

Form of grant, funding rate and maximum grant amount

The grant parameters *(maximum grant amount, funding rate, total eligible costs, etc)* will be fixed in the Grant Agreement *(Data Sheet, point 3 and art 5)*.

Project budget (maximum grant amount): EUR 3 000 000 per project. The grant awarded may be lower than the amount requested.

The grant will be a budget-based (actual costs, with unit cost and flat-rate elements). This means that it will reimburse ONLY certain types of costs (eligible costs) and costs that were *actually* incurred for your project (NOT the *budgeted* costs). For unit costs and flat-rates, you can charge the amounts calculated as explained in the Grant Agreement *(see art 6 and Annex 2 and 2a)*.

The costs will be reimbursed at the funding rate fixed in the Grant Agreement (**90%**).

Grants may NOT produce a profit (i.e. surplus of revenues + EU grant over costs). For-profit organisations must declare their revenues and, if there is a profit, we will deduct it from the final grant amount *(see art 22.3)*.

Moreover, please be aware that the final grant amount may be reduced in case of non-compliance with the Grant Agreement *(e.g. improper implementation, breach of obligations, etc)*.

Budget categories and cost eligibility rules

The budget categories and cost eligibility rules are fixed in the Grant Agreement *(Data Sheet, point 3, art 6 and Annex 2)*.

Budget categories for this call:

- A. Personnel costs
  - A.1 Employees, A.2 Natural persons under direct contract, A.3 Seconded persons
  - A.4 SME owners and natural person beneficiaries
  - B. Subcontracting costs
- C. Purchase costs
  - C.1 Travel and subsistence
  - C.2 Equipment
  - C.3 Other goods, works and services
- D. Other cost categories
  - D.1 Financial support to third parties
- E. Indirect costs

Specific cost eligibility conditions for this call:

- personnel costs:

- SME owner/natural person unit cost[17]: Yes

- volunteers unit cost[18]: No

- travel and subsistence unit cost[19]: Yes

- equipment costs: depreciation

- other cost categories:

  - costs for financial support to third parties: allowed for grants; maximum amount per third party EUR 60.000 unless a higher amount is required because the objective of the action would otherwise be impossible or overly difficult to achieve and this is duly justified in the Application Form.

- indirect cost flat-rate: 7% of the eligible direct costs (categories A-D, except volunteers costs and exempted specific cost categories, if any)

- VAT: non-deductible VAT is eligible (but please note that since 2013 VAT paid by beneficiaries that are public bodies acting as public authority is NOT eligible)

- divers:

  - in-kind contributions for free are allowed, but cost-neutral, i.e. cannot be declared as cost

  - kick off meeting: costs for kick-off meeting organised by the granting authority are eligible (travel costs for maximum 2 persons, return ticket to Brussels and accommodation for one night) only if the meeting takes place after the project starting date set out in the Grant Agreement; the starting date can be changed through an amendment, if needed

  - other ineligible costs: No

Reporting and payment arrangements

The reporting and payment arrangements are fixed in the Grant Agreement *(Data Sheet, point 4 and art 21 and 22)*.

After grant signature, you will normally receive a **prefinancing** to start working on the project (float of normally **40%** of the maximum grant amount; exceptionally less or no prefinancing). The prefinancing will be paid 30 days from entry into force/financial guarantee (if required) — whichever is the latest.

There will be one or more **additional prefinancing** payments linked to a prefinancing report.

Payment of the balance: At the end of the project, we will calculate your final grant amount. If the total of earlier payments is higher than the final grant amount, we will ask you (your coordinator) to pay back the difference (recovery).

All payments will be made to the coordinator.

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[17] Commission Decision of 20 October 2020 authorising the use of unit costs for the personnel costs of the owners of small and medium-sized enterprises and beneficiaries that are natural persons not receiving a salary for the work carried out by themselves under an action or work programme (C(2020)7715).

[18] Commission Decision of 10 April 2019 authorising the use of unit costs for declaring personnel costs for the work carried out by volunteers under an action or a work programme (C(2019)2646).

[19] Commission Decision of 12 January 2021 authorising the use of unit costs for travel, accommodation and subsistence costs under an action or work programme under the 2021-2027 multi-annual financial framework (C(2021)35).

⚠ Please be aware that payments will be automatically lowered if one of your consortium members has outstanding debts towards the EU (granting authority or other EU bodies). Such debts will be offset by us — in line with the conditions set out in the Grant Agreement *(see art 22)*.

Please also note that you are responsible for keeping records on all the work done and the costs declared.

Prefinancing guarantees

If a prefinancing guarantee is required, it will be fixed in the Grant Agreement *(Data Sheet, point 4)*. The amount will be set during grant preparation and it will normally be equal to or lower than the prefinancing for your grant.

The guarantee should be in euro and issued by an approved bank/financial institution established in an EU Member State. If you are established in a non-EU country and would like to provide a guarantee from a bank/financial institution in your country, please contact us (this may be exceptionally accepted, if it offers equivalent security).

Amounts blocked in bank accounts will NOT be accepted as financial guarantees.

Prefinancing guarantees are formally NOT linked to individual consortium members, which means that you are free to organise how to provide the guarantee amount *(by one or several beneficiaries, for the overall amount or several guarantees for partial amounts, by the beneficiary concerned or by another beneficiary, etc)*. It is however important that the requested amount is covered and that the guarantee(s) are sent to us in time to make the prefinancing (scanned copy via Portal AND original by post).

If agreed with us, the bank guarantee may be replaced by a guarantee from a third party.

The guarantee will be released at the end of the grant, in accordance with the conditions laid down in the Grant Agreement.

Certificates

Depending on the type of action, size of grant amount and type of beneficiaries, you may be requested to submit different certificates. The types, schedules and thresholds for each certificate are fixed in the Grant Agreement *(Data Sheet, point 4 and art 24)*.

Liability regime for recoveries

The liability regime for recoveries will be fixed in the Grant Agreement *(Data Sheet point 4.4 and art 22)*.

For beneficiaries, it is one of the following:

  – limited joint and several liability with individual ceilings — *each beneficiary up to their maximum grant amount*

  – unconditional joint and several liability — *each beneficiary up to the maximum grant amount for the action*

   or

  – individual financial responsibility — *each beneficiary only for their own debts*.

In addition, the granting authority may require joint and several liability of affiliated entities (with their beneficiary).

Provisions concerning the project implementation

IPR rules: *see Model Grant Agreement (art 16 and Annex 5):*

- different rights of use of the granting authority on materials, documents and information received for policy, information, communication, dissemination and publicity purposes: Yes

Communication, dissemination and visibility of funding: *see Model Grant Agreement (art 17 and Annex 5):*

- additional communication and dissemination activities:Yes

- special logos: Yes

Specific rules for carrying out the action: *see Model Grant Agreement (art 18 and Annex 5):* n/a

Other specificities

n/a

Non-compliance and breach of contract

The Grant Agreement (chapter 5) provides for the measures we may take in case of breach of contract (and other non-compliance issues).

For more information, *see AGA — Annotated Grant Agreement*.

11. How to submit an application

All proposals must be submitted directly online via the Funding & Tenders Portal Electronic Submission System. Paper applications are NOT accepted.

Submission is a **2-step process**:

a) **create a user account and register your organisation**

To use the Submission System (the only way to apply), all participants need to create an EU Login user account.

Once you have an EULogin account, you can register your organisation in the Participant Register. When your registration is finalised, you will receive a 9-digit participant identification code (PIC).

b) **submit the proposal**

Access the Electronic Submission System via the Topic page in the Search Funding & Tenders section (or, for calls sent by invitation to submit a proposal, through the link provided in the invitation letter).

Submit your proposal in 4 parts, as follows:

- Part A includes administrative information about the applicant organisations (future coordinator, beneficiaries, affiliated entities and associated partners) and the summarised budget for the proposal. Fill it in directly online

- Part B (description of the action) covers the technical content of the proposal. Download the mandatory word template from the Submission System, fill it in and upload it as a PDF file

- Annexes (*see section 5*). Upload them as PDF file (single or multiple depending on the slots). Excel upload is sometimes possible, depending on the file type.

The proposal must keep to the **page limits** *(see section 5)*; excess pages will be disregarded.

Documents must be uploaded to the **right category** in the Submission System otherwise the proposal might be considered incomplete and thus inadmissible.

The proposal must be submitted **before the call deadline** (*see section 4*). After this deadline, the system is closed and proposals can no longer be submitted.

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 confirmation e-mail, it means your proposal has NOT been submitted. If you believe this is due to a fault in the Submission System, you should immediately file a complaint via the IT Helpdesk webform, explaining the circumstances and attaching a copy of the proposal (and, if possible, screenshots to show what happened).

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

12. Help

As far as possible, ***please try to find the answers you need yourself***, in this and the other documentation (we have limited resources for handling direct enquiries):

- Online Manual

- FAQs on the Topic page (for call-specific questions in open calls; not applicable for actions by invitation)Portal FAQ (for general questions).

Please also consult the Topic page regularly, since we will use it to publish call updates. (For invitations, we will contact you directly in case of a call update).

Contact

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

Non-IT related questions should be sent to the following email address: EACEA-SIEHL@ec.europa.eu .

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

13. Important

> ⚠️ **IMPORTANT**
>
> - **Don't wait until the end —** Complete your application sufficiently in advance of the deadline to avoid any last minute **technical problems**. Problems due to last minute submissions *(e.g. congestion, etc)* will be entirely at your risk. Call deadlines can NOT be extended.
>
> - **Consult** the Portal Topic page regularly. We will use it to publish updates and additional information on the call (call and topic updates).
>
> - **Funding & Tenders Portal Electronic Exchange System —** By submitting the application, all participants **accept** to use the electronic exchange system in accordance with the Portal Terms & Conditions.
>
> - **Registration —** Before submitting the application, all beneficiaries, affiliated entities and associated partners must be registered in the Participant Register. The participant identification code (PIC) (one per participant) is mandatory for the Application Form.
>
> - **Consortium roles —** When setting up your consortium, you should think of organisations that help you reach objectives and solve problems.
>
>   The roles should be attributed according to the level of participation in the project. Main participants should participate as **beneficiaries** or **affiliated entities**; other entities can participate as associated partners, subcontractors, third parties giving in-kind contributions. **Associated partners** and third parties giving in-kind contributions should bear their own costs (they will not become formal recipients of EU funding). **Subcontracting** should normally constitute a limited part and must be performed by third parties (not by one of the beneficiaries/affiliated entities). Subcontracting going beyond 30% of the total eligible costs must be justified in the application.
>
> - **Coordinator —** In multi-beneficiary grants, the beneficiaries participate as consortium (group of beneficiaries). They will have to choose a coordinator, who will take care of the project management and coordination and will represent the consortium towards the granting authority. In mono-beneficiary grants, the single beneficiary will automatically be coordinator.
>
> - **Affiliated entities** — Applicants may participate with affiliated entities (i.e. entities linked to a beneficiary which participate in the action with similar rights and obligations as the beneficiaries, but do not sign the grant and therefore do not become beneficiaries themselves). They will get a part of the grant money and must therefore comply with all the call conditions and be validated (just like beneficiaries); but they do not count towards the minimum eligibility criteria for consortium composition (if any).
>
> - **Associated partners** — Applicants may participate with associated partners (i.e. partner organisations which participate in the action but without the right to get grant money). They participate without funding and therefore do not need to be validated.
>
> - **Consortium agreement** — For practical and legal reasons it is recommended to set up internal arrangements that allow you to deal with exceptional or unforeseen circumstances (in all cases, even if not mandatory under the Grant Agreement). The consortium agreement also gives you the possibility to redistribute the grant money according to your own consortium-internal principles and parameters (for instance, one beneficiary can reattribute its grant money to another beneficiary). The consortium agreement thus allows you to customise the EU grant to the needs inside your consortium and can also help to protect you in case of disputes.

- **Balanced project budget —** Grant applications must ensure a balanced project budget and sufficient other resources to implement the project successfully *(e.g. own contributions, income generated by the action, financial contributions from third parties, etc)*. You may be requested to lower your estimated costs, if they are ineligible (including excessive).

- **No-profit rule —** Grants may NOT give a profit (i.e. surplus of revenues + EU grant over costs). This will be checked at the end of the project.

- **No double funding —** There is a strict prohibition of double funding from the EU budget (except under EU Synergies actions). Outside such Synergies actions, any given action may receive only ONE grant from the EU budget and cost items may under NO circumstances declared to two different EU actions.

- **Completed/ongoing projects —** Proposals for projects that have already been completed will be rejected; proposals for projects that have already started will be assessed on a case-by-case basis (in this case, no costs can be reimbursed for activities that took place before the project starting date/proposal submission).

- **Combination with EU operating grants** **—** Combination with EU operating grants is possible, if the project remains outside the operating grant work programme and you make sure that cost items are clearly separated in your accounting and NOT declared twice *(see [AGA — Annotated Model Grant Agreement, art 6.2.E](#))*.

- **Multiple proposals —** Applicants cannot submit more than one proposal under this call. Multiple proposals will be rejected.

   Resubmission — Proposals may be changed and re-submitted until the deadline for submission.

- **Rejection —** By submitting the application, all applicants accept the call conditions set out in this this Call Document (and the documents it refers to). Proposals that do not comply with all the call conditions will be **rejected**. This applies also to applicants: All applicants need to fulfil the criteria; if any one of them doesn't, they must be replaced or the entire proposal will be rejected.

- **Cancellation —** There may be circumstances which may require the cancellation of the call. In this case, you will be informed via a call or topic update. Please note that cancellations are without entitlement to compensation.

- **Language —** You can submit your proposal in any official EU language (project abstract/summary should however always be in English). For reasons of efficiency, we strongly advise you to use English for the entire application. If you need the call documentation in another official EU language, please submit a request within 10 days after call publication (for the contact information, *see section 12*).

- **Transparency —** In accordance with Article 38 of the EU Financial Regulation, information about EU grants awarded is published each year on the Europa website.

  This includes:
  - beneficiary names
  - beneficiary addresses
  - the purpose for which the grant was awarded
  - the maximum amount awarded.

  The publication can exceptionally be waived (on reasoned and duly substantiated request), if there is a risk that the disclosure could jeopardise your rights and freedoms under the EU Charter of Fundamental Rights or harm your commercial interests.

- **Data protection —** The submission of a proposal under this call involves the collection, use and processing of personal data. This data will be processed in accordance with the applicable legal framework. It will be processed solely for the purpose of evaluating your proposal, subsequent management of your grant and, if needed, programme monitoring, evaluation and communication. Details are explained in the Funding & Tenders Portal Privacy Statement.