



SİVİL DÜŞÜN ORGANISATIONAL SUPPORT IMPLEMENTATION GUIDELINE

This guideline was prepared by Sivil Düşün Technical Assistance Team to help the applicants who will benefit from Sivil Düşün EU Programme's Mobility&Networking Support with the implementation process regarding their actions.

As the Technical Assistance Team we will go through the implementation process together with you. This guideline includes rules and clues regarding your implementation. We strongly request that you view this guideline and appendixes in detail before you start your work.

As the Technical Assistance Team we wish all the applicants an efficient action process.

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1. Uygulama Öncesi Dikkat Edilmesi Gerekenler

- We will manage the entire process regarding your action together with you through Sivil Düşün Information System (which will be referred to as “Information System” from now on) (mis.sivildusun.net).
- Sivil Düşün is not a grant scheme program, it is an in-kind support program. Within this framework, all the payments are made **free of VAT against invoice directly to the suppliers**. Thus you should not go through any expenses within the scope of your action without informing the Communication Expert.
- Compliance check experts don't only give feedback regarding applications deemed unsuitable. They may also give feedback and recommendations for applications deemed suitable in order to improve their efficiency. During the compliance evaluation stage, please review the comments/recommendations (if any) made by the experts for them to be helpful during the implementation process.

There might be changes to the budget items and the budget amount you requested during your application's approval stage. You should check your approved budget items and the budget amount on the Information System since none of the expenses outside your approved budget will be compensated for.

- You should contact the Technical Assistance Team if there needs to be changes regarding the activity stated in your application and the approved budget items.
- Before you start your action, you shouldn't go through any expenses, you should fill the **Appendix1- Activity Plan** chart and the **Appendix2-Travel and Accommodation**

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Chart (if your action includes accommodation and/or transportation budgets), and send them through Information System in 2 weeks at the latest after your action has been approved.

- We ask that you explain all your activities within the scope of your action with their planned dates in the **Appendix1-Activity Plan** document, and that you state the participants' travel and accommodation information in full in the **Appendix 2-Travel and Accommodation Chart** document (if your action includes accommodation and/or transportation budgets). You can state your hotel preferences in the accommodation chart. Based on this information, travel and accommodation arrangements and purchases will be made by the Technical Assistance Team. Do not proceed with any activities regarding your action, before sending the related documents to your expert.
- We would like to remind you that, if necessary preparations for the implementation aren't started without any justification and without informing the Technical Assistance Team within 20 business days after your action's approval, your in-kind support will be withdrawn. And your in-kind support will be transferred to the first compliant action in line.
- After your application's approval, your expert will send all the documents regarding the implementation to the contact person stated in your application. The implementation responsibility of the work belongs to the work owner.
- Sivil Düşün EU Programme reserves the right to pay attention to all the compliant actions regarding their contribution to civil society, their transparency and their participation and the right to comment about compliant actions regarding their contribution to human, environment and animal rights. Therefore we request that action owners share their event agenda, their participant list, and their expert/speaker list (if any) with the related expert 2 weeks prior to the event date at the latest.

2. Permissions

- Action owner is held accountable for the event to take place within the limits of the law. Solely action owner is responsible for briefing procedures legally required and getting permissions. We kindly request that you send a copy of the correspondences made with related offices regarding this issue to your expert.
- If there is a public officer amongst the passengers, they need to acquire a permission slip from their institution. The permission slips need to be sent to Technical

Assistance Team via Information System. We would like to remind you that public officers without an official permission slip will not be able to benefit from in-kind support. (Unionists don't need a permission slip.)

- For participants under the age of 18, we ask that permission slips signed by their legal parents are sent to your expert.

In situations where the documents mentioned above aren't sent in time to the expert following your action without written information, we would like to point out that Technical Assistance Team bears no responsibility whatsoever and the applicant is responsible for any possible financial and legal responsibilities.

3. Event Organization (location rent, catering compliments and/or catering)

- You need to deliver the detailed information (unit price, etc.) regarding the organizing of the location rent/catering/catering compliments (*you can get a full package with the title of "meeting package"*) related to the events/meetings to be carried out within the scope of the support to your expert. You can demand support from the Technical Assistance Team regarding the organization.
- We would like to remind you to pay attention to the issue of number of participants (*which will be referred to as "number of guaranteed guests" in the contract*) in cases where a contract will be made with the event location (hotel, meeting hall, etc.) Because at the end of the event, if the number of participants are less than the number of guaranteed guests stated in the contract, payment will be made based on the actual number of participants. It is crucial that you are sensitive about this matter in order to use the public funds in the most efficient way.
- In cases where the organization of the event is handled by the Technical Assistance Team, don't forget to give information regarding the special needs of your participants (vegan/vegetarian diet, diabetes, disabled participant, etc.) and the technical equipment required for the event (projector, flipchart, etc.)

4. Equipment Rent

- We request that you share the printouts enabled by equipment rent support such as meeting logs, interviews, documentaries, etc. with the Technical Assistance Team.

5. Travel and Accommodation Procedure

Air travel

- As the Technical Assistance Team, we will handle the ticket purchase arrangements regarding your flight via our contracted travel agency. Therefore we would like to remind you that **plane tickets bought individually by the applicant will not be supported.**

You need to complete the **Appendix2-Travel and Accommodation Plan** in full and share it with the Technical Assistance Team via Information System, **1 month prior to your travel at the latest** for your overseas journeys, and **15 days prior at the latest** for your actions including domestic mobility activities.

- Plane ticket reservations will be made by the Technical Assistance Team and will be shared with the applicant. When plane ticket reservations are forwarded to you, we request that you check passenger credentials, and the suitability of the flight date and the hour with your event schedule. Check-in procedures and the follow-up of possible changes regarding the flight is the responsibility of the applicant.
- As the Technical Assistance Team we will carry out the purchases of the reserved plane tickets after getting your written approval for the tickets.
- As the Technical Assistance Team we will carry out the purchases of the reserved plane tickets after getting your written approval for the tickets.
- We will share the bought plane tickets with the applicant via messages section within the Information System. We would like to remind you that it is the responsibility of the applicant to deliver the tickets to other participants travelling.
- Economy class is chosen for ticket purchases.

You need to keep your boarding passes and send the scanned images/photos of the boarding passes of all the participants through Information System within 2 days at the latest after your flight takes place. Persons who have lost their boarding pass need to get a flown document from the airline company.

- The expenses of the plane tickets which have been cancelled without any justification or which haven't been used will be billed to the applicant. If cancellation or change of tickets happen due to compelling reasons (such as an accident, an illness, etc.) related reports can be used as justification.

- If you make changes/cancellations with the plane ticket (without any compelling reasons) after giving a written approval for the purchase, all the expenses will be billed to the applicant/ticket owner. In cases where you are obliged to make changes, don't forget that you need to inform the Technical Assistance Team. With plane ticket changes, you need to pay the service fee and the other expenses to the agency the ticket was bought from.

Travel by road/sea/railway:

- Don't forget that you need to fill and send the **Appendix2 Travel and Accommodation Plan Chart** to the Technical Assistance Team prior to your road/sea/railway travel.
- For your road/sea/railway travels, the ticket purchases will be made by the applicant or the participant, and the reimbursements will be made to the applicant/participant by the Technical Assistance Team afterwards.
- Road/sea/railway travel tickets that do not qualify as invoice can't be financially supported within the scope of the Programme.
- All the passengers travelling by road/sea/railway need to have their names individually stated on the tickets. Multiple tickets which are bought in the name of one person can't be supported within the scope of the Programme.

If there is a public officer amongst the passengers, they need to acquire a permission slip from their institution. The permission slips need to be sent to Technical Assistance Team via Information System. We would like to remind you that public officers without an official permission slip will not be able to benefit from in-kind support. (Unionists don't need a permission slip.)

Accommodation:



- You need to deliver the **Appendix2-Travel and Accommodation Chart** 15 days prior to your arrival date at the latest to the Technical Assistance Team via Information System.
- We would like to remind you that accommodation support includes only room and breakfast expenses. You can ask for daily allowance¹ for lunch and dinner expenses. Participant is held accountable for extra spendings made during their stay.
- Please keep in mind while planning your accommodation that you don't check in to the hotel earlier than 1 day prior to the start of your event and you don't check out 1 day later than the end of the event. Participant is held accountable for extra accommodation expenses made without any compelling reasons.
- Don't forget to state the special needs of the guests (vegan/vegetarian meal, attendant, etc.) in the **Appendix2-Travel and Accommodation Chart**, if there are any.
- Domestic and overseas accommodation reservations and billing procedures are followed by the Technical Assistance Team.
- In certain exceptional situations, the applicant can organize the accommodation, too. If this is the case you need to inform the Technical Assistance Team and handle the follow-up of the accommodation bill and the supplier contract. Make sure there isn't any missing info on the billing information and explanations (*names of the guests and their accommodation dates, etc.*) to prevent the delay of the payment of the bills.

Daily Allowance:

- Within the framework of Sivil Düşün, daily allowances are given (in cases where they are not given within the scope of the event/meeting) to cover your daily needs such as lunch, dinner and intra-city transportation.
- Within the scope of your approved budget, as the Technical Assistance Team we send 20 Euros daily for your domestic travels, and 40 Euros daily for your overseas travels as daily allowance **in Turkish liras to the personal bank accounts of the participants**. Therefore don't forget to state the TL account information of the participants (with account name and IBAN number included) in the **Appendix3- Reimbursement Chart** before their travel and forward it to the Technical Assistance Team.
- Don't forget to state the name-surname, TR identity number, phone number of the participants whose account information is not included in the **Appendix3-**

¹ This stands for grant-in-aid equivalent to 20 Euros for domestic travels, and 40 Euros for overseas travels to cover daily spendings.



Reimbursement Chart in cases where the participants don't have a bank account, since payments will be made directly to the names of the individuals via Finansbank.

6. Office Rental Procedure

- The process will start after the lease issued to the organization is sent to the Technical Assistance Team.
- Rental support is granted for 1 year maximum.
- Payments will be made directly to the property owner's stated account and at the assigned days.
- The lease is signed between the action owner and the property owner. **Under no circumstances can Sivil Düşün EU Programme sign the lease.**
- Rental support will be given with rent amount and with stoppage included. Other expenses related to the renting are not deemed suitable.
- The stoppage amount will be paid by the Technical Assistance Team to the account stated by the work owner. The responsibility to pay the stoppage and to send the receipt of payment to the Technical Assistance Team belongs to the applicant.
- Action owner is responsible for acquiring the required legal permissions (if any).
- In cases where office rental support is received, the organization should send the Technical Assistance Team the annual strategic plan and the activity plan. If those works haven't been conducted yet, they will be prepared with the help of an expert assigned from Sivil Düşün EU Programme's pool of experts.
- Since rental payments will be made for a period of 6 months, the financial support will be given for the second 6-month-period after an evaluation by the Technical Assistance Team at the end of the first 6-month-period.
- The billing expenses (electricity, water, internet, etc.) of the rented office are suitable expenses. The originals of the bills should be sent to the Technical Assistance Team for the payments to be made.

7. Visibility of Your Action

7.1 The designation, reduction, printing and the distribution of visibility materials

- This includes the design, the reduction, the printing and the distribution expenses of materials such as books, brochures, flyers, pennants, posters, etc.



- Please view **Appendix2-Sivil Düşün Visibility Guideline** while preparing the visibility materials.

Work print-outs (leaflets, posters, videos, event schedule, etc.) need to be transferred to the Sivil Düşün Technical Assistance Team to be approved regarding their compliance for visibility rules before they are sent to be printed or issued. Products printed or published without approval will not be financially supported.

- For the billing and the payment procedure, please view the “Purchase, Billing and Payments” section.

8. Interpretation/Translation

- You need to share the documents to be translated with the Technical Assistance Team before sending them off for translation.
- After the translation is finished, you need to send the document to the Technical Assistance Team and get an approval to move to the billing stage.
- You can inform your supplier about the billing and the payment process after sharing the information of the supplier with the Technical Assistance Team.

You can check the “Purchase, Billing and Payments” section for the billing and the payment procedure.

9. Expert Support

- Sivil Düşün Pool of Experts will be scanned based on the field you need an expert for and a list of experienced experts will be shared with you. Depending on the expert’s schedule’s convenience, your choice will be taken into consideration. Communication between the expert and the applicant will be handled by the Technical Assistance Team.
- For expert demands made within the scope of compliant actions, experts will be chosen solely from **Sivil Düşün Pool of Experts**, with regard to the transparency and the accountability of the process.



- Within the framework of your support demand, your suggestions of experts for more specific fields absent in the pool of experts will be evaluated by the Technical Assistance Team and the Delegation of the European Union to Turkey.
- The approval of the experts appointed from the pool of experts to support your action may take some time; since the process requires for their job definition's compliance check as well.
- The expert(s) deemed suitable for the action, will sign a consultancy agreement with Sivil Düşün and their payment will be directly made by Technical Assistance Team. Action owners don't have any responsibilities regarding the issue.
- You can consult the Technical Assistance Team to get information about the expert support you demanded from Sivil Düşün Pool of Experts within the scope of your action.

10. Purchase, Billing and Payments

10.1 Purchase:

- Sivil Düşün purchasing principle is to get “the best cash cover” **by working with suppliers respectful to human rights, to labour rights, to animal rights and to the environment.**
- “Getting the best cash cover” means to choose the most fitting product/service meeting the program's needs. “Best cash cover” isn't equivalent to the lowest price.
- To get the best cash cover, one needs to do a proper market research and to get tenders by determining the appropriate suppliers. There is no need to get tenders for prices available online, however dated printouts of the related pages to prove that research has been conducted should be kept. You can ask for help from the Technical Assistance Team regarding the tender procedures any time. Technical Assistance Team should be notified with the reason, and priorities mentioned in items 1 and 2, if there is a supplier that the applicant wants to work with directly.
- Since Sivil Düşün is a European Union program, purchases made within our program are exempt from VAT based on European Union-Turkey Framework Agreement. Therefore suppliers should be notified about this during the negotiations.
- Things mentioned below should be paid attention to during the tendering and the supplier selection process:
 - Avoiding conflict of interests
 - Maintaining a fair, egalitarian and a transparent approach



- Keeping the competition at a maximum
- Making sure that demanded tenders are evaluated in an objective and an extensive manner
- Making sure that the tender which is the most realistic and which will best compensate the needs, the specification, the job description and the reference conditions is chosen.

As the Technical Assistance Team, we expect the applicants to prove that they have reached the best price. In any case of irregularity, Technical Assistance Team may refuse to make the payment even if the purchase had been approved before.

10.2 Purchase approval and contract:

- Don't forget that your supplier choice regarding the purchase should be approved by our Technical Assistance Team. Hence you shouldn't make any purchases before getting an approval.
- Make sure you specify the details regarding the billing and the payment while making a deal with your supplier. For payments higher than 3500 TL, a Supply Contract based on the related regulations must be signed between your supplier and EU Program Contractor Company (International Consulting Expertise-ICE).
- In the Supply Contract, work's subject, delivery and payment conditions should be stated. You can find the VAT Exemption Certificate and the Supplier Contract in the **Appendix3** and **Appendix4**.

10.3 Billing:

- You can move to the billing stage by informing the Technical Assistance Team after your approved action is completed.
- You can share your VAT exemption certificate and the billing information with the supplier firm after the Technical Assistance Team's approval.
- Please check that your approved budget and order are appropriate by definition and amount, and free of arithmetical mistakes. Pay attention to the accuracy of the company name, address, Sivil Düşün application number and VAT exemption info. If the bank account number isn't included on the bill, make sure you attach it to the bill.

Important notes regarding the bills:

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- An accommodation slip signed and stamped by the hotel must be **attached to the accommodation bill**. On the slip, names and check in-check out dates of the guests should be stated. Only room and breakfast expenses should be billed.
- Please make sure that **event/meeting billing** is arranged as number of people, unit price, number of days. Don't forget to send the signature list you received at the event as a supporting document of the bill to the Technical Assistance Team.
- We would like to remind you that if you worked with an organization company within the scope of your accommodation and your events, accommodation slip should be acquired directly from the hotel accommodated at.
- Please make sure that the **invoices of visibility materials**, design and print units are billed separately. If there is more than one item, billing should be made with the unit price and the number for each item stated.
- **Translations** should be billed stating the number of pages and unit prices.
- **Interpretation** should be billed stating the number of days interpreted at.
- **Equipment rent** should be billed stating the names of the equipment (camera, projector, etc.) stating that service content is "renting" and stating the number of days equipment was rented (e.g. camera rental cost).

Invoice information:

Company name and address:

International Consulting Expertise
Chaussee De La Hulpe 150
B-1170
BRUSSELS – BELGIUM

Tax office and number: ICE VAT BE 0835.265.119

The explanation below should be written on the bill:

WITHIN THE CONTEXT OF NO: EUROPEAID/136900/DH/SER/TR PROJECT, 21.12.2017
IPA/2017/387-625 VAT EXCEPTION CERTIFICATE IT'S EXEMPT FROM VAT.
Sivil Düşün EU Program is supported by thenumbered work.

- Suitable invoice sample can be found in Appendix4-Invoice Sample.
- In cases where self-employed invoice will be made out, payments will be made exempt from VAT, with stoppage included. The stoppage amount should be stated on the invoice. The responsibility to pay the stoppage belongs to the invoice owner.

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- For purchases more than 3500 TL, don't forget to prepare a **Supply Contract** and send the signed **Supply Contract** along with the original invoice to the Sivil Düşün team by cargo.

The invoice should be made out to International Consulting Expertise which acts as an executive of Sivil Düşün, instead of you or your Civil Society Organisation.

- Since wrong received bills will be returned to the supplier firm, payments may be delayed. Thus you can get an approval by sharing the scanned version of the invoice with the Technical Assistance Team before sending it.
- After you get a written approval for the scanned invoice and the **Supplier Contract**, you can send the original documents to our office address by cargo.

The address the invoices will be sent to:

European Union Sivil Düşün Program's Office
Barbaros Mah. Güniz Sokak 32/9
06700 Çankaya/Ankara
Tel: 0(312) 428 05 61-62

10.4 Payments

- When the originals of the invoice and the **Supplier Contract** (if there is one) reach the Technical Assistance Team, they will be checked by the related experts.
- Payments will be made to the supplier company's account via bank transfer within the 15 days after the complete and accurate invoice is received.
- Sharing the tracking number of your invoice and **Supplier Contract** with the related expert will enable us to track your delivery.

11. Supporting Documents

- During the event, participants should fill **Appendix8- Signature List Template** every day (you can use your own template as long as it contains the same content). The aforementioned document is the supporting document of the event billing to be paid. It needs to be sent along with the bill at the end of the event.
- Sivil Düşün EU Programme is sensitive about protecting personal information.

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- A signed and stamped accommodation slip should be received from the accommodated hotel and sent to the Technical Assistance Team for the accommodation billing to be paid. *(see billing section for detailed information)*

12. Archive

- We kindly request that you upload a few photos of the general view of your event to the “gallery” section in the Information System for archive purposes within the scope of Sivil Düşün. As for the videos, you can upload to the “videos” section.

We ask that you e-mail the digital copies of the large sized files to the Technical Assistance Team.

- We request that at least 10 (*number will be evaluated based on the printing quantity*) of the visibility materials (posters, brochures, fliers, program, booklets, etc.) supported and printed by the Programme are sent to the Technical Assistance Team. As for the non-portable visibility materials (roll-ups, banners, etc.) we request that photos of them being used at the event place are sent to the Technical Assistance Team.

13. Final Report

- **At Appendix9** you can find the final report you need to fill to enable the enclosure of your application when all your activities regarding your action have been completed.
- The filling-in of the final report will help us improve the program based on your recommendations. Hence we would like to remind you that you need to mail us the final report within 1 month at the latest after your action is completed.

14. Check List

We have prepared this check list below to remind you the steps you should not skip regarding the implementation process of your action. **Please disregard the items not included in your action.**

Prior to the event/meting

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1. I have reviewed my approved application (*with approved items and budget*) and the comments (*if any*) made at the compliance check.
2. I have filled the Activity Plan document with the dates of all the activities within my action and sent it to the Technical Assistance Team.
3. I have completed in full the Appendix2-Travel and Accommodation Chart documents for all the participants and sent them to the Technical Assistance Team.
4. I have forwarded correspondences/documents regarding the special permissions required legally for the action to the Technical Assistance Team.
5. I have forwarded the event agenda, the list of participants and the list of speakers to the Technical Assistance Team.
6. I have made the location and catering compliments arrangements and sent the details to the Technical Assistance Team. I have sent the billing, VAT exemption form and the Supplier Contract (if any) to the supplier.
7. I have forwarded the documents to be translated to the Technical Assistance Team.
8. I had the design of the visibility materials prepared within the scope of Appendix7-Sivil Düşün Visibility Guideline, and had it sent to the Technical Assistance Team for approval prepress.
9. I have informed the Technical Assistance Team in regards to announcements/news

During the event/meeting

10. I have made sure that all the participants signed the signature slip everyday.
11. I have taken some photos containing general views of the event.

Post event/meeting

12. I have forwarded the scanned versions of the boarding passes of all the passengers to the Technical Assistance Team.
13. I have forwarded the event/meeting signature list to the Technical Assistance Team.
14. I have uploaded photos (and videos if any) to the MIS-gallery/video section.
15. I have sent the samples of the visibility materials to the Technical Assistance Team.
16. I have forwarded the Supplier Contract needed for purchases higher than 3500 TL to the Technical Assistance Team.
17. I have forwarded the billing, supporting documents (accommodation slip, etc.) and Appendix3-Reimbursement Chart to the Technical Assistance Team.
18. I have forwarded the Final Report to the Technical Assistance Team.

15. Sivil Düşün Contact Information

You can reach us via:

- Sivil Düşün Information System (MIS): <http://mis.sivildusun.net>
- Telephone number: 0312 428 05 61-62
- E-mail address: destek@sivildusun.eu
- For one-on-one meetings/office meetings, you need to get an appointment by e-mail or by telephone. Address: Barbaros Mah. Güniz Sokak No:32/9 Çankaya/Ankara
- For your messages via Information System, you need to choose your action number after entering the “Messages” section.

You can watch the “how-to” videos regarding MIS on the Sivil Düşün YouTube channel.
<http://bit.ly/sd-basvuru-videolari>

- We request that you add your action number (e.g. 5999) to the e-mail’s subject section in order to prevent confusion when you get in touch with us through e-mail.
- As the Sivil Düşün Technical Assistance Team we get in touch with the applicants’ contact person throughout the implementation process. The implementation responsibility of the action belongs to the action owner. Therefore keep in mind that the action owners should get in touch with the suppliers, not the Technical Assistance Team.

In case the contact person changes in your application, you can get in touch with the Technical Assistance Team and update his/her information.

- Technical Assistance Team responds to the questions they receive within 5 work days at the latest. Depending on the program’s implementation intensity, in case you don’t hear from us within the stated period of time, you can reach the related expert through the related phone number.

Click the link below to access Sivil Düşün Event Guideline which contains tips regarding every step of the event management and which can be used by activists, civil society organisations while organizing events.



http://sivildusun.net/wpcontent/uploads/2016/06/SivilDusun_EventToolkit_v7_08062017_CagriOner.pdf

16. Appendixes

- Appendix1- Activity Plan
- Appendix2- Travel and Accommodation Chart
- Appendix3- Reimbursement Chart
- Appendix4-Invoice Sample
- Appendix5- VAT Exemption Certificate
- Appendix6- Supplier Contract
- Appendix7-Sivil Düşün Visibility Guideline
- Appendix8-Meeting Signature List Template
- Appendix9- Final Report