

Contracting Authority:



Regional Youth Cooperation Office

**Call for Project Proposals 2020**

**“A Better Region Starts with Youth”**

**Guidelines for Grantees**



This project is co-funded  
by the European Union

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## Foreword

This document consists of three chapters which clarify contractual obligations of a supported organisation towards RYCO and give guidelines for a successful implementation of the supported project proposals.

The three chapters are:

- Visibility Guidelines
- Financial Guidelines
- Safety and Protection Guidelines

Please consult this document before you start implementing your activities and regularly consult it throughout the implementation phase. If you have any question that is not covered in this document and it is related to the implementation of the supported project or you need clarification on your obligations towards RYCO, please do not hesitate to contact RYCO team members for the input.

## **Visibility Guidelines**

*(Practical guidelines for RYCO grantees and their partners for a proper and successful communication of their activities supported by RYCO)*

### **1. Introduction**

**The 4th RYCO Open Call for Project Proposals is co-financed by the European Union (EU).**

The RYCO Visibility Guidelines set out the minimum requirements for a convenient communication regarding the RYCO supported projects and their activities. It also contains rules and regulations for the acknowledgment of the provided support by RYCO and the EU through its open call for project proposals.

Visibility is highly important for RYCO because of at least two reasons: firstly, RYCO aims to make a change in the region and it is crucial to assure that the success stories of the awarded projects are well spread; secondly, the visibility is also a question of transparency – as RYCO is a government-funded organization, all interested stakeholders have a right to be informed about its activities and given support. Moreover, keep in mind that visibility is a contractual obligation.

The grantees will take all the necessary steps to publicize the fact that RYCO and the EU have co-financed the project. Visibility guidelines will be provided to the grantees upon signing the contracts and will become part of their contract with RYCO. Projects that are funded through the 4th RYCO Open Call for Project Proposals will incorporate information and communication activities designed to raise the awareness on the reasons for the project and the support provided by RYCO and the EU for it.

We want to highlight the fact that the requirements specified in this document are the minimum that should be followed in all the cases, but that there can also be specific cases which can be handled on a case by case basis, having in mind the given circumstances and the aim of such visibility actions. If you are implementing a project in a special context, please contact RYCO to agree on proper visibility measures.

Visibility is also a question of balance and common sense. Please ensure that you avoid the two unacceptable practices in communicating the RYCO and EU support. The first is insufficient visibility where the interested stakeholders cannot get any information about the support and the second where there is too much visibility, e.g., presenting the RYCO and EU logos on each page of printed materials.

We encourage you to promote your work supported by RYCO and the EU through all available channels, thus contributing to the promotion of our cooperation but also to the transparency and accountability of our organization. Furthermore, we want to encourage regular communication with our Communication and Visibility Officer and Local Branch Officers to maximize our communication efforts.

Finally, we highly recommend the use of local language(s) for communication and visibility purposes. It is not mandatory, but it is recommended when possible, the communication and visibility materials should be followed with an English language version.

In case you doubt any part of the Visibility Guidelines, please feel free to contact the RYCO Communication and Visibility Officer for assistance via email [nikola.ristic@rycowb.org](mailto:nikola.ristic@rycowb.org)

## 2. Visibility in a Nutshell.

- Always indicate the support of RYCO and the EU to your organisation/institution by displaying RYCO and EU logos and/or the text that explains the support
- Present RYCO to the participants of the supported activities
- Get in contact with RYCO Communication Officer for inputs and comments
- Keep in mind the difference between various communication and visibility tools that you are using (official documents, printed, electronic and audio-visual materials, websites, posters, roll-ups, billboards)
- When organizing a public event, use it as a powerful tool for visibility
- Use social media and always mention/tag RYCO in your posts
- Invite media to promote your activities
- Make high quality photographs that tell a story

## 3. General Rules for Visual Identification.

**While implementing the activities you shall use both the RYCO and the European Union logos to indicate the support to your project.**

The RYCO logo is an integral part of the organization's visual identity. RYCO uses two versions of its logo with primary and secondary signature. Both versions are to be treated equally. In addition, the visual identity is constructed around the EU and it gives the EU a recognizable and coherent image. The logos and the Visual Guidelines for their usage are available for download on the [RYCO website](#), and it is mandatory to consult them before preparing and publishing materials that contain the logos.

All the materials (e.g., printed, online, video, etc.) produced within a project supported by RYCO and the EU must contain when it is possible and appropriate, the RYCO and EU logos and text describing the support by the two organizations.

The visual identity of RYCO and the EU must enjoy at least an equally prominent place and size as the logo(s) of a supported grantee and partners.

If not specified differently in the rules for specific visibility materials, a grantee and its partner(s) should use the following sentence as a general disclaimer for the materials:

*<Name of the grantee> and its partner(s) are supported by RYCO within the 4th Open Call for Project Proposals co-financed by the European Union.*

All equipment purchased for the project must be appropriately branded and should indicate "Provided with the financial support of the European Union and RYCO" next to or below the two logos. Please ensure that you have consulted the Visual Guidelines for the proper use of the RYCO and the EU logos.

**RYCO pays a special focus on the quality of materials produced with the support of the organization. For the best quality of the materials, grantees, and partners, when developing them, should contact RYCO for inputs on design, photo selection, layout, and use of logos of RYCO and the EU. Draft materials should be sent by e-mail for comments or inputs to the RYCO Communication and Visibility Officer before publishing to the address: [nikola.ristic@rycowb.org](mailto:nikola.ristic@rycowb.org)**

Visibility materials produced, such as banners roll-ups and posters, should be displayed at public events organized by grantees. In contrast, fliers, brochures, newsletters, and other publications produced within the project should be handed out to the participants, media, and public. A

disclaimer must clearly indicate that the newsletters and other publications concerned do not necessarily reflect the view of RYCO and/or the European Union.

**Please assure that you present RYCO to the participants of the supported activities, especially to the young people. Try to highlight the importance of regional cooperation when presenting RYCO. A one-pager on RYCO is available on the RYCO website. To access it, please click [here](#).**

We discourage the use of a project logo only. However, in case your project has a visual identity separated from a grantee's visual identity, and the grantee and partners require it, the logo should be treated the same way as other logos. The project logo cannot be a replacement for the visibility requirements stated in this document.

If a project supported by RYCO and other donors has sponsors, please be aware that the sponsors' logos may not have an equally prominent place and size as the RYCO and EU logos and logos of the grantee and its partners.

#### **4. Rules for Specific Visibility Materials**

General visibility rules stated in the previous chapter should always be respected. Anyhow, if the rules for specific visibility materials conflict with the general rules, the specific ones should be followed.

Publications, reports, websites, videos and all materials that contain enough space, besides the general rules stated above, should include the following disclaimer (the exact place of the disclaimer should be decided on a case by case basis):

*This publication/report/website/video is produced with the support of the Regional Youth Cooperation Office (RYCO) and the European Union (EU). Its content is the sole responsibility of <name of the grantee> and its partners and does not necessarily reflect the views of RYCO and/or the EU.*

**Do not forget that all the materials made for the distribution towards participants, third parties, and the general public must be sent to the RYCO Communication and Visibility Officer for approval before their publishing.**

##### a) Official Documents

All the official documents produced within the supported project should respect the general rules, containing the RYCO and EU logos. These documents are mainly made for external use towards third parties.

##### b) Printed, Electronic and Audio-Visual Materials

Printed materials (e.g. publications, brochures, folders, leaflets, etc.) published within the project shall include at least the RYCO and EU logos on the front page. Additionally, the printed publications must contain the above-mentioned disclaimer that may be put on the backside (for leaflets) or the second cover page (publications, brochures).

The same rules shall be applied in the same manner to electronic and audio-visual materials.

We encourage grantees to include the link to the RYCO website ([www.rycowb.org](http://www.rycowb.org)) whenever possible on all the printed, electronic and audio-visual materials.

### c) Websites

If a grantee and its partner(s) have their own websites, the websites may present the support of RYCO and the EU by including at least the RYCO and EU logos and direct link to the RYCO website ([www.rycowb.org](http://www.rycowb.org)). The representation of RYCO should not be made in a manner that it reflects the support of the entire organization/institution's work. When possible, the following disclaimer should be present:

*<Name of the grantee/partner> is supported by RYCO and the European Union (EU). The content of this website is the sole responsibility of <name of the grantee/partner> and does not necessarily present the views of RYCO and/or the EU.*

We encourage the grantees and their partners to present the latest information on the supported project in the local language(s) and if possible in English. The information should be accurately updated.

If there is a website designed for the project purposes, it should follow the guidelines stated at the beginning of this chapter.

### d) Posters, Roll-Ups and Billboards

The grantees may use posters, roll-ups and billboards to promote their activities supported by RYCO and the EU to brand the rooms where the activities are held. The content of these materials should follow the general rules.

## 5. Seminars and Conferences

All the events organized within the supported project must be properly branded. The general and specific rules should be applied to all the event's materials. Don't forget that the RYCO and the EU logos must appear on the display panel where they will be most prominently visible.

For all the events organized within the supported projects, RYCO Head of the Local Branch Office in charge of the supported project should always be informed well in advance and, depending on the scope and level of the event, invited.

Besides the seminars and conferences, the same rules should be applied to cultural, educational, sporting, or other events.

## 6. Social Media

RYCO is paying a special focus on being present and active on social media. In case your organization/institution and your partner(s) have social media accounts, please always mention or tag RYCO in the posts related to the supported project's activities.

RYCO is present on the following social media with the following account names:

- Facebook: Regional Youth Cooperation Office – RYCO ([www.facebook.com/RYCOWB](http://www.facebook.com/RYCOWB))
- Twitter: RYCO Western Balkans ([www.twitter.com/RYCOWb](http://www.twitter.com/RYCOWb))
- Instagram: RYCO Western Balkans ([www.instagram.com/rycowb](http://www.instagram.com/rycowb))
- LinkedIn: Regional Youth Cooperation Office – RYCO ([www.linkedin.com/company/rycowb](http://www.linkedin.com/company/rycowb))

As we are aiming to spread the word about the change we want to make together with your organization/institution, we highly recommend sharing the content made by RYCO about its activities and success stories of its grantees and partners.



## 7. Media Relations

The media is an exceptionally important stakeholder for RYCO. It cannot and should not be avoided in conducting a strong image building. The RYCO grantees and their partners should focus on the local media and invite them to cover important project events. Because of these reasons, we encourage you to build strong connections with them and make a list of media that can support you in your efforts to spread the word about your project.

Usually, media relations are maintained in the two directions – press releases and press visits.

### a) Press Releases

A press release is a written communication sent to the media representatives to announce an important event or news. In order to make a good press release, it should contain information that is worth publishing – it has to be new and of interest to a broader group of people.

Press releases should answer the “Five Ws” (Who? Why? What? Where? When?) that are the prerequisite for good communication. Moreover, they should be enriched with the quotes of the key participants of an event (usually speakers) that can be extracted from their speeches or statements during or after the event.

A newsworthy press release has a clear heading and a strong leading paragraph that summarize the important facts and answers to the “Five Ws.” Moreover, the body should contain the developed answers expressed in the leading paragraph, accompanied by the quotes, and concluded with the background information and contact persons for more information. The press release should be written on the official memorandum of the organization/institution and sent to the journalists.

When issuing a press release, it is recommended to attach a few photographs of the event/activity. For more information about the photographs, please see the next chapter.

We highly recommend contacting our Communication and Visibility Officer for inputs and comments before issuing a press release. We can also help you in reaching the media in your Contracting Party.

### b) Press Visits

Press visits are a great opportunity to meet journalists in person and create a well-built relationship between your organization/institution and them. They also offer an opportunity for raising the visibility of project activities. They should be well planned and prepared.

Press visits are a powerful tool and they should not be used if the event where the journalists are invited has not to offer a good story worth sharing. Keep in mind that media are usually willing to report on the activities that have a direct impact on people’s lives and contain human stories. Project milestones, results and impacts are a powerful tool to attract media, too.

When issuing a press release or organizing a press visit, you must include information that RYCO and the EU supported the project. Moreover, we recommend including the standardized text about RYCO for these purposes, too:

#### **On Regional Youth Cooperation Office**

Regional Youth Cooperation Office (RYCO) is an international organization, founded by the Western Balkans governments: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia and Serbia, aiming to promote the spirit of reconciliation and cooperation between the youth in the region through youth exchange programs.

The Agreement on Establishment of RYCO was signed by the WB6 Prime Ministers during the Western Balkan Summit held on 4 July 2016 in Paris.

For further information, please visit the RYCO website [www.rycowb.org](http://www.rycowb.org)

\* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

## **8. Photographs**

Good photographs are a prerequisite for communicating a good story and create a connection with the audience. As it is usually said, a picture is worth a thousand words. The photos taken during the project activities should be of a high quality so that they can be used by the media, but also by your organization/institution and RYCO for further promotional activities.

The photographs that you are using should reflect the results of your activities and tell a positive and human story behind the project. That means that you should focus on your participants and their experiences, not on the organization/institution's staff implementing the project.

## **9. Reporting and Communication with RYCO**

You are obliged to send a copy of each of the produced visibility and communication materials that you produced within the project supported by RYCO for the reporting purposes. Moreover, we will appreciate it if you take care of press clipping and send it to us together with the final reports.

The RYCO Communication Officer remains available for assistance in conducting successful communication and visibility activities. We invite you to use this opportunity whenever needed.

## **Financial Guidelines**

### **1. Introduction**

The purpose of these financial guidelines is to provide guidance to Civil Society Organizations (CSOs) implementing the projects granted under RYCO's 2020 Call for Proposals.

Any financial issue that arises during contracting, implementing or reporting on these grants that is not covered in these guidelines and/or in the Grant Contract needs to be addressed in written (email), through the Local Branch Officer, explaining the issue, and guidance will be provided in written within 30 days by the RYCO Secretariat.

### **2. Budget of the Project**

Grant applications must include a detailed estimated budget presented in Euros. The total income (budget request to RYCO and co-funding) must be equal to the total planned expenditure for project activities.

### **3. Expenditure**

Expenditure must include the estimated costs exclusively for the implementation of the project.

### 3.1. General Criteria on Eligible Costs

Eligible costs are costs incurred by the Grantee and/or Partner(s) which meet the following criteria:

- a. they are incurred during the implementation of the project;
- b. they are indicated in the estimated overall budget for the project;
- c. they are necessary for the implementation of the project;
- d. they are identifiable and verifiable, and recorded in the accounting records of the Grantee and according to the accounting standards in the respective Contracting Party and applicable legislation;
- e. they are reasonable, justified and comply with the requirements of sound financial management, in particular regarding cost efficiency

### 3.2. Eligible Direct Costs

The following direct costs of the Grantee and/or Partner(s) shall be eligible:

- a. Costs of staff assigned to the project, corresponding to actual gross salaries including social security charges and excluding performance-based bonuses. Salaries and costs shall not exceed those normally borne by the Grantee and/or Partner(s) unless it is justified by stating that is essential to carry out the action. RYCO may request timesheets of the staff involved per each month when submitting the monthly and final report (slips, timesheets, basis for calculation of monthly or daily rates and working days);
- b. Travel and subsistence costs for staff and other people taking part in the project, which are in line with the Grantee's/Partner's travel rules and regulations and in accordance with the applicable legislation. In case of private car usage, the rates indicated in the instructions for budget of the project should be used;
- c. Purchase, or rental costs for equipment (new or used) and supplies dedicated to the purpose of the project, provided that it is purchased, rented or written off in accordance with the applicable legislation and beneficiary's usual accounting practices;
- d. Rental costs related to the project office;
- e. Costs of consumables;
- f. Costs of service, supply and work contracts awarded by the Grantee/Partner serving the purposes of the project;
- g. Costs deriving directly from RYCO's contractual requirements such as visibility and dissemination of information, monitoring and evaluation, accounting, translation, reproduction, insurance, etc.) including financial service costs;
- h. Duties, taxes and charges, including Value added Tax (VAT), paid and not recoverable by the Beneficiary, unless otherwise provided in the Special Conditions.

### 3.3 Indirect Costs

Indirect project costs are those which may not be identified as specific costs related directly to project implementation but are related to the running costs of the Grantee/Partner.

A maximum of 7% of the direct eligible costs of the project can be claimed to cover all indirect overhead costs towards the Grantee/Partner's running costs such as stationary, photocopying, mailing, telephone, internet, fax, heating, electricity, use of office furniture, rent of office. This overhead contribution is a flat rate, meaning it does not need to be supported by proof of payment in the financial report. However, if this 7% overhead contribution is claimed, no such costs can be claimed in addition to the flat rate.

### 3.4. Profit

If the budgeted costs exceed the costs incurred, RYCO has the right to reduce the final instalment accordingly, since Grantees/Partners are not allowed to financially benefit from RYCO Grants (=make profit).

### 3.5. Non Eligible Costs

The following costs are not eligible:

- a. customs and import duties, or any other charges;
- b. purchases of land or buildings;
- c. fines, financial penalties and expenses related to litigation;
- d. contribution in kind;
- e. debts and debt service charges (interest);
- f. provisions for losses or potential future liabilities;
- g. currency exchange losses;
- h. leasing costs;
- i. depreciation costs;
- j. credit to third parties;
- k. performance based staff bonuses
- l. Deductible VAT

## 4. Income and Budget Request

The total budget request and co-financing needs to correspond with the total of the expected expenditure related to the project. The income side of the budget must show:

1. The financial request to RYCO.
2. The beneficiary contribution: the direct monetary contribution from the Grantee's and partners' own resources.
3. Any other financial contribution given by third parties to the project.

The following contributions are not accepted as co-funding:

- a. Financial contribution by third parties outside of what is considered eligible costs under the grant contract.
- b. Financial contribution by third parties with no obligation to reimburse unused funding at the end of the implementation period.
- c. Potential revenue generated by the project: if any income is expected to be generated by the implementation of the project, it needs to be specified in the budget, but cannot be used towards co-funding.

## 5. Budget Variation

If the budget requires amendments in course of project implementation, RYCO has the following procedures:

**Variation up to 5%** - The Beneficiary may amend the Budget unilaterally and inform RYCO accordingly, in writing and at the latest in the next report for any transfer between items *within the same main budget heading including cancellation or introduction of an item* involving a variation of 5% or less of the amount originally entered (or as modified by addendum) in relation to each concerned main heading for eligible costs.

**Variation from 5 to 25%** - The Beneficiary may amend the Budget only after prior approval by RYCO for any transfer between items *within the same main budget heading* including cancellation

or introduction of an item involving a variation of 25% or less of the amount originally entered to the main heading for eligible costs.

## **6. Procurement Guidelines**

If the implementation of an action requires procurement by the beneficiary, the contract must be awarded according to the Procurement Guidelines listed below.

The purpose of these Procurement Guidelines is to:

- a) Determine and unify the rules in managing and performing of Projects implemented under RYCO's Call for Project Proposals 2020 "A Better Region Starts with Youth";
- b) Increase efficiency and effectiveness in these proceedings;
- c) Ensure better management of funds and reduce process administrative costs;
- d) Ensure transparency and increase competition between economic operators;
- e) Encourage the participation of all economic operators in all RYCO Contracting Parties;

### **6.1 Principles and Definitions**

#### **6.1.1 Procurement Principles**

The development of the contest for the announcement of the winners in a procurement procedure shall be based on the following principles:

- a) Economy and Efficiency, meaning that the beneficiary will properly administer all of its budgets, taking into consideration also the subject matter of the procurement;
- b) Equal treatment and non-discrimination. All interested parties should be treated in the same way, meaning that all tenderers must be afforded equal opportunities when formulating their tenders, which therefore implies that the tenders of all competitors must be subject to the same conditions.
- c) Transparency in the procurement procedure, which means that the organization will announce in advance all the technical requirements and specifications for the purchase or service that it will be provided.
- d) The principle of information, meaning that the beneficiary will announce in advance any data that may be related to the procurement procedures and application procedure. Also, without limitation to the foregoing, the beneficiary will provide active assistance and clarification to each applicant when required;
- e) The principle of data protection, meaning that the beneficiary has the obligation, during the lawful and fair processing of personal data, related to commercial or professional activity, which is known during the procurement procedure and which are protected according to accepted principles for the protection of personal data, to take measures regarding the protection, preservation, non-proliferation and confidentiality.

## 6.1.2 Definitions

For the purpose of this **Procurement Guidelines for Beneficiaries**, the following terms shall have the following meanings:

- a) "Selection Procedures of Procurement" means the procedures undertaken by the beneficiaries for the selection of winners for service and supply contracts;
- b) "Contracts" mean contracts with remuneration, concluded through the exchange of written communications between one or more economic operators and the beneficiary having as their object the performance of works, the supply of goods and services in accordance with this Rules for Procurement;
- c) "Supply contracts refer" to contracts concluded between the contractor and the beneficiary for the purchase, leasing, rental or hire purchase of products
- d) "Funds" are income from RYCO as an awarded Grantee from the Call for Project Proposals 2020 "A Better Region Starts with *Youth*";
- e) "Contractor", "Supplier" and "Service Provider" shall mean any natural or legal person or public entity or group of such persons and/or bodies, without limitation on their nationality, who provide on the market the undertaking of one or more supply of goods or services;
- f) "Economic Operators" are all contractors, supplier's providers, without distinction between them;
- g) "Bidder" is the economic operator, who submits an offer in a procurement procedure;
- h) "Tender dossier": The set of documents provided by the beneficiary to the potential bidders in order to prepare their tenders accordingly to the beneficiary requirements;
- i) "Monetary thresholds" means the monetary value according to which, in accordance with this regulation, the procurement procedure to be used by the organization is determined;
- j) "Evaluation Committee" is a unit appointed case by case responsible for the evaluation of the submitted offers in a simplified procurement procedure.

## 6.2 Responsible Staff and Procedures

### 6.2.1 Segregation of Duties

Procurement person will be in charge of the procurement procedure.

The procurement person acts on the pre-approved request identifying sources of goods and services, soliciting bids, keeping records for the whole procurement process from procurement request until contract finalization.

The Procurement request can originate from any person within the Unit. In cases where there is no other staff the Project Coordinator is also the Procurement Person.

In any case the procurement person does not have the authority to approve procurement requests but can return documentation for revision or correction in cases of mistakes, discrepancies or lack of information to the person originating the procurement request.

The final procurement request must be approved by the legal representative of the beneficiary.

### 6.2.2 Procurement Files

Every step of the procurement must be clearly and transparently documented. The procurement person must possess the original file of the procurement file, supporting documents for the purpose of cross-references.

If the beneficiary has a Financial Assistant, they will keep the complete set of documentation to support payments made. If the beneficiary does not have this person, this is the responsibility of the Project Coordinator.

### 6.2.3 Communications

All procedures, communications, notices, submission of documentation will be conducted electronically. The usual procurement procedure will be done electronically to an e-mail address registered on the name of the beneficiary. Exceptionally, communication will be done by official mail if electronic communication becomes impossible.

Communication, exchange and storage of information are carried out to ensure the preservation of data integrity and confidentiality of bids.

## 6.3 Types of procedures and monetary limits

### 6.3.1 Monetary thresholds

1. For the purpose of these **Procurement Guidelines**, the monetary limits and respective procedures for procurement are:
  - a) The low monetary limit is up to 1,500 Euro. For supply and service contracts with a value of less than or equal 1,500 Euro, the beneficiary may simply pay against invoices without prior acceptance of a tender.
  - b) The middle monetary limit which amounts over 1,500 Euro, simplified tender procedure will be followed by inviting at least three candidates of its choice to submit tenders, as explained in Article 3.3

Note: RYCO strongly recommends to use bank transfer for payment executions. In cases when the payment execution via bank is not possible and for supplies and service contracts with a value of less than or equal to 300 euro, the beneficiary may pay cash or by cheque. Artificially split will not be allowed for the same supplier/contractor. A payment and or cheque voucher should be used accordingly from the beneficiary to evidence the financial transaction.

### 6.3.2 Simplified Procurement Procedure

It is the procedure in which candidates invited by the beneficiary may submit a tender.

1. Prior to contracting, under the simplified procedure, the beneficiary invites at least three candidates and justifies its choice.
2. Tender dossier for simplified procedure must include contract, invitation letter, instructions to tenderers, list of invited tenderers and tender submission form.
3. The tender dossier should contain minimum information necessary to communicate the requirements to the tenderer:
  - a. Invitation letter clearly stated invitation to the potential tenderer to submit an offer, containing name and address of the potential tenderer, contract title, the list of documents enclosed which constitute the tender dossier.
  - b. Instructions for the tenderer clearly stated general information about the contract including contract title, instructions how to prepare the tender (technical offer + financial offer), selection criteria, award criterion, deadline for submission of tenders, indicating the address where tenders are to be submitted, timing of deliveries of supply or services, technical specifications for supplies or TOR for services and other requirements.
  - c. Tender submission form, provided by the supplier/provider indicating tenderers contact details, acceptance of the beneficiary-s conditions and signature;
4. Technical offer: to be completed by the tenderer which reflects the beneficiary requirement, compliance with technical specifications or TOR. It could provide more details, such as indication of brand and making in case of supplies or involved inputs in case of services and has clear indication of the offered price for indicated items.
5. Financial offer: To be completed by the tenderer providing price per unit and total for supplies and services.
6. Contract: To be tailored to the specific project clearly stating the general and special conditions governing the implementation of the project agreed by both parties
7. Tenders must reach the beneficiary at the indicated address (e-mail or mail) and by no later than the date and time shown in the invitation to tender.
8. The chosen candidates must be allowed at least 10 calendar days from the dispatch of the tender dossier to submit their tenders.
9. Tenders must be opened and evaluated by an evaluation committee with the necessary technical and administrative expertise, appointed by the legal representative of the beneficiary.
10. Tenderers for the simplified procedure may also be chosen from a list of vendors taking in consideration their activity object.



### 6.3.3 Service Contracts

Service contracts are meant for intellectual and logistical types of services such as hiring trainers, conducting studies, research, publication, traveling, accommodation and other services. Types of services contracts are:

- a. Global price contract is a lump sum contract where specified output is set out, in the form of clearly defined deliverables like a report. Service will be paid on the basis of the delivery of the specified output, totally or partially withheld if the contractual result has not been reached in conformity with the detailed terms of reference. Partial payment may be determined according to the partial implementation of the output.
- b. Fee-based contract is a contract where the output is unpredictable, or where the workload to achieve the specified output is impossible to quantify in advance. Fee-based contracts may include activities paid on the basis of lump sums, but need to stay within approved budget.

### 6.3.4 Supply Contracts

Supply contracts cover the purchase, rental or hire purchase (with or without option to buy) of products.

## 6.4 Procurement Procedure

The person in charge of procurement contacts and provides an invitation to tender along with the tender dossier to potential suppliers, services providers or vendors.

### 6.4.2 Technical Specifications and Terms of Reference

1. Terms of reference applicable for service contracts and Technical specifications applicable for supply contracts give instructions and guidance to contractors to submit a tender which responds to all technical and administrative requirements.
2. The terms of reference or technical specifications are included in the tender dossier and will become an annex to the resulting contract.
3. Technical specifications may not point to particular brands and types, and they may not limit competition by being too specific.
4. For fee-based service contracts, the sections in the terms of reference include the allocated budget headings. They consist of the fees, which are the only part of the budget that is subject to competition. The services are provided on the basis of a fixed daily fee rate for the days the experts work under the contract. The budget also contains a fixed provision for incidental expenditure which covers all current expenses incurred by the contractor which are not included in the fees.
5. Once the tender dossiers have been finalized, the tender procedure may be launched as soon as possible. The terms of reference or technical specifications contained in a tender dossier - the basis for the project work-plan - must reflect the situation at the time of project

start-up so as to avoid considerable effort being spent on re-designing the project during the inception period.

### **6.4.3 Evaluation of Bids**

Tenders must be opened and evaluated by an evaluation committee with the necessary administrative expertise appointed case by case by the legal representative of the beneficiary.

1. The Evaluation Committee consists of three individuals, appointed by the legal representative of the beneficiary. In cases where there is no staff the evaluation process shall be performed by one person appointed from the legal representative with the necessary expertise.
2. On the day after the deadline set for submitting bids, the Evaluation Committee will make the opening of bids.
3. After Opening the bids, the Evaluation Committee shall proceed with reviewing the offers having regard to three evaluation components: Administrative compliance, technical compliance and financial compliance. The Evaluation Committee after reviewing offers, prepares a report explaining how the winning bid was chosen, how they met the selection criteria, how the price was set, and the grounds for the award decision.
4. The Evaluation report must be signed by the member/s of the Evaluation Committee and approved by the legal representative of the beneficiary. The evaluation process must be concluded not later than three calendar days after the opening of the bids.
5. The Evaluation Team evaluates a valid offer only if it complies with all the requirements and specifications set out in the tender dossier.
6. The Evaluation Committee may use its discretion to consider valid offers that infringes minor formal / administrative deviations that do not fundamentally affect the conditions and other requirements set out in the tender dossier.
7. In any case, no offer will be accepted when:
  - a. The bidding does not comply with the technical specifications or Terms of reference and other substantial requirements like delivery timeframe ext.;
  - b. when his business activity is suspended in the Business Register;

### **6.4.4 Award Criteria**

Contracts are awarded on the basis of the most economically advantageous offer in one of the following two ways:

Under the best price – quality ratio in which case the beneficiary considers the price and other quality criteria linked to the subject matter of the contract such as methodology, ext. (this way is more recommended to be used for intellectual service contracts) and apply a weighting formula.

Under the lowest price provided the tender meets the minimum requirements set out in the tender dossier

The award criterion must be clearly stated in the tender dossier and instructions to tenderers.

### **6.4.5 Selection Criteria**

The beneficiary may define in the tender dossier the evidence to be provided by an economic Operator (Potential bidder) to demonstrate its technical and professional capacity.

If such evidence is required, the tender must comply with the selection criteria in order to be qualified for further evaluation.

The Evaluation Committee should not use any criterion during the evaluation process that is not included in the tender dossier.

### **6.4.6 Award of the Contract**

1. A winning bid should be:

a) A bid based on the selection criteria, and award criteria satisfies the requirements set out in the tender dossier.

3. The announcement of the winner will be done after the comparison, evaluation of the bids and approval from the legal representative of the beneficiary.

4. The beneficiary must notify the award to the successful tenderer and, at the same time, inform in writing the unsuccessful tenderers. Notification to unsuccessful bidders must contain the reason why their offer was not successful and details about the winning bid referring to transparency and equal treatment principles and also a reasonable timeline (for ex. 2 days) to contest the award decision.

## **6.5 Cancellation, closing and signing of the Contract**

### **6.5.1 Cancellation of the Procedure**

1. The procurement person and evaluation Committee may cancel a procurement procedure if:

- a) No bid is submitted within the time limits;
- b) None of the bidders exceeds the qualification stage;
- c) None of the submitted bids meet the criteria set out in the procurement documents;
- d) All submitted bids contain prices that exceed the budget of the organization;

2. In case of cancellation of the procedure, the procurement person communicates to all bidders the decision and reasons within 3 days of the cancellation decision.

## 6.5.2 Closing the Procedure

A procurement procedure will be considered closed in cases when it is cancelled or when a winner is announced at the end of the procedure. The notice is communicated within 3 days to the Bidder who has submitted the best Bid.

## 6.5.3 Contract preparation and signature

When preparing the contract for signature, the beneficiary will prepare a contract dossier with the following structure:

- a. Approved purchase request submitted by the Procurement person of the beneficiary
- b. Copy of the procurement call (Copy of the Tender Dossier r)
- c. Approved Evaluation report detailing the decision on the winning Bid
- d. Contract

The successful bidders have two business days from award notification to sign the contract. In case of withdrawal of the successful bidder the Evaluation Committee shall announce as winner the second place ranked bidder. In cases when there is no second place ranked bidder the procedure shall be cancelled.

The contract shall be signed from within one week after the announcement of the winner by the beneficiary and the winner.

## Appendix I Procurement Grid

Threshold levels	≤ EUR 1,500	> EUR 1,500
Procurement Method	Directs	Invitation to Suppliers
Purchase Request	Yes	Yes
Quotations	Minimum 1	Minimum 3
Tender	No	Yes
Evaluation Committee	No	Yes
Competitive Bid Analysis	No	Yes
Contract	Yes, for intellectual services and repeat purchases No for logistical services and	Yes

	purchase of goods.	
Invoice	Yes	Yes
Authority	Legal Representative of the beneficiary	Legal Representative of the beneficiary
Payment Method	Bank Transfer, cheque or Cash according to applicable legislation	Bank Transfer

## 7. Payment Procedure

RYCO will pay its grants according to the following procedure:

An initial instalment of 80% of the grant will be released within 30 days of receipt of the signed grant contract.

The balance (20% of the grant, or the remaining amount according to the actual budget spent/co-financing provided in case of underspending) will be released within 60 days after receiving the final narrative and financial reports, including all additional documents RYCO may request to substantiate these reports.

If the actual expenditure is higher than budgeted, the RYCO grant cannot be increased.

In cases of income generated by the project, such income must be declared in the financial report and deducted from the budget request to RYCO.

## 8. Transfer of Funds

Funds can be transferred to partners as required for the implementation of the project, but the Grantee retains the full responsibility towards RYCO for implementation of the project as envisaged under the Grant Contract, including financial reporting.

The rights and obligations deriving from such financial transfers should be regulated by a **Partnership Agreement** between the parties involved.

## 9. Documentation/Record Keeping

- Grantees must offer sufficient proof for the expenditures declared in the financial report, including the one related to partners' expenditures. Moreover, they are obliged to obtain, compile and safely store proof of expenditures of the applicant and of the partners'.
- Grantees are obliged to submit copies of proof (contracts, invoices, receipts) to RYCO, together with the financial report, and in a clear order (serial numbers) assigning such documents to specific expenditures.
- RYCO staff can request to see the originals of these documents or ask an audit company to review them.
- The Grantee shall use an appropriate accounting and double-entry book-keeping system to keep track of the spending related to the project, and to provide RYCO with accurate financial information at any time of implementation.
- The accounts shall comply with the accounting and bookkeeping rules that apply to the Grantee in the respective WB6 Contracting Party;

- The financial report should properly and easily be reconciled to the accounting and bookkeeping system and to the underlying accounting and other relevant records.

## **10. Submission of Documentation**

- The Grantee shall submit the financial report no later than 30 day after the implementation period, if not otherwise foreseen in the special conditions, 1 in original submitted to the Local Branch Officer and 1 copy via email. Electronic versions must be submitted via email.
- Attached to the financial report the Grantee is expected to submit copies of proof of payment regarding all expenses listed in the detailed breakdown of expenses.
- The financial report needs to be dated, signed by the authorized person of the organization and stamped.
- A final payment request as presented in the Annex VIII of the Grant Contract should be filled and presented together with the above mentioned financial documentation.

## **11. Breakdown list of expenditures template (Annex VII )**

Be aware that you will have to submit the Annex VII – Breakdown List of Expenditures together with your Financial Report when submitting the interim and final report for your project.

Please find the following examples of supporting documentations on some main cost categories which you should retain during the implementation of the action and attach to the financial report. This list is indicative only and non – exhaustive.

Copies of these documents must be readable and in accordance with the local legislation. Copies in the form of illegible hand-writing, will not be accepted. It is recommended to write a short description in English in the copies of invoices or in the requests for payment for each invoice.

According to **Article 2.4** of General Conditions in the Grant Contract, RYCO may request additional information at any time.

## **12. Expenditure Verifications**

Expenditure Verification is understood as the work performed by the Expenditure Verifier under the guidelines set out in this document and the Terms of Reference (ToR).

The Expenditure Verifier is engaged by the Beneficiary in the role of the Contractor who provides the ToR, using the template in Annex XIV of the Special Conditions.

A written contract between Contractor and Auditor or an Engagement Letter is required.

The Beneficiary must provide an expenditure verification report for the final report. The expenditure verification report shall cover all expenditures not covered by any previous expenditure verification report.

The reports should be submitted in English. The final report should be delivered upon completion of the engagement.

### **12.1 Selection Procedure**

The Expenditure Verifier will be selected by the Beneficiary from the official list provided by the Contracting authority or after its approval in case of a strongly justified request for a selection outside of the official list provided by the contracting authority. The Contracting authority should be informed from the Beneficiary not later than 30 days before the approved project implementation period on the selected entity.

The expenditure verification will be performed as desk review and a fieldwork at the location of the Beneficiary.

## 12.2 Verification process and methodology

The Reporting Entity will provide to the Expenditure Verifier all the documentation submitted by the grant beneficiaries to the Contracting Authority in order to perform the verification.

The field work shall commence as soon as possible and not later than 5 calendar days after the date of availability of the Financial Report (i.e. financial report, supporting documents and other relevant information).

The final report should be submitted **at the latest within 30 working days** after the date of availability of the Financial Report from the Reporting Entity.

## 12.4 Application process

Application/s should be submitted via email to an e-mail address registered on the name of the beneficiary. Interested and qualified candidates need to enclose following documents to the application:

- Letter of interest where applicants should:
  - (a) State specific motivation to be selected;
  - (b) Describe relevant experience to meet the criteria as set in the ToR;
- Curriculum Vitae of the expert or company and staff
- Copy of TIN/ TAX Identification Number (VAT number) and related certificates/licenses  
Financial offer including all applicable taxes.

## Appendix I List of supporting documents for Reporting

No	Cost Category	Supporting Documents	Notes
1.	<b>Human Resources</b>	<ul style="list-style-type: none"> <li>● Selection method</li> <li>● Employment contract</li> <li>● Job profile/description</li> <li>● Salary calculations (gross salary, payroll taxes, social &amp; health contributions)</li> <li>● Timesheets</li> <li>● Payment of taxes as according to local tax legislation rules</li> <li>● Salary / Remuneration fee Payment confirmation</li> <li>● Any other relevant document</li> </ul> <p>* In case of contracts other than working contracts with already existing internal staff, (appointed in the action through an appointment procedure), for selecting the best candidate an open call procedure should be launched.</p>	<p>Staff who are involved in the implementation of the project on a part-time basis are only eligible for the equivalent percentage of the time worked.</p> <p>Timesheets should have the name of employee, dates of working, holidays, etc. Should be signed by both, employee and supervisor/project coordinator.</p> <p>In case of contracts other than working contracts for the staff engaged in the human resources part of the budget, (when allowed from the local legislation), reference to the local legislation for its eligibility should be provided and as well included in the service contract of the staff engaged in the action.</p>
2.	<b>Travel and accommodation costs</b>	<ul style="list-style-type: none"> <li>● Invoices (fiscal invoices)/ transport tickets</li> <li>● Request for payment</li> <li>● Payment confirmation</li> <li>● Boarding passes / Pay tolls/ Expenses claim vouchers Reimbursement vouchers/</li> <li>● List of passengers/List of participants</li> <li>● Agendas of the activities</li> <li>● Vehicle logbooks</li> <li>● Distance calculations through viamichelin maps (in case of traveling by car)</li> <li>● Photos from the activity</li> <li>● Any relevant procurement document if applicable</li> <li>● Any other relevant document</li> </ul>	<p>The list of invoices relating to travel and subsistence costs should include: the name of the person travelling, the departure place, the destination place and the number of days.</p> <p>For travel by plane we will only reimburse economy-class tickets.</p>
3.	<b>Communication, Visibility costs and materials</b>	<ul style="list-style-type: none"> <li>● Invoices (fiscal invoice)</li> <li>● Request for payment</li> <li>● Contract if any</li> <li>● Any relevant procurement document if applicable</li> <li>● Delivery slip, goods received notes, take over and/or hand over report.</li> <li>● Payment confirmation</li> <li>● Any other relevant document</li> </ul>	<p>Samples of printed and published materials containing RYCO's logo etc like: brochures, booklets, digital works etc should be provided as well.</p>



		•	
4.	<b>External Experts</b>	<ul style="list-style-type: none"> <li>• Selection method</li> <li>• Request for payment</li> <li>• Invoices if applicable</li> <li>• Contract of service</li> <li>• Terms of reference</li> <li>• Timesheets</li> <li>• CV-s</li> <li>• Payment confirmation</li> <li>• Any relevant procurement document if applicable</li> </ul> <p>Any other relevant document</p>	Deliverables of expert work can be provided as well such as: presentations, research outcomes, videos, training modules, etc

For all the aforementioned types of cost it is necessary to ensure that the procedures for segregation of duties has been followed.

# Safety and Protection Guidelines

## 1. Introduction

RYCO is an independently functioning institutional mechanism, founded by the Western Balkans 6 participants (WB6): Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, and Serbia, aiming to promote the spirit of reconciliation and cooperation between the youth in the region through youth exchange projects. All signed and ratified conventions and national laws of the Western Balkans 6 Contracting Parties regarding children safety and protection are what RYCO fully respects and stands for within its work. With this, we invite everyone to commit fully, follow, and advocate the legal principles for enabling safety for youth in each activity in the region.

The RYCO Safety and Protection Guidelines document is binding for all grantees and partners of RYCO, especially to those implementing and organizing youth exchanges and mobility processes within the RYCO projects. This document defines a set of rules, procedures, and standards, which are to be followed when planning and conducting activities with young people (age of 15 to 30) that involve situations where they need legal and safety protection.

Based on this policy paper, each grantee/partner shall follow defined rules and will be responsible for the safety of youth and their own approach of bringing safety rules to life, as well as on local and on regional levels.

Each situation has a potential risk of jeopardizing the safety of participants. RYCO strongly believes that with clear and high-quality safety procedures and responsible planning and organization of activities, risks can be mitigated and even avoided. Also, it is important to emphasize the core values of safety and protection for youth involved in any processes. Young people are particularly vulnerable to marginalization and discrimination on a wide range of grounds, such as *sex, race, colour, language, religion, gender identity, sexual orientation, political or other opinions, national or social origin, association with a national minority, property, birth or other status*'.

RYCO is committed to providing an inclusive and welcoming environment and positions itself firmly against any discrimination and marginalization. Therefore, it empowers its employees, grantees, and partners to speak against these phenomena and when noticed to report them to the respective authority immediately. Every single person connected to RYCO activities and projects must understand the risks and possible violations of rights, as well as their role and responsibility in protecting and enabling safety for youth.

## 2. Goals of RYCO Safety and Protection Guidelines

The guidelines aim to:

- prevent cases of risks and youth's abuse or violence of any kind;
- protect and ensure safety for all young people involved in RYCO projects and activities;
- reduce the number of possible incidents within the RYCO projects related to youth exchange activities;
- sensitize youth for their rights and their active role in safety and protection during project implementation (especially underage youth);
- inform youth, co-workers, community members, partners (donors, journalists, governmental authorities, third parties, etc.) about the protection legislation and related procedures (awareness, prevention, reporting, responding);
- encourage RYCO staff team and grantees/partners to improve their skills needed to contribute to each youth's protection;

- nurture open and honest discussions with grantees/partners about quality project implementation with focus on enabling the safety and protection of participants - young people;
- enhance the frequent, secure and transparent communication channels on safety and protection of participants of RYCO projects.

Our Guidelines are based on:

- The European Convention on Human Rights ([ECHR](#))
- The Scout Association UK – [Safeguarding in Scouting](#)
- The standards on child protection as defined by the [Keeping Children Safe Coalition – Training Toolkit](#)
- Children International - [Child protection policy](#)

### 3. RYCO stands for safety and protection of youth within its programs

RYCO's activities should be planned, organized, and executed, putting young people's best interests first and benefiting them in the best possible way.

#### **RYCO is committed to:**

- Taking into account young person's wellbeing and interests in all our activities.
- Respecting the rights, wishes and feelings of young people we work with.
- Protecting and promoting the human rights of all young people without exception within our activities.
- Denouncing any kind of abuse or violence in any kind of situation.
- Informing the civil society organizations and their partners involved in RYCO activities that they are obliged to protect young people with whom and for whom they work during the implementation of activities.

#### **RYCO recommends that:**

- All suspicious and unsubstantiated claims of abuse must be taken seriously and answered promptly and adequately.
- All actors involved have the responsibility to submit reports on cases where there is objective suspicion of discrimination, violence or abuse.
- All grantees who conduct program activities with partners are obliged to meet at least the minimum standards of safety and protection of young people involved in joint projects.

### 4. RYCO Principles

Guiding Principles on Youth Protection:

1. Having zero-tolerance for abuse. (Annex 1 – What is violence and abuse?)
2. Protecting young people's rights and their best interests.
3. Placing the young person's wellbeing as the first priority when dealing with all kinds of identified or suspected cases of abuse.
4. Empowering and educating young people for their rights, personal safety and informing them about steps they can take, if there is a problem.
5. Integrating safety and protection (especially for underage youth) into all aspects of our organizational strategy, structures and work practices.

## 5. Youth protection policy

The Youth Protection Policy of RYCO is one of the obligations for every relevant actor working with youth (especially underage youth) and having them involved in RYCO or other activities. The ultimate goal is to keep youth safe. It includes the above-mentioned principles as a basis for activities that are done within the RYCO projects/funds or in partnership with RYCO. The Youth Protection Policy contains a set of recommended steps and protocols, instructions on how to report incidents, concrete guidelines to prevent violence/abuse. These tools help to facilitate open communication around this topic as a primary component for enabling a safe environment for all actors involved. Finally, this policy document provides rules on how safety measures should be integrated into external communication, especially concerning donor-beneficiary interactions.

**With these guidelines, RYCO is setting the minimum standards of youth protection and safety and emphasizes on the fact that each organizer of activities is obliged to develop their own concrete steps in providing youth protection and safety.**

## 6. Youth protection protocols

Each RYCO Local Branch Office, as well as the RYCO Head Office, is obliged to follow these principles and protocols, as well as to communicate them to grantees, stakeholders, and beneficiaries. When we refer to “following the guidelines,” we expect actors to fully adhere to the principles of human rights and children rights and safety procedures, but also to respect local legislation and laws on abuse (especially child and youth abuse), including procedures that are required by local laws.

## 7. Organizing project activities within RYCO projects? – youth exchanges and study visits

For the overall functioning of safety and protection of youth, especially when organizing the youth exchanges (study visits – groups of minors traveling outside of their Contracting party) it is very important to share responsibility and internally define roles of each participant in the planning and organization of the process. Further, it is essential to establish an internal communication system. Every individual involved in a project team or any activity must be aware of his/her responsibilities and obligations.

Before the implementation of a given project, it is essential to inform the parents or legal guardians about the involvement of their children in the project and to introduce them to the main goals and objectives of it.

**PARENTAL LEGAL CONSENT** – in written – is requested form/a written statement signed by either a legal representative or one parent. This form needs to include:

1. General information about a young person (name, surname, date of birth, place of birth, school of attendance/membership in CSO).
2. Statement by which parents or legal guardians agree on having their child as a participant in a given project e.g., youth exchange in the Western Balkans. It will be emphasized that youth exchange projects will be undertaken in one of the Contracting Parties in the Western Balkans, based on a given project concept.
3. General/short information on project and details concerning the project leader, contact person for the activity.
4. Consent to medical treatment of a young person if the need arises; after properly informing the parents (guardians) of a health situation requiring treatment.

## **MEDICAL HISTORY INFORMATION/SPECIAL REQUIREMENTS FOR YOUNG PERSONS**

We strongly recommend obtaining information on medical history/special requirements for young people involved in project activities to prevent or reduce the possibility of the risk of any health issue. Such information needs to be obtained prior to a youth exchange and shared with the host family/peer. The host family should receive prior to the visit the person's recent medical history or any specific medical information. The hosts should be informed of any special medical needs, such as medications, allergies, dietary requirements, and prescription glasses or contact lenses.

Young people may have special dietary needs related to health, religion, or personal preference. Hosts are invited to encourage exchanges to try new foods, but always to respect their preferences.

## **TRAVEL INSURANCE**

Young people-participants and the organizers of the youth exchanges must obtain their own travel medical insurance covering the duration of the exchange. The organizer of the activities and hosts are entitled to ask for a copy of this insurance policy (including coverage details and telephone number of the insurance company) and any medical documentation to keep on file while the person is living with them. However, host families are not responsible for youth exchange medical expenses.

## **INFO SESSIONS – MEETING WITH PARENTAL COUNCIL/PARENTS OF YOUNG PARTICIPANTS OF THE PROJECTS**

We suggest frequent communication between organizers of the activities (Lead CSOs and partners) and parents or legal guardians of young people involved (especially for the underage young people) to address any safety concerns. In the info session meetings, Local Branch Offices' representatives are at disposal for beneficiaries to participate in the dialogue and clarify RYCO safety and protection policy if necessary.

RYCO encourages youth workers, teachers, parents, legal guardians, and grantees to regularly share experiences with colleagues and with the RYCO team to capture and discuss best practices for ensuring a safe and protected environment for youth in general, within youth exchanges, or other specific project activities. They are also welcome to suggest any reliable sources and procedures that can increase the safety of youth.

- It is advised to establish cooperation with local institutions responsible for caring and providing various services for the youth.
- In this respect, it is necessary to establish collaboration with the local unit of the police administration, center for social work, and hospitals in case of violence against youth.
- Persons in charge of project implementation should plan their activities in a way that helps to minimize the risks for young people to suffer any possible harm/abuse. It is recommended that every organization nominates an employee to act as the safety focal point. Ideally, this person is competent and trained in the area of protection of human rights.
- It is a good practice to organize trainings and workshops on safety and protection with the rest of the project team, employees, volunteers of lead CSOs/partners, as well as with young people benefiting from the projects.
- Adequate supervision of youth (especially underage young persons) by the project team should be provided at all times. The type and level of supervision can vary depending on the general nature of the activities involved, group and individual needs, gender, age, and specific vulnerabilities of young people involved.

- Lead CSOs and their partners must nominate at least two people in charge of supervision for each youth group for the duration of the project implementation.

## 8. Reporting incidents

For all reported youth-abuse incidents, RYCO requires that the youth's best interest be the first priority. In addition, all incidents must be dealt with promptly, and they must be handled in a confidential manner that does not harm the victim or the person reporting the abuse. RYCO suggests to the persons involved in projects' implementation to be proactive so not to miss the identification of signs and symptoms of violence/abuse.

- In case of suspicion or finding out that a young person is experiencing abuse, NEVER try to investigate further on your own. Always seek further advice from a legal representative of a lead CSO or its partner (the entities in charge of implementing the project) or from social services. The information should be forwarded to the supervisor, legal representatives, and authorities.

In cases when a young person finds that she/he has been abused or has abused others, do not judge. Try to support a young person. Keep in mind that you are there for them and that you can offer support.

- In case of violence against a young person or by a young person during the project activity organized by a lead CSO/its partner, the person in charge of the project should inform parents and where appropriate, the respective institution/authority.
- In case of suspicion or finding out that a young person is a victim of psychic, physical, sexual, or any kind of violence/abuse occurring outside project activities organized by a lead CSO/partner, the person in charge of the project should inform the police and the Center for social work.
- In case of an ongoing procedure investigating suspicion of abuse by a person in charge or implementing the project, that same person should be suspended until the end of the procedure
- If there is a reasonable doubt that the person in charge of or implementing the project abused his/her role during the study visit/youth exchange (or any activity during project implementation), he/she should be suspended and removed from further contact with participants, until the end of the procedure for the determination of responsibility.
- If the case of a serious incident, the person in charge of the project should contact the local Embassy or Consulate for further advice and help with any arrangements.

Institutions in charge of acting in case of suspected violence and abuse among which there must be effective communication and cooperation are:

- Police services
- Social services
- Health services
- Judicial organs and
- Educational institutions.
- Diplomatic mission (Embassy or Consulate)

## 9. Communicating the content with youth involved

RYCO Visibility Guidelines set out the minimum requirements for a convenient communication regarding the RYCO supported projects and their activities. It contains rules and regulations for the acknowledgement of the provided support by RYCO through its open calls for project proposals.

Visibility is highly important for RYCO because of at least two reasons: firstly, RYCO aims to make a change in the region, and it is crucial to assure that the success stories of the awarded projects are well spread; secondly, the visibility is also a question of transparency – as RYCO is a governments-funded organization, all interested stakeholders have a right to be informed about its activities and given support.

Moreover, keep in mind that visibility is a contractual obligation. Those specified requirements in Visibility Guidelines are the minimum that should be followed in all the cases, but that there can also be specific cases which can be handled on a case by case basis, having in mind the given circumstances and individual context.

In order to protect a young person, even when communicating and publishing web/social media content or printing materials, here are the measures we require:

- Telling the truth of the story. This means never using manipulated or sensationalized text and/or images, and certainly not employing discriminatory or degrading language.
- Never using images of inappropriately clothed young people.
- Not publicly disclosing a person's last name, personal address or other information that could be used to locate a person within a territory.
- Not publishing health information, unless the family or individual has given us written consent.

**With all of the above suggestions respected and followed, organizers/implementers of activities with youth (especially underage young persons) and individuals featured in promo materials, must ask for the written consent (of their parents or legal guardians) for using their image, personal data or story prior to publication. The consent should be shared with RYCO.**

- RYCO is committed to enable and secure the protective and caring environment with its grantees/partners, which will ensure the main goal of the RYCO existence with full safety and protection of all actors involved.
- RYCO will not support any kind of violent communication or act.
- RYCO will condemn any kind of violence and discrimination towards people based on ethnic, religious, national, or sexual orientation.
- RYCO is not responsible for the organization and implementation of youth exchange projects in the region.
- RYCO is not responsible for the health and travel insurance of the young people within the implementation of the project and youth exchanges.
- RYCO will not support or justify the violation of legal laws in any of the Contracting parties of WB6 during the implementation of the project activities (youth exchanges, meetups, conferences, workshops...).
- RYCO is not financing any kind of activity that includes the purchase or use of any kind of forbidden substances for participants of RYCO activities. RYCO is not financing nor endorsing any kind of activity that includes the purchase or use of alcohol for participants of RYCO activities.
- RYCO will raise awareness regarding children's and youth's safety and its necessity through the work ethic of its staff and through experience and daily work with grantees.
- RYCO will encourage grantees - project teams to be more responsible and consider all organizational and safety details related to the organization of youth exchanges and other

project activities that include young people as participants, especially those that are underage.

## 10. Clarifications

In case you need additional information on the rules set out in this document, or you need to report on any broken rule, please contact the RYCO Local Branch Office in your Contracting Party. The contact details of the RYCO Local Branch Office can be found at the RYCO [website's contact page](#).

## 11. Youth Exchanges in the COVID-19 world

The COVID-19 outbreak negatively affects ongoing or planned activities of RYCO. As COVID-19 continues to influence life around the globe in unprecedented ways, the safety of our participants remains our highest priority.

RYCO has swiftly developed safety and protection measures to respond to the COVID-19 pandemic, which is spreading around the Western Balkans region.

It remains crucial for RYCO to provide timely updates and inform participants and organizers of youth exchanges where they can go for additional information or questions. For the work planning and travel within the region, it is necessary to check and have an overview of COVID-19 related measures across the Western Balkans 6 prepared and continuously updated by RYCO Local Branch Offices, based on local recommendations, as well as the World Health Organization's (WHO) written travel guidelines.

RYCO will communicate regularly with grantees to inform them of any ongoing developments and what RYCO is doing to continue fulfilling its mandate despite the COVID-19 pandemic.

Essential meetings with the organizers of the youth exchanges should, whenever possible, be held via video-conferencing instead of postponing them. The project activities and tasks can be shifted and re-organized if needed, in order to protect the health of each person involved.

**The main goal is to keep young people and other project participants safe and healthy during the COVID-19 pandemic.**

The following are priority actions for organizers in order to protect young people and project participants:

- Organizers of the youth exchange should include measures to protect young people and project participants during a COVID-19 outbreak (providing masks, gloves, etc.).
- Ensure that information, education and communication materials, including information on available services, are produced and displayed with limited text in youth-friendly language.
- Ensure hand-washing stations are available at all locations for organizers and participants are likely to visit during youth exchanges.
- Provide safe, youth-friendly hygiene promotion activities before and during outbreaks, including the development of posters and infographics targeting children, young people, parents/legal guardians and teachers.
- Ensure that protection and safety messages are delivered to parents and children and young people in a way that limits panic and distress, reassures, and encourages adherence to health messaging.



## Appendix II What is violence and abuse?

Definitions of the four main categories of abuse:

**Physical abuse** is the actual or potential physical harm caused by an action or lack of action, which is reasonably within the control of the parent or person in a position of responsibility, power, or trust. Physical abuse may involve hitting, spanking, shaking, throwing, poisoning, burning or scalding, drowning, and suffocating. It can also mean causing physical harm to a person by fabricating the symptoms of or deliberately causing ill-health to a person. The incidents may be single or repeated.

**Sexual abuse** is evidenced by activity between a young person and an adult or another young person who, by age or development, is in a relationship of responsibility, trust or power; the activity being intended to gratify or satisfy the needs of the other person. Sexual abuse involves forcing or enticing a young person to take part in sexual activities, whether or not the person is aware of what is happening. The activities may involve physical contact and penetrative or non-penetrative acts. This may also include involving a person in looking at, or in the production of, pornographic material, or encouraging youth to behave in sexually inappropriate ways.

**Neglect and neglected treatment** is the inattention or omission on the part of the caregiver to provide for the development of the person: health, education, emotional development, nutrition, shelter and safe living conditions, in the context of resources reasonably available to the family or caretakers and which causes, or has a high probability of causing, harm to the person's health or physical, mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm as much as is feasible.

**Emotional abuse** is the persistent emotional ill-treatment of a person that adversely affects his or her self-perception and development. It may involve conveying to the person that he or she is worthless, unloved, and inadequate, or there only to meet the needs of another person; or imposing inappropriate expectations upon him/her. Acts include restricting movement, threatening, scaring, discriminating, scape-goating, corrupting, ridiculing, degrading, bullying, humiliating (e.g., asking potentially embarrassing questions, demanding potentially embarrassing action) or other non-physical forms of hostile or rejecting treatment.

**Bullying or Child-to-Child abuse** is abuse, which should be treated with special sensitivity. To work and to have a constructive dialogue with young people who committed violence against his/her peers needs a sensitive and structural approach. This approach needs to enable protection to those young people affected by this abuse – victim, and on the other hand, a support system to a young person - abuser.

Any such approach requires:

- the recognition that a young person who has abused another young person differs significantly from adults who have committed similar offenses, as the young person is not fully aware of why he or she has committed abuse and what the consequences are.
- keeping in mind that the best interest of the young person is the primary consideration in all decisions made - for both the victim and the abuser.

## Appendix III - Risk assessment checklist

### **Risk Assessment Checklist for Grantees/Group Leaders**

Have I ensured that:

1. All group members are adequately briefed about their responsibilities during the visit, fully understand their role within the group, and are equipped to deal with emergencies?
2. Accompanying staff have the knowledge and skills to ensure the safety of the young people in their care?
3. All group members have completed the necessary documentation for travel abroad?
4. All group members have copies of their passports and visas (if necessary; BiH-KS) kept separately from the original documentation?
5. Details of the nominated person(s) who will be available 24 hours a day in case of emergency have been passed to all host families, and group members and a copy has been lodged with my organization?
6. A list of young peoples' names, together with their host family address and telephone number, has been given to the nominated person?
7. Original copies of all parental (legal guardians) consent forms have been given to the designated person?
8. Copies of the parental consent (legal guardians) forms for each young person have been passed to their host family, and a copy has been lodged with my organization?
9. I have made host families aware that I may conduct unplanned or 'spot' checks during the visit?
10. My partner/contact in another Contracting Party fully meets my requirements to ensure the safety and welfare of the young people in my care?
11. Any drivers, couriers, and staff/volunteers employed by me or provided by the partner organization or tour operator have been thoroughly vetted?
12. I fully understand the procedures to deal with emergencies in the Contracting Party we are visiting?
13. I have a 24-hour contact number for a senior member of staff in my home Contracting Party should an emergency arise while we are abroad?
14. I have sufficient funds to deal with an emergency?
15. I have a list of contact details for all parents/legal guardians?
16. I understand the details of our insurance cover and understand how to proceed in an emergency?
17. Group members understand and agree to a code of conduct during our visit?
18. Arrangements have been made to ensure that children and young people do not carry large sums of money with them.

### **Risk Assessment Checklist for Children and Young People**

1. Do I know who my host family will be?
2. Do I know the address and telephone number of where I will be staying?
3. Have my parents or legal guardians been given this information?
4. Do I have a valid passport (and visa if required) with me?
5. Do I know the 24-hour emergency contact number for my group leader or supervisor in case I have a problem?
6. Do I have a copy of the emergency medical intervention form signed by my parents?
7. Do I know who will be responsible for me on the journey to my host territory (Contracting Party)?
8. Do I know who will be responsible for me when I am staying abroad?

9. Do I know who I will be able to talk to if I am worried or unhappy about anything when I am on my trip?
10. Am I ready for my trip? (or do I have any questions, worries or concerns to clear up before I leave?)