

EU helpdesk on CS3D accompanying measures for partner countries

Goal: To create an accessible platform for stakeholders from partner countries of EU development assistance (namely governments, businesses, civil society organisations, and multi-stakeholder initiatives), providing them with information on the expectations and opportunities of the EU Corporate Sustainability Due Diligence Directive (CS3D), and referral advice on existing accompanying measures. These measures support the understanding, capacity-strengthening, and creation of partnerships among stakeholders.

Method of operation: The Helpdesk stems from the Team Europe Initiative “Sustainability in Global Value Chains” which involves several Member States and the European Commission. The Helpdesk, implemented by GIZ, will consist of an online platform on the website of DG INTPA, offering (1) basic information on the EU Directive and its implications for stakeholders in partner countries, and (2) referral to relevant accompanying measures tailored to each target group, with personal advisory services available upon demand. The Helpdesk will display existing accompanying measures identified as most pertinent by participating TEI Member States and the European Commission. A pool of advisors will be established and expanded over time to meet growing demand, especially after the CS3D becomes mandatory for companies which fall under its scope. The interface will allow each target group to easily access information most relevant to them. The Helpdesk targets stakeholders in non-EU partner countries but will coordinate with other Commission support services including those targeting European stakeholders.

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Process: The EU Helpdesk will select existing accompanying measures at EU Member State, European Commission, and international organization level. Requests from other organizations wishing to promote their measures may be reviewed by the TEI group once the Helpdesk is up and running. The EU Helpdesk will select measures that have added value and meet predefined requirements, categorize them in a user-friendly format, and feature them on the online platform as well as in personalized advisory services (through, for example, phone, email, or live chat). The catalogue of accompanying measures will be regularly updated and monitored to continually enhance the Helpdesk offer and encourage the development of new support measures.

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