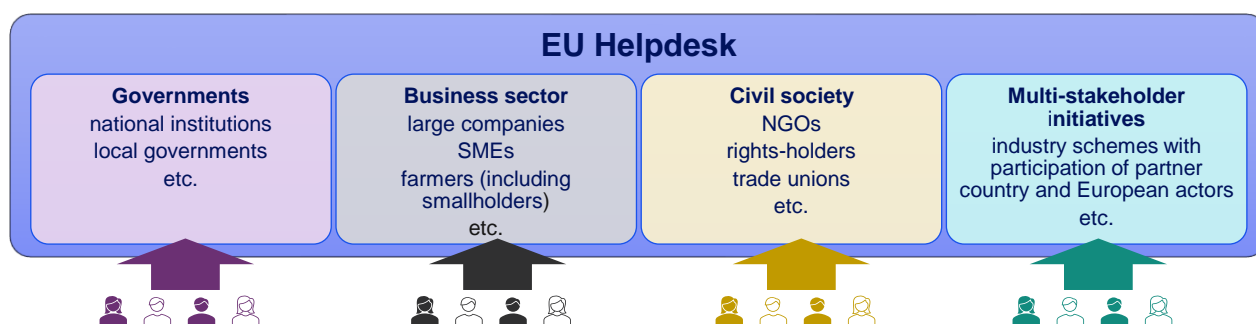


EU Helpdesk on accompanying measures for the implementation of the CS3D in partner countries

Goal: Creating an accessible platform for **stakeholders from partner countries** (*inter alia* **governments, businesses, civil society and multi-stakeholder initiatives**) where they can get general information on the requirements and opportunities of the EU Directive and referral advice on available accompanying measures. These measures support the understanding, capacity-building and creation of partnerships between these stakeholders, in line with article 14 of the CS3D proposal.

Set-up: The EU Helpdesk will be an online platform (website), which offers both 1) static information on the EU Directive, and 2) referral to useful accompanying measures tailored for the respective target groups. The EU Helpdesk core structure will only refer to already existing and possible future additional accompanying measures considered most pertinent by participating TEI Member States and the European Commission.

The interface will allow the different target groups to find the information most relevant for them. This EU Helpdesk only targets stakeholders in **non-EU partner countries**, while interacting with digital support services for EU stakeholders, e.g., for EU businesses being developed by DG GROW.



Process: The EU Helpdesk will analyse the different mappings on accompanying measures carried out by the Member States and the European Commission. Alternatively, Member States may do their own analysis and selection of their own most useful accompanying measures and propose these for consideration. The EU Helpdesk will select the most useful ones, categorise, and advertise them in the EU Helpdesk, and/ or refer the stakeholders to the relevant accompanying measures (via for instance phone, email or live chat). The catalogue will be continuously updated. Incoming requests will be monitored and analysed to improve the offer and development of new accompanying measures.

Implementation: Two options: A) one pillar-assessed implementing institution as the main organisation of a co-financing contract is in the lead, hires the staff and is responsible for the budget and coordination of sub-contracts with other institutions, service providers and seconded staff, accountable towards the Political Steering Group. B) a consortium of implementing organisations provides the staff and budget on a pro rata basis and coordinates under the supervision of the Political Steering Group.

Costs/ funding: Costs to set-up the EU Helpdesk and to run it for the first five years are estimated to be around EUR 10 million. Funding options are financial contributions, seconding staff (which will reduce the need for in cash contributions) and providing accompanying measures which can be referred to.