



## **Restart 2 Partner Cooperation Agreement (PCA)**

1. Conflict Resolution
2. Communication Strategy
3. Financial Management
4. Project Materials and Website

### **1. Conflict Resolution**

Effective cooperation and communication is an essential aspect of the success of any project. In order to ensure that this is achieved within the Restart 2 project the partnership have agreed to introduce the following principles from the outset:

- Clearly agreed shared goals and values
- Mutual respect
- Transparency in all matters
- Clear process for communication and decision-making understood by all partners
- Thorough evaluation of all methods and outcomes
- Acknowledgement both of successes and of areas requiring improvement or change
- An open and positive, win-win atmosphere where conflict arises
- Regular monitoring to anticipate areas of possible conflict and to organise counter-action
- Good communication.
- Raising any concerns as early on as possible
- Agreed conflict resolution procedures and cooperation with those procedures



## Conflict Resolution Procedures

The Restart 2 Project will employ the A4 method of conflict resolution which aims to provide a framework for the arbitration of conflict within groups: Acknowledge, Assure and Agree and Advance.

Where there is a conflict between partners, the project co-ordinator will take appropriate action which may consist of asking the parties involved to discuss the matter either individually and/or collectively. Where they are asked by the project co-ordinator to meet to discuss their differences, both parties will be asked to acknowledge the position of the other and the co-ordinator will also acknowledge their points of view. The discussion will identify areas of agreement and mutual interest. Both parties will then be asked to agree on a way forward and to advance from that position. The project co-ordinator will recommend appropriate action to resolve the conflict and will ask both parties to adhere to that decision.

As it is the project co-ordinator's responsibility to deal with any conflict that arises, it is the responsibility of all partners to alert the co-ordinator to any potential area of conflict as soon as it arises so that prompt action may be taken and the project is not placed at risk.

## 2. Communication Strategy

Effective cooperation and communication is an essential aspect of the success of any project. In order to ensure that this is achieved within the Restart 2 Project the partnership have agreed the following principles from the outset and these will be revisited during each work package and monitored as aspects of the project evaluation and valorisation strategies.

### Principles

- Agreement of shared goals and values
- Need for mutual respect and cooperation
- Conflict resolution processes where necessary
- Clear process for communication and decision-making understood by all partners
- Thorough and transparent evaluation of all methods and outcomes
- Acknowledgement both of successes and of areas requiring improvement or change



## Communication and information Guidelines

Partners agree to uphold the communication principles and acknowledge both successes and areas requiring improvement or change. In this way, partners agree to raise both direct and indirect concerns and issues with communication throughout the life of the project as soon as they occur. These include making partners aware of times when they are unavailable (i.e. offices are closed), where possible to make partners aware of any IT problems affecting incoming and outgoing communication, communicating in advance and where possible responding to all communication relating to the project.

Partners will include the project co-ordinator in all email communication relating to the project so that effective evaluation and monitoring of the communication strategy can take place. The partnership will use the official project mailing list at all times, and any changes to the mailing list will be authorised and communicated by the project co-ordinators. Partners will acknowledge receipt of all communication and adhere to all deadlines. Partners will mostly use electronic communication, namely email, between meetings during the life of the project. However, partners should use telephone communication where email fails, in urgent matters, or where an email response is not received in an appropriate timeframe.

### Methods of Communication:

- Email
- Telephone
- Skype conferencing/ tele-conferencing
- Fax
- Meetings

### **3. Final Management**

Staff must be employed with permanent or fixed term contracts. Rates in application are maximum amounts, partners must account for actual daily costs of each staff member, this cannot exceed maximum amounts. Project budget staff costs cannot pay bonuses, incentive payments and profit sharing, but can include salary increases if appropriate. Partners will send the following documentation to the Project Applicant, Gingerbread: timesheets; copies of contracts and CVs; and payslips.

Travel claims must be only for staff named on application. Claims include all cost from starting destination to end. The most inexpensive methods of travel should be used whenever possible, and



mileage must be converted at given rate. Subsistence should hold within the maximum rate per country in real cost – noting one whole day usually involves an overnight stay. Partners will send copies of all receipts to the Project Applicant, Gingerbread.

Any equipment purchased must be necessary to carryout work within the project as agreed in application. Equipment costs should account the depreciation rate and be covered by insurance. Partners will send invoices for actual costs from suppliers to the Project Applicant, Gingerbread.

Subcontracting should be issued to professional organisations and freelancers, all subcontractors must provide valid invoices. Subcontracting within the Restart 2 Project will include translation, printing and video products – these must all be quality assured.

#### **4. Project Materials and Website**

Project Materials include:

- Website
- Logo
- Leaflets/brochure
- Pens
- Bags
- Folders
- Pop-up banners
- Events

The Project logo should be produced as quickly as possible from the start of the project to enable as much visible and dissemination as possible. All products stated in the project application must be produced and all partners must oversee the production of products for within the work package for which they are responsible. Where necessary partners should agree on the production of products and contribute equally to this. All project product an materials must feature the project logo and the lifelong learning programme logo and where possible contain the EU Commission disclaimer.