

The role of social economy in addressing social exclusion, providing quality jobs and greater sustainability

D7.1. SONYA's internal management procedures

PROJECT CO-FUNDED BY EUROPEAN COMMISSION WITHIN THE SEVENTH			
Work Package Title	Project management		
Linked Task/s Title	Task 7.1: Internal procedures and management structure Task 7.2: Implementation of project management		
Due date	M3 (January 2025)	Submission date	29/01/2025
Deliverable version	0.3		
DISSEMINATION LEVEL			
PU	Public		☒
PP	Restricted to other programme participants (including the Commission Services)		☐
RE	Restricted to a group specified by the consortium (including the Commission Services)		☐
CO	Confidential, only for members of the consortium (including the Commission Services)		☐

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1. INTRODUCTION AND SCOPE

SONYA is a project funded by the European Union under the programme Horizon Europe in the topic HORIZON-CL2-2024-TRANSFORMATIONS-01.

The project starts 01/11/2024 and has a duration of 48 months.

With a growing aging population, the EU faces increased demand for quality social elderly care. However, intricate legal and policy landscapes for Social Economy organizations (SEs) contribute to poor working conditions, gender bias and innovation challenges, hindering the provision of sustainable and inclusive social services by SEs. This is particularly exacerbated in rural areas, where access to facilities and technology deployment and logistics is complicated.

The EU context is facing the urgent need for affordable services and to rethink the dominant recipient model of social care, which challenges the sense of dignity, identity and quality of life of both elderly people and care givers. SONYA emerges as a pioneering initiative to assess the role of SEs in retaining and attracting social elderly care workers to foster social innovation effectiveness in rural areas. Our vision seeks to scale up SEs successful activities beyond tool, support services and methods development by empowering SEs to develop participatory multi-actor networks and social and environmental community initiatives, identifying and transferring social innovations for inclusive employment and better working conditions while measuring impact with scientific precision for improving legal and policy frameworks supporting SEs. SONYA is implemented by a consortium of scientific partners with expertise in operationalising multi-actor participatory models, sustainability assessment, workers' rights and effective representation, and policy making; enabling entities representing 3 EU SEs models varying in size, network development and national context; and support actors. SONYA will facilitate a transition towards more respected, inclusive and valued social elderly care services, beyond medical care. Targeted SEs will be able to efficiently create quality jobs, contribute to equal opportunities and socioeconomic inclusion of disadvantaged groups and help revitalise EU's rural and depopulated areas.

Specific objectives

(O1) To empower the social economy organizations in developing multi-actor social and environmental community initiatives by increasing their organizational capacities.

(O2) To identify, assess and transfer best innovative practices fostering inclusive employment and better working conditions in rural areas to social elderly care services.

(O3) To measure the impact of social elderly care services and social economy organizations operating in rural areas with scientific precision using social inclusion, sustainability, and service quality, effectiveness, and efficiency indicators.

(O4) To improve the legal and policy frameworks supporting social economy organizations capacity to actively participate in public and private social elderly care services networks.

Scope of the deliverable

Internal manual that reports the minutes from the Kick-off Meeting and collects all the internal supporting documents for managing the project.

2. APPROVED GOVERNANCE STRUCTURE

2.1 EXECUTIVE BOARD MEMBERS

The executive Board (EB) is the responsible of the daily technical coordination of tasks within their respective WPs, to refine and refocus project activities, as necessary. Furthermore, they lead the conflicts resolution and the exploitation strategy definition.

The EB was voted and approved in the kick-off meeting. The members of the EB are detailed below:

TABLE 1. EXECUTIVE BOARD MEMBERS

Members	Entities
Petya Puncheva	REN
Juana María Rivera	UJI
Maria Luisa VALLAURI	FIR
Gabriela Yordanova	IPS-BAS
Antonio Collado	FO
Elena Badeanschi	FTC
Mariya Vladimir Petrova	ASA
Juan Jose Candel	ZAB

2.2 EXTERNAL ADVISORY BOARD MEMBERS

The EAB shall assist and facilitate the decisions made by the General Assembly and they sign an NDA.

Partners can add more candidates in General Assembly 2.

TABLE 2. EXTERNAL ADVISORY BOARD MEMBERS.

Candidates	Entities
Ongoing	JRC
Matteo Borzaga	Uni of Trento
Simon Cornée	CREM CNRS Université de Rennes
Svetlana Atanasova	Eurocarers.org

3. INSTRUCTIONS FOR REPORTING

According to the project data sheet, there are three reporting periods as it is detailed in Figure 1:

1. RP1: covering the period from 01/11/2024 until 30/04/2026. The submission deadline: 30/06/2026
2. RP2: covering the period from 1/05/2026 to 31/10/2027. The submission deadline: 31/12/2027.
3. RP3: covering the period from 1/11/2027 to 31/10/2028. The submission deadline: 31/12/2028.

Reporting Periods (EC):

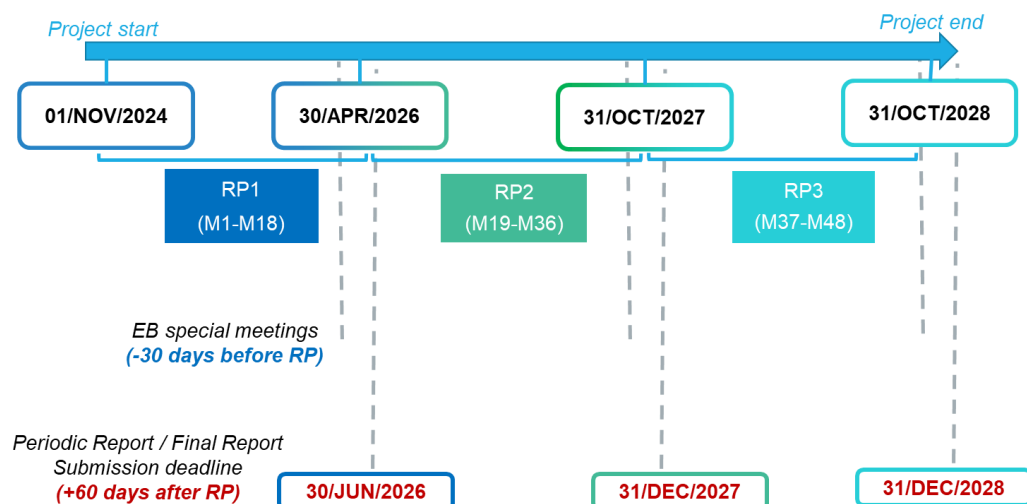


FIGURE 1. REPORTING PERIODS OF SONYA PROJECT.

The periodic report consists of two parts, the Technical Report and Financial Report.

The Technical Report is itself also divided in two parts, Parts A and B:

- Part A: contains the structured tables with project information (retrieved from the Grant Management System).
- Part B (the narrative part): mirrors the application form and requires the participants to report on differences (delays, work not implemented, new subcontracts, budget overruns etc.) It must be uploaded as a PDF document.

The Financial Report consists of the structured individual and consolidated Financial Statements (retrieved from the Grant Management System).

The technical report Part A and the financial report is generated automatically on the basis of the data in the Grant Management System; Part B needs to be prepared outside the tools (using the template downloaded from the system) and then uploaded as PDF (together with Annexes, if any).

All participants should contribute to the parts, but it is the Coordinator who will have to submit them as a single report.

Tasks of the Coordinator:

- Check that the Continuous Reporting Module is updated in time (before the Periodic Report is Locked for review)
- Check that all participants have submitted their Financial Statements (and CFS, if needed)
- Quality checks:
- Check that the Report is coherent and that information in Part A and B is consistent.
- Make sure that the template has been followed and all sections are completed and no annexes are missing.

The consortium has established a process for the preparation and submission of the periodic report (see Figure 2).

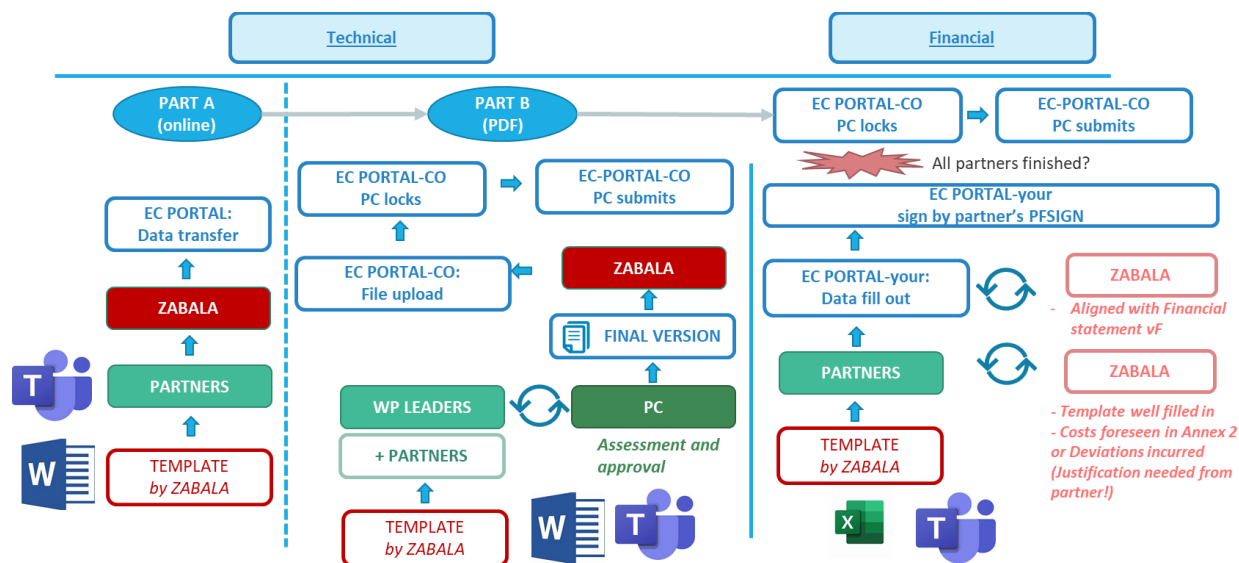


FIGURE 2. PERIODIC REPORT PREPARATION SCHEME.

As part of the continuous reporting, deliverables must be submitted according to the delivery time indicated in the GA. The consortium has established a general schedule to prepare and submit the deliverables on time (see Figure 3).

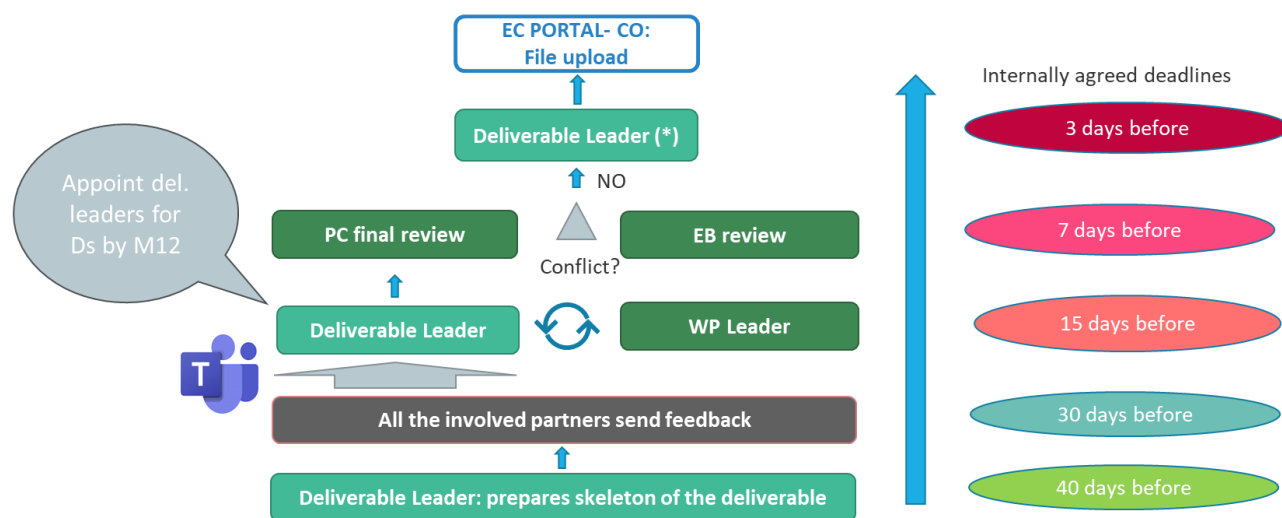


FIGURE 3. DELIVERABLES PREPARATION SCHEDULE.

4. BEST PRACTICES FOR AN EFFICIENT REPORTING

The references documents are the Grant Agreement and the Consortium Agreement.

The PROPOSAL is no longer valid, it was modified during the GAP, please use always as reference the GA (or latest Amendment) & CA.

4.1 TECHNICAL ISSUES

- Report regularly to the WP leader about the progress of the action.
- The WP leader reports regularly to the PC.
- Maintain open and fluid communication between the different WP leaders.
- Establish a regular schedule of meetings for the control and follow-up of actions.
- Establish flows between the different package leaders as well as between the members of each package with their leader, in a way that contributes to continuous feedback.
- Establish regular meetings with the project partners and translate the outcome of these meetings into minutes reflecting the agenda and the outcome of the issues discussed.
- Upload to the SONYA Teams channel the minutes and documents that are generated throughout the development of the project.
- Ensure that all WP leaders meet monthly to share WPs progress. Meetings will take place every first Wednesday of the month.
- Report the conclusions of all scheduled workshops to WP leader.

4.2 FINANCIAL ISSUES

Personnel costs

- Time worked for the beneficiary must be supported by declarations signed monthly by the person and their supervisor unless another reliable time-record system is in place.
- Actual personnel costs must be limited to salaries (including net payments during parental leave, and project-based supplementary payments), social security contributions, taxes and other costs linked to the remuneration, if they arise from national law or the employment contract (or equivalent appointing act) and be calculated based on the costs actually incurred.
- Use the daily rate.
- 215 days (max. declarable day-equivalents)
- See more details about the calculation of the personnel costs in Annotated GA (AGA) section 2.1.4.

4.3 ACTUAL COSTS

- Include the project acronym and code in all the offers and invoices
- Not foreseen subcontracting requires a contract amendment that will not be implemented by consortium except in cases of force majeure.
- Best value for money applies to purchase costs and subcontracting.
- Avoid conflict of interest.
- Your national law and accounting principles also applies.
- Budget flexibility approach for minor deviations.

5. HOW TO GUIDES (TEAMS/PARTICIPANT PORTAL)

Project-specific Teams exist where information pertaining to the project is shared for day-to-day management.

5.1 FIRST ACCESS TO THE SONYA TEAMS AND SHAREPOINT

Steps to access of the SONYA Team and sharepoint:

1. Once a member received the invitation to the Teams, an email from Microsoft Teams will be sent with the specific link.
2. Click on “Open Microsoft Teams”.
3. Click on send code. You will receive a code by email.
4. Enter your code and start session.
5. Accept the permits.
6. You can use the web application or download the Windows application.

5.2 GENERAL ACCESS TO THE SONYA TEAM AND SHAREPOINT

Once a member has accessed the SONYA Team for the first time, the following steps must be followed to access SharePoint and the SONYA Team:

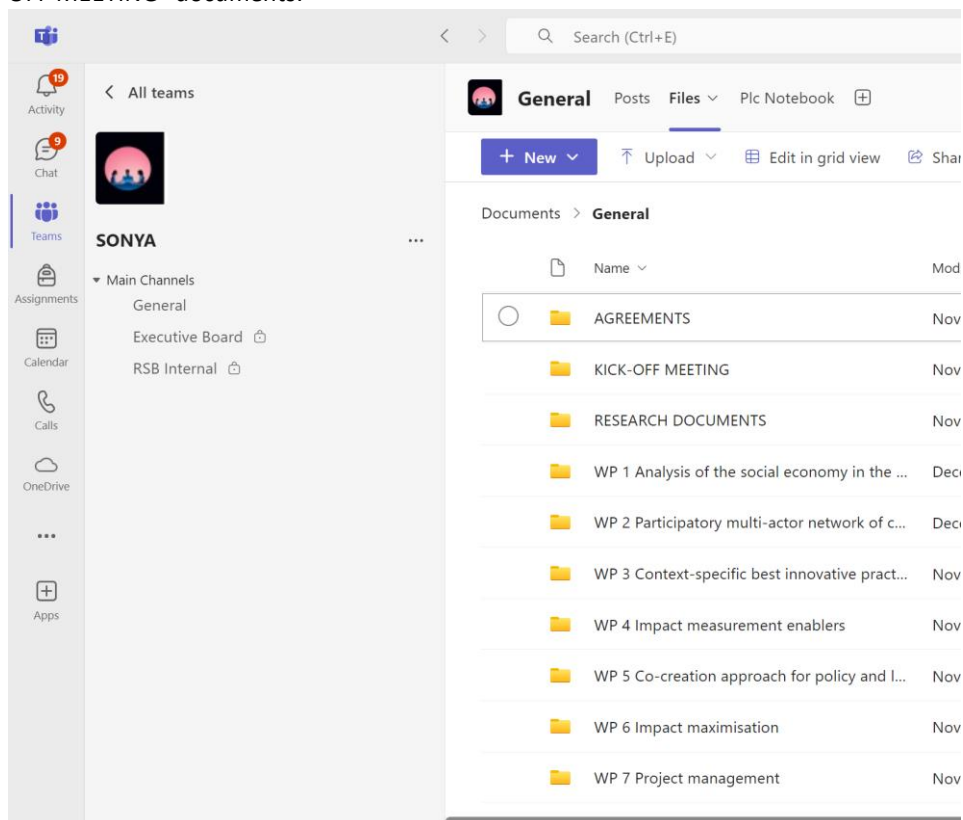
1. Click on “Open Microsoft Teams”
2. Click on send code.
3. You will receive an email with the verification code to access to the Team. This code only run for 30 minutes. Please, enter your code and start session:

5.3 SONYA CHANNELS AND FOLDERS

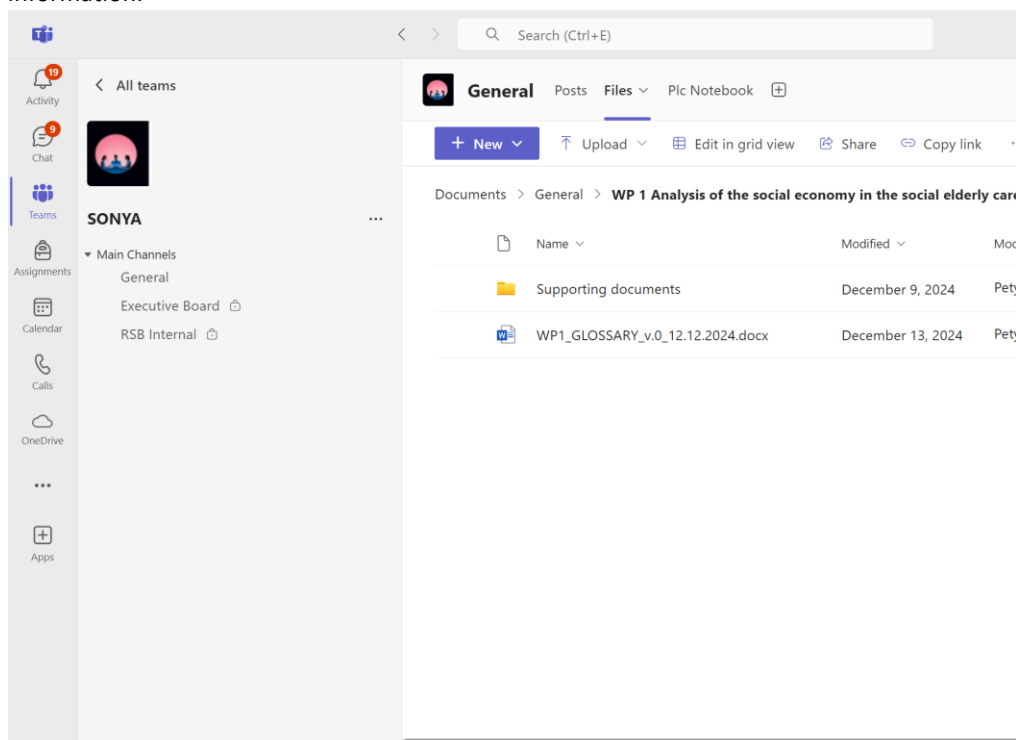
The SONYA Teams is structured in different channels:

- “Executive Board” channel accessible only to SONYA board members.
- “General”: access is granted to all SONYA team members. Project leaders should inform the Project Coordinator of any changes in their team and SONYA TEAMS access requirements.
- Each channel has a file archive to upload working documents.

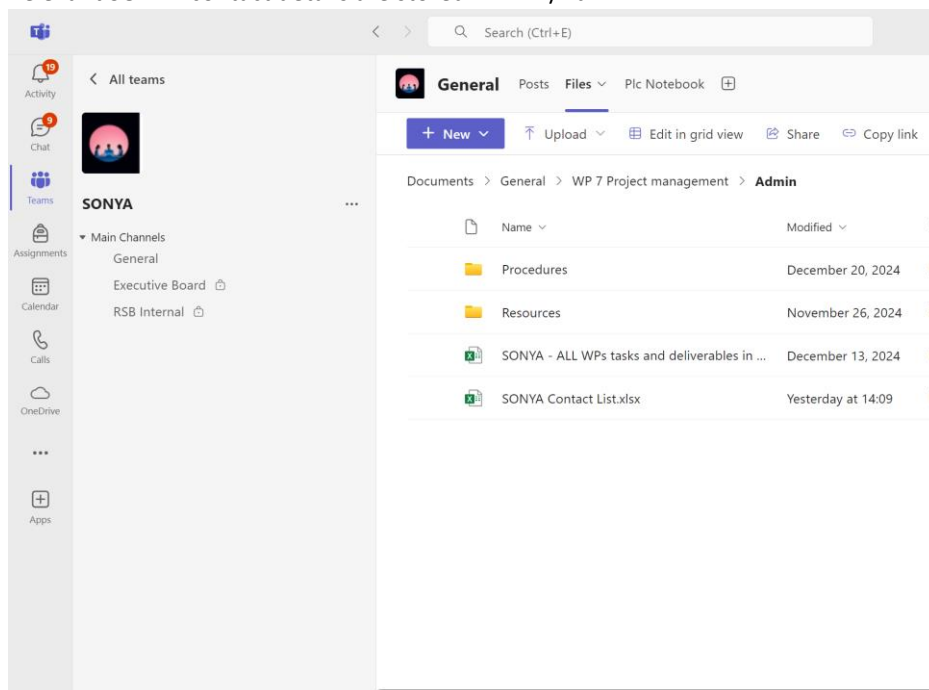
- One channel folder per WP, plus folders for "AGREEMENTS," "RESEARCH DOCUMENTS," and "KICK-OFF MEETING" documents.



- WP 1-5 folders include a "Supporting documents" subfolder for team members to upload relevant information.

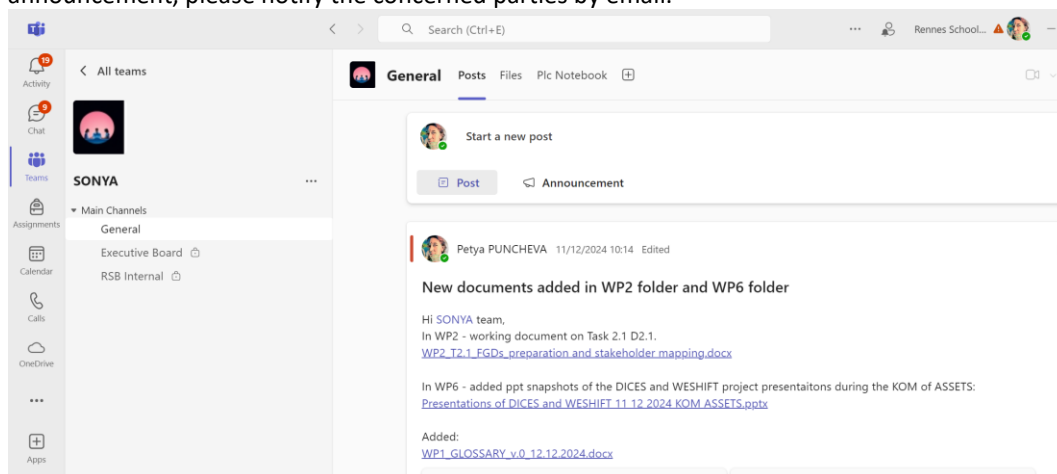


- Relevant SONYA templates and forms such as timesheets are stored in WP7/Admin/Resources
- Relevant SONYA contact details are stored in WP7/Admin:

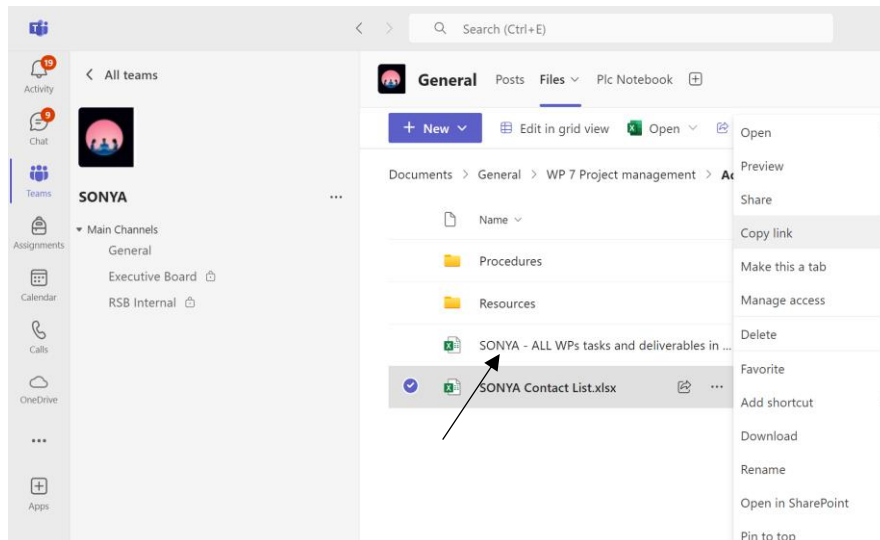


- Announcing updates in the folders

In a channel, create an **Announcement** post to grab attention when you upload new documents or make important changes. Type @SONYA to notify all members of the SONYA channel. This ensures everyone in the group receives a notification. If you experience technical issues with creating an announcement, please notify the concerned parties by email.



- Obtain and share a link to a file in TEAMS:
 1. In the **Files** tab, click the **three dots (...)** next to the file and select **Copy link** to generate a shareable link.
 2. Paste the link in a chat, post, or email. Recipients can access it if they have the necessary permissions.



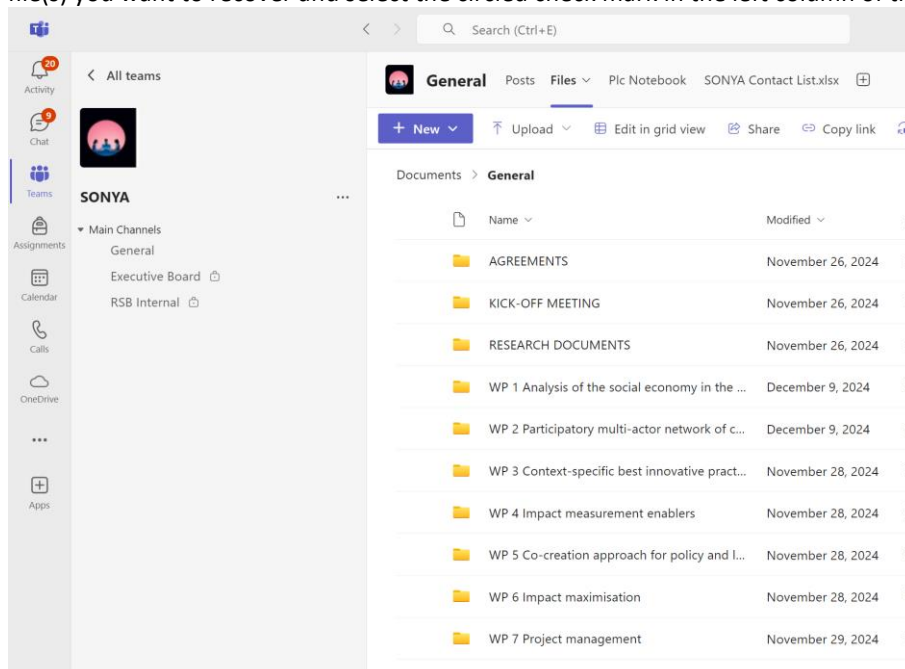
- Open file options in Microsoft Teams:

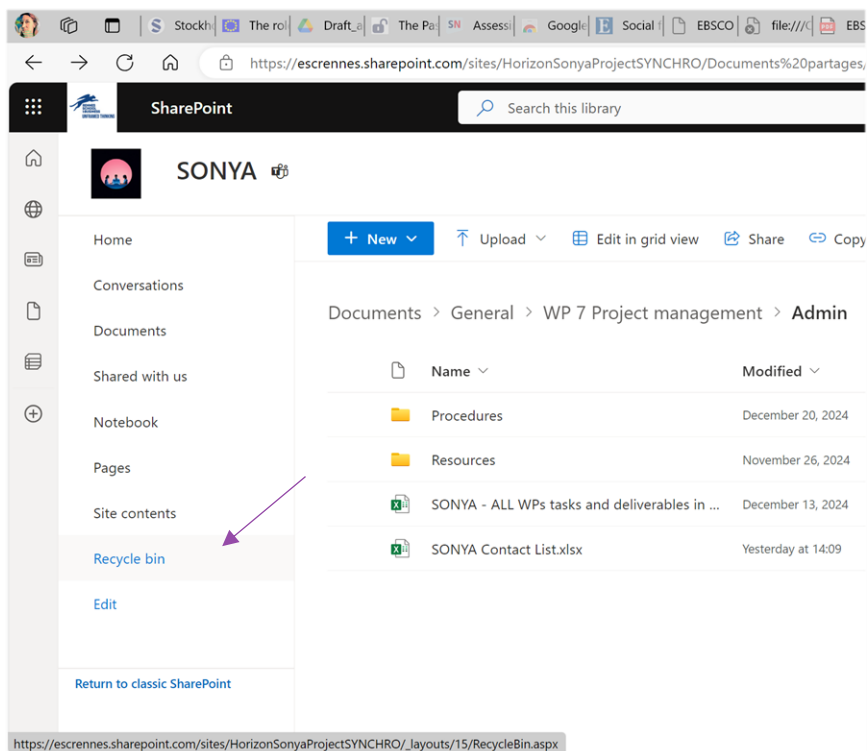
“Open in Browser”: Opens the file in the online version of the app (e.g., Word Online). Ideal for quick edits or when the desktop app isn’t installed.

“Open in App”: Opens the file in the full-featured desktop app (e.g., Word, Excel). Best for advanced editing. "Open in App" saves file edits directly back to Teams.

- If you would like to recover a deleted file from a Teams folder:

Select more options icon ... > Open in SharePoint. In SharePoint, select Recycle bin. Hover over the file(s) you want to recover and select the circled check mark in the left column of the file's row.



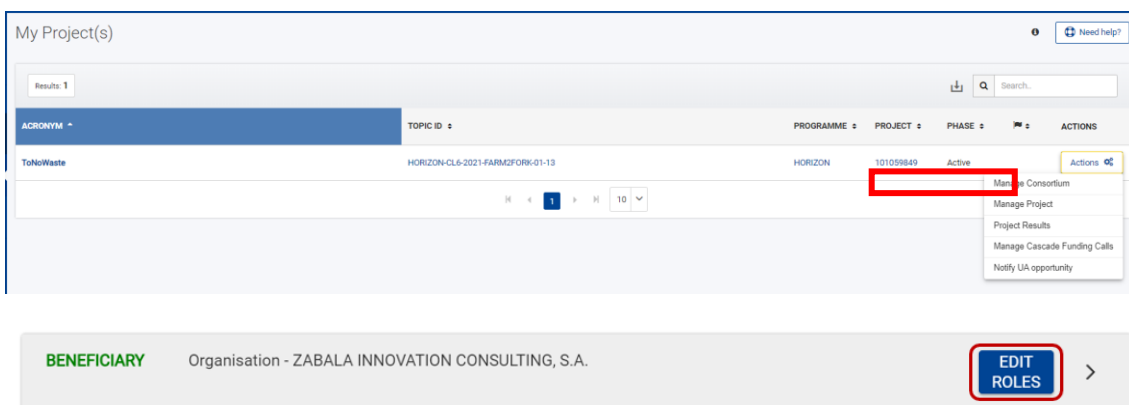
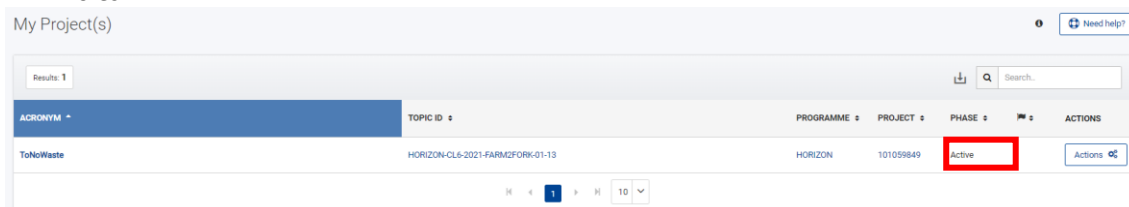


- Naming of files: Mention task/deliverable in the file name. Draft versions start with 0.1 and include 'DRAFT' in the title. Final versions – FINAL. Meeting agendas: MA + meeting number + date. Save pdf file for security on your computer.

5.4 FUNDING AND TENDERS PORTAL (PROJECT MANAGEMENT)

5.4.1 Manage consortium

Project/contract roles — to grant/revoke, go to My Projects > Actions > Manage Consortium > Edit Roles.



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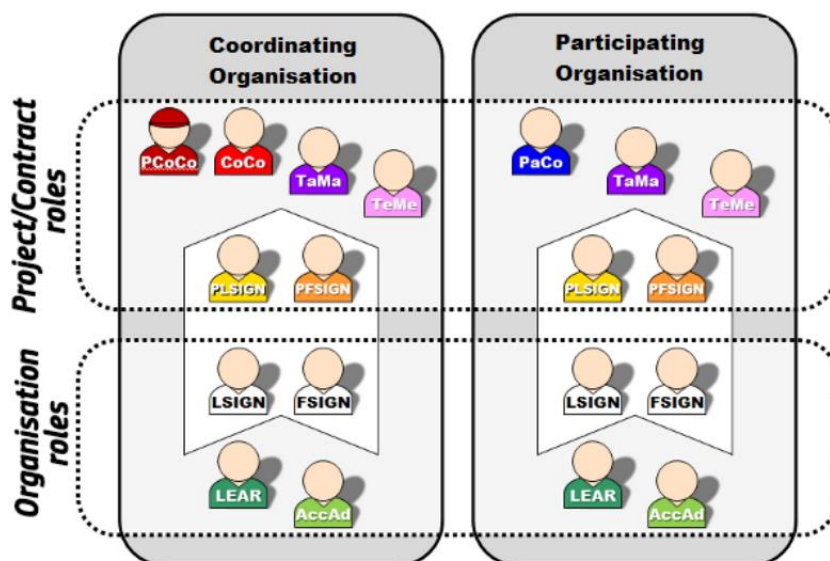
Please enter the contact name and details

Role *	Please choose Please choose Project Financial Signatory Task Manager Project Legal Signatory Participant Contact Team Member
First Name *	
Last Name *	
Email *	

* required field

Ok Cancel

The figure below shows all the roles involved in managing organisations and projects/contracts in the Portal.



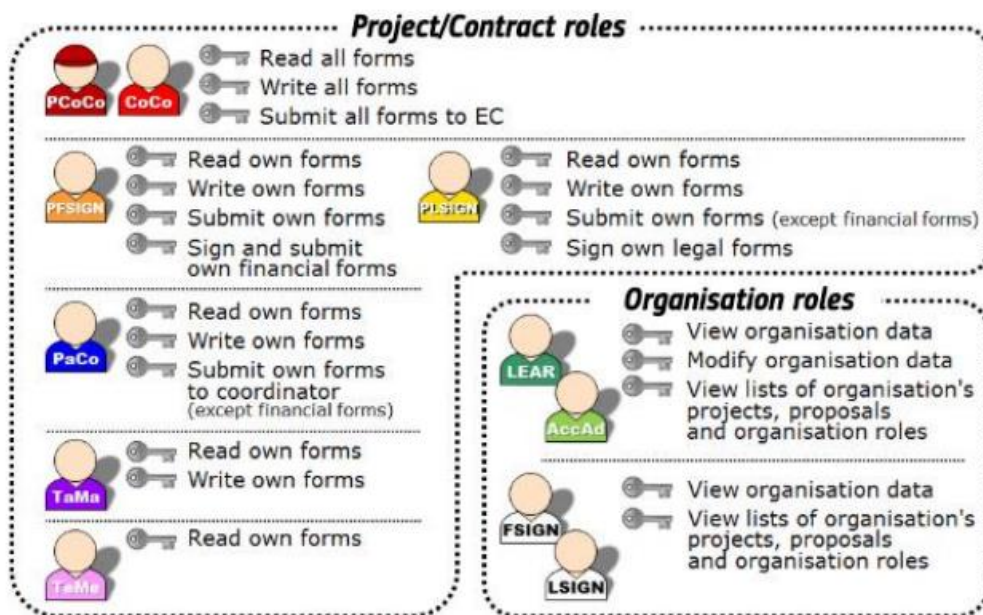
ORGANISATION ROLES

- Legal Entity Appointed Representative (LEAR)
- Account Administrator
- Legal Signatory (LSIGN)
- Financial Signatory (FSIGN)
- Primary Audit Contact (PAuCo) and Audit Contact (AuCo)

RIGHTS ASSOCIATED WITH ROLES

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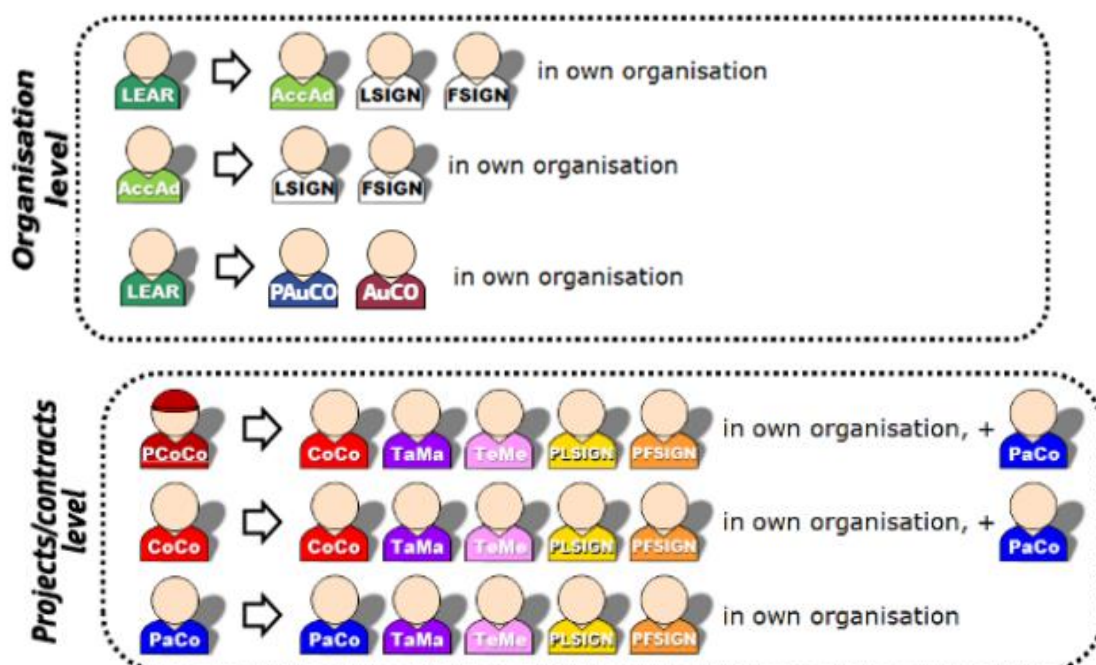
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PROJECT ROLES

- (Primary) Coordinator Contact (PCoCo/CoCo)
- Participant Contact (PaCo)
- Task Manager (TaMa)
- Team Member (TeMe)
- Project Legal Signatory (PLSIGN)
- Project Financial Signatory (PFSIGN)

SUMMARY ORGANISATION ROLES



5.4.2 Manage project

There are two types of reporting in the Grant Management Services in the Funding & Tenders Portal:

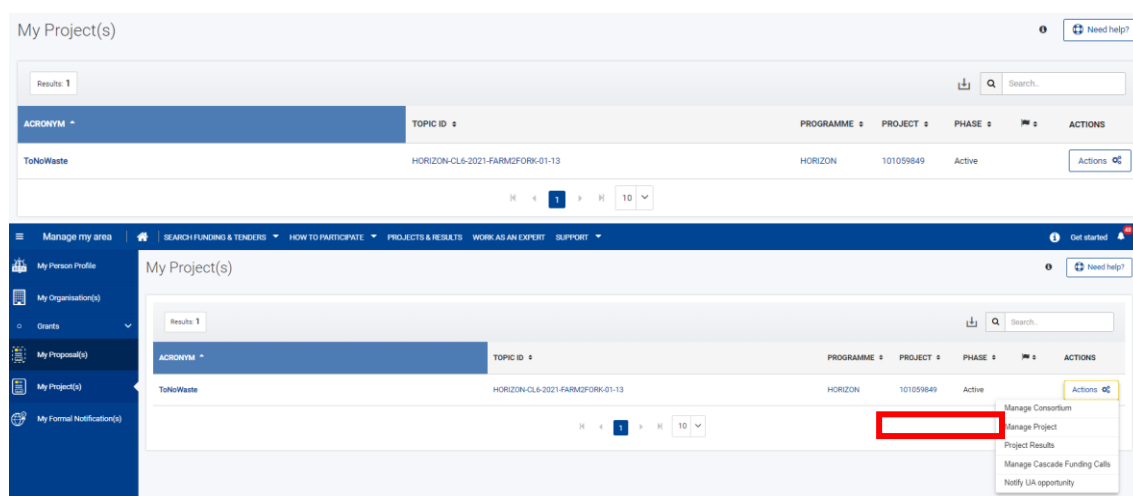
- Continuous Reporting: available from the beginning of a project
- Periodic Reporting: available at the end of a reporting period

CONTINUOUS REPORTING

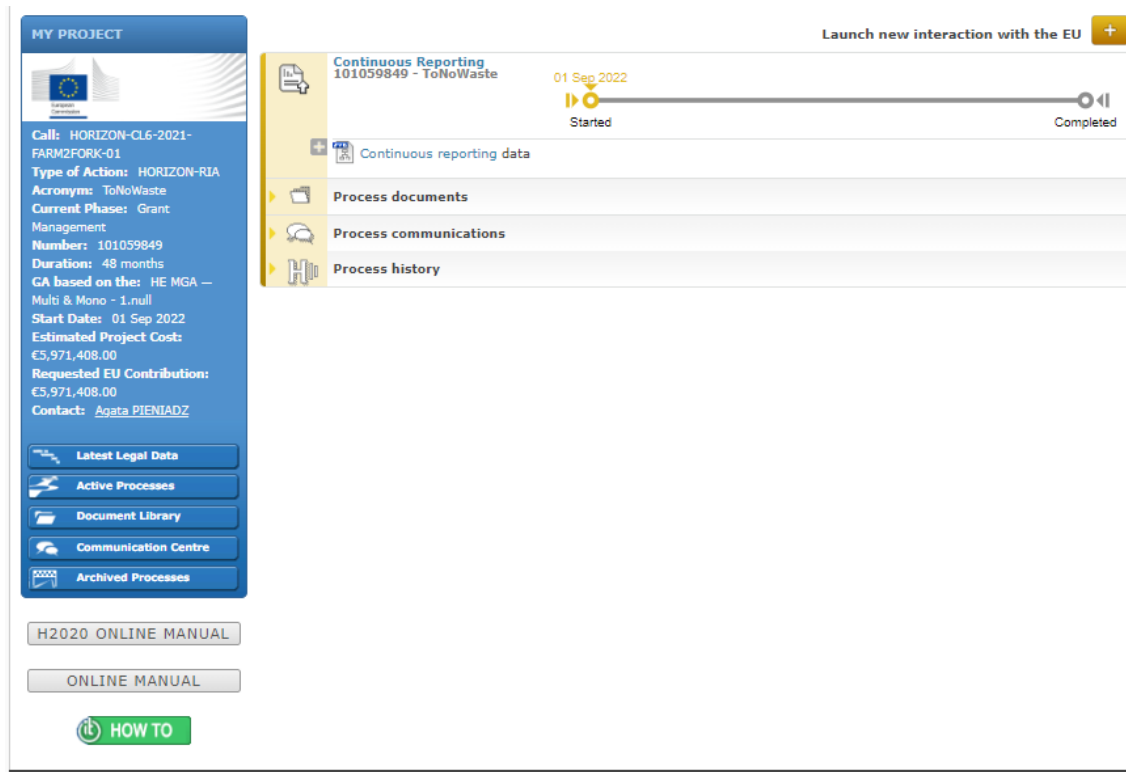
During the project, you are expected to provide regular updates on the status of the project: the continuous reporting.

The continuous reporting includes:

- progress in achieving milestones
- deliverables
- updates to the publishable summary
- response to critical risks, publications, communications activities, IPRs
- programme-specific monitoring information (if required).

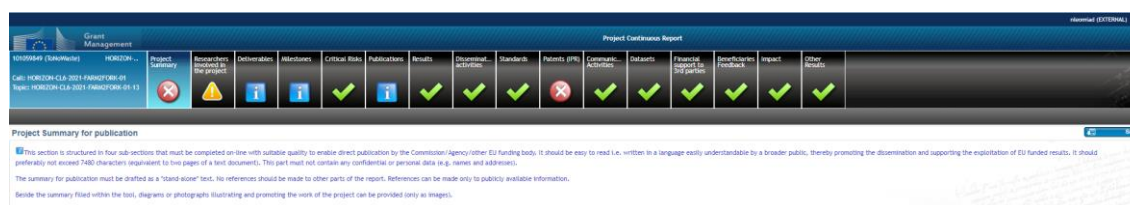


The screenshot displays the 'My Project(s)' interface. At the top, there's a search bar and a 'Need help?' link. Below, a table lists projects. The first project is 'ToNoWaste' with Topic ID 'HORIZON-CL6-2021-FARM2FORK-01-13', Programme 'HORIZON', Project '101059849', and Phase 'Active'. The 'Actions' column for this project has a dropdown menu. A red box highlights the 'Manage Project' option in this menu. The left sidebar shows navigation options like 'Manage my area', 'My Person Profile', 'My Organisation(s)', 'Grants', 'My Proposal(s)', 'My Project(s)', and 'My Formal Notification(s)'.



At the beginning of the project, you will receive a notification (+ link) that the Continuous Reporting Module is activated and that you can contribute to it on an ongoing basis.

- Summary for publication
- Deliverables
- Milestones
- Critical Risks
- Publications
- Dissemination and communication activities
- Patents
- Innovation
- SME Impact
- Gender
- Other



PROJECT REPORTING PROCESS

The periodic reporting process consists of several phases:

- Step 1: All beneficiaries receive a notification and log on to the Funding & Tenders Portal
- Step 2: All beneficiaries complete their own Financial Part (Financial Statement) and their contribution to the Technical Part of the Periodic Report. Beneficiaries e-sign and submit their Financial Parts to the Coordinator
 - A. Completing your Financial Part

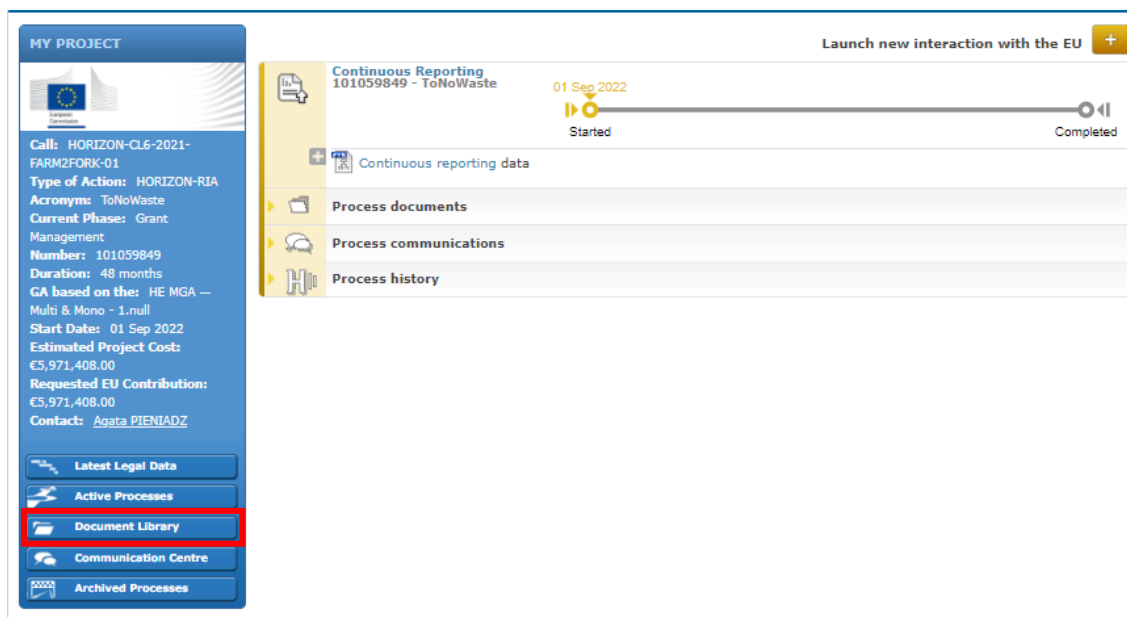
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B. Completing your contribution to the Technical Part of the Periodic Report

- Step 3: The Coordinator approves the elements of the Periodic Report & submits to the EU
- Step 4: The EU reviews the submitted Periodic Report and accepts, requests additional information, or rejects it
- Step 5a: The Coordinator does not agree with the content of the Payment Letter and uploads observations
- Step 5b: The Coordinator agrees with the content of the Payment Letter and closes the process without observations

5.4.3 Document library



The screenshot shows the 'MY PROJECT' interface. On the left, a sidebar contains a list of tabs: 'Latest Legal Data', 'Active Processes', 'Document Library' (highlighted with a red rectangle), 'Communication Centre', and 'Archived Processes'. The main area displays project details for 'Continuous Reporting 101059849 - ToNoWaste', including a timeline from '01 Sep 2022' to 'Completed'. Below the timeline, there are sections for 'Continuous reporting data', 'Process documents', 'Process communications', and 'Process history'.

	Order by		Select	
	Process	Date	All	Essentials
Date	Documents		☐ Show draft ☐ Show obsolete Expand All Collapse All	
October 2021	▶ Proposal (1)			
February 2022	▶ Ethics Appraisal Report (1) ▶ Evaluation Result Letter (1) ▶ Evaluation Summary (1) ▶ Grant Agreement (1) ▶ Grant Declaration (1)			
August 2022	▶ Prefinancing (1)			

Date	Order by		Select	
	Process	Date	All	Essentials
	Documents		☐ Show draft ☐ Show obsolete Expand All Collapse All	
October 2021	▼ Proposal (1)			
		PROPOSAL_101059849-ToNoWaste-HORIZON-CL6-2021-FARM2FORK-01	04 Oct 2021	
February 2022	▼ Ethics Appraisal Report (1)			
		101059849_ToNoWaste_EthSR	08 Feb 2022	
	▼ Evaluation Result Letter (1)			
		Evaluation Result Letter-101059849-ToNoWaste	04 Feb 2022	
	▼ Evaluation Summary (1)			
		101059849_ToNoWaste_ESR	02 Feb 2022	
	▼ Grant Agreement (1)			
		Grant Agreement-101059849-ToNoWaste	04 Feb 2022	
	▼ Grant Declaration (1)			
		GA Declaration - GAP-101059849 - 996410094	04 Feb 2022	
August 2022	▼ Prefinancing (1)			
		Pre-financing Payment Letter	23 Aug 2022	

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6. ANNEX 1

Annex 1 – SONYA Kick-Off Meeting Agenda

Leaders	Agenda	Time
Rennes – 18 November 2024		
PART 1	INTRODUCTION	
DAY 1	<i>(Arrival at Rennes on Monday) Lab 221 – Building 4</i>	
	Roundtable - Q&A session	(16:00) or (17:00)
	Dinner (informal dinner)	19:00
Rennes – 19 November 2024		
DAY 2	<i>(Starting the meeting on Tuesday) Lab 221 – Building 4</i>	
All partners	Registration	8:30 – 9:00
	Welcome by the coordinator	9:00 – 9:10
	Review of the project structure and objectives (coordinator)	9:10 -10:00
	COFFE BREAK Innostart Room - Building 4	10:00 -10:30
REA, European Commission	Grant management and reporting in Horizon Europe (Cristina Paducea)	10:30 – 11:00
	Brief presentations of partners and entities (2 mins)	11:00 – 11:30
	General Assembly – Introduction	11:30 – 12:00
PART 2	ADMINISTRATIVE SESSION – Room C03 – Building 2	12:10 – 13:10
Administrative Issues (REN+ZAB) WP7: Project Management	WP7 (P. Puncheva) +(P.Bellver) - Consortium agreement implementation & Project management key issues. (eg. internal deadlines, peer-review of submissions). Grant agreement implementation: administrative and financial issues (e.g. audit requirements, timesheets, calculation of hourly rates, etc.) <i>Questions</i>	12:10 -13:10
	LUNCH – Cafeteria Staff Room – Building 1	13:10 -14:30
PART 3	TECHNICAL SESSION Lab 221 – Building 4	14:30 – 17:30
Led by each WP Leader or substitute WP6: Impact Maximisation	WP6 (C.Sala) +(P.Bellver) workplan and task assignment - Presentation of Work Packages and Tasks - Discussion and fine tuning - Preliminary job list for the first 12 months - Planning of future internal meetings for tasks & deliverables due by M6	14:30 – 15:00
Led by each WP Leader or substitute WP3: Context-specific best innovative practices	WP3 (P. Puncheva) workplan and task assignment: - Presentation of the Work Package and Tasks - Workplan and task assignment - Preliminary job list for the first 12 months - Planning of future internal meetings for tasks & deliverables due by M12	15:00 – 15:30

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Led by each WP Leader or substitute WP4: Impact measurement enablers	WP4 (J. Rivera) workplan and task assignment: -Presentation of Work Packages and Tasks -Discussion and fine tuning -Preliminary job list for the first 12 months	15:30 – 16:00
COFFE BREAK Innostart Room - Building Room		16:00 – 16:30
Led by each WP Leader or substitute WP5: Co-creation approach for policy and legal recommendations	WP5(FIR) workplan and task assignment: -Presentation of Work Packages and Tasks -Discussion and fine tuning -Preliminary job list for the first 12 months	16:30 -17:00
All partners	Technical roundtable - External Advisory Board Members: appointment. Tentative programme for the External Advisory Board.	17:00-17:30
Dinnertime (social dinner)		19:30

Leaders	Agenda	Time
Rennes – 20 November 2024		
PART 3	TECHNICAL SESSION Lab 221 – Building 4	
DAY 3		
Led by each WP Leader or substitute WP1: Analysis of the social economy in the social elderly care sector	WP1(IPS-BAS) workplan and task assignment -Presentation of Work Packages and Tasks -Discussion and fine tuning -Preliminary job list for the first 12 months	8:30 – 9:30
Led by each WP Leader or substitute WP2: Participatory multi-actor network of care	WP2 (P. Puncheva) workplan and task assignment Presentation of the Work Package and Tasks - Workplan and task assignment -Preliminary job list for the first 12 months -Planning of future internal meetings for tasks & deliverables due by M12	9:30 – 10:30
PART 4	CLOSURE OF THE MEETING Room C03 – Building 2	10:30 -12:45
REA, European Commission	Presentation of EC priorities on social economy (Patricia PEDELABAT-LARTIGAU, Policy officer) Financial & Legal Aspects for EU funded projects in Horizon Europe (Diana LEBLOND-MURESAN)	10:30-10:50 10:50-11:30
Coordinator	Conclusions and reminder of specific actions for the period Date/Place for the next meeting	11:30 – 12:45
Lunch and coffee for those who stay		12:45
Informal dinner for those who stay overnight		19:00

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