




Business Support on Your Doorstep

Code of Conduct

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Code of Conduct as a Quality Management Guidance Tool for EEN 2015-2020

- **Contractual Obligation:** included in The Specific Grant Agreements (SGA COSME & SGA H2020).
- **For all consortia and partners:** Tool for management and quality development.
- **For EASME:** Tool for monitoring and reporting.



Core values

Professionalism

Adding European Value

Responsiveness

Trust

Network

Encouragement

Relationships

SME Focus



Main Principles

- ✓ Providing **professional service** for the benefit of clients
- ✓ Adhering to the “**NO WRONG DOOR**” principle
- ✓ Being a **cooperative and loyal member** of the Network

Relationship with clients



Relationship with clients



Network relationship



National Network relationships



National Network relationships

- ✓ Regular contact
- ✓ National representative(s)
- ✓ Visibility of the Network at national level



Consortium relationships

- ✓ Common consortium identity
- ✓ Regular contact with the coordinator
- ✓ **Consortium Agreement**



Other business support services





Finally...your relationship with EASME

- Agreed Working Practices
- Operational Manual of the Enterprise Europe Network
- The new Code of Conduct Questionnaire has just been published on the Network IT Platform!!



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Questions?



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