



Funding Manual - Innovation Grant

AU-EU Youth Action Lab

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1 INTRODUCTION

The AU-EU Youth Action Lab provides the opportunity for youth-led initiatives in Africa and Europe to implement their ideas and solutions linked to global challenges. Funded by the **European Union** and part of the EU's Youth Action Plan, the Youth Action Lab is implemented by **Oxfam**, the **European Youth Forum**, and **Restless Development Uganda**. Together, they connect young people across continents, encouraging collaboration, knowledge-sharing, and youth voices in policymaking at local, regional, and international levels, including the African Union (AU) and the European Union (EU).

Over three years, the Youth Action Lab will launch various Call for Proposals (CfPs) inviting young people in their diversity to apply for **powershifting grants**.

Why powershifting?

1. **Nothing about youth without youth:** proposals are reviewed by a Youth Advisory Board¹ of youth representatives.
1. **Organisational capacity:** grants that strengthen stability, resilience, financial security, and capacity building of youth organisations.
2. **Youth-friendly processes:** application and reporting mechanisms that make sense to youth initiatives.

The Youth Action Lab has 4 different grant types:

1. **Innovation Grants:** to support youth initiatives that want to design, test, scale and/or improve innovations that are linked to global challenges.
2. **Entrepreneurship Grants:** to support youth initiatives working on social entrepreneurship and employment opportunities.
3. **Representation Grants:** to support young people that face marginalisation and work at the grassroots to raise and amplify their voices at different levels.
4. **Cooperation Grants:** to support young people from Africa and Europe to collaborate on joint advocacy initiatives.

Each grant will last for a period of 12 months. This Funding Manual focuses on the Innovation Grants. It explains the grant's purpose, it helps you determine if you are eligible, and walks you through the application process. **Please note that:**

1. You can only apply to one grant opportunity per Call for Proposals.
2. Each organisation can only be awarded one grant contract under this programme. If you were successful in a previous call, you cannot reapply in this current call.
3. If you were not successful in a previous call, you can apply again in a next round and follow the steps as described in this funding manual.

¹ The YAB is composed of 12 young representatives, with 10 selected out of the African focus countries and 2 from the European Union. Each year we expect that we will work with 12 YAB members who are selected through an open call.

The Innovation Grants are managed by [Oxfam](#). Oxfam is a global movement of people, working together to end the injustice of poverty. That means we tackle the inequality that keeps people poor. Together, we save, protect and rebuild lives when disaster strikes. We help people build better lives for themselves, and for others. We take on issues like land rights, climate justice and discrimination against women.

The Youth Action Lab will work with Oxfam in Africa (OiA), an exciting regional platform within Oxfam that focuses on the continental perspective. OiA will be the thematic lead for Oxfam in terms of supporting grantees and working with young people to ensure their diverse voices are represented at AU level.

Innovation grants are best fit for youth led organisations with innovative ideas to tackle intersectional and global challenges. A total of 35 innovation grants (up from 32 grants originally planned for) will be made available, spread over three grant opportunities. 7 grants were made available in the first round, 15 grants were made available in the second round, and 13 Grants will be made available in the current and last round (an additional 3 grants availed).

Each grant can have a duration of **12 months** and the budget available per grant is **42.000 EURO**. **The project implementation period for this grant is from January 2027 to December 2027.**

Still not sure if this is the right grant type you should apply for? Before reading on, you can go to the [Youth Action Lab website](#) to help you decide which of the four grant types is best for you!

Convinced this is the grant you need? Then read the full Funding Manual and APPLY!

2 INNOVATION GRANTS

2.1 WHAT DO WE MEAN BY INNOVATIONS?

Innovation is often associated with new technologies or entirely new ideas. However, innovation can take many forms. It may involve creating something new, adapting an existing approach, strengthening a promising solution, or expanding a successful initiative to reach more people.

For the Innovation Grants, we define innovation as **designing, testing, adapting, scaling, or improving an activity, approach, campaign, or collaboration that creates positive and lasting change for young people and their communities.**

The proposed innovation should respond to a clear need or challenge in your context and demonstrate the potential to create meaningful impact and learning beyond the grant period.

To be eligible for funding, projects must demonstrate innovation through at least one of the following approaches. Applicants do not need to address all four categories; a project may focus on the approach that is most relevant to its context and objectives:

1. **You design and test** a new activity in your own context.
2. **Adapt and pilot** an approach that has been successful elsewhere but has not yet been implemented in your context.
3. **Scale a proven innovation** that you have already tested to reach new communities, groups, or geographic areas
4. **Improve an existing innovation** based on lessons learned, evidence, or feedback from users and stakeholders.

2.2 ADDRESSING GLOBAL CHALLENGES AND TAKING AN INTERSECTIONAL APPROACH

The Innovation Grants support youth-led organisations that are **developing local solutions to challenges that affect young people globally.** These challenges may include climate change, inequality, unemployment, social inclusion, access to education, or youth participation in decision-making. While these challenges may be experienced differently across contexts, they often share common root causes. Applicants should demonstrate how their innovation responds to a local need while generating learning, experiences, or approaches that can be shared with youth actors across Africa and Europe.

The Innovation Grants particularly encourage projects that take an intersectional approach. This means recognising that young people's experiences are shaped by multiple and overlapping factors, such as gender, disability, geographic location, socioeconomic status, migration status, ethnicity, or other forms of identity and lived experience. As such, the Innovation Grants will focus on youth activities that have an **intersectional approach.** With this we mean:

1. An activity that cuts across multiple thematic areas around the global challenges at the same time. For example, an activity that addresses the impacts of climate change on access to education of young people.
2. Ensuring the meaningful participation of diverse groups of young people, particularly those who are often underrepresented or marginalised.

2.3 WHAT TYPE OF ACTIVITIES DO WE SUPPORT?

The Innovation Grants aim to support youth led organisations to:

1. **Create tangible local impact:** a positive change for young people and/or their communities in their own context.
2. **Contribute to longer-term systems, policy, or practice change** related to a global challenge, including the Sustainable Development Goals (SDGs), Agenda 2063, or other relevant frameworks.
3. **Demonstrate innovation** by designing, testing, adapting, scaling, or improving approaches with the potential for sustainable impact and future replication.
4. **Generate learning and share knowledge** with youth actors and other stakeholders across Africa and Europe.

There is no fixed formula. You are free to design activities in the way that best fits your context, as long as you clearly demonstrate how the project is designing, testing, adapting, scaling, or improving an approach that responds to a **global challenge** and creates positive change for young people and their communities, and meaningfully engages **young people from diverse backgrounds and lived experiences**.

We particularly encourage activities that:

- Address challenges by taking an intersectional approach and addressing the links between different challenges affecting young people;
- Engage young people from diverse backgrounds and lived experiences;
- Create learning that can be shared, adapted, or built upon by others beyond the project context.

The examples below are intended to illustrate the types of projects that may be supported. Each example combines local action with a response to a broader global challenge, demonstrates an innovative approach, and has the potential to generate learning and influence beyond the immediate project context:

- **Testing a youth-led advocacy model** that enables young people to collect evidence on barriers to accessing sexual and reproductive health and rights (SRHR) services and use this evidence to engage policymakers and service providers in improving national and local policies.
- **Adapt and pilot an innovative campaign** to shift narratives around climate action and a liveable planet, using youth-led storytelling, arts, social media, and community dialogue to

promote positive, solution-oriented perspectives on the role of young people in building sustainable futures.

- **Testing a new model for refugee youth participation** in local decision-making, bringing together refugee and host-community youth to identify shared priorities and engage local authorities through structured dialogue and co-created policy recommendations.
- **Scaling a successful youth-led campaign** that promotes inclusive participation in decision-making by adapting and implementing the approach in new contexts and with new groups of young people.
- **Adapting a successful climate action initiative** from another country and testing how it can support rural youth whose education or livelihoods are affected by climate change.
- **Scaling a proven youth-led care and wellbeing initiative** that has successfully supported young activists advocating and campaigning for intersectional challenges, and expanding it to new communities while documenting lessons for other youth organisations.

Please note that the following types of activities are *not eligible* for funding:

1. Initiatives that do not respond to a broader challenge affecting young people and are only relevant to a single context without generating learning that could be applied elsewhere.
 - *For example: repairing a road solely to improve access to one school.*
2. Projects whose sole focus is direct service delivery.
 - *For example: distributing contraceptives, school supplies, or food assistance without testing, adapting, improving, or scaling an innovative approach.*
3. Projects that primarily support a single organisation or group without creating broader benefits, learning, or potential for replication.
 - *For example: purchasing equipment exclusively for organisational development without a clear innovation objective.*
4. Projects that repeat existing activities without introducing a new, adapted, improved, or scaled approach.
 - *For example: delivering the same awareness sessions year after year without testing a new methodology, audience, partnership model, or learning approach*

2.4 INCLUSION OF MARGINALISED YOUNG PEOPLE

The Youth Action Lab aims to **reach and empower marginalised young people**: young people who face barriers to fully participate in social, economic, cultural or political life. These barriers can take many forms and depend on the context and may be linked to these barriers may be linked to factors such as gender, disability, geographic location, socioeconomic status, migration or refugee status, ethnicity, education, or other context-specific forms of exclusion.

We encourage projects that actively involve marginalised young people not only as participants, but also as leaders, decision-makers, co-creators, and agents of change. In your proposal, please explain:

- Which groups of marginalised young people will be involved in your project;

- What barriers or forms of exclusion they face in your context;
- How these young people have informed, shaped, or will shape the innovation;
- How the project will support their meaningful participation, leadership, and influence throughout the project;

Important note: projects led by marginalised groups and particularly young women will be prioritised.

2.5 SUSTAINABILITY

Applicants should explain how their project will continue to create value and contribute to change after the grant period has ended. Sustainability does not necessarily mean that all project activities will continue unchanged, but that the project's results, relationships, knowledge, or influence will remain relevant and impactful beyond the funding period.

Examples of sustainability measures may include:

- **Developing partnerships** with government institutions, civil society organisations, educational institutions, private sector actors, or community groups that can continue supporting the innovation after the grant ends.
- **Integrating project approaches, tools, or methods** into existing programmes, networks, institutions, or community structures.
- **Building the capacity of young people and youth-led organisations** so they can continue implementing, adapting, or promoting the innovation independently.
- **Creating or strengthening networks, coalitions, mentorship initiatives, or peer-learning platforms** that continue operating with local ownership.
- **Securing additional resources and sharing learning products, tools, or evidence** that allow successful approaches to be sustained, replicated, or scaled by others.

A strong sustainability plan demonstrates not only how activities may continue, but also how the project's results, partnerships, learning, and influence are likely to endure and contribute to positive change for young people and their communities after the funding period has ended.

3 APPLYING FOR AN INNOVATION GRANT

3.1 AM I ELIGIBLE TO APPLY FOR AN INNOVATION GRANT?

The Innovation Grants have the following **‘hard’ criteria** when it comes to eligibility:

- **Your organisation must be a non-profit**, operating as a Trust, Community Based Organisation (CBO) or as a Non-Governmental Organisation (NGO)/Civil Society Organisation (CSO) with a clear social mission.
- **Your organisation must be youth-led**: young people (aged 18-35) represent the organisation's governance and have primary decision-making power over the organisation's direction and programmes (100% is aged 18-35) and are directly involved in designing and carrying out activities (>80% is aged 18-35)
- **Your project must be youth-led**: all staff (100%) working on implementing the project should be young people (aged 18-35)
- **Your organisation is formally registered in your country, has an organisation bank account and a clear governance structure.**
- **You are located and registered** in one of the 12 African Youth Action Lab focus countries: Ethiopia, Kenya, Mozambique, Nigeria, Senegal, Sierra Leone, Somalia (Somaliland region), Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.
- Your proposed activities take place in one or more of the above 12 countries.

The Innovation Grants also have a number of **‘soft’ criteria** that can help determine not only if your organisation is eligible but also if the Innovation Grants are a fit for your project idea!

1. Your organisation is passionate to link with young people across Africa and Europe to exchange and learn on your activities and results, for example through participating in the Youth Action Lab's Digital Platform and Annual Learning Events.
2. You are eager to engage in a genuine cross-continental partnership, with all organisations contributing, learning, and sharing insights from the collaborative process.
3. You have identified one or more global challenges (linked to the SDGs and Agenda 2030) that you seek to address in your own country/context.
4. You have identified an intersectional approach that is not normally funded.

3.3 USING THE ‘ON GRIP’ ONLINE SYSTEM TO SUBMIT YOUR APPLICATION.

Applications for the Innovation Grant must be submitted through the **ON Grip Application System (link is below Section 3.7)**. Each grant type has a unique application link, which takes you directly to the correct online form. To use ON Grip, follow these steps:

- Click on the grant application link on our website (link is provided below for ease of access). This will lead you to a page to **create an account** on the ON Grip Community Portal. You will receive a confirmation email with a link to set your password.
 - Note: Any firsttime visit requires a password set. Subsequent visits require the username and password. Your username is the email address with which you registered.

- **If you have already created an ON Grip account from our previous funding rounds, you should follow these same steps to reactivate your account.**
- **Log in** and go to the “My Applications” tab, where a new application form will be available for you to complete.
- **Fill in all required sections**, including both the narrative and budget templates. The system guides you through each section step by step.
- **ON Grip automatically saves your progress** each time you click off of a text box. You can return and edit your application until you click “Submit”.
- **Submit your application** before the deadline. The platform will automatically close upon the deadline and we will not accept late submissions. Once submitted, you will no longer be able to edit it.

After the Call for Proposals closes Oxfam and the Youth Advisory Board will review all applications in ON Grip. Keep an eye on your account for an update on the status of your application.

If you encounter technical difficulties with the platform, you can contact the support email provided on the AU-EU Youth Action Lab website. Please provide screenshots and the name of your organisation in your email.

3.4. NARRATIVE APPLICATION QUESTION FOCUS

Your application will be based on the narrative application template (see Annex 1 – application template questions) available in the ON Grip application system. The application form is divided into sections with specific questions and guidance. You are expected to answer all sections fully and follow the instructions given on the form.

Please note that AI tools may be used for proofreading and language editing only. The project concept, design, and narrative should be developed by the applicant organisation and reflect its own analysis, experiences, and priorities. We strongly encourage applicants to write in their own words, as proposals generated primarily through AI often result in generic concepts and make it difficult to assess the originality, relevance, and feasibility of the proposed project and will be rejected on that basis.

The application has the following sections to be completed:

1. Organisational Information and Contact Details
2. How did you find out about us?
3. Project Budget and Documents
4. Project Bio/Information
5. Project Description
6. Risk Management
7. Certification

Your application will be assessed on the quality and clarity of these sections, so make sure your answers are complete and concise.

3.5 BUDGET MINIMUM REQUIREMENTS

All applicants must use the budget template provided in the application package. The template has two worksheets (detailed budget, summary budget) and all must be completed.

Budgets should follow the following rules:

- Provide a clear description for each item (cost category, number of units, unit value).
- Indicate costs in your **local currency**, and the final column must be in **euros (EUR)**. Use the official [European Commission exchange rate \(Infocoreuro\)](#) to calculate conversion.
- Staff costs must indicate the percentage of time (FTE) for each position.
- Costs must be **reasonable, allowable, and allocable** to the project.
- All costs must be verifiable in your organisation's records and necessary for implementation.

Budget Specific Requirements:

- Budget **at least 5% of grant awarded** towards Technical Support (capacity building and institutional strengthening of your organisation).
- Budget for the mandatory **link and learn activity**² for up to **two representatives** per organisation. The event will take place in **one of the 12 African focus countries** (exact location to be confirmed).
 - Costs should cover flights, accommodation and per diems for a 5-day event (3 days of workshop and 2 days of travel). When budgeting, find average costs for flights and accommodation in one of the focus countries furthest from you.
- The remaining funds will be allocated to your project activities, administration and human resources in line with your proposal.
- The budget will also be assessed on how funds are distributed across activities, human resources, and organisational support, to ensure alignment with your project's objectives. Budgets that allocate funds exclusively to staff costs will not be accepted.

Compulsory Budget Template

Please ensure that your application includes the completed budget template provided. Applications that do not adhere to this format will not be considered. [YOU CAN DOWNLOAD THE BUDGET TEMPLATE HERE](#)

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² The AU-EU Youth Action Lab will provide an in-person link and learn activity each year for all grantees of the four grant types.

Your budget should be aligned with your workplan in which you describe your planned and activities and outcomes. You can [DOWNLOAD AN EXAMPLE WORKPLAN TEMPLATE HERE](#).

3.6 WHAT MAKES A SUCCESSFUL AND UNSUCCESSFUL APPLICATION?

These factors are only provided as a guide to inform potential applicants of whether or not their application is clearly focused to the CfP and within the framework of the grant type- it is not an exhaustive list:

Successful applications often:

- Meet all hard and soft eligibility criteria.
- **Submit all required documents** (narrative form, budget template, workplan and annexes) fully completed, within the deadline.
- Have an intersectional approach and demonstrate innovation by designing, testing, scaling, or improving activities with long-term impact
- Demonstrate how young people, especially marginalised groups, will benefit.
- Provide a sustainability plan to continue activities beyond the grant period.
- Show collaboration and coordination with other organisations or stakeholders.
- Include a complete, clearly written and to the point application with a reasonable and eligible budget.

Unsuccessful applications often:

- Do not meet the eligibility criteria.
- Are incomplete, in the wrong format or leave key questions unanswered.
- Include unreasonable or ineligible costs (e.g. purchase of motor vehicles, land or buildings)
- Applying for more than one grant type under the AU-EU Youth Action Lab.

3.7 WHAT ARE THE STEPS TO FOLLOW?

STEP	ACTIVITY	EXPLANATION
Step 1: responding to a Call for Proposal (CfP)	Submit your project proposal via the ON Grip Application System by 23 September 2026, 13.00 PM Central African Time (CAT)	Applications will be made through a provided link to the ON Grip Application System . The ON Grip online environment will take you through the narrative and financial application questions and elements of your proposal.

		1. Applications must be submitted in English, French or Portuguese only³ 2. Each organisation may only submit one application per CfP - if multiple are submitted, only the first will be considered. In the CfP, applicants are encouraged to join the ‘Power to Voices’ online community to receive updates on the application process, and to connect with other youth organisations: 1. Sign up to the Power to Voices Platform by making an account: Sign Up Here 2. Go to the AU-EU Youth Action Lab Community and click on ‘follow’ to become a member of the group, via this link: AU-EU Youth Action Lab Community Power to Voices
Step 2: Online events and other support to grantees	Take part in the online webinar 03 September 2026 covering the following: 1. Introduction to Entrepreneurship & Innovation Grants 2. Proposal writing and application process, budgeting & Q&A	As part of additional support to applicants, online sessions will be scheduled on 03 September 13.00PM CAT to provide detailed guidance on preparing strong entrepreneurship grant applications, clarify eligibility and criteria, offer practical advice on drafting proposals, and respond to any questions applicants may have to help them submit competitive applications.
Step 3: Grant Selection Process	Applications are screened and scored by Oxfam and the Youth Advisory Board (YAB).	1. Screening: Applications are checked for eligibility 2. Longlisting: Eligible applications are grouped by country to ensure equitable representation across the 12 African countries.

³ Cooperation Grants must be submitted in English due to the collaborative nature of the projects, the trainings provided, and the need for effective communication between grantees.

		3. Scoring: The YAB scores the applications against the criteria set. As these are powershifting funds designed by young people for young people, the YAB holds final decision-making power. 4. Due diligence: The highest-scoring applicants are asked to provide further documents. Organisational capacity assessments and, where needed, site visits are carried out. Consortium partners may involve their local offices, with on-the-ground support from YAB members.
Step 4: Grant award	Offer of Grant Award and Agreements	Selected applicants will be notified by January 2027. The next steps are: · Signing of the Grant Agreement · Receiving the first financial transfer · Taking part in an online inception meeting as part of the onboarding and launch of the project implementation. Grants will be disbursed in two instalments Unsuccessful applicants will also be notified and may request short feedback on their application.

3.7 12 MONTHS IMPLEMENTATION GRANT TIMELINE OVERVIEW

- **24 August 2026:** Launch of the open Call for Proposals published
- **03 September webinar:** Introduction to Innovation Grants, Proposal writing/application process, budgeting & Q&A
- **23 September 2026 13.00 PM CAT:** Application deadline
- **24 September – 20 November 2026:** Review by Oxfam and YAB & Due Diligence
- **December 2026** – Results announced & grant agreements signed
- **January 2027 – December 2027** – Grant implementation period
 - Monthly online progress calls (per consortium/joint)
 - Monthly social hangouts with all grant types (via Power2Voices)
- **Around June 2027** – In-person Link & Learn event (one of the 12 African focus countries, location TBD)

4 OVERALL GRANT MANAGEMENT

4.1 OVERALL COMMUNICATION

The AU-EU Youth Action Lab grants are designed to do more than just provide funding—they aim to help young people from Africa and Europe grow their skills and build connections. By being part of the Innovation Grants, you will get more than financial support!

The Innovation Grants will be managed and coordinated by Oxfam in Africa. As an Innovation Grantee you will connect with Oxfam’s Grants and MEAL Coordinator who will be your main point of contact throughout your project.

Communication will take place through different channels:

- **Monthly Progress Monitoring Meetings** with the Oxfam Team to follow up on project implementation and address questions.
- **Regular email exchange** for practical updates and coordination.
- **Power2Voices platform:** an online community for all Youth Action Lab grantees. Here you can:
 - Share updates, connect with peers, and even take the lead in organising your own learning opportunities.
- Organisations that have been selected to receive grants will be asked to fill out additional information. This will include contact information of “*all individuals from the organisation/network who most likely will be involved in the implementation of the grant*” which includes their names and email addresses/phone numbers. (Maximum number: 10 per grantee organisation)

4.2 TRAINING AND SUPPORT

All Innovation Grantees will take part in an **Online Inception Meeting** to kick off and onboard all the AU-EU Youth Action Lab Grantees. This training will give you the chance to meet and exchange with other grantees, deepen your understanding of the Innovation Grants, and strengthen your collaboration.

The Youth Action Lab also organises **annual face-to-face Link and Learn event**. This is an in-person cross-continental gathering where all grantees come together to share experiences and learning. You are expected to participate and should budget for up to two representatives, the event will be in one of the 12 focus countries in Africa.

Beyond these activities, other in-person or online activities may be offered during the programme.

4.3 CONTRACTING, REPORTING AND FINANCIAL TRANSFERS

Once selected, you will sign a **Grant Agreement**. This binding document sets out:

- the approved project duration, workplan, and budget,
- the grant amount awarded, and
- key requirements, including reporting, safeguarding (SEAH), conflict of interest, and other terms and conditions.

The Grant Agreement will be a binding document that outlines the period required to complete the project, the grant size awarded based on the approved application, workplan and budget. The Grant Agreement further outlines the requirements under the grant including Reporting Requirements, Sexual Exploitation Abuse and Harassment (SEAH), Conflict of Interest as well as other terms and conditions.

All costs incurred during the project implementation should be verifiable from the Grantee's records and necessary for the performance of the project.

Grant Disbursements will be done **twice in the life of the project period**. First disbursement will be sent on the following conditions/milestones.

- grant agreement and all annexes signed
- signed off budget and workplan,
- completed Bank Information Form,
- completed Grantee Information Sheet.

Second disbursement will be sent after completing the following milestones.

- acknowledgement of receipt and bank statement from the first disbursement,
- bi-annual narrative report (the assessment of report by Oxfam) completed,
- variance report and (the assessment by Oxfam) completed,
- risk register
- request for second and final disbursement

Any further details will be based on the Y.A.L Monitoring Plan and the requirements for further data/information to be collected.

5 STATEMENT ON INTEGRITY

The AU-EU Youth Action Lab has a “zero-tolerance” to any forms of misconduct (whether sexual, financial or interpersonal in nature). This means that the Youth Action Lab, supported through the policies of Oxfam, European Youth Forum and Restless Development Uganda ensures that safeguarding, financial management and interpersonal behaviour is addressed in agreements, programs with partners and grantee organisations, suppliers, and contractors. Organisations receiving Youth Action Lab funding shall have mechanisms in place to manage allegations of misconduct including prevention, detection, investigations & reporting. This includes safeguarding misconduct, such as sexual exploitation abuse, sexual harassment or child abuse, corruption misconduct, such as fraud, theft, bribery, money laundering, terror financing or aid diversion or nepotism, and interpersonal misconduct, such as bullying, intimidation, harassment or discrimination. During organisational assessments before signing the grant agreement we will jointly reflect on the policies, code of conduct and mechanisms your organisation has in place (taking into account the size of your organisation and grant amount) and reflect on potential capacity development needs to address misconduct. Organisations receiving Youth Action Lab funding shall report any allegations of misconduct within the overall AU-EU Youth Action Lab project or any of its grantees at integrity@oxfamnovib.nl or using the [webform found here](#). All reports received will be investigated and, if substantiated, acted upon within a reasonable timeframe and in accordance with the policies of Oxfam. If your concern involves a Youth Action Lab grantee, the respective project partner that manages the relationship with the grantee (Oxfam in Africa, European Youth Forum or Restless Development Uganda) will coordinate following laid down procedures in each individual organisation. In all cases, all reported cases and actions taken will be shared with Oxfam Novib as contract-holder with the donor. If for some reason the handling of the complaint is not possible or the organisation is unwilling, then the lead agency (Oxfam) will manage this process. The partner organisations manage complaints in a manner that balances respect for due process with a survivor-centred approach in which the survivor’s wishes, safety, and well-being remain the priorities in all matters and procedures.

If your concern relates to the functioning/inappropriate action of any member of the AU-EU Youth Action lab project, the project’s Consortium Manager will coordinate the investigation, following the relevant policies and processes of Oxfam.

If the concern is directly related to the behaviours of the Consortium Manager it will go to the AU-EU Youth Action Lab Steering Committee.