Conference on the Future of Europe

Design of Citizens' Panels

Work Package 2 Deliverable
Process Design

Executive summary

The following deliverable describes the design of the deliberative process for the Citizens' Panels of the Conference on the Future of Europe to ensure a high-quality deliberative process for all Panels, following three core values outlined in the Joint Declaration on the CoFoE: Inclusion, Transparency and Openness.

This document has been elaborated with regards to previous experiences of the Consortium and based on the requisites for a qualitative deliberative process. Far from the objective to compel or restrict, the goal of this document is to provide the most efficient and qualitative propositions for the design of the Panels, in line with the Executive Board's decisions.

Adapting the working hypothesis to the decisions of the Executive Board, WP2 has progressively provided a solid structure and main features that can ensure a proper implementation of the Panels, following a method that fits the requirements of the CoFoE's ambition.

This work package sets the conditions for the recruitment of participants (citizens), the configuration and setting of the deliberation process, the preparatory and intersessional work as well as the coordination of all facilitation and coordination teams. This work has been complemented by a statistical analysis setting the ground on the Panels' distribution, the multilingualism, as well as youth representation in the Citizens' Panels of the CoFoE, thus ensuring the connection of the design to the rationale that governs the CoFoE initiative.

The logic and content of the three core sessions of the Panels and the interactions between Panels, the purpose and challenges of the follow-up work, as well as the status and purpose of intersessional activities with citizens are main components of the methodology of the Panels. The high interlinkages of the Panels both with Plenary and with the online Platform have also been addressed, either through recommendations or through direct integration of feedback mechanisms designed to ease the flow of information and the coherence of the overall process.

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1. Introduction

1.1 General principles

The *Joint Declaration* on the CoFoE stresses 3 core values for the Citizens' Panels: Inclusion, Transparency and Openness. The design of the process of the Panels is conceived to fulfill these values and ensure a high-quality deliberation.

Inclusion

- Language: no barrier of language: each participant will talk in his/her language
- Importance of orality
- Inclusion of young people
- Diversity of walks of life
- A well-intentioned accompaniment by all the staffing, especially dedicated secretariat
- User friendly online tools
- Equal opportunity for people with disabilities (and resources dedicated to them, for instance if there are deaf, or mute people, etc.)

Transparency

- On the process of the Panels: composition, programs, documents given to the Panels, etc.
- Dissemination of the results of the Panels: Reports will be publicized
- Commitment of the Conference of Europe to follow-up on the outputs of the Panels and use them in their in decision making
- Presence of independent researchers and observers

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Openness

- Openness of the deliberation: all topics and issues are allowed
- Openness to bottom-up agendas: citizens will decide of part of the issues they want follow in the general topic framing, they will request for hearings and information
- Openness of the data: the information material of the topics of each Panel, results of the questionnaires, final recommendations of the Panels. Part of deliberations should also be recorded or streamed, even maybe public
- Plenary sessions could be live-streamed, and results will be disseminated through the Multilingual Digital Platform
- Openness of the reflection of citizens of the Panels, as they will use the results of the Platform
- Panels are not black boxes: some parts of the sessions of the Panels could be opened to observers (academics, media, NGO, public, etc.), online or in real life.

Each Panel will work during several sessions, will produce a report and will be supported by digital tools.

Due to the uncertainty of the pandemic situation in Europe, the design of the process shall integrate different alternatives towards physical and digital formats. This is the reason why this note integrates different scenarios.

1.2 Main working hypothesis[1]

- Number of Panels: 4
- Number of participants per Panel: 200, randomly selected, with an over representation of young people
- A launch event before the summer about the CoFoE in general and to announce the Panels
- An online kick-off meeting common to all the Panels in September 2021
- 3 sessions of 2 to 3 days per Panel (minimum 2 in-person if COVID19 situation allows it)
- Intersessional activities
- A follow-up session common to all the Panels

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[1] As of 7 May 2021.

2. Methodology

2.1 General principles to achieve a high-quality deliberative process

The quality of a deliberative process rests upon four main criteria that will guide the design of the Panels of CoFoE: **Inclusiveness, Deliberation, Relevance and Fairness**[2]. Any design should respect these criteria. We define hereafter how these criteria can be translated in the frame of the Panels.

Criteria	Subcriteria	Example of method
Inclusiveness	Diversity	Random selection of participants: To select participants, we suggest a sortition aspiring to provide equal chances in the best possible way (given practical constraints) by civic lottery of citizens. This is, however, an ideal approach, that the Design of the Panels will aim at, without the guarantee to achieve this goal. Stratification and quotas will provide representative samples through the citizens from different countries in each subgroup.
	Opportunity for each to contribute	Subgroups most of time, facilitation, written and oral contributions, anonymous feedback
	Overcoming of power structures	Facilitation, role playing games, rules to distribute the speech inside the groups
	Consideration	Friendly and neutral moderation and facilitation, quality of informal moments, be considered as skilled.
	Inclusion of stakeholders	Hearings, contributions, speed dating

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[2] See Hans-Liudger Dienel(Hg.), Antoine Vergne(Hg.), Kerstin Franzl(Hg.), Raban D. Fuhrmann(Hg.), Hans J. Lietzmann(Hg.), Die Qualität von Bürgerbeteiligungsverfahren (2014), oekom verlag, München, ISBN: 9783865816535; See also Antoine VERGNE, « Qualité de la participation », *in* CASILLO I. avec BARBIER R., BLONDIAUX L., CHATEAURAYNAUD F., FOURNIAU J-M., LEFEBVRE R., NEVEU C. et SALLES D. (dir.), *Dictionnaire critique et interdisciplinaire de la participation*, Paris, GIS Démocratie et Participation, 2013, ISSN : 2268-5863. URL : http://www.dicopart.fr/fr/dico/qualite-de-la-participation. (visited 2021.04.10); See also annex 7 - National Initiatives p. 63 and OECD website.

	Inclusion of broader public	Contributions from the Platform, possibilities of broadcasting, etc.
Deliberation	Input coming from the group / the Platform	Diagnostic, discussions, testimonies: The first source of information are participants themselves
	Input coming from organized groups	Presentations, movies, images, testimonies
	Input coming from science	Presentation from researchers
	Building visions and common ground	Value based work on vision, utopias and dystopias exercises
	Discussion on arguments	Pros and cons, role playing games, exploration of controversies, debate with speakers
	Building agreements and disagreements	Test proofing of propositions and recommendations, listing and articulation of arguments
	Iterative processes	Iterative process during each Panel sessions: between subgroups and Plenary work Iterative process between the different Panels (if possible) Iterative process to produce final output: Back and forth with Plenary, improvement of recommendations between the sessions and during the sessions
	Output-oriented process	Production of actionable recommendations, definition of a vision
Relevance	Mandate by Plenary of CoFoE / mandate by Executive Board	Mandate letter and opening speech

	Articulated with Plenary of CoFoE, for an iterative dialogue in order to have "feedback loops" on the work of the Panels and the agenda of the Plenary.	Several citizens form each Panel, randomly selected will assist / be members of the Plenary (the citizens could change at each Plenary, in order to share this experience of dialogue, and make the proof of the "citizen's competence")
	Interaction with stakeholders and decision makers	Speed dating, hearings, meetings on the ground, intersessional work
	Inclusion of existing and upcoming measures	Exchange with decision makers and EU institutions
	Vision-based recommendations to avoid both naivety and technicism	Vision and recommendations as two parts of the report
	Evaluation	Internal and external evaluation (cf. WP 7)
Fairness	Time given to participants to navigate the process	Chaperones, moderation team, time, more than one session
	Transparency of the process balanced with trust and secure process for participants	Clear role for observers and media
	Guarantee of trust	Mandate, published rules/ charter, guardians ("guarantors")

	Human centered discussions	For instance, in Plenary discussions, working with photo language and creative methods, self-assessment and individual work, working structures and lead questions for discussions, open space, informal discussions, get together, informal meetings during evenings and farewell parties, interactions with artists, building and site visits, etc.

2.2 Multilingualism

Multilingualism is an important issue for European Panels: each participant must be able to talk in his/her own language and must be able to exchange with other participants from other countries, in order to avoid a silo of language.

In order to ensure smooth discussions between participants, with constant involvement of moderators and interpreters, we propose to limit the number of languages per group from 3 to 4. A relay language can be used when interpreting many languages (indirect interpreting into the lesser used languages).

There are **24 official languages** in the EU, i.e. Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish[3].

Participants are gathered in Plenary (interpretation in 24 languages) or in subgroups (ideally subgroups of 10 people), in which 3 or 4 languages are spoken — including a language among the following ones: French, German, English, Italian, Spanish — which requires the accompaniment of each group by 3 interpreters sharing the relay language.

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[3] Irish and Maltese could be considered as second languages and not to be spoken in the Panels without disadvantages for concerned people. In order to ease the distribution of languages throughout subgroups, an option could be to **reduce the number of languages to 22,** taking into account countries where there are different or similar languages (see Option 1 for the distribution of languages).

Example of language distribution in subgroups:

Option 1: 20 tables of 10 people | 4 languages

Tables	Composition
Table 1	German / English / Italian / Polish
Table 2	German / English / Italian / Polish
Table 3	German / Italian / Polish / Romanian
Table 4	German / Hungarian / Italian / Polish
Table 5	German / Italian / Romanian / Spanish
Table 6	German / Italian / Romanian / Spanish
Table 7	German / Estonian / Dutch / Spanish
Table 8	German / Lettonian / Dutch / Spanish
Table 9	German / Lithuanian / Dutch / Spanish
Table 10	German / Portuguese / Slovenian / Spanish
Table 11	French / Portuguese / Slovak / Spanish
Table 12	Dutch / Danish / French / Spanish
Table 13	Dutch / French / Spanish / Swedish
Table 14	Bulgaria / Croatian / French / Swedish
Table 15	Bulgarian / Croatian / Czech / French
Table 16	German / Finnish / French / Italian
Table 17	French / Hungarian / Italian / Polish
Table 18	Greek / French / Italian / Polish
Table 19	Czech / Danish / Italian / Polish
Table 20	French / Greek / Italian / Polish

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Option 2: 25 tables of 8 people | 3 languages

Tables	Composition
Table 1	German / Lettonian / Romanian
Table 2	French or Dutch / Lithuanian / Romanian
Table 3	German / English or Maltese / Romanian
Table 4	French or Dutch / Estonian / Romanian
Table 5	German / Greek / Slovenian
Table 6	French / Greek / Dutch
Table 7	German / Greek / English or Irish
Table 8	French / English or Irish / Polish
Table 9	German / Dutch / Slovak
Table 10	French / Dutch / Slovak
Table 11	German / Finnish / Dutch
Table 12	Finnish / Polish / Spanish
Table 13	German / Danish / Italian
Table 14	Danish / Finnish / Italian
Table 15	German / Croatian / Spanish
Table 16	Bulgarian / French / Italian
Table 17	German / Bulgarian / Spanish
Table 18	Greek / Czech / Italian
Table 19	Czech / Polish / Spanish
Table 20	Hungarian / Italian / Polish
Table 21	Hungarian / Polish / Spanish

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Table 22	French / Italian / Portuguese
Table 23	Italian / Portuguese / Spanish
Table 24	French / Italian / Swedish
Table 25	Polish / Spanish / Swedish

2.3 Launching event and/or kick-off meeting

2.3.1 Principle of a launching event

A launching event will be organised before the start of the deliberation process.

This launching event is above all a communication event to widely inform the European citizens about the goals and the process of the CoFoE. It would take the form of a short event taking place in July or early September 2021, with a sample of citizens (in case the recruitment is not completely achieved by then) or even citizens from former participatory processes. This launching event can provide substantial support to the overall process but it is not an essential component of the Panels' process.

2.3.2 Features for a launching event

The launching event must be short and stimulating, closer to a TV show than an institutional speech in terms of dynamism and interaction. It could articulate different kind of testimonies: interview of the Chairs of the three institutions (or co-Chairs of the Executive Board), interview of different members of the Plenary, interview of contributors or organisers of national/ local initiatives for the CoFoE, presentation of the first results of the Platform, short discussions or debates on the stakes of the different topics, and of course presentation of the goals and design of the Panels.

This event, recorded and streamed, is a strong support in the recruitment process (to embed citizens selected by lot into a complex process and attest of the legitimacy of the process).

It can also serve as a repetition for the real start of the event, by making the technical test and ensuring the coordination of all the actors.

2.3.3 Principle of a kick-off meeting

The kick-off meeting is the first gathering of the Panels. It is an online event in September or early October, organised with all 800 citizens participating in the Conference on the Future of Europe. It is a time dedicated to the 800 Panelists, even if it is recorded and accessible to the wider public throughout the Multilingual Digital Platform.

At the end of the kick-off meeting (3 to 6 hours long), the citizens will have a good understanding of the general mandates, the different parts of the CoFoE process, the general logic of the Panels (timeline, commitments, expected outputs), the overview of the topics of the four Panels (not in detail, but to understand why these topics are crucial for the future of Europe).

Also, and most importantly, this event will serve the purpose to make citizens feel included, welcomed, and eager to begin the core sessions on the topics.

2.3.4 Features for a kick-off meeting

In order to have dynamic discussions and a common understanding of the size of the event, the kick-off meeting will get an alternation between Plenary and breakout rooms (by mixing the Panels).

The discussions could focus on expectations: expectations of the Executive Board towards the Panels (why we need the citizens' voices on these topics for the future of Europe), the first expectations of the citizens towards this deliberative process, expectations about the topics, concerns and hopes, etc.

2.4 Logic of the three core sessions of each Panel and key issues of methodology[4]

2.4.1 Principles

Key principles for facilitation	A balance between different time slots	Onboarding: Participants and teams get ready for work (it could be a social time in the evening the day of arrival)
		Information and deliberation: Participants and teams discuss, interact, moderate, etc.
		Wrap-up: Participants and teams sum up the session and go home.
	Combination of Plenary exchanges and subgroup work	The Plenary slots are useful to share general information, to give an intense pace to the session and to share the production of all the subgroups. However, to ensure a high participation of each citizen most of time in a session will be spent in small groups of 10 citizens with facilitators and with the support of interpreters.
	Orality first	Priority to oral exchanges to ensure inclusion
	Citizens are the authors of the final report	The citizens write it collectively, in their own words (translated to English, then translated into the languages). Facilitators only support them.
Inputs[5]	Written inputs	During the first session: a short note on the topic, as a basic course.

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[4] This section details the three core sessions of each Panel and the related methodological issues; details on the kick-off and follow-up sessions are not included in this section.

[5] More details on the outputs are available in the WP 3 report.

		At each session: a short synthesis based on the contributions of the Platform (longer for the first session than the updates for the following session)
	Oral inputs	Hearings of experts and resource persons, to provide balanced and various knowledge.
Outputs	Ongoing	After each session, some citizens will produce a short report based on their major impressions. It will be composed of questions, key issues and surprises from the sessions. These are the intermediate outputs, delivered at the end of each session.
	Final	At the end of the third session, each Panel will produce a set of policy recommendations. It is the final deliverable of the Panel, written by the citizens, with the support of the facilitation team[6].

2.4.2 Main features and options

A session lasts 2 to 3 days and can take place through different formats.

What is a face-to-face session?
- A face-to-face session is deployed in a physical place.
- Participants arrive on day 1 in the afternoon (get together and connect with others), work on day 2 and 3 and depart on day 4 morning, for a total of 3 days and 3 nights on-site.
- Members of the team arrive on day 1 morning, work on day 2 and 3 and depart on day 4 evening, for a total of 4 days and 3 nights on-site.

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[6] More details on the outputs are available in the WP 4 report.

What is a short online session (Kick-off and Follow-up)?

- For the kick-off and Follow-up, an online session is deployed through a video-conferencing tool backed by a central studio.
- Participants join for 6 hours of online presence divided in 2 blocks: a top-down block and an interactive block.
- They need 2 hours for onboarding.
- Members of the team need to connect half a day before for preparation matters. They need half a day for debriefing.

What is a full online session (backup plan)?

- An online session is deployed through a video-conferencing tool backed by a central studio.
- Participants join for 12 hours of work divided in 4 or 6 blocks.
- They need 2 hours for onboarding.
- Members of the team need to connect half a day before for preparation. They need half a day of debriefing.

What is a hybrid session?

- A hybrid session is a session in which some citizens attend physically to the session in a location and some other citizens take part digitally, from home.
- We do not recommend this mixed-option, which creates asymmetry between citizens and many logistical constraints.
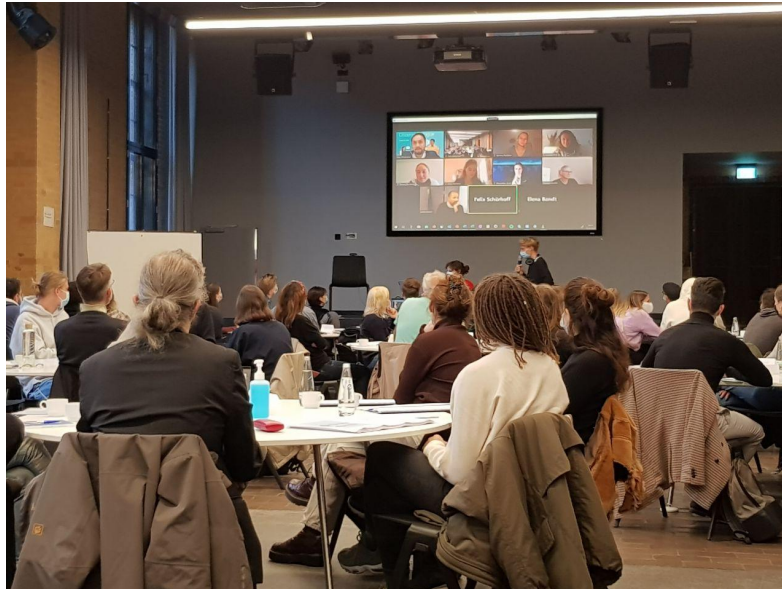
2.4.3 Panels' inner logic for the three main sessions

We present here a scenario for the logic of a Panel. Of course, this logic will have to be finalized and made more concrete until the start of the Panels.

We strongly recommend having 3 days of net deliberation for each session. If this is not possible, we recommend to ensure intersessional work online.

Main purpose		Logic	Output
Session 1	• Discover the topic • Agenda setting • Build visions for the future	o Kick off of the Panel and group building; o Sharing the context and objectives of the CoFoE and of the Panel ("mandate"); o Discover the topic of the Panel, with the support of the information material (kind of short basic course) and exchanges with a first slot of experts; o Discover the inputs from the Platform (intermediate report of the topic on the Platform); o Draft a vision (or the controversies visions, utopias and dystopias); o Assess session and needs for next	▪ Vision ▪ Agenda setting on the topic ▪ Needs of hearings and information

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		sessions i.e agenda setting (hearings, information, etc.); o Random selection of "ambassadors" to the Plenary	
Intersession	• Deepen vision	o Work on vision	▪ Updated vision
Session 2	• Deepen Information • Sketch first recommendations	o Onboarding; o Feedback by the ambassadors about the Plenary (Plenary); o Exchanges with experts / resource persons to understand the stakes of the topics, and the role of the EU on this topic (small groups, part in Plenary if general experts), new inputs from Platform; o Production by citizen of first ideas of recommendations, new inputs exchanges between Panels; o Stress test of the first ideas of recommendations between citizens; o Collective assessment session and needs for next session (hearings, information, etc.); o Random selection of "ambassadors" to the Plenary	▪ Sketches for recommendations ▪ Q&A for Plenary
Intersession	• Improve recommendations	o Go from sketch to draft	▪ Improved version of recommendations
Session 3	• Finalize recommendations • Finalize report	o Onboarding; o Updates from Plenary by the "ambassadors", last inputs form Platform (Plenary); o Drafting of final recommendations (small groups); o Last exchanges with experts, stakeholders, decision makers, in order to improve final recommendations; o Finalization of the recommendations and approval of the final report (alternating small groups and Plenary)	▪ Final set of recommendations ▪ Final report

2.4.5 Risks and opportunities of online sessions

While face-to-face sessions should remain the core principle and logic of the process, we recommend to consider the online work as part of the process in two major ways:

- Hold intersessional work to progress between the main sessions
- Have a fallback plan in case the pandemic situation does not improve enough to hold all main sessions face-to-face.

We point below to key elements to consider for the success of online sessions:

Impact of online format	Advantages	Drawbacks	Key for success
On preparation	o Possible to meet in higher frequency	o Higher entry cost for participants (to use the tools, to be sure to have a good connection and right device)	o Good preparation of the various technical tools for the implementer and the participants (licenses, manuals, technical support, etc.) o Intensive technical training and support
On implementation phase / dialogue phase	o Multiple channels for discussion contributions (addition of chat, anonymous chat) o Possibility to enhance the discussion by the use of digital tools (e.g., rating, vote, word cloud, virtual post-its) o These tools can be used to enable exchange between the participants during or in between sessions. o Less costs for venue and travel	o Intensity of the face-to-face event is weaker. o Interpersonal, informal, basic Human exchanges are not possible o Interpretation of mimic and gesture suffers from the digital format. o Digital Fatigue; Inattention; loss of focus o Accessibility is lower o More costs for technical setup and preparation / onboarding	o Divide a long session in meeting of 2 to 3 hours to avoid digital fatigue and loss of attention o Alternate quickly Plenary and breakout room o Do not underestimate the staff needed for facilitation and technical issues o Create a "studio" for a high quality of event

On participants	o High rate of participation (especially during the lockdown) for some categories of participants	o Lower diversity due to onboarding cost o Some participants are more at ease to contribute from their home, but it also can be difficult to stay highly involved (children and relatives, daily life) o No informal time and social time which is the glue of group dynamics	o Identify the schedules relevant for most of the citizens and be open to the interruption of daily life into the session! o Recreate informal exchanges and joyful time
On transparency	o All inputs can be easily streamed or uploaded on platforms such as YouTube o All results of the agenda setting process are online o Constant observation through evaluation	o The participants have no real meeting with observers and can feel as "guinea pigs". o If the online format is only videoconference, the quality of images is poor	
Other	o Less travel, conference facilities and less lodging means o Less Co2 emissions	o Less Human experience o Less quality o Less empathy o Less interaction	o Combinate online format and face to face format

2.4.6 Intersessional activities

Principles

The members of each Panel will take part in intersessional activities. It is a complementary involvement to the sessions. These intersessional activities aim at:

- Give more time to the Panels, in a lighter format;
- Enrich the citizens' experience by other formats, less impressive than a Panel of 200 members;
- Solve a part of the written document translation issues.

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Specifications

WHY?	WHAT?	HOW?	WHEN?
To keep in touch	A virtual coffee break between citizens of a Panel (or citizens from a country)	Voluntary	Each 2 weeks, a slot of 2 hours
To explore the topics	Free citizens enquiries, in their daily life and region (observation, interview, free reading)	Voluntary	Between the sessions
To inform on the topics / to become aware of the intermediate production of the Panel	"Homework" with short documents to read or audio to listen, in the language of participants	Strongly recommended	Between the sessions
To exchange between the Panels to identify common ground / common transversal recommendations	An online meeting of a half day between the Panels (2 to 4 Panels, depending on the global pace of the Panels).	Compulsory if this option is confirmed	Between session 2 and session 3
To exchange with citizens of the same country or language to cross the ideas / opinions between the Panel	An online meeting of 2 hours (maximum) in one language each.	Compulsory if this option is confirmed	Between the sessions

2.5 Follow-up Session

2.5.1 Principle

An inter-Panel final feedback session will take place after the end of the whole deliberative process of the citizens' Panels.

The purpose is to symbolically close the work of the Panels by a final joint report, made by the participants thanks to their common experiences. We propose that this event should combine decentralised events in Member States (gathering for the first time participants from one country in one room) and online features (to connect the national decentralised events).

2.5.2 Features and options for the follow-up session

This event will be decentralised and will take place in local European Commission's offices in the 27 Member States. Nationals from the Member States that have been selected as members of the Panels will be present in their respective countries. These decentralised events will happen simultaneously in all member states and all European Commission's offices will be connected in video-conference. An alternative solution is a fully online event. The components of the follow-up session depend on the precise expectation of the final deliverable, and will consist of (at least):

- Onboarding time / social time;
- Combination of Plenary and subgroups;
- Time dedicated to the collective production of core messages (including loops between the citizens to improve them and approve them, with time to translate them into 24 languages);
- Festive time / closure ceremony.

The follow-up session will specifically focus on the production of core messages:

- Focus on the evaluation of the experience by the citizens: open discussion, reactions to evaluation made by internal (and maybe external) evaluation;
- Focus on the use of the outputs of the four Panels: current use (especially in the final declaration of the Plenary), and potential and foreseen use (by European institutions, by stakeholders, for the European people);
- Focus on recommendations for future European Panels or future participatory approaches;
- Focus on dissemination of the recommendations of citizens: workshops with stakeholders.

2.6 Focus on interaction between the Panels

2.6.1 Principle

The Panels work separately, but in the same logic and with a similar design. The expectation is to have similar structures for the outputs in order to have valuable and comparable results and ensure prompt follow-up.

The relative autonomy of the Panels does not mean impervious silos. Some bridges must be built between the Panels: by cross-meeting between the Panels and thanks to a heavy work of coordination to ensure a common quality of the process of the Panels. However, Panels keep the same composition all along the conference.

2.6.2 Interactions

The main interactions between the Panels take place during the kick-off meeting and the follow-up session: these 2 online sessions are common to all Panels.

To complement this, we suggest to organise intersessional video-conferences between 2 or more Panels (depending on the pace of the Panels), for a cross-Panels review of the recommendations to stress or to improve them or to identify common values.

2.6.3 Cross-Panel coordination

Following each Panel session, a 3-hour review meeting will be organised to share learnings, dos and don'ts, along with Panels' organisers (of all four Panels) and the designated reviewers of the session.

2.7 Use of the Digital Platform by the members of the Panels

2.7.1 Principle

The Multilingual Digital Platform is a central point for the CoFoE, acting as a bridge between participants of the Panels and the wide public and serving to take into account the results and to share widely the inputs and the outputs of the Panels, to organise interactions between Panels and the wider public (if this option is confirmed). Accordingly, the use of the Platform by the Panelists will be encouraged between the sessions, and if necessary during the sessions. In any case, the multilingualism of the Platform, and especially the automatic translation of writing, will support the Panels' process.

The Multilingual Digital Platform could provide different access modes:

- for all EU citizens;
- for Panelists;
- for facilitators;
- for experts;
- for researchers.

These different access modes will each be connected with different functionalities[7].

2.7.2 Overall goals of the Platform in the frame of the Panels

Visibility

- Public page allowing for a (public) presentation of the Panels, which will facilitate the recruitment process and will provide visibility on the Panels' activities (e.g., programmes, videos of the sessions, short articles);

- Dissemination of some resources and insights on the Panels discussions and results to the wider EU public;

Resources and interaction between Panelists

- Online space to share resources, information material, intermediate reports, as "memory" of the works;

- Enable online space for interaction among Panels' participants.

Link between mini-public and maxi-public of the CoFoE

- Integration of contents from the Platform into the Panels, based on regular short synthesis;

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[7] For more details on the different access modes and the related functionalities, please refer to annex 9.

- Provide an interaction between Panels' participants and the wider EU public, thus creating a sense of proximity between the citizens and the participants and avoiding criticism on the selection of participants.

2.7.3 Different spaces for differents paths

The Panelists' journey of the Digital Platform could relate to three different paths, depending on the public or private visibility of the online space and the management of contents.

Private/internal space (among Panelists)	Public space administered by Panels' facilitators	Public space administered by Panelists
Panelists can access a dedicated area on the Platform (secure access) giving them access to: ● **for each Panel** - Private chat room for their Panel; - resources and information of the Panel (put by the facilitation team): programme, practical details, links to videoconference, information documents, pictures, etc. - Possibility of voting, ranking, co-writing text... ● **Cross-Panel space** - Private global chat room (all Panels); - shared information material. - A forum where all participants are present and where they can make proposal to all, with the possibility for other to upvote/downvote and to make comments	The facilitation Team will collect some main insights that the Panelists wish to disseminate to the wider EU community: - Question(s) for pan-European polling coming from Panelists; - Question(s) to the governance committee of the CoFoE.	Panelists can access the Platform as any EU citizen, and publish ideas, interact on the Platform through its main functionalities. Options: - Panelists are 'unflagged': they appear as random citizens; - Panelists are 'flagged': upon identification (login), their profile is flagged and through their interaction they can be on the spotlight allowing other EU citizens to identify them as their 'ambassadors'.

2.7.4 Focus on the inputs from the Platform to the Panels

It is currently undecided what kind and what amount of input from the Platform can be delivered to the Panel members. It is equally undecided when in the Panel process it should be provided.

From the Consortium's point of view, input to the Panels from the Platform should be restricted to issues that fall within the subject(s) for discussion by a given Panel. Such inputs should be delivered for Sessions 1 and 2 only:

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- For Session 1: a 5 pages (max.) overview of inputs to the Platform, will focus on the kind of issues raised and the recommendations given, with an equal focus on who has provided the input (citizens, industry, NGO, etc..). The overview should be edited by a science journalist, translated and sent to Panel members before Session 1.

- For Session 2: a 2-3 pages overview of issues raised and recommendations given, which fall within the scope of the 5 subtopics chosen by the Panel members. The overview should be edited by a science journalist, translated and sent to Panel members before Session 2.

2.8 Focus interaction between Panels and Plenary

The past experiences of interaction between citizens Panels and decision makers have proven to be more fruitful when they enter into interactions following an iterative process. Citizens Panels can not be limited to a "silo", whose results are just presented to the decision makers. Interactions between citizens and decision makers (in this case Plenary members) will increase the added value, as it will allow to clarify the propositions, and to organise a good "transfer" from the citizens to the decision makers and vice-versa. This requires creating opportunities for those interactions.

Concretely we propose that for each session 5 to 8 citizens of each Panel will be randomly selected to attend the Plenary: they will be trained to present "intermediate" output to the Plenary and they will make a feedback at the beginning of the following session to other citizens[8].

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[8] For more details: see annex 8.

3. Recruitment, participant's Secretariat and long-term citizens' commitment

3.1 Principles

The recruitment strategy is divided in three stages where three actors are involved and during which a good coordination will be needed, to ensure the participants a smooth entry into the deliberation stage. The management of the participants and their well-being will be a key element of how the citizens lived and felt the event. A mishandled recruitment and management of citizens could have a disastrous impact on the deliberation and on the outreach of the Conference.

The three stages are:

- Framing of the recruitment and of the secretariat, before the recruitment campaign starts;

- The recruitment process itself, until the citizens are selected;

- Follow up of the citizens, once the participants are selected and once the first Panel starts.

The three actors are:

- The Panel's organiser is in charge of supervising and coordinating the framing the design in collaboration with Consortium partners;

- Kantar is in charge of the recruitment process as recruitment organisation;

- The Secretariat is in charge of the follow-up of the citizens.

3.2 Framing of the recruitment

3.2.1 General principles

To achieve inclusion and transparency for the citizens, the key points of a successful recruitment will be anticipation (of the steps, of the needs) and clarity (information, rules, practical requirements). The framing must be determined before launching the recruitment, allowing Kantar to adapt and prepare its strategy.

3.2.2 Deadlines, modalities and delays for recruitment

For the recruitment process, the delay to gather all citizens is estimated to be 2 months. The dates of the Panels should be fixed in advance to ensure the recruitment's organization can lead a valuable recruitment campaign.

The question of the attrition will also have an impact on the deadlines and the modalities: if the recruitment's organisation needs to replace participants between Panels, they need to be aware of the deadlines.

3.2.3 Replacement and attrition

In order to ensure citizens' participation along the whole process and to make sure that the deliberation is and remains representative and valid, it is needed to develop means to avoid attrition before the process starts.

Replacement represents a risk for the deliberative process as it could create different levels of knowledge, understanding and involvement between the newcomers and the original participants. A maximum rate of

attrition could be a signal for the organizers and will help to anticipate some decisions. Four positions are possible in the event of massive attrition:

- Option 1: There is no complementary recruitment foreseen, we accept the defection and we support at best less involved and less committed participants.

- Option 2: A new round of recruitment is set, targeting 10% of each Panels following the same diversity.

- Option 3: During the first round of recruitment, a global "reserve" of 200 people is foreseen (like an additional -ghost- Panel).

- Option 4: During the first round of recruitment, a bigger sample of participants (10% of each Panel) is made, taking into account that the sample will decrease along the sessions.

Missions Publiques and the Consortium, thanks to their experience in deliberative processes, strongly recommend not to integrate participants after the second session to avoid attrition and defection.

In case replacement is proceeded, some catch-up mechanisms must be developed to ensure there is no gap between the newcomers and the original participants:

- Replacement procedure is easy to set and flexible

- Short recap-session with moderators

- Documents with minutes from the previous sessions should be provided and translated

- Put the newcomer in touch with a fellow attending since the first session

3.2.4 Compensation

A fair compensation is necessary to ensure diversity, inclusion and motivate citizens to participate in the long term. In order to establish the recruitment criteria and launch the process, an eventuality is to propose to index compensation based on European juries (see annex 4). A choice must be made between having a common compensation for all the participants or if the compensation differs depending on where participants come from.

Compensation must take into account: the loss of daywork, the transportation, the meals and the stay costs. It can take the form of a unique sum or a rate per category.

Compensation could be made before the session, after the session or at the end of the whole process (or in mid-term). This last option could be used as an incentive for participants.

Compensation management will be settled by the Secretariat.

To be able to confirm their involvement, citizens must know: the dates of the sessions, the location, the fees and compensation. To know clearly the use of the results, the commitment of the CoFoE towards the Panels and the topics of each Panel will be a huge support.

3.2.5 Next steps

Task	Contributor(s)	Dissemination	Deadline / Minimum time required
Create the compensation protocol	General secretariat	General secretariat	Depends on when participants are getting compensated
Get the timeline of the whole process	Consortium + EB	All	Before sending the invitation later and as soon as possible
Get the replacement protocol	Consortium + EB	Kantar	1 month before first session, in order to let Kantar adapt its strategy

3.3 Recruitment strategy, to select the participants

3.3.1 General Principles

The recruitment is a key element of the quality and legitimacy of the Panels. This is why it needs particular care and must be sustained by robust scrutiny.

The objective is to constitute 4 Panels of 200 citizens each, with a third of citizens under 25 years old. This overrepresentation of youth and the number of citizens of each country will need a public justification.

To select participants, we suggest a sortition aspiring to provide equal chances in the best possible way (given practical constraints) by civic lottery of citizens. This is, however, an ideal approach, that the Design of the Panels will aim at, without the guarantee to achieve this goal.

The sortition has a high democratic value: it gives an equal chance to each citizen of the European Union to take part in the Panels, regardless their level of education, of revenue, and their opinion about Europe.

In order to launch the recruitment process and to succeed to achieve a qualitative deliberative process, it is needed to refer to the core values of the *Joint Declaration*. Inclusion, Transparency and Openness lead to the elaboration of several criteria that must be taken into consideration for the **sortition** of participants.

Once citizens corresponding to the quota have given their approval, we advise to randomly select the topics that will be affected, in order not to break diversity and inclusion.

To analyse and build a profile of refusers, the idea of making a specific analysis of refusals can be discussed.

3.3.2 Defining the criteria of ideal composition of Panels

The following criteria are key elements for a random selection which is representative of the EU sociological diversity

PROPORTIONAL REPRESENTATION	<u>Following the European Parliament's distribution</u> Random selection is based on the proportion of distribution of EU seats at the EU Parliament. This scenario gives more chances to inhabitants from smaller countries that may be less powerful than bigger countries. On the other side this distribution is based on the logic of Nation states which is not automatically the logic of citizens living in the countries.
AGE	<u>Extension of youth representation</u> 33%: proportion of youth (16-25 years old) leading to an over-representation of youth into the Panels This gives the opportunity to Youth to have a stronger voice in the discussion. This is important because there is a structural disadvantage of Youth in the decision-making structure that makes it crucial to balance in a deliberative exercise. They also have a stronger stake at the Future as they will bear the consequences of decisions longer. On the other side, overrepresenting youth is breaching inclusion and equality of chances. Why would youth people be more legitimate to speak than elderly people that have a wealth of experience? Why wouldn't we then overrepresent all other structurally underrepresented groups of citizens: Women, minorities, disabled persons, etc.?
GENDER	From the European Institute for Gender Equality: "*Gender refers to the social attributes and opportunities associated with being male and female and the relationships between women and men and girls and boys, as well as the relations between women and those between men. These attributes, opportunities and relationships are socially constructed and are learned through socialization processes. They are context/ time-specific and changeable. Gender determines what is expected, allowed and valued in a woman or a man in a given context. In most societies there are differences and inequalities between women and men in responsibilities assigned, activities undertaken, access to and control over resources, as well as decision-making opportunities. Gender is part of the broader socio-cultural context*."

SOCIO-ECONOMIC BACKGROUND	The level of income, for example, is a socio-economic criterion that is very important and has a high weight in the other interconnected criteria.
RURAL / URBAN BACKGROUND	In the European Union, approximately 74% of the population lives in Urban areas (World Bank Data 2019). Sortition must be elaborated taking into account this criterion to make sure that the rural inhabitants of the EU are not under-represented in the process.
CITIZENSHIP	The inclusion of Non-EU Citizens living in the EU is also an approach that needs to be integrated to the recruitment of participants.
ATTITUDINAL CRITERIA	Beyond core demographic criteria, it is important to secure a diverse group of citizens in terms of attitudes. To achieve this, it will be critical to include a set of questions on attitudes. These questions could be based on the Eurobarometer questions on trust in institutions, cores values, etc. (see for example https://ec.europa.eu/commmfrontoffice/publicopinion/archives/eb/eb69/eb69 _values_en.pdf)

3.3.3 Preparing sortition

Based on the set of criteria, the organization in charge of recruitment will be able to choose an adapted methodology of sortition depending on the country.

We list here different methods that have been used in the past.

- *France's Citizen Convention on Climate: Automatic generation of 300.000 phone numbers then calls and stratification of the Panels a posteriori following 5 criterias (gender, level of education, type of jobs, geographical area, rural or urban)*
- *Madrid City Council: civic lottery used to select 30.000 addresses from the register of inhabitants ("padrón") and stratification a posteriori using 3 criterias (gender, age, neighborhood). Also used in the UK, Poland, Canada and Australia.*
- *Germany: Picking districts to represent diversity of districts (rural/urban; North/South/East/West; etc.), have sortition on criteria on the Melderegister (Register of Inhabitants).*

3.3.4 Gathering all the documents and information needed for recruitment

- Information to give to selected people: Goals and overview of the Panels in the context of the CoFoE, dates and location of the Panels, compensation and fees.
- Documents to involve citizens:
  - A mandate letter to inform citizens on the purpose of the Conference and what is expected from them based on the Joint Declaration and signed by the Co-Chairs

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- A charter / convention
- FAQ/frequently asked questions: logistics and practicalities, contacts in their own language, etc.
- A hotline (by mail and/or by phone) set up by the secretariat so that citizens can have direct contact and ask questions they have on the process

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Minor participants

In each Panel, it is estimated that 13 participants will be adolescent minors (aged 16-17).

They will have to receive their parents' authorization including for travelling and the agreement on the Panels rules and framework, while they will also require dedicated assistance during the sessions, as well as during spare moments.

We intend to call an organisation in each host country, with the legal authorisation to act with teenagers. The language question will have to be addressed depending on the language skills of the participants. They will be contacted before the first session, by one facilitator from their country.

Participants with special needs

In each Panel, it is estimated that some participants will have special needs ranging from mobility and accessibility issues up to food regime.

This will have an impact in terms of budget (need to find a special room accessible, special food, etc.).

3.3.5 The recruitment

In order to prepare the selection a first step is to identify the database and do a first sortition of items of that database (by numbers of phones or addresses)

After that, two options are available:

- For those selected in the sortition (e)mailing or official letter or phone calls for people showing interest or for people whose profiles are needed for the quota.
- With all positive contacts (that have accepted to participate) do a demographic stratification (ideally with a second sortition process) to fit proportions required. That will create the final list of participants.

Once the participants are selected, it is of importance to set up assistance's team for participants and second confirmation with all of them via phone.

Finally, a confirmation and engagement by official letter will be sent to the participants (only if an official letter has not been sent in step 2), together with the information booklet and/or the goodies (which may be given on the first onsite session).

At any of these steps, it will be essential to have good communication with the wider public, so that they understand the legitimacy of the process and the choice of going through sortition. For more details, please refer to work package 5 on Impact and work package 6 on outreach.

3.3.6 Next steps

Task	Contributor(s)	Dissemination	Deadline / Minimum time required
Launch of the recruitment process and follow up	Kantar + Consortium	Secretariat of the Executive Board	2 month before the first session and/or one month before the kick-off session
Prepare an official invitation letter	Executive Board		1 month before the first session
Prepare the Mandate Letter, the FAQ and the citizen's charter	Consortium + executive Board		2 weeks before the first session

3.4 Contract, accompaniment and welcome package

3.4.1 General principles

The main goal of this task is to ensure the long-term involvement of the participants, once they are part of the process. We ask the participants an effort which is strong and quite long (about 6 months). The accompaniment is necessary to help them to feel welcomed and to make the logistical questions as light and easier as possible.

This long-term involvement will be ensured if the participants live and feel a nice and amazing experience. We must show them that participating in a European Panel is a unique experience and will bring them feelings and memories they cannot live outside deliberation processes. Social time, side events in the location of the Panels will contribute to make it a wonderful civic experience for citizens.

We must adopt a participants-friendly approach, showing them we are at their service. Any documents and accompaniments are above all focus citizen designed. The language will be easy, lively, and inspiring, not too formal or institutional.

3.4.2 First steps in the conference: charter, welcome package and booklets

Once involved, all selected participants will receive a participant's charter and sign a contract describing the project, their rights, their obligations[9].The contract could be signed before the first session or at the first session (with all the group or individually).

When reaching Panels' location, all citizens will receive a welcome package containing:

- European bags[10].
- One information booklet under the form of "journey log" that they receive one time at the first session and that they are invited to bring at each session[11].
- A session booklet before each session with the framing of the topic (updated with the requests from the participants) , the objectives of the sessions, the recap of the last session and white pages for note taking.

3.4.3 Accompaniment

The General Secretariat of the Conference on the Future of Europe will be in charge of the accompaniment of participants after the recruitment process. They will take the lead for the management of the participants after receiving all the information from the recruitment company. The Secretariat's team will welcome citizens and accompany them before, through and after the deliberative process with digital, logistical, special and personal support to make sure that the facilitation team can contribute to citizen's participation in optimal conditions. We imagine the secretariat as a two layers entity, with one general secretariat which is the first contact for participants and the relay between them, and secondly the different supporting teams, speaking both the 24 languages of the European Union. The idea is to have a unique entry-point for citizens so that they don't have to get in touch with too many different people. The structure could be the following:

General secretariat		
Before the session	Lead Facilitator	After the session
	During the session	
Provide administrative, logistical and digital support to		
Members of the Panels		
Observers from the Plenary (with an option for other observers)		

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[9] See Annex 16.
[10] See Annex 17.
[11] See Annex 17

CoFoE Secretariat team
Facilitation and evaluation team
Research team (independent researchers)
Interpretation team
Media
Experts and speakers
Technical team
People in charge of output production (filmmakers, photographers, painters, and other creative artists)

Functions are detailed here:

- General secretariat
    - First entry point for citizens, with one contact email-address/number by country. Communication could be done by mail or WhatsApp for fast information
    - Holding all the data/information from the citizens and ask their personal needs
    - In charge of the compensation
    - 1 to 3 referents (depending on the size of the country)
    - This secretariat will also support the following groups who will take part to the Panels:
        - Observers from the Plenary (with an option for other observers)
        - CoFoE Secretariat team
        - Facilitation and evaluation team
        - Research team (independent researchers)
        - Interpretation team
        - Media
        - Experts and speakers
        - Technical team
        - people in charge of output production (filmmakers, photographers, painters, and other creative artists)
- Digital support:
    - For connection and access to online tools
        - Training before the event
        - Assistance to connect to the first online Panel
        - Assistance during the deliberation + hotline to discuss anything related to technical, logistical issues or the process
        - Production of a guide to help them (how to use online video conference tool, where to find information material, reports and synthesis of the Panel meetings

- ○ Equipment to provide (to budgetize) and to send to participants
- ○ Training and assistance made by moderators
- ○ 1 to 5 national referents (depending on the size of the country) + 1 coordinator

- Logistical support:
  - ○ For booking travel and stay (only administrative tasks)
  - ○ 1 to 5 decentralized national referents (depending the side of the country) + 1 coordinator + 1 national referents on the place of the deliberation

- Special and personal support: on case-by-case basis
  - ○ Vulnerable people: people with disabilities, disadvantaged people, elderly people;
  - ○ For translation, for personal assistance translation, printing service;
  - ○ 1 to 3 on-the-ground national referents and 1 to 3 in the country of origins (depending on the needs)

The participants' secretariat will communicate in only 4 to 5 languages, with the support of identified facilitators and/or trainees in order to cover the 24 languages. The amount of support expected from the facilitators and the workflow between them and the secretariat is still to assess.

3.4.4 Next steps

Task	Contributor(s)	Dissemination	Deadline / Minimum time required
Setup of participants' secretariat	Consortium	General secretariat	2 month before the session, at the same moment as the launching of the recruitment

4. Team and Facilitation team

4.1 Overview of staffing

Role	Role and responsibilities	Number needed and time effort
Coordination	Coordinate the interpanel work, ensure quality of whole process	3 persons full time equivalent
Main Moderators	Moderate the Plenary sessions of the Panels, master of time.	3 per Panel, From MP, DBT, IFOK, Deliberativa
Facilitators	One facilitator for 10 citizens (3 to 6 languages per group) Practitioners from EU countries, trained by organisation team	20 + 8 per Panel: For each group of 10 plus 8 as reserve and "flying team" 3 days before each session, 2 days sessions, 3 days after all sessions to make the synthesis
Interpretation	Option A: If 3 languages are spoken per subgroup, 2 to 3 interpreters per group are needed at one point in time. Option B: If 4 languages are spoken, 3 to 4 interpreters per group are needed at one point in time. Professional interpreters. For each table, interpreters work as a team (so the real number of persons is double the number of interpreters at one point in time as they switch every 30 minutes).	For 200 citizens and tables of 8 or 10 (See annex 3). Per Panel: - Option 1: 40 to 60 interpreters at one point in time (so 80 to 120 in total) - Option 2: 60 to 80 interpreters at one point in time (so 120 to 160 in total) - 8 to 10 interpreters outside the groups are required (meals, off moments).
Advisory Group	8 people that will advise participants and Panel organisers on the kind of knowledge to be provided, who can help deliver it, and in what shape exactly	4 Coordinators, 4 other members per Panel
Fact-Checkers	A fact-checker team will be present in each Panel to answer questions from participants and bring the necessary information to the participants	3 to 5 people per Panel

Secretariat	Secretariat for participants	1 focal point per country, hence 27 persons per Panel
Logistics and technics	Event management / organisation management	10 persons per Panel
Public relation and Communication	Public relations	3 persons from Panels' organising team plus staff from DG Comm and Comm from EP and Council 1 movie team for two Panels
Research and observers	Management of observers (media, researchers, etc.) Researchers and observers are coordinated by the facilitation team (for more details, please see WP7)	1 coordinator to manage interface with researchers 120 Researchers, 30 per Panel

4.2 Interpreters

4.2.1 General principles

Translation will happen simultaneously thanks to live interpreters, both during the Plenary and during the subgroups.

Participants are gathered in Plenary (interpretation in 24 languages) or in subgroups (ideally subgroups of 10 people), in which 3 or 4 languages are spoken — including a language among the following ones: French, German, English, Italian, Spanish — which requires the accompaniment of each group by 3 interpreters sharing the relay language.

For each table, interpreters work as a team (so the real number of persons is double the number of interpreters at one point in time as they switch every 30 minutes).

4.2.2 Recruiting of interpreters

If sessions are happening inside EU institutions, institutional translation teams might be mobilized

If sessions are happening fully online, there is a need to provide a Platform to translate into 24 languages (eventually through zoom canal).

Recruitment needs to happen ideally 2 months previous to the sessions (and at least 1 month before) in order to prepare interpretation teams to the modality of the event.

4.2.3 Guidelines for interpretation and multilingual working structures

Each citizen is expected to speak in its own language and be heard by all other citizens in their respective languages.

If sessions happen onsite, interpretation is live streamed via microphone and audio system for each participant.

During small groups sessions, animators will divide participants in groups of up to 25 citizens speaking a maximum of 3 languages.

4.2.4 Preparation of briefings for interpretation teams

Previous to the sessions, briefing meetings will be organized to prepare interpretation teams. Two (2) leading animators will remain outside small groups sessions to supervise the whole group of participants and lead discussions on the steering committee.

4.3 Facilitation team

4.3.1 General principles

The facilitation teams are here to make sure the citizen feels welcomed, free to speak and to make the Panels a fluid organization. In order to be efficient and to coordinate effectively, all staff needs to be large but functioning as a unique team. This is the reason why the Facilitation's Charter (see annex 11) gathers all facilitation staff around common rules and guidelines, always with respect to the core values of the Conference on the Future of Europe: Inclusion, Transparency and Openness.

The facilitation team is made up of facilitators from EU countries (objective: each language is spoken by at least one facilitator). Facilitators will take charge of liaising with citizens during intersessional time (except on logistical aspects), in particular to ensure the relationship in the 24 languages.

We do not recommend switching to larger groups, 15 people per group means significantly lowering each person's speaking time:

- It is considered that in such a group, 20% of the time is non-productive time because busy with translations, 100 minutes becomes 80 minutes useful.

- If 10 people share this time, it's 8 minutes per person.

- If 15 people share it, that's 5.3 minutes, or 34% less speaking time.

- One option is to have subgroups of 8 people: this solution improves the speaking time and the quality of discussion, but increases the team: 25 groups require 25 facilitators (+ 5) and about + 15 to 20 interpreters

Additionally, we estimate the need to facilitate the inter-sessional time of each session (mails to the citizens, encouragement and help to use the Platform) to 30 days per Panel (for the duration of the Panels).

There will be approximately 28 facilitators per Panel, with a workload of 8 days per session:

- One day for distance training, to the particular protocol of the session and knowledge of the issues per session,

- One day before for a general training on facilitation and CoFoE stakes,

- The day of arrival,
- Two days of facilitation,
- Three days after to debrief and produce the report

4.3.2 The different roles and responsibilities in the moderation team

During a deliberative process, there are multiple actors:

The main moderators (3 per Panel): he/she is the contact point of the sessions and ensures the good work of the dialogue by managing his/her team of facilitators (including their training. His/her role is also to be the interface with the evaluation team, the media and the "embedded" researchers. He/she is also in charge of the organisation question and the timekeeper. He will also be guiding through the Plenary sessions (especially the Panels' representatives). During the intersession, the main facilitators will organise the work of the facilitators and the feedbacks and produce the detailed roll-out of the session. The main facilitators will also be in charge of leading the knowledge management and validating the synthesis to be shared with the participants, the CoFoE Plenary and the public at large.

The facilitation team (20+8 per Panel): moderators are there to facilitate the dialogue and ensure that all participants are feeling well and have the opportunity to talk and to be heard. Each subgroup is led by a facilitator, who takes notes and produces a synthesis of his subgroup each evening in a shared document (e.g., Google Drive folder), in English. Each facilitator is trained ahead of the session. Some of the facilitation team could have the role of notetakers: they assist the group by taking notes of the discussions, letting the moderator only focus on the moderation and the good flow of conversations. He/she is also in charge of the chat in online dialogues. A WhatsApp thread brings together all facilitators during the sessions.

The technical staff (could be considered as part of secretariat or part of the facilitation team)

- In offline dialogues, he/she is in charge of the good working of the materials such as screen, headphones, audio. It is also the persons on site who can help you if you're looking for a room or you have a question on the site
- In online dialogues, a dedicated team is in charge of the technical problems occurring on Visio-Platform, to support participants who face difficulties to connect, to mute/unmute, to activate cameras and so on. A hotline may be good to ensure the good work of the techs.

Evaluation team: the evaluation team is composed of internal and external stakeholders that are trained the weeks before the process, jointly with facilitators[12].

4.3.3 The training of facilitators[13]

Facilitation is a key to ensure inclusion, deliberation, and quality of the output. To achieve it, the facilitation team must be trained, coordinated, agile, and reflexive.

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[12] See more details in the deliverable of WP7.
[13] Also followed by the evaluation team.

In order to do that, main moderators (between them) and moderators (trained by the main moderators) will follow a training session before the Panels start and obey to guiding rules. A guide for facilitation will be provided to them (see in annex 11).

Training consists of:

- Some facilitation briefings by zoom to help facilitators to appropriate themselves the guide of facilitation:

- A MOOC: some videos to share the principles of moderation. The MOOC is especially useful if the sessions are simultaneous: We cannot train all the facilitators at the same time.

- A training session/ a pilot: make the facilitators « play » the first session (3 to 6 hours)

4.3.4 Guiding rules for facilitators

The facilitators will have to sign a charter, where they accept to work under those 6 principles.

- Neutrality on the topics and equivalence of treatment of all the people (citizen, experts, stakeholders)

- Capacity to listen

- Awareness (of their potential authority on groups, of cognitive bias, etc.)

- Clarity

- Inclusiveness

- Politeness

4.4 Coordination team

A team will be dedicated to keep the integrity of the process and the coherence between the Panels, the interface Panels – Plenary, the follow up of the evaluation, and the decisions to improve the process (within a session when necessary, between the sessions, and make sure each Panel benefit from the experience of the others). Also, this team will take charge of the organisation of workshops between the sessions including evaluators and main facilitators, the coordination with the knowledge management, the interaction with the CoFoE secretariat.

This process will mobilize 3 persons at full time equivalent.

4.5 Communication team (internal)

4.5.1 Communication between the staff of one Panel

- Have a loop of discussion by mail and by Telegram

- Have a drive to share documents or a special space on the Platform

- Have common preparation meeting: one per week during the 3 weeks before each session

- Have short meeting to debrief at the end of each session

4.5.2 Communication between all facilitators of the Panels (creating a community)

Have briefings inter-Panels:

- Before the first Panel
- In the middle of a Panel (or more Panels if simultaneous)
- At the end of a Panel (capitalization / assessment for the next one on facilitation, language and logistics issues)

4.6 Next steps

Task	Contributor(s)	Dissemination	Deadline / Minimum time required
Production / dissemination of facilitation Charter	Consortium	facilitators	Once facilitators are recruited
Setup of Facilitation team (following guidelines design phase I)	Consortium	Secretariat of the Executive Board	2 months before first session
Create and schedule training session for facilitators and evaluators	Consortium	Facilitators	1 month before the first session
Identification of staff, according to the staffing roles distribution previously established (incl. interpretation, technical assistance, etc.)	Consortium	All staff	1 month before the first session
Production / dissemination of Facilitation guidelines	Consortium	facilitators	During the training of facilitators
Dissemination of communication framework	Consortium	Secretariat of the Executive Board	1 month before the first session
Recruitment of interpreters	Consortium	Secretariat of the Executive Board	2-3 months before the first session
Production of guidelines for interpretation and multilingual working structures	Consortium	interpreters	2 months before the first session
Briefing of interpretation team	Consortium	interpreters	1 month before the first session and just before first session

5. Organizational and technical matters & general guidelines

5.1 General principles

Most of the time, the Panels will take place in real life: if the kick-off meeting and the feedback session are designed to be held on-line, the favorite scenario is the on-site deployment of the working sessions. This on-site scenario will be filled with short on-line intersession activities. However, if the sanitarian context does not allow us to gather people from all the European countries, online sessions will be implemented. The organizational and technical matters for these 2 scenarios are developed in this part.

5.2 For on-site sessions

5.2.1 Location

Options	Advantages	Disadvantages
All in Brussels	- Easier for logistics in one place - We know the places (contact, security, interpretation, transports…) - No cost for transport People will feel more at ease because they get used to the place - Closer contact and possible involvement from EU institutions - Multilingual city	"Brussels bubble". - Too linked to institutions
All in Brussels and Strasbourg	- Symbolic - We know the places - Closer contact and possible involvement from EU institutions - Easier for media and impact	- EU institution bubble - Too West Europa centric - Considered as a request from President Macron
A mix of EU capitals and Member States' capitals (e.g.: launch in Brussels or Strasbourg for all Panels and then 15 EU capitals (3x5))	- Deployment in Europe, nearer to the citizens, possibility to engage MS and local authorities, synergy, better common ground building, citizens can be host of other participants, - Possibility of different scale	- More logistics - Participants can get lost between the sessions - Capacity of venues and allocation of venues - Decentralized teams

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| Thematic capitals (e.g., Capitals of Culture; Green Capitals; Youth Capital; capitals of democracy; EU capital of smart tourism…) | • Deployment in Europe, nearer to the citizens,
 • possibility to engage MS and local authorities,
 • synergy, better common ground building,
 • citizens can be host of other participants, | • More logistics
 • Participants can get lost between the sessions
 • Capacity of venues and allocation of venues
 • Decentralized teams |

5.2.2 Infrastructure

SPACE 1	Option n°1 - One room in which all discussions happen: Shared space, adaptable with specific furniture and architectural elements in order to fulfil the functions of Plenary room as well as group sessions' room. Participants would be around tables of 10 including one facilitator but not interpretation (for some session interpretation would be given by interpreters at the table[14]. → For 200 citizens per Panel: full room capacity is up to 250
	Option n°2 - One room for the Plenary with separate tables: ○ One Plenary room: 20 presenters and 20 other people (external) → For 200 citizens per Panel: full room capacity is up to 250 ○ Additional spaces (for subgroup discussions): smaller rooms, with 2 to 3 presenters and 20 other people (external) → For 200 citizens per Panel: - Groups of 10: 20 rooms with capacity up to 25 people
SPACE 2	One room fitting all people present seated for break and restauration (between 250 and 300)
SPACE 3	One room for technical and administration teams (50 to 70 people)
SPACE 4 (OUTDOOR)	Outside desks: partly covered (if possible)
SPACE 5	Information room

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[14] Option 1: 3 languages per table | option 2: 4 languages per table (see above under "Interpretation").

SPACE 6	Dedicated spaces for advertising material related to the event

Services

- Outside Desks:
  - Several outside of the room desks to inform / welcome / indicate participants and externals during and between sessions
  - Each desk needs electric and internet connection
  - Each desk is equipped with a computer and place strategically close to entrances and exits of the rooms / venue
- Information room:
  - There should be a room where participants can meet persons with documents, explanations on the topic and on Europe
- Catering:
  - Cold and / or hot drinks available close by Spaces 1 and 2 all day
  - Buffet and coffee breaks organized in Space 2 between sessions
  - Relaxation areas accessible and provided with hot and / or cold drinks
  - Restauration area (integrated to Spaces 2 or 4) provided with self-service buffet - hot and cold drinks - small meals
- Advertising:
  - Existing digital material should be used previous to and during the event to promote it
  - Dedicated spaces attributed to visual and paper document promoting event (before and during)
- To take in account:
  - Access for people with disabilities
  - Have more space for Covid 19 protocol
- Bonus:
  - Access to outside places/garden
  - Near participant's hotel

Technical set-up and digital needs for onsite sessions

- Microphone and audio system
  - For 200 citizens per Panel: Approximately 250 equipment
  - There should be a possibility for having a system where each headphone can have different channels with a visual signal (light with different color) showing for instance the language spoken with the color,
- Video Projector(s) for Space 1
- Connectivity materials for each space
- Internet Connection to interact with online Platform (one per group)
- Space for observers
- Space for cameras (if sessions are live streamed)

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- Space for interpretation
- Easy/fast access to toilets
- Natural light is better
- Windows that can open

In any option, logistical aspects must consider accessibility for disabled people as well as social distancing and sanitary protocol due to Covid-19.

It would be better to have all these rooms and spaces gathered in one limited location, in order to avoid loss of time during travers between places and to avoid confusing participants. Color path (colored line on the ground that you can follow and that leads to the place you are looking for, one color meaning one place) can be imagined on the ground to indicate the different rooms to the participants and staff.

5.2.3 Next steps

Task	Contributor(s)	Dissemination	Deadline / Minimum time required
Technical setup according to what has been planned in design phase I	Consortium	Secretariat of the Executive Board	2 weeks before the first session

5.3 For fully online sessions and for online intersessional activities

5.3.1 Principle

The online Platform needs to be adapted to support fully online sessions. The digital equipment has to be qualitative and be accessible for every citizen, in every country and in every language.

The presentation will be in English with live written translation for the whole assembly. For group sessions, the Plenary will be divided into subgroups of 10 with translation into 3 to 6 languages for each group.

For an optimal user experience for all Panelists and moderators, it is necessary to have a user-friendly Platform in the 24 languages spoken by the citizens.

Everyone needs to be appropriately equipped in order to be able to participate in full capacity in the online sessions.

These equipments need to be accessible in every country and should not request too much internet.

5.3.2 Features of the Platform used for online sessions

> **Mandatory elements**
>
> - Breakout rooms
>   - Possibility for participants to choose a breakout room
>   - Possibility to name the rooms
>   - Possibility to go back to Plenary/to move from one breakout room to the other
> - Chat interaction
> - Different statute among attendees (host/co-host/Panelist, participants)
> - Screen sharing
> - Possibility to have full settings for the host (to cut microphones, to accept/ reject someone...)
> - Possible to have multiple translation channels
> - Possibility to have 150 -750 people simultaneous (at least 300)
> - Possibility to connect with other livestream channels (Zoom can be linked with YouTube or Facebook)
>
> **Optional elements**
>
> - Webinar mode for interactions with experts
>
> **In terms of logistics, the following elements need supervision**
>
> - Protocol for access to the online tools (made by the moderation team)
> - Training for participants before the first session (made by the moderation team)
> - Assistance team (for helping participants once they are on the Platform + hotline (made by Secretariat)
> - Equipment for some participants: headphones, computer, data-key, venues?

5.3.3 Focus on the facilitation for online sessions or on-line intersession activities

A good coordination between all the members is needed to ensure a good process. The team is composed of:

- The main moderator is in charge of guiding the group during the Plenary. The facilitators follow the instructions given by the main moderator in Plenary and reformulate them in the breakout rooms.

- The host is the "master" of the session. He/she can send participants to breakout rooms, rename of participants, etc. This person cannot be the main moderator or a facilitator, as he/she will be leading the logistics of Zoom and has to stay in Plenary during the deliberation in breakout rooms. When participants are in a breakout room, they can call (thanks to a specific button) the main moderator to come to their breakout room if they need help.

- The facilitators have to be granted/nominated co-host by the main moderator to gain control-settings (as mute/unmute participants, rename them, change of breakout rooms…). They are in charge of the facilitation in breakout rooms and have limited controls to ensure this (share screen, chat, etc.). We strongly advise you to have two facilitators for each breakout room.

- Support team. 3 persons that also have to be nominated co-host. Their role is to help participants to manage the Zoom Platform and ensure that the dialogue can go on in the best way (unmute/mute people, use of private conversation for technical problems, rename people). You can also ask this team to fulfill different tasks: Responsible for technical issues, Follow-up of the chat, … We advise you to share these people's phone numbers in Plenary so that participants can call them if needed.

The use of an informal backup channel like Telegram or WhatsApp only for the moderators/facilitators/support team is a great help to ensure a quick exchange of information and questions and to coordinate.

5.3.4 Guidelines for participants for digital tools, especially for videoconference[15]

Many citizens, far from the digital world, do not know how to use this type of tool or are not familiar. When recruiting participants, it is important to identify these persons (by asking: Do you have a computer or a smartphone? Have you ever participated in online meetings? Do you have an Internet connection? etc.) For those who don't have these tools, it's important to provide them one before the first online meeting.

It will be necessary to send to the participants a guide explaining how to connect and the different functionalities of the tool (mute/unmute, open/close camera, raise the hand, chat, etc). Then, the team in charge of the participants needs to make sure that each participant is comfortable with the digital tool so that everything goes well on the D-day. They call the persons identified during the recruitment and test the tool with them.

The virtual room needs to be opened 30 minutes before starting. It will allow participants to get used to the system.

5.4 Participants guidelines

5.4.1 Principles

Participants will arrive in a process they don't know and which can be very disturbing or fastly become a mental burden. The aim is always having the best participant-experience for all of them. On the one hand, there is a need to have clear rules at the beginning of the process to prevent any overflows and any breakdown during the exchanges and other activities. The charter, the rules of conduct and the media communication of citizens are settled as prevention tools. On the other hand, we also want to let the participants create and build their own experiences, by giving them some autonomy (and accordingly responsibility). Informal communication channels and dedicated Platforms for them will give them the opportunity to discuss and interact with other participants, creating a sense of community.

5.4.2 Dedicated tools

- **The Charter:** the charter is a document that every participant must sign (can be done before or at the first session) in order to be part of the whole process. It concerns not only the discussions, but also the intersessions, the relations with the staff, with the media. It gives explanation on the process and on the role, the rights and obligations participants have as participants, but also as representatives of all the Europeans. An example of Charter is to be found in annex 16.

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[15] Online session or online intersessional activities.

- **Rules of conduct:** rules of conduct are the rules the participants are expected to follow during the discussions, in order to have constructive and good quality deliberation. The rules could be updated or discussed by all the participants at the first session, to let them the feeling of "we create our own rules". We could also imagine having those rules attached and put in the room where sessions will take place. Those rules are to be found in WP5.
- **Media communication:** As we learn from experience that participants will be subject to a tremendous amount of journalist's or media's sollicitation, we think it could be valuable to have some guidelines on the way participants will interact with them. A lot of citizens are not used to such an exercise and some journalists may try to provoke or trap some citizens. Between the sessions, when participants return home, they may become public personalities. That is why we propose to have some tools they can use such a (more details in work packages 5 and 6):
  - FAQ about what to do or not do about communication
  - Dedicated # and rules to use it
  - Media training (optional on-line training)
  - Dedicated-to-media animators to ensure support

5.4.3 Creating a sense of community

Different scaled possibilities could be envisaged here, depending on the means we put herein and the interaction we want between participants.

The minimum requirement and easiest possibility are to have a descending communication channel with citizens in order to have a quick communication access with them

- Mailing list, hold by secretariat, who is also in charge of the translation

- WhatsApp loop per country, with one to 5 focal point/referents per country, under the coordination of the secretariat

- Have a shared file where we put all the documents that could be useful for the participants. We could imagine give the possibility for participants to put some documents on the shared file

But we can imagine having a specific place on the Platform for the participants, where citizens can discuss, interact and share between themselves, creating a community with which the secretariat can also communicate. It can be very useful for intersession work (see 2.7.3 for further details about this space on the Platform).

5.5 Guidelines for visitors

5.5.1 Principles

Openness and transparency imply that the Panels must be observable by a lot of people, directly on site or by a broadcast.

The Panels are not "black boxes", they are a living place of democracy and thus be open to observers. But at the same time, the citizens of the Panels must discuss in a quiet atmosphere and should not be under pressure or under influence. There is a fair balance to find between the protection of the participants and openness.

The following rules aim at that.

5.5.2 Who are the visitors?

- Researchers: it will be experts of deliberative processes who want to watch the whole process of the conference in order to evaluate it[16].

- Observers from the Observation Mission, which is a group composed of members of the Plenary[17].

- Individual observers:
    - All politicians from the European or national level will be invited to watch and observe.
    - The question of the attendance of other citizens, NGOs, stakeholders must be asked.

=> Maybe a system of quota can be settled to ensure not only one group can attend to the sessions

- Experts and resource persons will be invited to come to the Panels and be questioned by the citizens during the dedicated session and depending on the format and the topic of the Panels. They can be researchers, academics, associations, high-level servants, members of international organizations, involved citizens...Experts will be selected in coordination with the European institutions while representing the diversity of the opinion around a topic

- (Accredited) media from local, national, European and international levels (a quota could be useful here also). All accredited media will have the opportunity to interview the participants and the staff

5.5.3 What rules apply to them?

Visitors are expected to present themselves to the facilitation team from their first visit and will be announced and presented to citizens at the beginning of each session. In order to understand the process and organization of the event, visitors will be invited to attend animators' presentations that will be held at the beginning of each session (or the day before). They will receive information sheets on session's thematic and agendas.

Total number of visitors allowed to participate in the session (or per day) could be limited (e.g., to 20 people) depending on attendance, with quotas for each kind of visitor.

In order not to disrupt citizen's deliberations, only one visitor per table/ per group will be allowed to assist discussions. If they want to record an audio of discussions, they must ask citizen's permission previous to the discussion. Visitors will be allowed to submit anonymous questionnaires to citizens. In order not to overload citizens with too much information between sessions and to preserve animations' timeline, visitors and researchers shall prepare only two questionnaires for each session, one submitted at the beginning and one at the end. Citizens should answer voluntarily. All results will be accessible by visitors and researchers wishing to use it. Citizen's personal data shall be collected at their discretion, only at the end of the last session and only in order to plan eventual interviews after the last session. Citizens should express their agreement by a written statement. All results will be accessible for study and research

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[16] For more information, please refer to WP7.

[17] For more information, please refer to WP7.

Visitors shall respect the table's dynamics and not interfere in any way into citizen's discussions during the whole deliberation time. They should adopt a neutral position during all interactions they might have with participants towards the thematic or the sessions in order not to create biases. Visitors and researchers can interact freely with citizens during breaks and meal times but keeping always in mind their neutral position and avoiding keeping them apart from crucial collective informal interactions with other participants.

Visitors can interact with the media if they are solicited but only outside session rooms and time frames in order not to disrupt the overall process. They must preserve neutrality towards the sessions and thematic during their interactions with the media. They could receive support from animators dedicated to the media in order to be sure guidelines and information are integrated.

5.6 COVID-19 measures and sanitary precautions

Setting up of COVID-19 task force and regular update measures on current Covid situation in the EU / all Member States (together with EU Commission).

5.6.1 Developing COVID-19 guidelines for Citizen Panels for any in-person meetings

If the event is held face-to-face, it will be necessary to apply a strict sanitary protocol, validated by the local health authorities in which the session is held (see annex 14).

5.6.2 Material to provide

- hydro-alcoholic gel (at the entrance, several other points in the venue and at each discussion table)
- surgical masks (change is required every 4 hours)
- disinfectant wipes to clean the tables.
- Disposable tissues
- Personal package for each participant (individual pen, personal post-it, personal notebook, documents required). The participants keep this personal package during the whole session. No exchange of equipment will be allowed.

5.6.3 Breaks and meals

During breaks, coffee and beverages should be served by protocol staff wearing gloves, in a catering area with floor markings to ensure physical distancing in the line. Snacks and beverages need to be individually packaged.

Meals need to be offered in the form of individual trays. Each participant takes his/her tray in the catering zone, following the one-way traffic direction. Meal trays should be prepared according to the adapted hygiene measures.

5.6.4 The venue

The venue capacity should be divided by 2. For example, in the case of 150 participants per meeting (+ 50 staff and observers), the room capacity needs to be 400 persons. There should be windows in order to ventilate during breaks, approximately every 3 hours, at least 15 minutes. A one-way traffic direction is

possible by tracing the ground and information signs to limit crossings, inbound, outbound, and towards the toilets. We must take care to install people on disinfected chairs with 1.5 meters of distance.

5.6.5 Sensitization and prevention

Before the session, a COVID-19 protocol needs to be defined and sent to participants. During the session's day, messages reminding the participants of the barrier gestures and the main sanitary precautions are regularly announced by the facilitators, while posters reminding recommendations and barrier gestures are displayed in the venue

The contact information of the COVID-19 referent is communicated to all participants and members of the organization. This person will ensure that all measures necessary for the proper application of this protocol are implemented.

If a participant shows symptoms: each participant is invited to check his/her body temperature every morning. If the temperature is higher than 38°C, the participant must inform the organizer and refrain from coming during the half-day. If someone in the participant's household is infected with the virus, the participant should stay home and notify the organizer. If the participant develops symptoms during the day of the meeting (fever, dry cough, fatigue), he or she will be isolated and cared for by security personnel, who will apply the procedures. The participant must notify the organization in case of a positive test for COVID-19.

5.6.6 Control procedures and evidence gathering on the application of the rules

Moderators should take a photograph of each discussion table to keep track of the seating arrangement of the participants around the table.

5.7 Next steps

Task	Contributor(s)	Dissemination	Deadline / Minimum time required
Production/adaptation of guidelines for visitors and researchers	Consortium	Visitors	As soon as the public communication on Panels begin
Production/adaptation of guidelines for the media	Consortium	Media	As soon as the public communication on Panels begin

Production of updated COVID-19 guidelines for citizens	Consortium	citizens	One month before the Panels
Preparation of Covid-19 task force (updates on measures/situation monitoring)	Consortium	Secretariat of the Executive Board	As soon as the dates of the Panels and location are known. At least 1 month before the first session.
Preparation of evaluation and reporting framework for each session	Consortium	Secretariat of the Executive Board	Ideally before the summer.

6. Annexes

The annexes are divided in two parts:

- **Complementary documents:** specific short notes already done during the first phase of the design
- **Draft documents for next milestones:** drafts of operational documents to finalise in the next coming weeks, after key decisions on methodology by the Executive Board.

6.1 Complementary documents

Annex 1 - Common terminology

COMMON TERMINOLOGY				
Main proposal	**2nd choice**	**Concept**	**Equivalent in the** *Joint Declaration*	**Equivalent in the notes drafted by the European Commission**
Panel organisers	N/A	The contractor delivering Panels	N/A	External service provider
External Evaluator	N/A	The contractor delivering external evaluation from May onwards	N/A	N/A
Session	N/A	A weekend meeting of 2 days. (or 2,5 days)	N/A	Deliberative session
Random selection	N/A	(Random selection if Kantar is not doing proper civic lottery)	Diversity	Random selection of citizens
Resource-persons (different kinds of experts, stakeholders and professionals)	Practitioners; witnesses; stakeholders; professionals	Different kinds of resource-persons (practitioners; stakeholders; witnesses).	N/A	Experts and stakeholders
Panel members	Panelists	Instead of participants in the Panel.	Citizens	Citizens
Lead facilitation / facilitators	N/A	N/A	N/A	Facilitators
Group facilitation / facilitators	N/A	N/A	N/A	N/A

Relay language	N/A	Language used as relay when interpreting several languages (indirect interpreting into the less used languages).	N/A	N/A
Independent researchers	N/A	External researchers doing their own research.	N/A	N/A
Fact checkers	N/A	Permanent resource-group; members of the staff dedicated to check information upon request or to search factual information in response at the requests of citizens, during a session (or in the intersession).	N/A	N/A
Advisory Group	N/A	For each Panel. Provides advice on all parts.	N/A	N/A
Reference group	N/A	For each subtopic.	N/A	N/A
Output	N/A	**Outputs** are anything that is produced by the Panelists during their deliberations with the intent of distribution towards actors within the CoFoE framework or beyond. The Panel outputs serve as objectives and milestones of the deliberative process.	N/A	Outcome of their discussions
Output form	N/A	Outputs can come in different **forms** – be it written text, visualizations, or even audiovisual material.	N/A	N/A
Output type	N/A	Outputs vary by their **type** and we differentiate between an agenda, a vision, and political recommendations. Each output type has different characteristics and a different purpose.	N/A	N/A
Agenda	N/A	An **agenda** is an organized set or list of topics, issues, or questions that will be addressed and debated during the Panel sessions.	N/A	N/A

Vision	N/A	A **vision** is a preferred, idealized situation or final state in the future. Its long-term nature leaves room for imagination and sets no limits regarding its features. A vision can serve as a point of reference for drafting political recommendations.	N/A	N/A
Political recommendation	N/A	A **political recommendation** is an output type that is expressed in a short statement demanding political action and has a clear "target subject", i.e. an actor or entity that is addressed. Political recommendations can be **broad** ("The EU should provide more opportunities for citizen participation") or **specific** ("The EU should institutionalize an annual citizen assembly with changing topics that is composed of randomly selected citizens from all EU member states").	N/A	Panels' recommendations, final recommendations
Output document	N/A	An **output document** is a compilation of different outputs in an edited and printed (or digital) format. The outputs of the Citizens Panels are enclosed in different documents: Intermediate Panel reports, final Panel reports and the joint final report that contains all four citizen Panels.	N/A	N/A
Intermediate Panel report	N/A	An **intermediate Panel report** is an output document that is compiled after each session of a Panel. It summarizes the state of deliberations and the progress made during a session. The intermediate Panel reports are published shortly after the respective session.	N/A	N/A

Final Panel report	N/A	The **final Panel report** is an output document that contains all outputs of one citizen Panel, especially the political recommendations (but can also comprise other output types like the agenda and vision). It will be published shortly after the last Panel session and presented in the following Plenary session.	N/A	N/A
Joint final report	N/A	The **joint final report** of the European Citizens' Panel is the ultimate and most central output document. It represents more than just the sum of the final Panel reports, as it is a comprehensive report on all four citizens Panels. As such, it comprises all outputs, a detailed account of the methodology, parts of the evaluation, and graphic elements.	N/A	The Panels will lead to a **specific analysis/report** based on the original citizens' ideas as expressed during the Panels. It will contain the final recommendations but also a detailed account of the content of the Panels' discussions. This will include the argumentations and debates as well as the different deliberative steps that led to these.
Members of Plenary	N/A	(relevance of this suggestion to discuss)	N/A	N/A
Recruitment's organizer	Kantar	N/A	N/A	Kantar
Visitors	N/A	N/A	N/A	N/A

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Annex 2 - Selection of citizens - Simulation per country

200 Citizens based on EU Parliament's seats distribution per country

The following table explains the procedure of calculations for citizens' selection per country for the Conference on the Future of Europe. This scenario shows the selection of 200 citizens following the distribution of EU Parliament's seats with an over-representation of young people (under 25 years old) estimated at 33% (1/3).

Numbers in **column B** have been found on the EU parliament's website and integrate the new distribution of seats **after** Brexit (https://europa.eu/european-union/about-eu/institutions-bodies/european-parliament_en).

Numbers in **column C** are the ratio of the number of seats per country to the total number of seats (705). *E.g. Austria: 19 seats / 705 seats = 2.70%.*

Numbers in **column D** represent the gross number of citizens per country when the ratio of EU parliament's seats per country is applied to the total number of citizens per Panel (200). *E.g. Greece: 2.98% of EU Parliament's seats * 200 = 5.96 citizens.*

Numbers in **column E** are the same numbers as column D but rounded to the closest unit (as it is not possible to have 1.5 citizens). *E.g. Croatia: 3.40 citizens = 3 citizens & Spain: 16.74 citizens = 17 citizens.*

Numbers in **column F** represent the number of young people (under 25 years old) over-represented at 1/3 of the total selected population. For calculations, numbers in column E are multiplied by 0.33 (33% = 1/3). *E.g. Hungary: 6*0.33 = 2 citizens under 25 years old.*

Numbers in **column G** are the number of citizens over the age of 25 years old. They represent how many citizens "left" when column F is subtracted from column E. *E.g. Portugal: 6 citizens in total - 2 citizens under 25 years old = 4 citizens over 25 years old*. PS: another way for calculation is to multiply column E by 0.66 (1-0.33 = 66% or 2/3).

	The following color distribution helps to visualize **even/odd numbers**. This will be useful when it will be necessary to set the number of female/male citizens per country.	Even number		Odd numbers	

A	B	C	D	E	F	G
Country	Number of seats at EU Parliament per country	Percentage of distribution	Number of citizens per country (Gross)	Adjusted number of citizens (Round)	Number of citizens under the age of 25 (over-represented - 33%)	Number of citizens over the age of 25
Austria	19	2.70%	5.39	5	2	3
Belgium	21	2.98%	5.96	6	2	4
Bulgaria	17	2.41%	4.82	5	2	3
Croatia	12	1.70%	3.40	3	1	2
Cyprus	6	0.85%	1.70	2	1	1
Czech Republic	21	2.98%	5.96	6	2	4
Denmark	14	1.99%	3.97	4	1	3
Estonia	7	0.99%	1.99	2	1	1
Finland	14	1.99%	3.97	4	1	3
France	79	11.21%	22.41	22	7	15
Germany	96	13.62%	27.23	27	9	18
Greece	21	2.98%	5.96	6	2	4
Hungary	21	2.98%	5.96	6	2	4
Ireland	13	1.84%	3.69	4	1	3
Italy	76	10.78%	21.56	22	7	15

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Latvia	8	1.13%	2.27	2	1	1
Lithuania	11	1.56%	3.12	3	1	2
Luxembourg	6	0.85%	1.70	2	1	1
Malta	6	0.85%	1.70	2	1	1
Netherlands	29	4.11%	8.23	8	3	5
Poland	52	7.38%	14.75	15	5	10
Portugal	21	2.98%	5.96	6	2	4
Romania	33	4.68%	9.36	9	3	6
Slovakia	14	1.99%	3.97	4	1	3
Slovenia	8	1.13%	2.27	2	1	1
Spain	59	8.37%	16.74	17	6	11
Sweden	21	2.98%	5.96	6	2	4
Total number of seats	705	100.00%	200	200	66	134

Annex 3 - Simulation on language repartition per subgroup

Option 1: (Random configuration) 20 groups of 10 / 4 languages per table / No min-max same language

Tables	GER	FR/GER	FR/DU	BUL	CRO	GRE	CZ	DAN	EST	FIN	FR	HUN	ENG/IRL	IT	LET	LIT	ENG/MAL	DU	POL	POR	RO	SLK	SLV	SPA	SWE	Total
1	3	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	1	0	2	0	0	0	0	0	0	10
2	3	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	1	0	2	0	0	0	0	0	0	10
3	3	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	3	0	0	0	0	10
4	3	0	0	0	0	0	0	0	0	0	0	4	0	2	0	0	0	0	1	0	0	0	0	0	0	10
5	3	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	3	0	0	2	0	10
6	3	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	3	0	0	2	0	10
7	3	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	3	0	0	0	0	0	2	0	10
8	3	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	3	0	0	0	0	0	2	0	10
9	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	0	2	0	10
10	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	2	2	0	10
11	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	0	4	0	2	0	10
12	0	0	3	0	0	0	0	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2	0	10
13	0	0	3	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1	3	10
14	0	0	0	3	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3	10
15	0	0	0	2	2	0	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10
16	2	0	0	0	0	0	0	0	0	4	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	10
17	0	0	0	0	0	0	0	0	0	0	3	2	0	3	0	0	0	0	2	0	0	0	0	0	0	10

CoFoE Citizens' Panels

Tables	GER	FR/GER	FR/DU	BUL	CRO	GRE	CZ	DAN	EST	FIN	FR	HUN	ENG/IRL	IT	LET	LIT	ENG/MAL	DU	POL	POR	RO	SLK	SLV	SPA	SWE	Total
18	0	0	0	0	0	3	0	0	0	0	3	0	0	2	0	0	0	0	2	0	0	0	0	0	0	10
19	0	0	0	0	0	0	3	2	0	0	0	0	0	3	0	0	0	0	2	0	0	0	0	0	0	10
20	0	2	0	0	0	5	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	10
Total	32	2	6	5	3	8	6	4	2	4	22	6	4	22	2	3	2	8	15	6	9	4	2	17	6	200

Option 2: (Random configuration) 25 groups of 8 / 3 languages per table / min 2 - max 4 same language per table

Tables	GER	FR/GER	FR/DU	BUL	CRO	GRE	CZ	DAN	EST	FIN	FR	HUN	ENG/IRL	IT	LET	LIT	ENG/MAL	DU	POL	POR	RO	SLK	SLV	SPA	SWE	Total
1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	0	0	0	0	8
2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	2	0	0	0	0	8
3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	0	0	0	0	8
4	0	0	3	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	8
5	4	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	8
6	0	2	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	2	0	0	0	0	0	0	0	8
7	4	0	0	0	0	2	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	8
8	0	0	0	0	0	0	0	0	0	0	4	0	2	0	0	0	0	0	2	0	0	0	0	0	0	8
9	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	8
10	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	2	0	0	0	0	2	0	0	8
11	4	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	8
12	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	3	0	0	0	0	3	0	8
13	3	0	0	0	0	0	0	2	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	8
14	0	0	0	0	0	0	0	2	0	0	2	0	0	4	0	0	0	0	0	0	0	0	0	0	0	8

CoFoE Citizens' Panels

15	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	8
16	0	0	0	2	0	0	0	0	0	0	4	0	0	2	0	0	0	0	0	0	0	0	0	0	0	8
17	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	8
18	0	0	0	0	0	2	3	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	8
19	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	2	0	8
20	0	0	0	0	0	0	0	0	0	0	0	3	0	3	0	0	0	2	0	0	0	0	0	0	0	8
21	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	2	0	0	0	0	0	3	0	8
22	0	0	0	0	0	0	0	0	0	0	3	0	0	2	0	0	0	0	3	0	0	0	0	0	0	8
23	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	3	0	0	0	0	2	0	8
24	0	0	0	0	0	0	0	0	0	0	3	0	0	2	0	0	0	0	0	0	0	0	0	0	3	8
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	2	3	8
Total	32	2	6	5	3	8	6	4	2	4	22	6	4	22	2	3	2	8	15	6	9	4	2	17	6	200

Annex 4 - Compensation of citizen juries per countries

Disclaimer: The following tab is just an illustration of the different options and rates that exist among European countries.

They is a list of selected countries, as a lot of EU countries do not have any form of jury , others do not have automatic jury (but semi-professional jury or jury not for the full process,…) and for those which have jury, there are a lot of variations (in Belgium, all jury cases take place in Brussel, while in Germany, they depend on the region and it has an impact of travel and stay compensation).

	Per diem (in €)	Transport (in €)	Stay (in €)	Launch (in €)	Comments
Spain	67/day	0,19 /km	65,97 (with breakfast)	18,7	
France	88/day	0,3-0,4/km (depending on the vehicle)	70-110 (depending on the city)	17,50	
Belgium	42,51/day	0,5/km	/	/	
Ireland	Possibility to be paid by employer while being on jury service.	/	/	Provided	
Germany	Depends on the region: 6€/hour (possible up to 24eu/hour) = 48€ for 8 hours work	0,3/km	/	/	
Portugal	102/day	/	/	/	Jury duty is applicable only in the area of residence
Slovenia	21 per diem + 8,5/hour (salary compensation) + 2€/30 min of presence at the court	0,1/km	/	/	

Austria	Depends on the region: 6euro/hour (possible 24€/hour) + loss of salary 48€ for 8 hours work	Paid	/	/	
Denmark	148	6,5/day	§	/	
Italy (non official)	50/60	Paid			Amount used by partners in deliberative processes
Poland (non official)		75 €	50	10	Amount used by partners in deliberative processes
Average	**60-65**	**0,4/km**	**70**	**15**	

1. Definitions

1.1 Sessions

What is a session?

A session has three blocks:

1. Preparation and onboarding: Participants and teams get ready for work.

2. Deliberation: Participants and teams discuss, interact, moderate, etc.

3. Wrap-up: Participants and teams sum up the session and go home.

What is a face-to-face session?

- A face-to-face session is deployed in a physical place.
- Participants arrive on day 1, afternoon (get together and reconnect with others), work on day 2 and 3 and depart on day 4 morning, for a total of 3 days and 3 nights on-site.
- Members of the team arrive on day 1 morning, work on day 2 and 3 and depart on day 4 evening, for a total of 4 days and 3 nights on-site.

What is a short online session (Kickoff and Follow-up)?

- For kickoff and Follow-up An online session is deployed through a videoconferencing tool backed by a central studio.
- Participants join for 6 hours of online presence divided in 2 blocks: One top-down block and one interactive block.
- They need 2 hours for onboarding.
- Members of the team need to connect half a day before for preparation. They need half a day of debriefing.

What is a full online session (backup plan)?

- An online session is deployed through a videoconferencing tool backed by a central studio.
- Participants join for 12 hours of work divided in 4 or 6 blocks.
- They need 2 hours for onboarding.
- Members of the team need to connect half a day before for preparation. They need half a day of debriefing.

What is a hybrid session?

- A hybrid session mixes online and face-to-face formats. This format is not an option now but could be developed at a later stage.

1.2 Panelists

Citizens, Participants, Panelists

- People from all over Europe coming from all walks of life that will gather to discuss, learn, propose, envision, dream, realize. They will embark on a unique journey for them and for Europe. Citizens are the reason why we all put the process in motion.

Minor participants

- In each Panel, it is estimated that 13 participants will be adolescent minors (aged 16-17).
- They will have to receive their parents' authorization including for travelling and the agreement on the Panel's rules and framework, while they will also require dedicated assistance during the sessions, as well as during spare moments.
- We intend to involve an organization in each host country, with the legal authorization to act with teenagers. The language question will have to be addressed depending on the language skills of the participants. They will be contacted before the first session, by one facilitator from their country.
- Participants with special needs
- In each Panel, it is estimated that some participants will have special needs ranging from mobility and accessibility issues up to food regime.
- This will have an impact in terms of budget (need to find a special room accessible, special food, etc.).

2. Assumptions and disclaimer

For this budget narrative we have taken following assumptions into account:
- 200 citizens / Panels
- 4 Panels
- Process for 1 Panel:
    - 1 online Kick-off 1 day with 800 participants (estimate based on 40 sub-group with 4 languages)
    - 3 face-to-face sessions: 0,5 day arriving, 2 days of work, 0,5 day leaving
    - 1 online follow-up session 1 day with 800 participants (estimate based on 40 sub-group with 4 languages)
- 10 citizens / subgroup, so 20 subgroups, 1 facilitator per group
- 4 languages / subgroup so 8 interprets / subgroup

Please note that all IT/technical approach and budget are only valid with freelance interpreters. The suggested interpretation system will not fit with SCIC requirements.

This budget is a pre-study of the costs of the process as a whole, it does necessarily reflect the budget that is directly to be subcontracted to the implementation team. Some parts of the costs can be supported/activated through other partners and institutions.

This budget is a rough estimate. We consider that there is a 15% margin of error for each category listed below. A detailed budget will most probably lead to some costs being lower or higher than expected and other expenses might appear at a later stage.

We consider this note as a basis for discussion and collective brainstorming as implementation engineering and risk management should be further assessed.

We are fully conscious that the budget may appear important. We would like to remind the current budget of the European Parliament which costs ca €2.000.000.000 a year (2018) for around 705 participants. The process here has a 80 times lower cost for ca 100 more participants.

Some costs are transversal costs which should not be considered per session or Panel. We have shared these costs among the different sessions based on the above assumptions to create a mean value for those costs. These are mostly Delivery costs.

3. Delivery

3.1 Coordination

Team in charge of the coherence of the production of inter-Panel work, the production of the 4 Panels: Coordination of the process (methodology) and quality management of Panels.

A team will be dedicated to keep the integrity of the process and the coherence between the Panels, the interface Panels – Plenary, the follow up of the evaluation, and the decisions to improve the process (within a session when necessary, between the sessions, and make sure each Panel benefit from the experience of the others). Also, this team will take charge of the organization of workshops between the sessions including evaluators and main facilitators, the coordination with the knowledge management, the interaction with the CoFoE secretariat.

This process represents the equivalent of 450 days.

3.2 Training of teams

The teams of facilitators and secretariat need to be trained to ensure the quality of the Panelists' experience and the quality of the deliberation.

This represents an effort for 4 senior and 4 junior team members from September until February.

3.3 Branding

Visual identity of Panels

4. Knowledge Production, Provision and Management

Providing citizens with a measured amount of knowledge is key to good deliberation. The effort for these tasks is approx. 450 days of work.

4.1 Advisory Group

For each Panel, an Advisory Group will be formed with up to 8 people that will advise the Panel responsible contractor on the kind of knowledge to be provided, who can help deliver it, and in what shape exactly. Each Advisory Group will have a coordinator in charge of coordinating the input, feedback, reviews etc. from the Advisory Group members.

4.2 Information briefing for Panelists

Before session 1, the following will be produced: a 5-10 pages introduction to the subject(s) to be discussed by the Panel and 5-10 fact sheets of no more than a page each. Subcontracting will be made for a science journalist who will also be responsible for editing abstracts for witness/expert presentations at the various sessions to be sent by surface mail to Panel members ahead of each session. The introduction document will frame the deliberation of the Panel members and will be produced in close coordination with the Advisory Group and consultation with a wider group of experts and stakeholders.

At session 1, up to 5 witnesses/experts with alternative visions of the future of Europe, seen from the perspective of the subject(s) discussed by the Panel, will give presentations. Costs: fees and travels. Advisory Board members and science journalists will also be present and answer factual questions from Panel members.

Between Session 1 and 2, reference groups for each of the subtopics selected by the Panel members will be identified and recruited. Some of them will be available for answering questions from Panel members on the Platform before session 2 and between session 2 and 3. Some of them will also be invited to speak at Session 2. Abstracts will be collected, edited, translated, and sent to Panel members before Session 2 (if logistics and time schedule allows). Anticipating 5 subtopics, 5 reference groups with 4-5 experts in each, up to 25 experts will be identified in collaboration with the Advisory Group. Each reference group member would be available for answering questions from citizens before and at sessions 2 and 3, approximately 6 days each.

At **Session 2**, three presentations will be made for each of the five subtopics.

Between Session 2 and 3, Reference Group members will answer questions from citizens and approximately 15 witnesses/experts will be identified for Session 3 in collaboration with the Advisory Group and based on the wishes of citizens, identified at Session 2.

At **Session 3**, 15 witnesses/experts will give presentations (3 for each of the 5 subtopics)

4.2 Platform input

It is currently undecided what kind and amount of input from the Platform can be delivered to the Panel members. It is equally undecided when in the Panel process it should be provided.

Our suggestions: Input to the Panels from the Platform should be restricted to issues that fall within the subject(s) for discussion by a given Panel.

Input should be delivered for Sessions 1 and 2 only.

- o For Session 1: A (max) 5-page overview of inputs to the Platform: focus on the kind of issues raised and recommendations given, with an equal focus on who has provided the input (citizens, industry, NGO, etc..). The overview should be edited by a science journalist, translated and sent to Panel members before Session 1
- o For Session 2: A 2-3 page overview of issues raised and recommendations given which fall within the scope of the 5 subtopics chosen by the Panel members. The overviews should be edited by a science journalist, translated and sent to Panel members before Session 2.

4.3 Video editing

All presentations made in session plenaries will be edited and published on the public part of the Platform.

4.4 Cross-Panel coordination

Following each Panel session, a 3-hour review meeting will be organized to share learnings, dos and don'ts, including Panel organizers for all four Panels and the designated reviewers of the session.

4.5 Fact-checkers

A fact-checker team — 3 to 5 people — will be present in each Panel to answer questions from participants and bring the necessary information to the participants. A room will be provided to that team, in conjunction with an "information room"[1] available to the participants with existing documents.

This role can be offered for instance to Bachelor students in European and thematic studies in relation with the Panel topic.

5. Logistics and Technical Setting

5.1 Face-to-face session

Infrastructure

- Internet capacity (for the interpretation and possible use of the CoFoE Platform).

CoFoE Citizens' Panels

- Video projection system and multiple screens should be set-up in the main hall.
- Sound system equipment + Interpretation equipment depending on selected system.
- Classic infrared systems for Plenary sessions will require the set-up of 24 translation booths which affects the required room size and the budget.
- Radio systems for sub-group sessions can be arranged if interpreters are seated at each table.
- In addition to the secretariat, a team must be present to host citizens and observers (6 persons for the welcoming, 6 for security, 2 to 4 for the control, 1 electrician and 1 computer technician.
- If the interpreters are remote during on site sessions, participants can follow the interpretation from their smartphone (protocol to be assessed).
- Laptops for facilitators

Venue

Stage design of the Plenary — branding of the event (if media present, it may be necessary); stage background to install, interview corner with a background, roll-ups, ... (transportable from place to place).

The venue choice will depend on various parameters:

- Ideally a large flat room, to be equipped with table, chairs, technical facilities, ...), so that Plenary sessions and subgroups take place in the same place, without wasting the time of transfers to breakout rooms.
- The choice of venue needs to give credibility to the process, with media access
- Public venue can contribute to reduce the budget impact

Catering

The number of on-site participation is still to be confirmed:[2]

- Up to 400 people per day, if we consider all coordination, staff, facilitators, experts, CoFoE representatives, journalists, interpreters.
- A social event on Friday evening is to be confirmed and estimated, evening venue as well.
- The other dinner venues (Saturday/Sunday) are also to be confirmed.

Hotels and Trips

These will have to be covered for all Panelists, for the team as well as for experts and witnesses.

5.2 Online session

Software

Video-conferencing software with multilingual capacity (based on Zoom/Olyusei/CPSL)

Hardware

Tablets for 15% of participants that will have no device at home

Studio

An online session demands for a symbolic and physical place for main moderation, high level experts and decision makers, cultural events online, etc.

5.3 Common

Interface with CoFoE Platform

The online Platform with the specific "assemblies" function, per Panel, will ease the exchanges between participants, without going public, to share arguments, to formulate propositions. It will be used as a practical tool for documents sharing, before, during and after the sessions (content, access, Plenary feed backs).

Streaming of the sessions

The opening and closing plenaries of each session will be streamed (twice two hours). Some of the speakers will also be streamed, live or with some delay. All language channels will have to be recorded for a 24 languages streaming.

6. Panelists' Journey

6.1 Secretariat

A team - hereafter *the Panelists' secretariat* - supports the 800 Panelists and allows for an ideal journey.

This secretariat will support the participants' travel reservations and support, consider specific needs (food, special support, etc.), follow-up in real time (delays, contact, support, specific problem, insurance). This support will be given as soon as the participants are confirmed by the recruiter. It will be provided before the sessions, during the sessions, during the return and before next session.

The participants' secretariat[3] [4] will work in max. 4/5 languages, with the support of identified facilitators and/or trainees to cover the 24 languages. The amount of support expected from the facilitators and the workflow between them and the secretariat is still to assess. This support and the training phase were not included in the first budget version.

This secretariat will also support the following groups who will take part to the Panels:

- Observers from the Plenary (with an option for other observers)
- CoFoE Secretariat team
- Facilitation and evaluation team
- Research team (independent researchers)
- Interpretation team
- Media
- Experts and speakers
- Technical team
- People in charge of output production (filmmakers, photographers, painters, and other creative artists)

It will organize the administrative follow-up of the participants (list of attendance per half days), and the administrative follow-up of the payment/reimbursement of costs and per diem.

It will organize all logistics for the events and coordinate with the lead facilitators and the CoFoE secretariat.

6.2 Equipment

Hardware and access

Those participants[5] that will need to receive an equipment (this may include a connection to the web) to follow the online sessions and have access to the Platform will receive special assistance from the participant secretariat (at least half a day of support for 15% of the participants).

Welcome kit

Each participant receives a kit upon arriving: hydro alcoholic gel, Covid rules, notepad, tote bag, personal headset for the interpretation device and online sessions.

Per Diem

As acknowledgement of their participation and engagement participants receive a per diem. This per diem is based on the mean of the per diem paid to jury members in the countries of the European Union. We estimate this to be 70€ / day.

Certificate

We will have to produce a proper certificate of participation for participants.

7. Facilitation

7.1 Facilitation team

The facilitation team is made up of facilitators from EU countries (objective: each language is spoken by at least one facilitator). Facilitators will take charge of liaising with citizens during intersessional time (except on logistical aspects)

Participants are gathered in Plenary (interpretation in 24 languages) or in subgroups (ideally subgroups of 10 people, in which 3 or 4 languages are spoken — including a language among the following ones: French, German, English, Italian, Spanish — which requires the accompaniment of each group by 8 interpreters sharing the relay language.

We do not recommend switching to larger groups (15 people per group means significantly lowering each person's speaking time:

- It is considered that in such a group, 20% of the time is non-productive time because busy with translations, 100 minutes becomes 80 minutes useful.
- If 10 people share this time, it is 8 minutes per person.
- If 15 people share it, that's 5.3 minutes, or 34% less speaking time.

Each subgroup is led by a facilitator, who takes notes and produces a synthesis of his subgroup each evening in a shared document (e.g., Google Drive folder), in English. Each facilitator is trained ahead of the session (provided one day for distance training, to the particular protocol of the session and knowledge of the issues per session and two day before for a general training on facilitation and CoFoE stakes, plus the day of arrival, the four days of facilitation, and two days thereafter to bring his evaluation and finalize his contributions. A WhatsApp thread could bring together all facilitators during the sessions. An additional option is to have a dedicated writer at each table (instead of the facilitator - trained interns, freely).

→ It means 20 facilitators per Panel, with a workload of 8 days per session.

We estimate the need to facilitate the intersessional time of each session (mails to the citizens, encouragement and help to use the Platform) to 30 days per Panel (for the duration of the Panels).

One option is to have subgroups of 8 people: this solution improves the speaking time and the quality of discussion but increases the team.

7.2 Moderation

A team of 3 main moderators will lead each Panel. They will

- Guide through the Plenary sessions
- Support the facilitators (including their training).
- Support the eight Panels members interacting with the CoFoE Plenary.
- Be the interface with the evaluation team and the "embedded" researchers.
- Validate the synthesis to be shared with the participants, the CoFoE Plenary and the public at large.
- Be the focal point for the media.
- During the intersession, the main facilitators will organise the work of the facilitators and the feedbacks and produce the detailed roll-out of the session. The main facilitators will also be in charge of leading the knowledge management.

8. Interpretation

If four languages are spoken in each sub-group, this will represent 3 active interpreters during the sessions. This represents 60 interpreters (or 120 if they need to work in pairs). Those interpreters will also cover the plenaries.

If SCIC interpreters, the interpretation system and set-up will have to be adapted/changed.

9. Evaluation and Research

9.1 External evaluation

An independent evaluation will be carried out by different experts which should not be subcontracted within the consortium delivering the Panels. Those experts will conduct an evaluation of the impact and outreach of the recommendations and the process as well as an assessment of the deliberative quality of the Panels. At least 4 experts in total[18] . This represents an average of 200 days of delivery per expert which could be spread over time for up to 2 years.

9.2 Internal evaluation

This team evaluates each Panel and links its evaluation to the on-board research teams and external evaluators The team will be composed of two sub teams that can work in parallel. This is essential as there are always two Panels that overlap in time. Each sub team is composed of two evaluators and a junior assistant per Panel, 3 persons per subteam and 6 persons in total. who will: coordinate the dataset flow including the deployment of surveys for participants and staff, prepare each session evaluation process, follow it, participate in a debriefing meeting each evening, coordinate participants evaluation meetings, and provide a follow-up report within three days[6] of a session and then a Panel-by-Panel evaluation report. This represents an average of 20 days of delivery per Panel session (including reporting).

A participants evaluation team of 10 people for each Panel. One extra online meeting of 2 hours after each session. / Plan B. A final workshop at the end of each Panel with 10 randomly selected participants. One online meeting. 4 hours.

9.3 Independent researchers

It is proposed that research teams dedicated to the topic and to the process could follow the Panels and create a new corpus of knowledge. The objective is to reinforce the credibility of the process, and to recognize the importance of research in deliberation and in European politics, at the initiative of institutions. Those teams will have to be invited, selected and supported.[7] [8] We are thinking in 120 independent researchers in total, some 30 per Panel (although they would not necessarily be distributed that way).

It should be at least 1 person full time during 8 months from June to February coordinating the independent researchers in all the Panels. The data collection will be coordinated with the internal evaluation team (w1 person half time in each Panel during 8 months from June to February). The independent researchers should have a referent in the CoFoE until 2 years after it happens so the researchers that want to do a follow-up have a contact person that continues supporting them and their contacts with institutions / politicians / officials / stakeholders, etc.

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[18] Considering the design as of 28 April with two concurrent Panels.

Scholarships should be made available for independent researchers for travelling and accommodation to ensure there is equal access to all the teams from all over Europe.

10. Output

10.1 Synthesis of each session

Two persons will be present in each session to prepare an 8 pages synthesis (3300 words each). This production based on a pre-approved format will be produced in 24 languages.

14 days per session plus the time for the production of the document in a "citizens oriented" format.

10.2 Video of each session

Each session will be covered by a video team (director, assistant and video/sound technician). This team will cover the session, interview participants from the 27 countries and speakers. A video for each Panel will be produced (in 24 languages), and 1 video will present the interaction with the Plenary (5-10 min films will be produced). Film budget is still to assess.

10.3 Final reporting and follow-up

From February until the end of the Conference there will be a need to produce final deliverables, support citizens, create the link with the Plenary, and prepare the next phase of participation.

1. Types of biases in correlation with deliberative processes

From design to implementation of deliberative processes, biases can intervene and have consequences on the configuration, the processes, the results of the deliberative processes and also in the assessment of these results: their impact can be mitigated if they are properly identified and anticipated. Biases are usually mainly associated with data and less with cognitive biases, which relate to how we notice, interpret and analyse evidence, and how we make conclusions and decisions based on previous analysis.

The following synthesis presents some main biases, in relation to deliberative processes.

Overall, biases will be here categorised as:

1. **biases of organisers** (governing institutions; facilitators and experts; evaluators): - biases in the selection process - biases in the facilitation process - biases in the evaluation process	2. **biases of citizens** (cognitive biases of citizens that affect their involvement and contribution to the deliberative process)

The first category refers to biases in the selection of participants, biases in facilitation processes, and biases that can occur during and after the deliberative events, through evaluation schemes. The second category is mostly dependent on the way citizens handle the available information that is exchanged, the interaction with their counterparts, as well as according to their own perception of the deliberative process.

1.1 Selection of participants
[CoFoE: for the design of recruitment process (in the *Handbook)*]

In the design of deliberative processes, the selection of participants can be affected by several biases.

List of (some) potential biases:
- sampling biases (when some members of a population are more likely to be selected than others);
- time interval (early termination);
- data management (cherry picking);
- self-selection (volunteer bias);
- undercoverage;
- non-response (of affected groups).

Solutions to avoid these biases:
- ➢ Get and anticipate a strategy to reach vulnerable publics with different communication means about the process and about the recruitment. The criteria used for the recruitment and the selection need to be defined;

➢ Have local actors and relay that can help you make the link between the vulnerable publics and the process;
➢ Get incentives and monetary compensation to allow everyone to participate;
➢ Individualize the participants: do not let them think they are just part of a group, but show them that they all have legitimacy to participate;
➢ Make a mindmap of the reasons why people refuse to participate. Thanks to this mindmap we could adapt the strategy.

1.2 Facilitation of deliberative processes

[CoFoE: for the facilitation guide (in the *Handbook*)]

During the implementation of deliberative processes, biases can interfere with the facilitation process, and therefore have an impact on the decision-making process.

List of (some) potential biases:
- Preconceptions/framing effect/Halo effect (selective perception in the framing of issues): based on the way participants act/speak/behave, one may have a wrong interpretation of understanding of participants say or represent;
- Over-immersion in specific social values or perceptions;
- Political sponsorship;
- Organisational biases;
- False consensus: overestimating the proportion of people who agree with an idea, because there is no conflict opposition (groupthink) or because feedback has not been received from all participants;
- Curse of knowledge: Once we know something, we assume everyone else knows it too.

Solutions to avoid these biases:
➢ Here there is a difficult balance to reach between having one moderator for the same group during the whole process or alternate moderators (facilitators). On one hand it can create a particular link between the moderator and the participants, on the other hand it can ensure that moderators, always facing new participants, do not have a wrong interpretation;
➢ Thanks to the diversity of approaches (e.g. world café, discussions, moving debate, "picturisation") everyone can find his or her way to express himself or herself at best and break the barriers. Friendly moments, outside deliberation can be helpful here;
➢ Moderators should always keep an eye on the minority voices, ensuring they are heard but also confronted with the evolution of the discussions. On the one hand, it ensures no one is left alone in his "minority bubble" and on the second hand it keeps the debate alive by constantly putting the majority voice in questions.
➢ Break and off moments and exchanges moments for citizens and for facilitators could also be a good way to let people think on their own and then restart the session/the day by coming back on what has been said before and to re-settling the basis for discussions;
➢ The training for moderators will be decisive here. A detailed guide with launchers, re-launchers, and mitigation processes will help them achieve their tasks. Participating in a "fake deliberation"

process, with people playing a specific character, could help facilitators react and adapt themselves to various situations.

➢ Reformulate is key to the deliberation: it helps to know if a moderator understands what the citizens are saying, it helps other participants to understand what one of their fellow is saying if they did not understand, and it can bring nuances and act as a re-launcher. It also allows to keep a good rhythm during the deliberation, while the reformulation can lead to validation from participants.

1.3 Evaluation of deliberative processes
[CoFoE: for the *Evaluation Framework*]

In evaluation procedures, several types of biases can interfere and create a systematic deviation of results from what they should be: such biases can be of empirical nature (forms of cognitive biases), research-related (e.g. allegiance biases, standpoint biases), of methodological nature (e.g. neutrality from what is being evaluated, diplomatic biases), or even contextual (e.g. pro-project bias).

List of (some) potential biases:
- Confirmation bias;
- Media bias and coverage bias (selection of perspectives covered in the media);
- Funding bias;
- Belief bias: we judge an argument's strength not by how strongly it supports the conclusion but how plausible the conclusion is in our own minds;
- Concision bias and framing effect;
- Optimism effect & Zeigarnik effect (better recollection of a task when it has been interrupted): we sometimes overestimate the likelihood of bad outcomes; or we sometimes are over-optimistic about good outcomes;
- mistaking correlation for causation;
- distortion of data by media;
- homogenization of data sources;
- shortcuts in primary research;
- confusing desirability with probability;
- favoring change or patterns.

Solutions to avoid these biases:
- ➢ What is being said is important, but what is not discussed is also relevant for the evaluation;
- ➢ Let some room to the minority voices and take them into account (do not try to merge them into the majority);
- ➢ Take a step back to analyse the link between the different Panels, the different sessions, the different circumstances. Deliberations are evolutive and moving, it is important to avoid thinking in silos;
- ➢ Analyse individual and collective contributions hand in hand;
- ➢ Do not exclude any hypothesis or any recommendations but understand where they come from.

2. Citizens' (participants') biases
[CoFoE: for the citizens' guide/information material]

Since citizens participate in deliberative processes with their own cognitive biases, the quality of their interaction and commitment may be affected.

List of (some) potential biases:

Group biases
- Authority biases & Halo effect;
- Impostor syndrome;
- Availability cascade: an idea accumulates more credibility as it spreads;
- In group favoritism: we favor people who are in our in-group as opposed to an out-group;
- Illusory truth: we tend to more easily trust an idea that we have heard/read about several times;

Individual biases
- Confirmation bias;
- Declinism: we romanticize the past and believe that society and institutions are in decline;
- Dunning Kruger biases (overconfidence of less qualified people);
- Curse of knowledge: once we know something, we assume everyone else knows it too;
- Backfire effect: disproving evidence sometimes has the unwarranted effect of confirming our beliefs;
- Belief bias: we judge an argument's strength not by how strongly it supports the conclusion but how plausible the conclusion is in our own minds.

Solutions to avoid these biases:
- ➢ Get reflexion from the point of view of someone who is not you, from something you heard, you have read or something you think you are an expert of;
- ➢ Start from a white page: ask people to express themselves based on their own experiences or with their own words, not on what they heard or what they have seen;
- ➢ Reversely, you ask them to think through the position of others (putting oneself in the position of another person, by creating a fake character — "persona"), so that they have to take the viewpoint of another individual;
- ➢ Show the citizens that everyone's assessment has a value and the same value as others' ones;
- ➢ Having a break can be a good way to let people think on their own and then restart the session/the day by coming back on what was said before;
- ➢ On the same dynamic, the alternation between collective and individual moments will help the participants to make some distance between what was said in the group and what they really think individually and make them understand how they feel towards the group's discussion;
- ➢ Always link the discussions in the context of the deliberation process so that participants can take some steps back, without being focused on one issue or one obstacle.

Annex 7 – Recommendations for citizens' panels at national level

The *Joint Declaration* for the Conference on the Future of Europe foresees the Conference to be accompanied by European citizens' Panels. Also, each Member State can "*make further contributions to the Conference, such as national citizens' Panels*". For such national events in the framework of the Conference, the *Joint Declaration* states that they "*will be organised along a set of principles and minimum criteria reflecting EU values to be defined by the Conference structures*".

This document serves to give recommendations on such principles and minimum criteria, which will be implemented with the European citizens' Panels and should be taken into account for national citizens' Panels.

Guidelines for a good deliberation

These guidelines are inspired by the principles of good deliberation, defined by the <u>OECD</u> and should be taken into account when organizing citizens' Panels on national and regional level.

1) Purpose
The Panels must have a clear purpose and goal as "*the objective should be outlined as a clear task and is linked to a defined public issue. It is phrased neutrally as a question in plain language".* The role of the citizens and their amount of influence must be clear. Reference should be made to the overall process of the Conference on the Future of Europe. Citizens' Panels should focus on an adequate number of topics. The recommendations will be very concrete when the citizens discuss only a few topics. The depth of the discussions decreases with the number of topics addressed. The Platform of the Conference on the Future of Europe offers topic suggestions, but of course the Member States are free to set their own priorities and choose every other topic related to the European Union. Concretely, the purpose of the Panels is to provide collective recommendations for the future of Europe.

2) Responsiveness
"*There should be influence on public decisions*". The three European institutions committed to respond to participants' recommendations in the *Joint Declaration.* In this perspective, national dissemination and coordination measures that could ensure the uptake and visibility of (national) results towards the online Platform will contribute to enhance the responsiveness and the embeddedness of the local/national actions into the wider process of the CoFoE. This holds true especially given the potential overlap of similar discussions unfolding on the one side at local/national level, and on the other side at EU level.

3) Transparency
"*The deliberative process should be announced publicly before it begins. The process design and all materials [...] should be available to the public in a timely manner. [...] The funding source should be disclosed*". The Platform of the CoFoE is the central point to ensure this transparency. All contributions can and should be published on the digital Platform https://futureu.europa.eu/ which gathers all input for the European citizens' Panels and the Plenary of the Conference. The national citizens' Panels give input into the debate with suggestions for topics and questions for the European citizens' Panels and the Plenary, and can give national notions and recommendations, which will lead into European recommendations. Through an ongoing mapping of topics and suggestions on the digital Platform, the participants can follow-

up on their inputs at all times. In addition to the Platform, the national states should use existing institutionalized structures to send the results of the citizens' Panels directly to the European institutions.

4) Inclusiveness

"*Inclusion should be achieved by considering how to involve under-represented groups*", especially if they are specifically affected by recommendations. "*Participation should also be encouraged and supported through remuneration, expenses and/or providing or paying for childcare and eldercare*" as well as providing necessary support and assistance. This applies to both, face-to-face events and online events. According to the european citizens' Panels, an over-representation of young people or other kinds of public could be searched. A particular attention will be given to have an empathic facilitation of the Panels, with skilled facilitators.

5) Representativeness

"*The participants should be a microcosm of the general public. This is achieved through random sampling*" representing different geographic origins, gender, age, socioeconomic backgrounds and levels of education in the respective country / region, as also stated in the *Joint Declaration* as objective for the national citizens' Panels. "*Everyone should have an equal opportunity to be selected as participants*". The number of the participants should be between 50 and 200 citizens, depending on the number of inhabitants of the country or region. Efforts should be made to especially reach those, who normally do not take part in public debates or political discussions, e.g. by choosing settings and places with easy access.

CoFoE Citizens' Panels

The added-value of national initiatives is undoubtedly to be found in the organisation of on-site citizens Panels, when possible. In online debates the need for more breaks (every 1 ½ -2 hours) should be taken into account. Online sessions can be split up into multiple sessions, e.g. four hours each on different days.

6) Information

The participants must receive comprehensive and balanced information on the fundamentals of the topic to be discussed in order to enable collective reflection. There should be clear procedures in place to ensure that the knowledge provided to citizens is adequate and balanced. The principle of expertise and counter-expertise should be applied. According to this, citizens should have the opportunity to choose what specific topics they want to focus on.

7) Group deliberation

"Participants should be able to find common ground to underpin their collective recommendations to the public authority. This entails careful and active listening, weighing and considering multiple perspectives, every participant having an opportunity to speak, a mix of formats that alternate between small group and Plenary discussions and activities, and skilled facilitation". Organizers should plan to have **facilitated discussions** in plenum and in smaller subgroups with a maximum of 10 persons per table. The subgroups discuss and formulate recommendations that are later voted on by the Plenary assembly. The facilitation must be **neutral and skilled.**

8) Time

"*Deliberation requires adequate time for participants to learn, weigh the evidence, and develop informed recommendations, due to the complexity of most policy problems*". **At least 4 to 6 meeting days** (e.g. three weekends) should be planned, when addressing complex topics in one nationwide deliberation process. Alternatively, several decentralised citizens' Panels can take place across the country, using the same method, so that the results can be compared and merged.

9) Integrity

"*The process should be run by an arm's length co-ordinating team different from the commissioning public authority. The final call regarding process decisions should be with the arm's length co-ordinators rather than the commissioning authorities. Depending on the context, there should be oversight by an advisory or monitoring board with representatives of different viewpoints*".

10) Privacy

It must be ensured that the discussions take place in a protected atmosphere and that only agreed information is published. "*There should be respect for participants' privacy to protect them from undesired media attention and harassment, as well as to preserve participants' independence, ensuring they are not bribed or lobbied by interest groups or activists*".

11) Evaluation

"*There should be an anonymous evaluation by the participants to assess the process based on objective criteria (e.g. on quantity and diversity of information provided, amount of time devoted to learning, independence of facilitation).*

Annex 8 - Recommendations on citizens' participation in the Plenary

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<u>Official framing</u>

The *Joint Declaration* mentions:

- **The presence of citizens as a main component of the Plenary:**

  "The Conference Plenary will meet at least every six months and be composed of representatives from the European Parliament, the Council and the European Commission, as well as representatives from all national Parliaments, on an equal footing and citizens. The Committee of the Regions and the Economic and Social Committee, the social partners, and civil society will also be represented".

- **The Panels will provide input to the Plenary formulating recommendations:**

  "The Panels should take on board contributions gathered in the framework of the Conference providing input to the Conference Plenary by formulating a set of recommendations for the Union to follow-up on".

- **The Plenary will debate the recommendations from the Panels:**

  "A Conference Plenary will ensure that the recommendations from the national and European citizens' Panels, grouped by themes, are debated without a predetermined outcome and without limiting the scope to predefined policy areas".

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Maximising Panels / Plenary interactions

Past experiences of interaction between citizens' Panels and decision makers have proven to be fruitful when they enter into interactions and an iterative process. Such a process will benefit the decision makers, who will find a way to integrate the dialogue with citizens into their own process, as well to the citizens who will realise the complexity of the decision making.

Citizens' Panels cannot work in silos: interactions between citizens and decision makers (in this case other Plenary members) will increase the added value of the Panels, as it will allow to clarify the propositions, and to organise a good "transfer" from the citizens to the decision makers and vice-versa. This requires creating opportunities for those interactions.

In each session, 8 (or 12) citizens of each Panel will be randomly selected amongst volunteers to attend the Plenary. Four (4) drawings will be organised (W-M under 25 y.o. W-M above 25 y.o.). They will receive specific support to present "intermediate" outputs to the Plenary and they will make a feedback from their experience in the Plenary at the beginning of the next session of the Panel to other citizens.

One transmission session will be organised between the 8 "past" citizens and the 8 "next" citizens during each session.

The rotation of citizens will avoid to give a premium to the few citizens that could be fully available for extra session because of their social status (retired persons, wealthy persons); it will support the inclusivity of the process, allowing citizens to be part of the Plenary (even if they have limited time to engage in the Plenary). It will also increase the number of citizens having had that experience, and this will avoid having a "starification" process of some happy few that would implicitly become the representative of the others (while there is no democratic process for that kind of role).

Before the Plenary participation, we propose that the citizens coming from the 4 Panels will meet to prepare their interaction with the Plenary. A debriefing session will be organised as well. A Support Team will provide support to the citizens so that they feel welcome and at ease in the Plenary. A few rules will be proposed in order to frame their interactions with the Plenary, to make them feel comfortable in being the special envoys from their Panels.

A continuous interaction of the Panels with the Plenary is recommended, as well as the commitment of Plenary members towards the Panels, in order to fuel the Panels with direct feedback. The final session where the final propositions of the Plenary will have a specific role, to allow citizens' Panel to express their reaction on the propositions as they will be conveyed to the institutions by the executive board.

Citizens' role in the Plenary

Position

The weight of the citizens' views in the process of the Plenary is a component of the extent to which a common ground can be reached between the five/six components of the Plenary, in the spirit of the Joint Declaration.

A weak position given to the citizens may create important gaps between the decisions taken in the Panels and those taken in the Plenary and would also be a signal contradicting the orientation of the joint agreement.

The citizens' presence in the Plenary can be complemented by a citizens' Panel intersessional work that will result in the gathering of all results from national Panels' and the online Platform to guarantee the convergence of the citizens contributions, and when there will be divergence, it will be properly documented and commented: contributions from the Platform and from Panels do not have the same value.

Mandate

The citizens who will be present in the Plenary will receive a mandate, of the same nature of the mandate given to the other members of the Plenary, with the specificities linked to their status.

Agenda setting and shared evolution

One option that we recommend consist of batches of the 4 Panels sessions with results shared with the Plenary, before having the next batch fed by the feedback of the Plenary. This process will have the following benefits:

- The Panels will benefit from feedbacks from the Plenary at the following session;
- The Plenary will evolve in parallel with the citizens' Panels: the first batch will share visions on the future of Europe, the next one will generate the fields for changes, and the last one, practical recommendations. Following the four Panels, will allow the Plenary to define its agenda in full

cohesion with the production of the Panels; this would generate the alignment proposed in the Joint Declaration;

- The time given to each Panel would be de facto extended, this would have two immediate benefits: on the one side, it would allow the citizens to have more time to prepare their position during intersessional time, interacting with their local environment; on the other side, this would guarantee that the content of the Platform including the feedback from self-organised events will be taken into account by the Panels during the whole period of activity of the CoFoE.
- This organisation would avoid giving a fragmented vision of the citizens' propositions, which would de facto reduce the power of the citizens' propositions into the Plenary and increase considerably the room for manoeuvre inside the Plenary: fragmentation will increase the option in the menu, and at the same time will reduce the consideration given to the deep deliberation process done by the four citizens' Panels.

Members of the Plenary in the Panels

We propose that a limited number of participants to the Plenary attend each session of the Panels, in a position of observer. It will allow them to have a good understanding of the process of deliberation, and to report to their peers the result of their experience with the citizens.

Annex 9 - Multilingual Digital Platform's functionalities

1. Access modes to the Platform

Platform		
Public space for interaction between PANELISTS and other actors	- General public can see but not interact with the content (see the panelist path for a complete list of user journeys) - Facilitators can post regular updates about the progress of the panels - Questions to and answers from experts are visible (posted by the facilitator's team	
Visibility: All **Special access:** - Panelists - Experts? - Other stakeholders?	**Private spaces for PANELISTS** — See the panelist path for a complete list of user journeys	**Private space for RESEARCHERS** **Visibility:** Researchers - Coordinate between researchers, share data privately - Access data from the panels
	Visibility: Panelists and Facilitators **Special access:** - Researchers?	
Admin panel for FACILITATORS	- Facilitators can manage the panelist-generated content - Facilitators can manage the resources available to panelists (reports...) - Facilitators can send messages to panelists	

2. Citizen's path through the Platform

As a citizen..	Description	Function in Decidim	User-friendly?	Link to sandbox	Needs for customisation
I can read information about the panels	Public page allowing for a (public) presentation of the Panels, which will facilitate the recruitment process and will provide visibility on the Panels' activities (programmes, videos of the sessions, short articles…)	Pages, Blog	Yes	Page example Blog example	
I can apply to be a member of the panels	Could it be interesting for Kantar to use the Survey functionality to allow potential participants to respond to recruitment questionaires online in the website of the CoFE?	Pages, Survey	Yes for citizens/Maybe hard to manage on Kantar's side		To protect personal data we need to allow acces to survey data just to authorized users. Not to all decidim administrators.
I can watch the kickoff and other public sessions of the panels online	It is possible to integrate videos from popular providers such as Youtube or Facebook in Decidim's pages.	Pages, Embed	Yes		If Youtube is used, that should be possible by default. Any other tool should be tested to make sure it works without customisation.
I can follow the panel's updates	Static pages could be used, as well as the Accountability module of Decidim, used for example to showcase the implementation of projects	Pages, Proposals, Accountability	Unclear	Accountability example 1 Accountability example 2	Possibilities to download the panel reports
I can comment on the panels outcome		Comments on Proposals/Ideas, Meetings/Events, Accountability…	Yes		

3. Panelists' path through the Platform

As a panelist..	Description	Function in Decidim	User-friendly?	Link to sandbox	Needs for customisation
..during on-site and/or online deliberations					
I can chat privately in real time with my co-panelists and the facilitator team	Decidim has a private message function but it will never be as user-friendly as any popular messaging app. Would use another solution	Private messaging	eTranslation does not apply here		
I can chat publicly (shared with evryone in the panel) in real time with my co-panelists and the facilitator team		Comments on ideas, debates...	Content will be automatically translated		
I can read information and documentation before and during the sessions	Files could be attached and sorted in folders in an Assembly. An external cloud storage tool will be more powerful/flexible.	File attachment/Folders in participatory spaces			
I can write text collaboratively with my co-panelists	Participants can collaborate on a text in Decidim. More exactly, a text can be presented and panelists can comment or suggest amendments on each paragraph.	Collaborative text		Collaborative text example	COFE VI redesign + multilinguism (eTranslation)
I can vote and rank ideas submitted by the panels	Using the same Proposals module, the proposals can be liked ("endorsed") publicly or supported. The supports can be configured in various ways, with a visible counter, with a threshold.	Proposals module		Proposal with supports and endorsement	More advanced voting methods would need to be implemented.
I can work on "topic maps" and set a common agenda in real time	In the first session, panelists will be asked to identify and collect topics/issues/questions that will be debated in the further sessions. Ideally, the platform supports this process (e.g., by topic/mind mapping tools). **No function in Decidim, would use another tool.**				

I can ask questions to the wider public	The Survey function can be created or a Proposals module if the question is open. These components can be created in a dedicated public space. The Consultations space could also be used.	Survey, Proposals	We need 24 translations of the questions	[Survey example](#)	
I can ask questions to EU stakeholders	Same	Survey, Proposals			
I can ask questions to experts	Proposals components can have restricted rights so only certain types of users can post a proposal. That could be used to let panelists ask questions. If only the experts were to answer, the comments could be deactivated and the facilitators could insert the experts' answer(s) as an official answer). Panelists could ask questions as single users or as one of the groups they are a part of (Groups could be created by the facilitators for each sub/panel). That being said, groups have currently been deactivated from the COFE platform it is not certain that all these functions interact well in the platform. This has to be tested and modifications might be needed.	Proposals & official answer		Maybe a possibility for admins to create groups even when group creation is disabled for users?
I can share drafts of recommendations to get comments from experts	Again, participants could use the function Collaborative text but it might be better to just use a collaborative text editor such as Google Docs or Hackpad.	Collaborative text		
I can access the feedback and resolutions made by the Conference plenary	This could be shared through documents or pages.	Pages, Attachements		

CoFoE Citizens' Panels

I can access the space for my panel but also participate across panels	To make it easy for everyone, all the panelists could get access to all the panels by default, and participate only in theirs. As many assemblies can be created to meet those needs, the permissions can be set to make them private and include different panelists for each assembly. **Subpanels could also have subassemblies but in the hypothesis of 5-10 panelists per subpanel, it would probably be better to use scopes to filter the content inside a single panel assembly. The division could also be made with a component per subpanel. A good rule of thumb is to avoid multiplying spaces and components because that creates barriers to share/transfer the content and configuration complexity.**	Assembly	[Assembly example](#)	Would there be a need to compartment information? To make some only available to specific panels?
During Online deliberations and intersessions				
I can share and debate motions/ideas within a panel and across panels in the event of online panels	Participants can share rich text, images and others can comment under it, in a multilingual format (automatic machine translation from and to the 24 languages for posts). Proposals can also be qualified (3 status currently available, Accepted, Evaluating and Rejected) and reimported in various components in a single space). Proposals can be given categories, scopes and hashtags can be added in the text. Proposals can also be split or merged into new proposals.	Proposals module	[Proposal with multilinguism](#)	
Information repository	We will need to provide an information repository for participants, where we can host the recordings of presentations in all 24 languages, as well as all information documents also translated into all 24 languages			
Towards external actors (wider public, experts, EU stakeholders)				
I can use the platform as normal EU citizens and interact on it through ideas, comments, events	They can do it because they have an account on the platform, as any other participant. Admins can even "officialise" them, which adds a little badge with the mention "Member of the panels" (or any other text) next to their name	Officialisation		

4. Facilitator's path through the Platform

| As a facilitator	Description	Function in Decidim	User-friendly?	Link to sandbox	Needs for customisation
I can publish content available to one or all the panels	Files could be attached and sorted in folders in an Assembly. An external cloud storage tool will be more powerful/flexible.	File attachment/Folders in participatory spaces			
I can contact any panelists or group of panelists through instant messaging	Again, an alternative tool might work better than Decidim's private messaging, especially if real-time (multilingual) interaction is needed.				
I can export the content of the deliberation	In most of the components, the user-generated content can be exported as a table (CSV, Excel)	Export	Yes		

5. Expert's path through the Platform

As an expert	Description	Function in Decidim	User-friendly?	Link to sandbox	Needs for customisation
I can see the questions that citizens are asking me and filter the ones that are relevant to my field of expertise	Questions could be asked in a Proposals component.	Proposals			
I can answer questions	Answers could be submitted to the facilitators who would publish them as official answers to the proposal.	Official answers to Proposals			

6. Researcher's path through the Platform

As a	Description	Function in Decidim	User-friendly?	Link to sandbox	Needs for customisation
I can coordinate my work with other researchers	A space where independant researchers organise and coordinate the work between them (agenda, private chat...)				
I have access to relevant information about the progress of the panels	Having access the the private space of panelists. Need to see if they can access everything.				
I can share data with other independent researchers	A place where independant researchers can share data between them. Uploading docs.				
I can share data publicly	Public database of results of the researchers that anyone can consult and use **when the Panels have finished their work. Can you confirm that Decidim is not the right platform to keep all the raw data from the conference? Audios, transcriptions, results of the surveys, interviews, etc.**				
I can create surveys for the panelists or other actors	A place to launch surveys. Having a online format will simplify the way surveys are completed and data is collected.	Surveys			To protect personal data we need to allow acces to survey data only to authorized users. Not to all decidim administrators. Enabling a password to access each survey. **As of now, Decidim only allows some limited permission granularity so sensitive data should probably be gathered through external tools.**

CoFoE Citizens' Panels
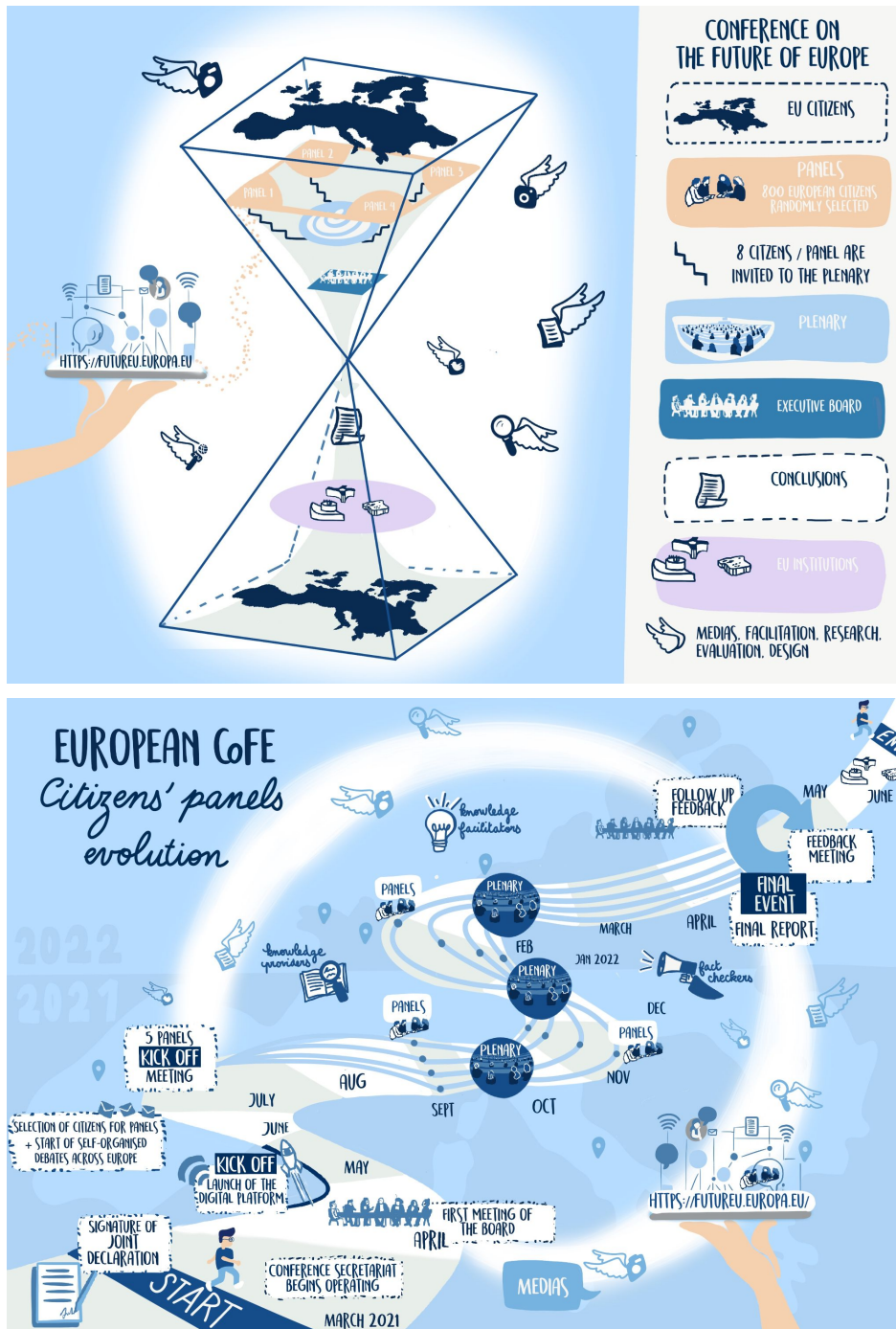
6.2 Draft documents for next milestones

Annex 11 - Guide for facilitation (plan)

We will provide a guide for facilitation in 2 parts

A common part to all the Panels

a- Presentation of the citizens Panels of the CoFoE: general presentation of the CoFoE, objectives of the Panels, timeline, topics, key principles, recruitment and composition

b- Who's who of the Panels (organigram, contacts, etc.)

c- Description of the general design of the Panels: sessions, intersessions, subgroups multi-languages,

d- Role of the facilitator and attitude to keep during the discussions

e- Guide of conduct or charter

f- Tips: how to be a good facilitator

g- Focus on the impacts of multi-languages and multicultural contexts on the facilitation

h- Focus on one-line deliberation / focus on off-line deliberation

i- Tools and additional resources: links to the Mook, loop mail and Telegram, links to Drive, etc.

A specific part, different for each Panel

a) The topic of the Panel: stakes, questions asked to citizens, information materials

b) The roll out of the sessions (more or less detailed), at least the roll-out of the first session

c) The contacts of the staff of the Panel

d) Organizational information

Nota bene: the detailed roll out of each session can't be made at this stage. The logical of the session will be define (cf. WP 2.2), but the final roll-out must be adapted following the "real life" of the precedent session.

Annex 12a - Example of the invitation letter to citizens

Dear European Citizen,

You have accepted to take part in the Citizens' Panel of the Conference on the future of Europe, thus agreeing to take part in the building of a more resilient Europe in the years to come.

We warmly thank you for joining us on this new journey and we hope to meet you soon, hopefully face-to-face.

The current crisis which we are living in, as the present challenges that we faced in the past and we will in the future have shown us the importance of having a global and by-all-accepted response.

The Conference on the future of Europe launched jointly on a common understanding by the three institutions of the European Union will aim at rethinking the Europe we want in the world we live in. It will open a new space for debate with citizens from all the 27 countries to address Europe's challenges and priorities.

On [dates], we invite you in [place] to deliberate and to give recommendations for the future of Europe. As part of a cohort of 800 European citizens chosen by sortition, you will bring the voice of the 450 millions of Europeans, being the relay between them and the institutions.

What interests us is your experience as citizens, your opinions, no matter whether they are against or in favor of the EU, with the conditions they are augmented and let the other people react.

Just as the founders of the European Union aimed for a peaceful Europe in the aftermath of the Second World War, it is now a matter of clarifying which major challenges the European project must respond to today, and which decisions to take that will be remembered by future generations.

With the time you will devote to this citizens' conference, you are helping to shape the future of the European Union.

We hereby jointly commit to listen to Europeans and to follow up on the recommendations made by this Conference, in full respect of our competences and the subsidiarity and proportionality principles enshrined in the European Treaties.

Signature of the 3 presidents of the institutions:

For the European Parliament	For the Council	For the European Commission
David Sassoli	António Costa	Ursula von der Leyen

Facing the tensions of democratic governance, the geopolitical instabilities, and the socioeconomic turmoil of the health crisis brought by the COVID-19 pandemic, the Europe of today and tomorrow is more than ever in need for a collective response and path. If Europe's foundations were laid with the objective to secure peace and prosperity in the post-war era, the current crises call for a comprehensive response that addresses environmental concerns, inequalities and solidarity, sustainable innovation and economy, and the fostering of democratic principles in Europe and in the world. If the context prompts to engage citizens in the democratic process of European actions, this is also rooted in the firm belief that the cornerstones of the European democratic governance and its resilience are to be found in enhanced and genuine dialogue, inviting European citizens in the shaping of the future of European policies and actions.

The European governance has taken stock of the promising turn that past citizens consultations on Europe have shown. Launching discussions that are relevant to citizens and allowing them to make their voice heard cannot be achieved solely by polls and distant consultations yielding binary reflections that can easily derive from the ethical mandate of citizens' consultations. The need for more dialogue and debate is to be achieved through direct participation, in adapted formats for debate, where citizens are invited to develop their viewpoints and recommendations, to interact with their counterparts and give their consent on fully developed arguments, in an open and inclusive space of direct dialogue. The Conference on the Future of Europe bears the promises of this renewed approach inviting citizens to express themselves both on Europe's challenges and priorities, opening up the representative decision-making process to direct contributions reflecting the diversity of European citizenship. This responsibility is fully endorsed by the governing bodies that will provide the space for dialogue and allow European citizens, in their socio-demographic diversity, and diversity of opinions to engage in a dialogue that will be anchored in the reflection on disagreement, obstacles, and mutual understanding, avoiding fast agreement or consensual positions.

The Conference on the Future of Europe will be centered around citizens' Panels, which will be the cornerstone of this interaction, the place where citizens will have the opportunity to fully develop their views, in a bottom-up exercise that reflects all principles and shared values that Europe embraces in terms of diversity, ensuring a space for sound debate in a transparent and responsive process. These European citizens' Panels are a unique democratic experiment in scale and method, and seek to collect diverse inputs, in order to come closer to the principles of participatory democracy. European citizens across the EU-27 member states will be randomly selected in a fully transparent way and in accordance with diversified socio-demographic and opinion criteria and will be invited to take part to this unique opportunity to make their voice be heard, around five Panels, each on a key topic shaping the future of European policies and actions. Selected citizens will be invited to participate in five separate dialogue sessions during a six-months period, for a few hours of constructive interactions with other citizens and in small groups, around a table of open and respectful dialogue. Considered as the most promising form of democratic participation, dialogue will be the pillar of the Conference on the Future of Europe, materialized with these citizens Panels that will seek commonalities but also and foremost disagreement and options, as the prerequisite of an ethical and responsible approach to citizens' involvement.

Further to this, half of these citizens will be invited to participate in the Plenary of the Conference on the Future of Europe, which will form the echo of these deliberative moments. The direct representation of

the citizens' Panels into the Plenary will ensure the transparent political endorsement and use of the citizens' participation in the Plenary' discussions, thus ensuring the effective pivotal role of citizens' contributions to the European decision-making process, as the anteroom of negotiations. Having the citizens' Panels at the core of the political process of the Conference on the Future of Europe is not only a democratic innovation but also and foremost the safeguard of the added value of this initiative and the promise for a new momentum in the aspiration to strengthen the legitimacy of the European institutions. In addition to the Plenary of the Conference on the Future of Europe, a second echo of the citizens' Panels will be achieved thanks to a multilingual online Platform serving to provide wide dissemination and expand the participation of selected citizens with those of potentially every citizen of the European Union.

In this Conference, the space of citizen's dialogue will receive the legitimacy and attention that many participatory processes fail to address, and this will be ensured, on the one side, by the direct and open connection to the political process of consensus-forming and translation into policymaking and, on the other side, through the online public Platform embracing all 448 million people. In this ethical mandate towards a constructive dialogue with citizens, the overall process will rely on active multipliers of the deliberative moments, thus securing citizens' voice is reflected up to the political translation of these contributions.

In line with the very foundations of the European Union over seventy years ago, the contemporary challenges of the EU require a renewed democratic pact that necessarily tends towards genuine dialogue, by, with and for citizens. With a view to honoring the historic legacy of ancient Athenian democracy and strengthening the historic core values of the European Union, the Conference on the Future of Europe brings long-awaited responses to the acute longing for openness and dialogue with citizens at the core of the process, bringing their involvement closer to the decision-making process. Mechanisms and resources have been carefully implemented to offer this chance for an unmatched level of citizens' dialogue in the most promising manner, inviting every European citizen to have a say on all topics and key areas of action, where citizens are not only participants but the first and final actor of the governing process. Addressing modern challenges and the future of Europe can be achieved in a responsible and responsive dialogue, at the service of the European population in its formidable diversity and creativity that has so far led our continent to worldwide positive influence and inspiration.

Signature of the 3 presidents of the institutions:

For the European Parliament   For the Council   For the European Commission

David Sassoli   António Costa   Ursula von der Leyen

CoFoE Citizens' Panels

Annex 13 – Preparing a FAQ for citizens

Example of a FAQ list about the conference:

- *What is the Conference on the Future of Europe?*
- *Why does it start now?*
- *Who launched it?*
- *Which topic will be discussed?*
- *How long will it last?*
- *What will be the outcome of this process?*
- *Who are the different actors and what is their role?*
- *How are the participants selected?*
- *How to ensure the whole process is independent and valuable?*

Example of a FAQ list about the Panels:

- *Why am I selected? (How are the participants selected?)*
- *What is my role as participants?*
- *How much time will it take?*
- *Am I obliged to attend all the sessions?*
- *Do I get paid for attending?*
- *How can I explain this to my employers/family?*
- *Where will I stay during the Panels?*
- *What are the rules to be applicable regarding COVID-19?*
- *Do I need to work between the sessions?*
- *How can I participate if I don't speak English?*
- *I don't know anything about Europe or about the topic? How could I help here?*

CoFoE Citizens' Panels

Annex 14 - COVID-19 protocol for offline dialogues

1. First observations:

The level of virus circulation differs from one region to another, so each situation is different and has to be dealt with accordingly. **We need to be pragmatic.** Distancing is the key point. When it cannot be achieved, additional measures are required to reduce the risk of contamination.

To ensure that the protective response is proportionate to a given situation, apply the general guideline that when protective measures are in place, **the situation should present no greater risk than that in a public transport or school setting**.

This crisis provides the opportunity to test out new tools to reach a more diverse audience and to enable different means of expression. In participatory approaches, one main goal is to re-establish equality between decision-makers and the public – whoever they are – in terms of information and participation. The current context is marked by the economic and social impacts of the crisis, compounding the vulnerability of the people furthest removed from decision-making processes. **These impacts require us to further strengthen the procedures for mobilizing and including the most vulnerable groups and those furthest removed from public decision-making.**

2. Core principles

Information:

- **Post** safety instructions and information on social distancing and preventive measures at strategic points so that they can be seen by everyone involved.

- **Remind** the participants about the safety and social distancing measures orally on a regular basis (each time they return to the room, for example).

- **Inform participants about safety advice such as hand-washing:** hand sanitizers are not a substitute for washing with soap and water when hands have been potentially soiled by biological fluids. Forced-air hand dryers and fabric hand towels are not recommended.

- **Provide information on and clearly organize the entrance and exit of the venue** in compliance with the rules on social distancing (floor markings, Plexiglas between participants and technical staff, staggering of entry and exit times, etc.).

- **It is essential to provide participants and professionals with all the information they need beforehand** so that they are aware of the measures applied to welcome them in completely safe health conditions. A 'Good Practice Guide' can be produced, then shared and signed.

- **Inform people that the list of attendees may be used** to contact people at the meeting later on if we find out that a participant has tested positive to the virus within 14 days of the event; ask for their agreement when they sign the list (a box to be ticked next to their signature: *'I agree to receive information subsequent to the meeting' and another 'I agree to receive*

information on other initiatives related to the subject and purpose of this meeting').

Distancing:

- Physical distancing **between participants** (1-1.5 meters distance depending on lockdown levels), except for people who live together. We therefore need to allow 4m² per person. Avoid seating people face-to-face or otherwise use a Plexiglas partition.

- **Respect the rules of physical distancing when filling and vacating the venue** (row by row, table by table, numbers from 1 to 10, etc.) and establish a path to prevent people from intersecting when they move around. Wherever possible, stagger the participants' arrival.

- Physical distance **between participants and facilitators,** by adapting layout appropriately (space between the stage and the rest of the room/use of video and screen/use of a sound system – one microphone for one person – to be heard from afar, etc.).

- In small spaces (bathrooms, for example), **the number of people must be restricted** to the number of stalls/urinals. Close every other urinal if there is less than one meter between them. Participants are asked to take it in turns to go the bathroom wherever possible.

Protection:

- **Only admit healthy people** (anyone with potential symptoms must be refused access). Depending on the level of the virus outbreak, more systematic measures may be taken (taking people's temperature, etc.).

- **Wearing of masks:** depending on the level of the virus outbreak, it may or may not be compulsory for participants aged over 12 to wear masks. Paper or fabric masks must be available for each participant. Alternatively, the participation may be notified to come with their own mask. Facilitators will always wear a mask.

- **Ventilation**: allow time to air the room between sessions (naturally if possible, otherwise using a ventilation system with the filters changed regularly); air the room every three hours if the meeting lasts longer than that.

- **Several times a day, disinfect any surfaces that are frequently touched:** the handles of doors that cannot be left open (fire doors, toilets, etc.), stair rails, elevator buttons, hand sanitizer dispensers, toilet flushes, etc.

- **Hand hygiene**: everyone should be able to wash their hand (water, liquid soap, disposable paper) at least on arrival in the building, before the start and at the end of the session, before and at the end of each meal, and whenever hands may have been soiled by biological fluids.

- **Safely manage the regular disposal of waste** (single-use tissues, disposable masks, and paper towels). A dedicated waste container should be provided.

- **Hand sanitizer**: this must be available at all entrances to the premises and at strategic points (corridors, toilets, etc.).

- **Clean all shared equipment each day**, before and after each use. As far as possible, provide **new** equipment for each person for all sessions (one or two pencils per person, their own post-it notes, individual work materials, etc.). Whenever possible, ask each participant to come with their own small supplies.

credits: Jess Grinneiser

Organization:

- **Train** staff on the new health rules.

- **As far as possible, avoid the collective use of small equipment** (Post-it notes, sheets of paper, etc.) and prefer surfaces that can be cleaned regularly (whiteboard cleaned regularly with a cleaning solution).

- **Designate a single person** to complete the documents for a group of people (e.g. facilitators could be the only ones to touch the group work materials; a facilitator could be the only one to be able to write up the feedback on a flipchart). Individual notes may be taken and may be collected as long as they are not passed around by several participants.

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- **Organize space to prevent** people from different households from coming together:

   o *No intermission/break* unless specially adapted (e.g. breaks held in several places, at different times depending on the tables, fixed break with rules for access to the bar, individualized catering service – one plate per person, prepared by a caterer/service/restaurant applying the appropriate hygiene rules. Wherever possible, use disposable cutlery, one bottle of water per person and a – disposable – individual glass, etc.).

   o *Removal of cloakrooms and open bars.* Distribution of products and food packaged by one or two people wearing gloves (not by the participants themselves).

   o *Floor marking* at strategic points (queue at the entrance, toilets, etc.) to visualize the distance.

   o *Organize space and give entry/exit instructions to make sure people do not intersect* (create a path from the entrance into the meeting space and to the exit, orderly exit at the end of the meeting by table or by row, for example).

- **It is recommended that as many doors as possible are kept open** to avoid people touching the handles.

- Whenever possible, **choose a space with parking nearby** so that participants can reach the venue by car, and do not need to use public transport.

Involvement:

- **Do not cut down participation time**. The timetables for participatory processes must account for the organizational constraints and difficulties caused by the COVID-19 epidemic. If timetables are shortened too much or if there are constraints on participation, especially in the current context, it could be that the public are not informed or able to participate properly.
- **Be extra careful about inclusion** in the consultation processes.
- **Allow for good-quality discussion periods** using new forms of physical and non-physical dialogue. The CNDP (national commission for public debate) expressly recommends the following arrangements when holding public debates:
- **Use video conferencing tools to hold online conversations** (Teams, Skype, Zoom, etc.) when face-to-face gatherings are not possible: these tools can be used to bring together several hundred people and recreate debate conditions using virtual rooms.

   o *N.B.* using online consultations marginalizes people living in 'white areas' with poor internet coverage and those unused to participatory Platforms. They should be used discerningly.
   o *Allow time during which participants can express themselves and react* to the ideas shared: using virtual rooms of fewer than eight people or using the 'chat' function in these tools, for example.

- o ***Preparation is even more important to make sure the event runs smoothly*** and everyone can take part: adapted questions, information prior to or during the event with screen sharing, a sufficient number of facilitators, etc. The online conversation space can also be used to express ideas in writing, or even to speak to your virtual neighbor.
- o ***In the event of recording or subsequent use of the video*** from these video conferences, image rights forms must be signed by all participants, in accordance with GDPR regulations[19].
- o ***Access to these meetings must be restricted:*** whenever possible, it is recommended to request a password for access to a meeting or to set up a waiting room system, or entry questionnaire, etc.

- **Reflect on, adapt and adjust mobilization tools**:
    - o Make more use of local stakeholders, especially associations, to reach out to people who would not have access to information or could be in a vulnerable health or social situation.

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[19]https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/

How to run a dialogue online

1. Adapting the Design to an online format

This note provides some insights on how to adapt the format **WHILE** respecting some minimal standards. The suggested method is to take the perspective of a participant and then of a group and to go through the following checklist. This procedure guarantees that a sound online dialogue can be set up, while respecting some basic standards. The following table provides a few examples, while leaving room for adaptation.

Questions / Items	Comments	Check
As a participant I interact with at least 5 other participants during the process		
As a participant I have discussions in a breakout room with a facilitator		
As participants I am not online more than 4,5 hours in one go		
As a participant I go through SESSION 1 AND 2 AND 8 AND 9	We need every participant to go through all these sessions because they are the key: Onboard them in the process (1&2), allow them to address the broader picture (8) and measure the deliberation effect of the process (9).	
As a participant I go through SESSION 3 AND/OR 4/5 AND/OR 6A/7 AND/OR 6B	If you are worried that all sessions for all participants are too demanding, you can split the group for the topical sessions. Each participant then only goes through one or two topical sessions.	
As a group we have at least 50 participants in each session (so at least 50 individual	This is key to ensure enough quantity of quantitative AND qualitative data.	

CoFoE Citizens' Panels

Design		Timing	Data
questionnaires and 8-10 group worksheets)	This means that if you split the group and participants go through only one or two topic sessions, you need more participants in the whole group.		

Many scenarios and designs are possible, respecting those minimum standards. Here are a few examples of design and formats, according to the respective constraints:

Two days, two topics sessions, with two different groups (50 each)

Design		Timing	Data
Duration	Two days Two sessions each day with lunch break of one hour		
Participants	Two groups of 50 participants Different on Day one and two		100 participants
Program Day one	Session 1 / Session 2	80'	50 questionnaires
	Break 10 minutes	90'	
	Session 3	180'	50 questionnaires
	Lunch break	-----	
	Session 4 / 5	45'	50 questionnaires
	Break 10 minutes	95'	
	Session 8	145'	50 questionnaires
	Session 9	165'	50 questionnaires
Program Day two	Session 1 / Session 2	80'	+50 questionnaires = 100
	Break 10 minutes	90'	
	Session 6A	115'	50 questionnaires
	Lunch break	-----	
	Session 7	60'	50 questionnaires
	Break 10 minutes	70'	

| | Session 8 | 120' | +50 questionnaires = 100 |
| | Session 9 | 140' | +50 questionnaires = 100 |

One shorter day, 3 different groups (50 each)

	Design	Timing	Data
Duration	One day		
Participants	One group of 150 participants Common sessions 1, 2, 8, 9 Split for topic sessions		150 participants
Program group 1	Session 1 / Session 2 Break 10 minutes Session 3 Lunch break Session 8 Session 9	80' 90' 185' ----- 50' 20'	50 questionnaires 50 questionnaires 50 questionnaires 50 questionnaires
Program group 2	Session 1 / Session 2 Break 10 minutes Session 4/5 Lunch break Session 8 Session 9	80' 90' 185' ----- 50' 20'	+50 questionnaires (100) 50 questionnaires +50 questionnaires (100) +50 questionnaires (100)
Program group 3	Session 1 / Session 2 Break 10 minutes Session 6A/7 or 6B Lunch break Session 8	80' 90' 185' ----- 50'	+50 questionnaires (150) 50 questionnaires +50 questionnaires (150)

	Session 9	20'	+50 questionnaires (150)

One day, two topic sessions, 3 different groups (50 each)

Design		Timing	Data
Duration	One day		
Participants	One group of 100 participants Common sessions 1, 2, 3, 8, 9 Split for topic sessions ⅘ and 6A/7 or 6B		100 participants
Program group 1	Session 1 / Session 2 Break 10 minutes Session 3 Lunch break Session ⅘ Session 8 Session 9	80' 90' 185' ----- 95' 145' 165'	50 questionnaires 50 questionnaires 50 questionnaires 50 questionnaires 50 questionnaires
Program group 2	Session 1 / Session 2 Break 10 minutes Session 3 Lunch break Session 6A/7 or 6B Session 8 Session 9	80' 90' 185' ----- 95' 145' 165'	+50 questionnaires (100) +50 questionnaires (100) 50 questionnaires +50 questionnaires (100) +50 questionnaires (100)
Program group 3	Session 1 / Session 2 Break 10 minutes Session ⅘ Lunch break Session 6A/7 or 6B	80' 90' 185' ----- 50'	+50 questionnaires (150) 50 questionnaires +50 questionnaires (150)

| | Session 8 | 20' | +50 questionnaires (150) |
| | Session 9 | | |

In any case, please drop us a line when you have chosen a format so we can give feedback.

2. Choosing a tool

There are alternatives to Zoom if your prefer another tool, for instance:

- GoogleMeet
- Skype Business
- Teams
- BlueJeans
- Big blue button

3. Setting up the meeting

Mobile or computer?

We heavily advise the participants to use a computer rather than the mobile to interact on zoom. The chat, raise-a-hand function and shared screen are indeed only available from a computer and it is easier to get interaction with other participants and the animation team.

Make a test before the official session starts

To be sure that people understand how Zoom is working and to avoid wasting time on the dialogue day, don't hesitate to organize a test beforehand to let the participants try the technicalities and functionalities of the Platform (mute/unmute, open/close camera,…).

Also open the room 30 minutes before starting. It will allow participants to get used to the system.

4. Before the session: Make everyone aware of its role

For the citizens

Send **the participants an email a few** days before the session to inform them about the procedure and the use of Zoom. The email explains how to get access to the Platform (mobile and computer) and shows with screenshots the basic controls of zoom participants need: How to mute/unmute, activate/deactivate the camera, raise a hand to speak and how to speak on the chat. It is also a first way to explain to the participants how you want them to participate in the respect of the other participants.

There is also an option to deliver a **password** for the participants to enter the meeting, to enhance security.

For the Moderation and facilitation team

A good coordination between all the members is needed to ensure a good process. The team is composed of:

- The **main moderator** is in charge of guiding the group during the deliberation in Plenary. He/she presents the session, launches the movie, goes forward with the slides of the storyboard, etc. The facilitators follow the instructions given by the main moderator in Plenary and reformulate them in the breakout rooms. We advise the main moderator to check the breakout rooms when the deliberation is going on.

- The **host** is the "master" of the session. He/she can send participants to breakout rooms, change the names of participants, etc. This person cannot be the main moderator or a facilitator, as he/she will be leading the logistics of Zoom and has to stay in Plenary during the deliberation in breakout rooms. When participants are in a breakout room, they can call (thanks to a specific button) the main moderator to come to their breakout room if they need help.

- The **facilitators** have to be granted/nominated co-host by the main moderator to gain control-settings (as mute/unmute participants, rename them, change of breakout rooms,…). They are in charge of the facilitation when in breakout rooms and have limited controls to ensure this (share screen, chat, etc.). We strongly advise you to have two facilitators for each breakout room.

- **Support team**. Two people that also have to be nominated co-host. Their role is to help participants to manage the Zoom Platform and ensure that the dialogue can go on in the best way (unmute/mute people, use of private conversation for technical problems, rename people). You can also ask this team to fulfill different tasks: Responsible for technical issues, Follow-up of the chat, … We advise you to share these people's phone numbers in Plenary so that participants can call them if needed.

The use of an **informal backup channel like Telegram or WhatsApp only for the moderators/facilitators/support team is a GREAT help to** ensure a quick exchange of information and questions and to coordinate.

In any case, the **rules for facilitation** should be clear within the moderation team and between this team and the participants.

You can for instance fix the rules on who can take the floor:

- *Ask the participants to only use the "raise a hand option"*

- *Ask the participants to first express their idea in the chat*

- *Having one moderator in vocal and one moderator in the chat that work hand in hand between the two channels*

CoFoE Citizens' Panels

5. When the session starts: ensure that everyone has access and is identified

The participants are welcomed by the facilitators once they enter the Platform. You can also use the **waiting room** option to "filter" all the participants and ensure they are correctly named or identified. Otherwise, they will arrive on the Plenary.

As for a face-to-face dialogue, it is important to know **who is who** and to **put a correct name to everyone.** But not everyone feels comfortable using Zoom and some of them don't know how to change the name. Here the moderators have to identify the participants and rename them to ensure everyone gets a name and can be recognized by all. It is important to note that people using a computer can rename themselves, but not the people using a phone. In any case –for the people using a computer- it is possible to communicate with them thanks to the private conversation chat.

A **hotline** (phone number is the most efficient) can also be made available for the participants who do not succeed to enter the Platform.

As the online dialogue is gathering facilitators, citizens, researchers, press and steering committee, it is possible to use a **specific nomination code** so that everyone is aware of who is present and in which capacity. For instance, you can have:

- For citizens: Name + first letter of surname

- facilitators: Name + ANIM

- Press: Name + MED (for Media)

For the **Group discussions**, the facilitator can easily share his/her screen and put up the slides from the Storyboard for every participant to see. The note-taker (in case you do not have 2 people, then the facilitator or someone from the group you appoint beforehand) writes down the key aspects and results of the discussion on the slide.

6. Using breakout rooms

For moderation team

Zoom gives the possibility to have a full-session ('Plenary') and breakout rooms ('sub-session'). **The host is the only one able to send the participants to the breakouts rooms and to bring them back**. He/she has to prepare the breakout rooms in advance (by noticing who is going to which rooms), during the Plenary presentation.

The host has the **ability to send messages to all the participants during the sub-sessions**. She/he also has the ability to close the breakout rooms and bring everyone back to the full-session room (can be done immediately or with a 60 second countdown).

CoFoE Citizens' Panels

As co-host, facilitators are free to change to one breakout room to another without being specifically granted to do so. A good solution is to assign them in advance to the breakout room, based on the preparation you did before the sessions. The settings of repartition in breakout rooms are registered once you modify them: so you can settle them at the start of Plenary and when you want to go into break rooms, your assignments are already there!

Another good idea is to **name the breakout rooms**. Because once a participant disconnects and then reconnects, he/she comes back in the main session, not his/her previous breakout rooms. By naming the room, the participant knows where he was and it is easier to send him back to the breakout room he was in.

Breakout rooms can have a **fixed time** so that after x minutes, participants will return automatically to the main session. It is not always desirable and can be very frustrating: facilitators should take care of the time and come to an end at the right moment.

For practical reasons, it is important to **have 2 facilitators** (ideally one facilitator and one note taker) for a **breakout room composed of 5-8 people**. The exchanges are then richer and the conversation is fluid while everyone can be heard and notes could be taken.

During an online dialogue, facilitators have to be particularly proactive and must not hesitate to be directive. You'll find below tips for facilitation in breakout rooms.

For participants

The full-session still exists next to the breakout rooms. People who connect to the link zoom after the creation of the breakout rooms will not arrive in one of these but in the full-session room. It is thus **needed that the host stays in the full-session to dispatch** the newcomers into the occurring breakout-rooms The central moderator can use another device to still go through the breakout rooms while staying present on the main session.

Note that once you create the breakout rooms in the breakout rooms' launcher, **the composition of the breakout rooms stay registered and unchanged** until the end (even if you quit the breakout launcher). It can be very helpful when you want to have an alternation between a Plenary session and breakout rooms while keeping the same groups. In any case, you can re-divide the breakout room with another composition

7. Showing videos

Downloading the videos

playing with VLC + subtitles file

8. Using the storyboard

Print out Storyboard (facilitator have it in front of them during the online dialogue)

Print out the storyboard and flip through each slide. Facilitators can take notes directly on the printed out group worksheets. It allows you to focus on the group dynamic and not be typing all the time.

Storyboard Online

If the dialogue is online, share the link to the storyboard with your participants (decide ahead whether participants should be able to edit the slides or only view/ comment). We advise the facilitator to take notes in the storyboard in order for participants so see the progress and the result of their discussions. Additionally, the facilitator can take notes on a sheet of paper.

NOTE: In either case, the one storyboard document should be provided to one facilitator, otherwise multiple facilitators will work in one document. This means, per country there should be as many storyboard documents as participant groups.

Miro Board

We have heard from some national partners that they will use the tool Miro (miro.com) as a digital tool to collaboratively work on the tasks. We would like to present this option to all partners and recommend it to those who are looking for an online collaborative tool. Miro can be compared to a big piece of paper, where everyone with access can write, draw, etc.

We will provide a simple Miro template on Friday, where we will insert images of the storyboard presentation. This way, no text has to be copy and pasted, only images of the final translated storyboard have to be inserted. We estimate this requires 45 minutes of your time. We will provide a brief tutorial. For this option, creating one Miro account per country under the Free Plan is sufficient.

If the dialogue is face to face, position the screen in order for everyone to be able to see the Miro board. We advise facilitators to take notes directly in the Miro board or on printed out worksheets from the storyboard. Additionally, the facilitator can take notes on a sheet of paper.

If the dialogue is online, share the link to the Miro board with your participants (on the Free Plan, everyone with access will be able to edit). We advise the facilitator to take notes in the storyboard in order for participants to see the progress and the result of their discussions. Additionally, the facilitator can take notes on a sheet of paper.

NOTE: All participant groups of one country work in the same Miro board in different parts of the board, more precisely, on their dedicated slide decks. This means, in the one and only Miro board per country, there are as many copies of the slide deck as participant groups.

Regarding the Miro board, everything will get clearer by Friday with the template we provide.

9. General recommendations

Do not disconnect: To avoid wasting time in renaming and to avoid technical issues, participants are asked to not leave the Platform and to stay connected during the whole session, even during the breaks.

Attention! As a co-host, you can disconnect participants to make them leave the session. Be aware that if you use that function (for instance for a participant to restart Zoom), the participant will be excluded from the zoom call and won't be able to come back to the session.

Recording: Every host or co-host can record the session in the Plenary session. For the breakout-rooms, it has to be done by the facilitator that is present during the whole sub-session! The recording depends on the view of the facilitator, so if a facilitator is changing sub-groups, the recording will follow her/his view and not the previous sub-group anymore. Note: there is no signal when the recording stops, so you have to be aware of it and stop manually. Recording may stop due to a technical issue (disconnection or cloud memory is full).

There is also the possibility to record the chat. The comments on the chat are valuable and an important supplement to the video recording.

Reporting: It is possible to have reports of the meeting you had on your Zoom Profile (Account Management > Reports). Reports give you information about the number of participants, the duration of the session, the poll reports, and it can help you to get feedback from the session.

Manage your time: Going through an online Platform creates a lot of inconsistency in the dialogue, with technical issues (with people arriving/leaving, problems with microphone, transition between different rooms) but also with human bias (peoples do not follow instructions such as the "raise a hand" function, people take a lot of time to present themselves/their advice) and the interaction can be less fluid.

Keep the energy: As the online dialogue could be energy-consuming and the attention can decrease during the session, don't hesitate to be creative to keep the attention vivid by putting music during the breaks, use the poll, share the screen, use another Platform and so on (see below). We advise you to alternate Plenary and breakout rooms and mix the groups once during the day.

10. How to keep attention alive: tools

Speaking rounds: as it is easier to have a passive behaviour during an online dialogue, we strongly advise you to be very proactive and organise speaking rounds in your subgroup. You can do that by asking each participant to comment.

Be inclusive: you might have participants on the phone. Try not to put them all in the same room. To make sure they follow the deliberation, do not hesitate to read out loud the material you show, the notes you are taking on the board, etc.

Poll: Zoom offers the possibility to make polls on its Platform. The poll has to be made in advance. Unfortunately, the controls/ settings for the poll are limited and some issues may appear: all the co-hosts can control the poll, when you leave the zoom-window, you can't see the poll and as the central host, you can't "reactivate it". Poll for now can be used as an ice-breaker but not as a decisive part of the process (prefer other devices, e.g., mobile, specialized software).

Body language: Don't hesitate to ask the participants to share their thoughts or answer to a question by using body language rather than expressing themselves by words. You need for that to ask participants to activate their camera. Again, do not hesitate to be direct, and explain why it is important that they see each other.

To ensure the efficacy of the process, you need to have the participants with their camera on. It will create a funny interactive time and let participants enjoy a moment without being surrounded by the sounds of microphones.

> *Examples: do a yoga training or a physical warm up before starting the dialogue day or a session*

> *Examples: ask the participants what is their feelings about a topic, about a sentence, about a question by leveling their arms in front of the camera (arms/hands up means you're confident/ready/happy and arms/hands down means you're fearing/not ready/not concerned*

> *Examples: Ask the participants to rate something by giving a result with their fingers: 5 fingers if you find something super great -0 if you find something bad*

It can also be done by using a sheet of paper and a pen! *Summarize your day in one word that you write on a sheet of paper*

Localization: To see where people come from (especially for cross-border dialogues or in a big country), you can use **Padlet** . It is a link that you need to share in the chat, people have to register and the website will give you the places where the people are coming from. Don't hesitate to share the map on your screen so that everyone sees it. It can be used to show the diversity of the Panel.
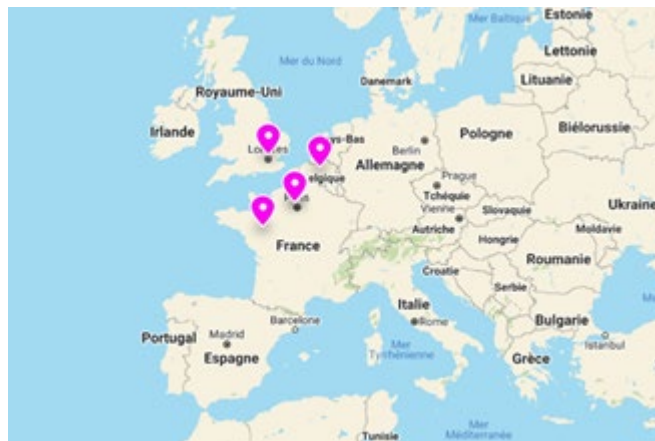
Instant cloud of words of other graphics: You can use **Menti** to generate clouds of words. You share a link where a question from your choice is asked and the answers of the participants will be generated in a cloud of words. The website can be used to generate other graphics.

3 words to qualify the start of the week

3 mots pour qualifier votre début de semaine

paris
climat
retard
croissant
participation
citoyenne
maison
réunion
bonjour
café
mouvoir
belgique

How old are you?

Quel âge avez-vous?

Entre 41 et 55 ●
17%
50% ● Entre 18 et 25
33%
Entre 26 et 40 ●

Online post-it and mindmap: you can also use **Padlet** to substitute the classic post-it with an electronic post-it so as to be able to create a mind map.

To get the pros/contra within a debate: If you want to get an overview of the pros and contras of a discussed topic, you can use **Kialo**.
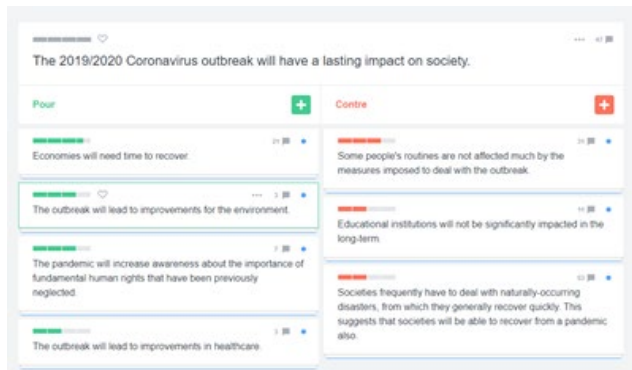
Annex 16 - Charter with the citizens

The charter will specify the following points, written with daily words, translated in each language of the European citizen.

About the process
- Context of the CoFoE
    - Why now?
    - Why through public consultations?
- Objectives of the CoFoE
    - Overall structures and articulation between different stages
    - Expected outputs
- Missions of the citizens/mandate
- Duration of the mission + timeline
- Different actors involved
    - Governance
        - Joint presidency
        - Executive board
        - Plenary
    - A team at your disposal: secretariat, team facilitation, interpreters, staff, fact-checkers
    - Experts
    - Researchers and observers
    - Media

About the participation
- Composition of the Panels and conditions to participate
    - Procedure of recruitment
    - Procedure of selection
    - Recruitment and substitution in case of problem

- Short description of the method and rules for a good dialogue
- Guarantees/transparency
- Allowance / compensation
- COVID-19 provisions

About your rights as participants
- RGPD
- Right to balanced information materials
- Right to compensation and assistance before and during the deliberation
- Right to your image
- Right to communicate to media

About your obligations as participants

- Obligation to behave well during deliberations sanction in case of non-respect (to detail)
- Obligation to communicate properly to media

Annex 17 - Welcome pack

European bag will include:	**Information Booklet** will include:
- Fabric bag - Miniguide on practical information on the CoFoE - Notebook or white paper file to take note + pens - Miniguide about the city where the Panels take place - Miniguide about extra activities which happens during the CoFoE, aside the Panels - Mini Guides on anecdotes/explanation about the EU (personality, people, history, places) - Mini dictionary with few words in English so that they can communicate with fellow participants - Water flask with logo - Stickers - Map of Europe => To avoid criticism, all those goodies must be "made in Europe" and ecological materials. The bag must not be to filled with too much goodies	Logistical information: - Contact of the secretariat for the participants with the different contact point they have - Organizational timeline of the session and deadline for providing information (for travels, stay, certificates) - Procedure for booking and information they need to deliver to secretariat - Procedure for travel and information they need to deliver to secretariat - Guide on access to online deliberation - Compensation and reimbursement - Covid 19 protocol - Plan of the venues and information on the city where Panels will take place Process information: - Objectives and purpose of the conference - Program of the conference and the sessions - The different actors involved - Summary of the charter Open space: - Some white pages to take notes - Some network/contact pages where participants can note the contacts of their fellows