

# How to Request Our Support

The CONNEX Support Unit provides direct support in response to requests from governments of host countries in preparing for and conducting negotiations of new and existing projects. The detailed process of requesting support is outlined below.



## STEP 1 – GET IN TOUCH WITH CONNEX

If you represent a Government Ministry or Office responsible for the negotiation of specific contracts or investment agreements, all you need to do is send us an informal email. We will then discuss with you the scope and content of the support. We will also provide you with more information on how CONNEX could assist you.



## STEP 2 – SUBMISSION OF FORMAL REQUEST

After the initial discussions, the Government Ministry or Office responsible for the negotiation project sends a formal request letter (via email) to CONNEX. The formal request letter should include background information on the project and the timeline in which the support is needed. If you have a specific international expert in mind which you find suitable for the support, the request letter should also include their name(s).



## STEP 3 – APPROVAL OF REQUEST

Once we receive the request letter, it will go through our internal due diligence checks. After these checks are successfully completed, an official approval letter will be sent to the requesting government. The exchange of the request letter and the approval letter serve as an official agreement between the requesting Government (as support recipient) and the CONNEX Support Unit (as support provider). We will then jointly discuss the next steps which may include a scoping mission to clarify what kind of expertise is needed for the negotiation project, if necessary.

## Confidentiality and integrity

All experts working under CONNEX have to sign the CONNEX Code of Conduct, which includes a confidentiality clause and assures of their integrity.

If you would like to know more about the recommended experts, please ask and we will be happy to provide more information.



## STEP 4 – DELIVERY OF SUPPORT

Our goal is to deliver support in a timely fashion. Throughout the process, we will make sure that your country's specific needs provide the primary guidance for our recommendations and provision of support, including experts.

The request letter should be addressed to:  
**CONNEX Support Unit**  
Potsdamer Platz 10  
10785 Berlin, Germany  
E [support@connex-unit.org](mailto:support@connex-unit.org)

## Eligible for CONNEX?

Your request is eligible for support if you represent a government of a developing country or an economy in transition, and if your government is facing an ongoing or upcoming negotiation or renegotiation. You can send an email to clarify any questions around eligibility to [support@connex-unit.org](mailto:support@connex-unit.org). We will be very happy to provide clarifications promptly.

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