

Child Survival

2026 Child Survival Call
APPLICATION HANDBOOK



Contents

1. Introduction	3
2. Registration of the organization's manager	4
3. Accreditation of the organization	10
4. Submitting the application	15
5. Processing the application.....	19
6. Texts and buttons	20

1.

Introduction

Applications for "la Caixa" Foundation's Child Survival Call will be submitted through the following website: convocatorias.fundacionlacaixa.org

The purpose of this handbook is to explain how the call application platform works and serve as a guide during the process of submitting a proposal.

For any questions or clarifications, please contact "la Caixa" Foundation's Child Survival Programme at childsurvival@contact.fundacionlacaixa.org

What to know before starting

- You have to register in the application as a manager.
- You have to accredit your organization or office. Even if any of your company's details, such as name, tax ID or address, are already registered, you must provide any details that are not shown and are mandatory and request the accreditation. The form is organized in six different tabs. Each block has a text field that, in some cases, is supplemented with closed fields, tables or the option to attach documents.

The main steps for submitting applications are as follows:

- If the manager and/or entity has a valid accreditation:
 - Select the call. An automatic eligibility process will be carried out. If any of the requirements of the call is not satisfied, you will not be able to start the application and the system will specify the reason.
 - Fill in the form.
 - Process it.
- If the manager and/or organization is registering for the first time, or has updated documentation, the accreditation process will be initiated:
 - Register the manager and organization.
 - Select the call.
 - Fill in the form.
 - When you click on "Process", if the accreditation process is complete, an automatic eligibility process will be carried out. If any of the requirements of the call is not satisfied, you will not be able to process the application and the system will specify the reason.

2.

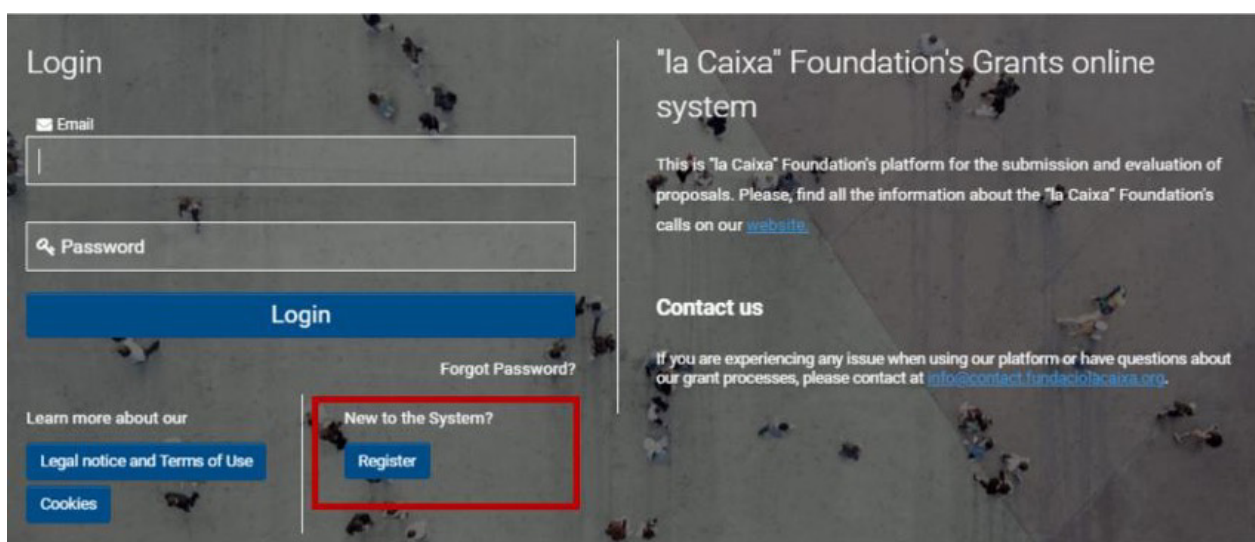
Registration of the organization's manager

To submit an application for "la Caixa" Foundation's Child Survival Call, a manager has to be accredited for the organization.

Please note that once the manager's information is registered, you will have to wait for your data to be validated, during which time you will not be able to start the process of registering the company or fill in the form for the project you wish to submit. This process may take up to 3 business days.

How to register the manager

- Go to convocatorias.fundacionlacaixa.org
- Select the language by clicking on the icon  at the top right.
- If you do not have a password to log into the application, press the "Register" button:



Login

Email

Password

Login

[Forgot Password?](#)

Learn more about our

[Legal notice and Terms of Use](#)

[Cookies](#)

New to the System?

[Register](#)

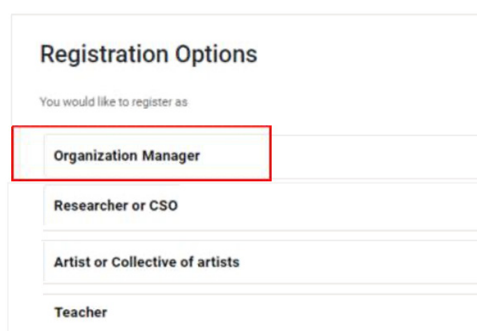
"la Caixa" Foundation's Grants online system

This is "la Caixa" Foundation's platform for the submission and evaluation of proposals. Please, find all the information about the "la Caixa" Foundation's calls on our [website](#).

Contact us

If you are experiencing any issue when using our platform or have questions about our grant processes, please contact at info@contact.fundaciolacaixa.org.

- The "Registration options" screen will appear. To register as the organization's manager, click on "Organization Manager":



Registration Options

You would like to register as

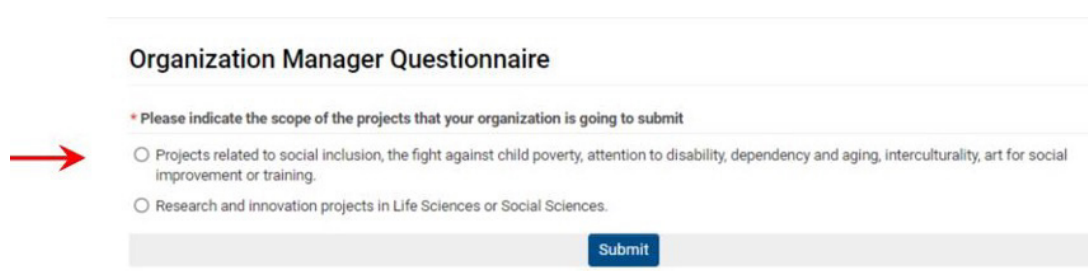
Organization Manager

Researcher or CSO

Artist or Collective of artists

Teacher

- On the "Organization Manager Questionnaire" screen, select the first option: **Projects related to social inclusion, the fight against child poverty, disability services, job creation, dependency and ageing, interculturality, art for social improvement or training.**



Organization Manager Questionnaire

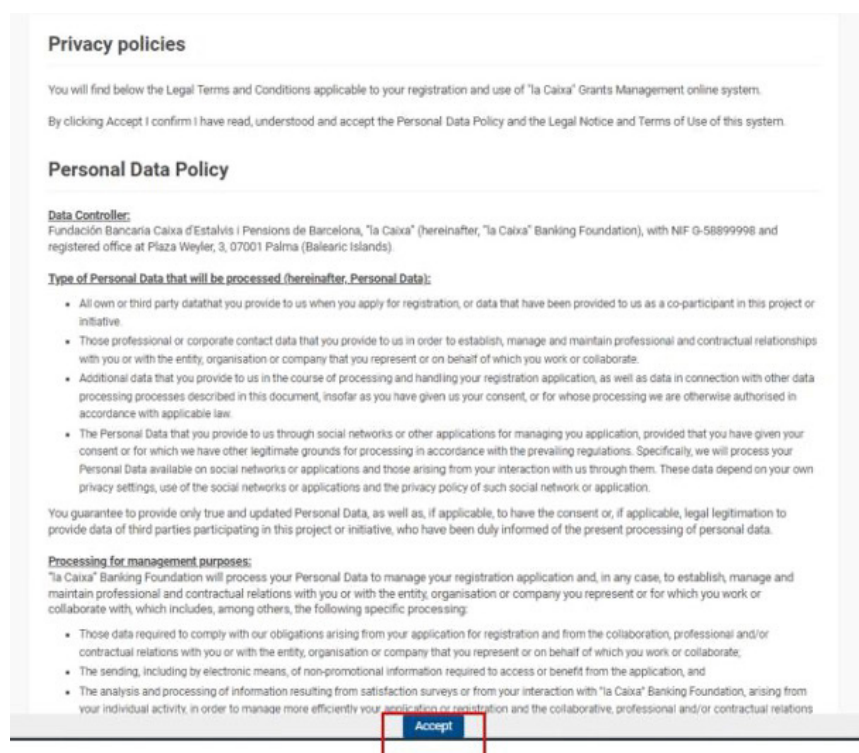
* Please indicate the scope of the projects that your organization is going to submit

☐ Projects related to social inclusion, the fight against child poverty, attention to disability, dependency and aging, interculturality, art for social improvement or training.

☐ Research and innovation projects in Life Sciences or Social Sciences.

Submit

- Accept the privacy policy:



Privacy policies

You will find below the Legal Terms and Conditions applicable to your registration and use of "la Caixa" Grants Management online system.

By clicking Accept I confirm I have read, understood and accept the Personal Data Policy and the Legal Notice and Terms of Use of this system.

Personal Data Policy

Data Controller:
Fundación Bancaria Caixa d'Estalvis i Pensions de Barcelona, "la Caixa" (hereinafter, "la Caixa" Banking Foundation), with NIF G-58899996 and registered office at Plaza Weyler, 3, 07001 Palma (Balearic Islands).

Type of Personal Data that will be processed (hereinafter, Personal Data):

- All own or third party data that you provide to us when you apply for registration, or data that have been provided to us as a co-participant in this project or initiative.
- Those professional or corporate contact data that you provide to us in order to establish, manage and maintain professional and contractual relationships with you or with the entity, organisation or company that you represent or on behalf of which you work or collaborate.
- Additional data that you provide to us in the course of processing and handling your registration application, as well as data in connection with other data processing processes described in this document, insofar as you have given us your consent, or for whose processing we are otherwise authorised in accordance with applicable law.
- The Personal Data that you provide to us through social networks or other applications for managing your application, provided that you have given your consent or for which we have other legitimate grounds for processing in accordance with the prevailing regulations. Specifically, we will process your Personal Data available on social networks or applications and those arising from your interaction with us through them. These data depend on your own privacy settings, use of the social networks or applications and the privacy policy of such social network or application.

You guarantee to provide only true and updated Personal Data, as well as, if applicable, to have the consent or, if applicable, legal legitimization to provide data of third parties participating in this project or initiative, who have been duly informed of the present processing of personal data.

Processing for management purposes:
"la Caixa" Banking Foundation will process your Personal Data to manage your registration application and, in any case, to establish, manage and maintain professional and contractual relations with you or with the entity, organisation or company that you represent or for which you work or collaborate with, which includes, among others, the following specific processing:

- Those data required to comply with our obligations arising from your application for registration and from the collaboration, professional and/or contractual relations with you or with the entity, organisation or company that you represent or on behalf of which you work or collaborate,
- The sending, including by electronic means, of non-promotional information required to access or benefit from the application, and
- The analysis and processing of information resulting from satisfaction surveys or from your interaction with "la Caixa" Banking Foundation, arising from your individual activity, in order to manage more efficiently your application or registration and the collaborative, professional and/or contractual relations

Accept

- You will then be asked for information on the parent organization you represent.
- You can enter the name or NIF/Identification number and the application will show any matches. If your organization is on the list, click on its name and it will be shown in the box.

Main Organization Information

 Enter the NIF of your entity in the search box; if it is already in the system it will appear for you to select.
If your entity does not appear, click on the link below the search box to register a new entity.

* Name Of Organization

If you cannot find your organization, please [click here](#) to register it.

- If the organization you represent is not registered, click on the link shown in the text: "If you cannot find your organization, please click here to register it". You will be asked for the registration information on that same screen. All four fields are mandatory (*).

Main Organization Information

* Name Of Organization

* Country

* Fiscal ID type

* ID

NIF format: G58899998 // NIPC format: 501214534

- You have to specify if you are registering as the manager of a territorial delegation or not.

* Are you registering under a Delegation?

If the organization you represent is an organization with a single headquarters, without territorial delegations, indicate "No".
If the organization you represent is the headquarters or the main structure of your organization, indicate "No".
Indicate "Yes" only if the entity for which you will be the manager is a territorial delegation: offices or organized structures, dependent on a parent organization, that have an autonomous functioning, both functional and organic.

☐ Yes
☐ No

- You will then see the fields you have to fill in as the organization's representative. Those marked with an asterisk (*) are mandatory.

* Communications language preference

* Prefix

* Name

* Surname 1

Surname 2 (if applicable)

* ID Type

* ID

NIF format: 12345678Z // NIE format: Y1234567Z // Cartão de Cidadão format: 123456789

* Email

- Finally, you can agree to receive information on the activities of "la Caixa" Foundation, and then press "Submit"

Subscribe to our newsletter.

"la Caixa" Banking Foundation ("la Caixa" Foundation) will process your personal data in order to send you communications -including by electronic means- or activities of the entity and that may be adapted to your profile, and to comply with its legal obligations. The [Personal Data Processing](#) document indicates how you can exercise your rights of access, rectification, erasure, restriction, portability and objection.

☐ I wish to receive information on activities of "la Caixa" Foundation.

[Submit](#)

- Once you click the "Submit" button, the following message will appear:

Registration

Thank you for registering in Grants "la Caixa" Foundation system.

You should receive an email soon with an activation link, where you will be able to set your password to access the system. If you do not receive the email in the following minutes or you experience any problem with the registration, please contact your Program Office.

- When the registration is complete, you will receive an email informing you that your registration as the "Organization's Manager" is complete. Check your email and click on the activation link to set your password.

Dear Dr. Carragher,

We are pleased to inform you that your request to register as an Organisation Representative has been completed. Please find below a link to activate your account:

[Activation Link](#)

When using this link, you will be asked to set your password. This has to be 8 characters in length minimum and must include different types of characters (upper case and lower case letters numbers and special characters).

After logging into the system, you will be required to complete some information about yourself and the organization to be able to fully use the system. For this, you will need to modify your organization and personal profile in Grants "la Caixa" Foundation system.

If you have any question, please refer to our privacy and terms of use policies.

Welcome to Grants "la Caixa" Foundation.

- When entering the password, the system will redirect you to a new screen so that you can upload your accreditation document (template available on the platform). You will also receive an email informing you of the password change.

Account Activation

New Password:

Confirm Password:

Policy: Password must have at least 8 characters
Minimum of: 1 Upper Case, 1 Lower Case, 1 Digit, 1 Symbol

[Submit](#)

- When you log in with your username, the following screen will appear:

Welcome

Step 1: Upload the **accreditation document** to your profile ([link](#)).

Step 2: The "la Caixa" Foundation will review your accreditation document and all the mandatory information to approve your account as the Organization's Manager. Please note that you will not be able to modify any of your organization's details (including the organization's profile) until your personal account is confirmed. The process may take up to 3 business days.

If you have any questions, please contact the Programme Office.

- If you are registering as the manager of a territorial delegation and you previously indicated the parent company, if it was in the system, you can check if your delegation is registered in the application.

Select One

▼

▼ Delegation

* Are you registering under a Delegation?

If the organization you represent is an organization with a single headquarters, without territorial delegations, indicate "No".

If the organization you represent is the headquarters or the main structure of your organization, indicate "No".

Indicate "Yes" only if the entity for which you will be the manager is a territorial delegation: offices or organized structures, dependent on a parent organization, that have an autonomous functioning, both functional and organic.

☒ Yes

☐ No

- If your delegation is not registered, you must register it by clicking on "New delegation register" and entering the requested information in the fields. When you finish, press the "Save" button.

* Select your delegation

If your Delegation is not available, please register a new one using the link below.

Select One

▼

[Nuevo registro de Delegación](#)

- A screen will open for you to enter the information on your delegation.

Delegation information

i Structure the delegation name using the following format: Name of your organization - Delegation of (Municipality, Province, etc.).

* Name Of Organization

Conecta1

Delegation name

i

* Country

Spain

Autonomous Region

Province

* Postcode

Submit

- In the "Documents" section, you have to upload the accreditation document and your personal identification. Download the document from the link, complete it with the required information and upload it (remember that this document must be signed by a legal representative of the organization). You can also upload an image, which will be located in your profile.

* Accreditation Document

Please download the [accreditation document template](#) and fill in the details. This document will only be valid if you use the attached template and this is filled in and signed correctly.

The document must have the information of the Organization, the Organization's Legal representative data and the Organization's Manager within the system who will manage the applications submitted by the Organization.

Before submitting to revision, please validate that the profile details in tab Personal Information matches the Organization's Manager data in the document, and that the ID document provided in the following field is the Organization's Manager document.

User Revocation

Download the [revocation document template](#) to fill it out. The revocation of the user will only be valid using this document, correctly completed and signed.

The document must contain the data of the entity, the legal representative of the entity, the revoked person and the person designated to manage the requests on behalf of the entity.

Before attaching it to the document box, check that the data of the person designated as manager coincide with those reported in the Personal Information tab of this form and with those of the person whose identity document will be attached in the following field.



Copy of Passport or ID Document

Please, upload a copy of your ID card or Passport using the upload option.

By attaching your ID card or Passport, you expressly authorize "la Caixa" Banking Foundation to keep this document for the purposes of Grant Management.



- After saving, go to the main page,



where you will see the following message:

Welcome

Step 2: The "la Caixa" Foundation will review your accreditation document and all the mandatory information to approve your account as the Organization's Manager. Please note that you will not be able to modify any of your organization's details (including the organization's profile) until your personal account is confirmed. The process may take up to 3 business days.

If you have any questions, please contact the Programme Office.

3.

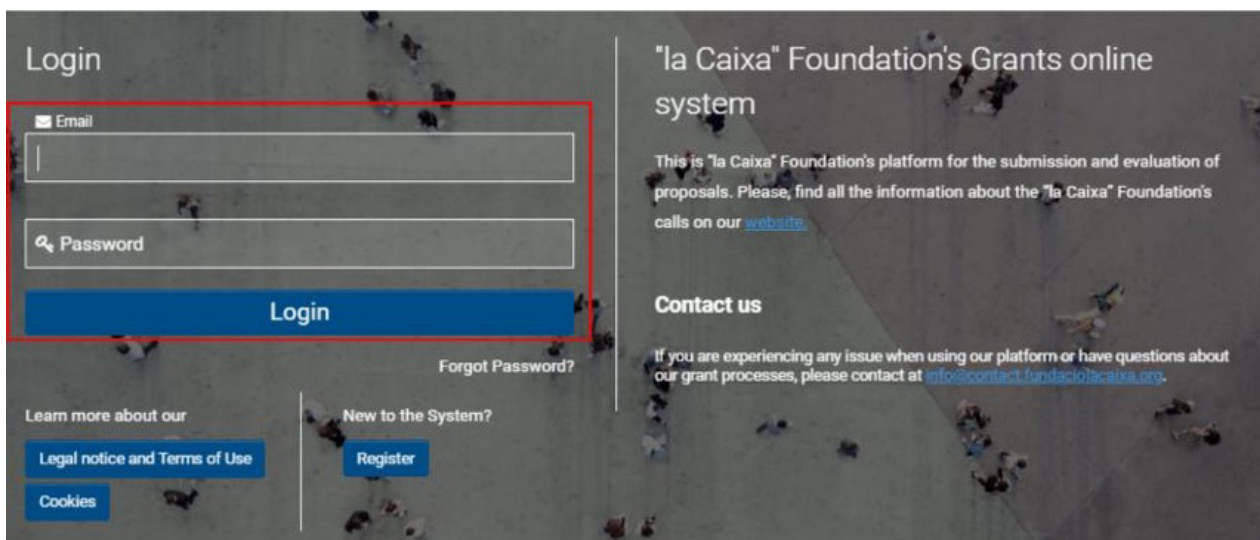
Accreditation of the organization

IMPORTANT: The process of accrediting an organization can only be initiated once the registration of its manager has been approved.

When registering the manager, if the organization is not registered, the manager will have to enter the legal name, country of residence and tax ID number of the organization, or the equivalent identification number in the case of non-Spanish entities. This information will be used to link the organization to the manager, although the process of accrediting the organization is not yet complete.

How to accredit the organization

- The organization's manager has to log into convocatorias.fundacionlacaixa.org, by entering the email address and password he/she used to register.



The screenshot shows the login interface for the "la Caixa" Foundation's Grants online system. On the left, there is a "Login" section with a red rectangular box highlighting the "Email" input field, the "Password" input field (with a magnifying glass icon), and the "Login" button. Below these fields are links for "Legal notice and Terms of Use", "Cookies", and a "Register" button for "New to the System?". To the right of the login form is a "Forgot Password?" link. The right side of the page features a header "la Caixa" Foundation's Grants online system, followed by a paragraph explaining the platform's purpose and a link to the website. Below this is a "Contact us" section with contact information.

- The screen reminding the manager that the organization is not yet accredited will appear and will show a link to access the organization's profile and complete the details. The manager can also access the organization's profile by clicking on the circle at the top right showing the manager's initial.

- By clicking on the link, the manager will access the different tabs that will let him/her provide the information to accredit the organization: General information, Contact information, Additional information, Documentation and Governance Body.

- Complete the required information in each field and attach the necessary documents:
 - Document with the organization's tax number
 - Registration of the organization in the corresponding registry
 - Articles of association
 - Organization's bylaws
- Documents related to the delegation if it is NOT recognized in the organization's bylaws and it is NOT registered as a delegation in the corresponding Registry. The delegation must be explicitly recognized in the bylaws of the parent organization or provide:
 - Documentation accrediting recognition, signed by a legal representative of the parent organization;
 - Declaration of autonomous operation with respect to the parent organization, explaining its own structure and governing body, signed by an executive officer of the delegation;
 - Declaration of the existence of a budget separate and distinct from the parent organization, signed by an executive officer of the delegation;
 - Declaration of a minimum of 1 year of operation as a delegation.

- In the "Governance Body" tab, click on the "Edit Table" and then use the + button to add the members that make it up and enter their details. In the "Type" field, the manager can indicate whether any of the members represent an entity. Once the members of the governing body have been introduced, click "Save" and then "Close".

GENERAL INFORMATION CONTACT INFORMATION ADDITIONAL INFORMATION DOCUMENTATION **MONEY LAUNDERING PREVENTION** REPORTS ADDITIONAL ORGANIZATION REPRESENTATIVES

Governing body table

Please note that this section only needs to be completed in case your Organization has a proposal pre-awarded.

Update Table

Governing body	Name	Surname 1	Surname 2 if applicable	ID type	ID	Position

+

Governing body Name Surname 1

Person
Legal entity

- Once the information on the four tabs is filled in, to start the validation process, click on the button

Send for Approval

- The accredited manager/user will receive an email informing him/her of the validation of the accreditation of the organization, or of the request to correct the information or the attached documents.
- **IMPORTANT:** The manager can start and process the application without having the accreditation validated, **but the evaluation process cannot be initiated if the accreditation is not validated.** The manager will receive confirmation or a request to correct the organization's accreditation. In the latter case, correct it immediately and request the accreditation again. The full accreditation process must be carried out and validated as soon as possible.

Updated documentation on the organization

- If the organization is already accredited but a relevant aspect has changed, the corresponding documentation will have to be updated or added. To do this, the manager has to access the organization's profile.

Bienvenid@ James Carragher

>> Dashboard

 Applications

 Actions

 Open Calls

 User Profile

 My Organization

 Organization Profile

- Once inside, press the button "Restart Accreditation":

GENERAL INFORMATION CONTACT INFORMATION ADDITIONAL INFORMATION DOCUMENTATION MONEY LAUNDERING PREVENTION ADDITIONAL ORGANIZATION REPRESENTATIVE

 Indique aquí el nombre oficial de su entidad, según consta en el **Certificado de Registro**. En caso de no disponer de Certificado de Registro el nombre será el oficial de la entidad matriz seguido de la provincia o población correspondiente.

* Name Of Organization

* Acronym

* Status
Active

* Fiscal ID type
NIF

* ID
Q28660019

▼ Geographic Data

* Country: Spain

Autonomous region: Comunidad Foral de Navarra

Province/Region: Navarra

City/Town: Iruña

Location: Pamplona

* Address: 77 characters left

* Postcode: 31002

Location details:

Changes applied

- Since this action will result in the organization's accreditation changing from "Accredited" to "Pending accreditation", you will receive the following message:
- If you click on "YES", the documentation can be changed.

Alert

Are you sure you want to restart the Accreditation process? This might affect your organization's ongoing applications.

If you would like to update your Organization's Governing body, please note that this action is NOT necessary.

YES NO

- In the "Changes applied" field, specify the documents added to speed up the process.

GENERAL INFORMATION CONTACT INFORMATION ADDITIONAL INFORMATION DOCUMENTATION MONEY LAUNDERING PREVENTION ADDITIONAL ORGANIZATION REPRESENTATIVE

Acronym

Status

Draft

Fiscal ID type

NIF

ID

Geographic Data

Country: Spain

Province/Region: Navarra

Location: Pamplona

Postcode: 31002

Autonomous region: Comunidad Foral de Navarra

City/Town: Iruña

Address: 77 characters left

Location details:

Changes applied

Save Send for Approval

- At the end, click the "Save" button and then "Send for Approval". The following message will be shown:

Alert

Your organization's documentation will be sent for review. Are you sure you wish to continue?

YES NO

- Click "YES" to finish updating the documentation.

4.

Submitting the application

We recommend that you carefully read the eligibility criteria that are shown in the conditions of the call before starting the process.

If your organization is already accredited and does not meet some of the eligibility requirements set out in the conditions, you will not be able to start the project presentation.

How to apply for a project

After entering the email address and password you used to register, you will see the following panel:

- Applications; Status of registered applications:

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» Dashboard



Applications



Actions

My Organization



Organization Profile

- Actions; Actions to be carried out in relation to the active applications:

☒ Project Acceptance

0

Project Acceptance
Applications in which you need to
accept your participation

Legal Reviews

0

Legal Reviews
All Legal Reviews

Post Award

0

Justificaciones
Todas las justificaciones

- Open Calls; Open calls for applications to which you can submit an application:

Open Calls

1-4 of 4				
#	Call Name	Submission Start Date	Submission End Date	
1	Go to Call BPI Fundação "la Caixa" Seniores	21/03/2023 13:00	27/04/2023 01:00	
2	Go to Call Comunitat Valenciana 2023	14/03/2023 12:00	13/04/2023 17:00	
3	Go to Call Principado de Asturias 2023	14/03/2023 12:00	13/04/2023 17:00	
4	Go to Call Región de Murcia 2023	14/03/2023 12:00	13/04/2023 17:00	

- To start an application, you have to identify which call you wish to enter from the list of "Open Calls", which shows the name of the call, the start date and the deadline for processing the applications. Press the button:

[Go to Call](#)

- The next screen will show the details of the call and any related documents (Conditions of the call, this Manual for the calls application and the FAQs document). To start your application, press:

Work4Progress 2023

[Apply](#)

Call Details

Call Documentation

File Name

Programa BPI-Fundación la Caixa.pdf

Size: 1.4 MB

Date: 21/03/2023 09:32

Submission Start Date: 21/03/2023 09:00

Submission End Date (UTC): 27/04/2023 13:00

[Apply](#)

- Next, you will go to the first of five tabs that you must complete in order to process the grant application:

WP23-00006

GENERAL DATA AND PROPOSAL INFORMATION

Application Details

Call Name: Work4Progress 2023

Application Number: WP23-00006

Proposal Title:

Project Leader: JORDI ROM

Host Organization: JORDI ROM

Basic details of the actual project

Position of contact person:

Email:

Phone:

[Save Draft](#) [Withdraw](#)

- The "Save draft" and "Continue" buttons located at the bottom of the screen will be available during the application process. "Save draft" will save the data and update the information entered; use the "Continue" button to get confirmation that the required fields are filled in and the details are correct. It will look like this:

- Once all the fields in the tab are filled in, the "Continue" button will be enabled so you can open the remaining tabs on the form. When you click on it, the following message will be shown:

- Clicking "YES" will open the rest of the application tabs and you can start the process of submitting your project.
- The form is displayed using the following tabs:
 - General data and proposal information
 - Requesting Entity
 - Partner entities
 - Proposal
 - Budget
 - Call documentation

We recommend following the order of the fields throughout the form, completing the fields in each tab before going to the next one, but you can browse through the tabs and sections using the top and right menus.

To avoid losing data, we recommend pressing "Save draft" before exiting the application and "Validate" throughout the process to make sure you can submit the application by the deadline.

WP23-00003

Application Summary

GENERAL DATA AND PROPOSAL INFORMATION REQUESTING ENTITY PARTNER ENTITIES PROPOSAL BUDGET CALL DOCUMENTATION

General details

Name of the institution
anavaras

Type of entity
Association

Year established
2015

Registration/VAT number
S5234634C

Country where registered
Spain

BACK

Modify the initial information of the application

Save Draft Validate Submit

NEXT

JUMP TO

General details
Trajectory
Capacity and transparency
Networking and innovation

- Once all the fields in the different tabs of the form are complete, you can process the application.

5.

Processing the application

Once the data requested in each of the tabs is filled in:

- Click the "Save draft" button to avoid losing the information.
- Click the "Validate" button to see all the fields that need to be filled in or any errors that need to be corrected.
- To view the full application, you can click on "Application summary".
- Once you complete the form, you have to click the "**Process application**" option to register the application in the system. This must be done by 5 p.m. (CET) on the last day of the period for submitting applications for the call.
- Once the application is processed, the organization's manager will receive a confirmation email with a file (PDF format) of the project submitted.

Communication of the decision

- From that moment on, the **project evaluation process** will begin. Within the period established in the conditions of the call, the decision will be communicated to the organization (by email via the application).
- Before the decision, **only for pre-screened projects** (by email through the application), additional documentation will be requested that managers will have to upload to the application.

5.

Texts and buttons

Editing texts

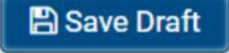
You can copy text from the "Word" application to most text fields in the application. However, it is important to check that the format, letters and special symbols are not converted or lost in the text fields after copying and pasting them.

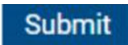
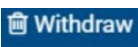
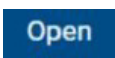
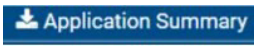
Each text field on the form shows a limit of characters remaining (with spaces) for the text that can be used to describe the information being requested:

500 caracteres restantes

Main buttons

The meaning of the main buttons and icons in the application is described below:

	Go to homepage.
	Select language of the platform. The application form is only available in Spanish or English.
	Privacy Policy: legal terms and conditions applicable to the registration and use of "la Caixa" Foundation's application for calls.
	Notifications: where you will receive notifications from the system.
	My account: lets you see the personal profile, the organization's profile, change the password or log out.
	Lets you hide the instructions shown in the side menu on the right of the screen.
	List view: show a list of documents in grid format or list format.
	Skip to function: this option lets you go to the different sections of the tab you are in. To hide it, press the list icon.
	As the form is filled in, you need to save the draft to avoid losing the information you have entered.
	Once the process of filling in all the necessary information is complete, you will see which fields have been left empty but that are mandatory. Also those that have a format error. They will be shown in the list at the top of the screen. Clicking on them will take you to the incorrect or empty field.

	Submit application for evaluation.
	Shown in the information windows of a list (an activity, for example) or table, and lets you delete it.
	It appears on any tab of the application, letting you delete it completely.
	Lets you upload the requested documents, either by pressing the upload button or by dragging the file from the location on your computer to the document box. Once uploaded, a blue tab next to the document lets you download it to see its content. It also gives you the option to delete it.
	If your organization is accredited, if you need to edit any of the documents on your accredited organization, except for the Governing body.
	Add an entry to reply to a field in the form. This action opens a window in which to enter the information requested. Once complete, at the bottom of the window you have to press the "Save draft" button to record the information. When leaving the window, the information is shown in list form below the form field.
	In a window, it can be expanded to full screen or closed. If you close the window without saving the information, it will be lost.
	In fields where the information is shown in list form, it opens the window corresponding to one of the entries in that list.
	Lets you reopen the fields on the form and edit them, provided it is in the "draft" status (before processing).
	Lets you download and print the content of the application. Once the application is processed, the application automatically sends an email to the organization's manager with the project attached in a PDF file.
	Lets you edit the selections that have been marked in the first tab of the form and that define certain fields in the rest of the form.
	Lets you open a table to fill it in.
	All the information requested in the fields and documents of each section must be filled in.

Child Survival

**ANY QUERIES RELATED TO THIS CALL
CAN BE RESOLVED VIA:**



childsurvival@contact.fundacionlacaixa.org



**900 22 30 40
Monday-Friday, from 9 am to 5 pm CET**



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