



D1.1 Quality Assurance Plan



Accelerating Energy renovation solution for Zero Energy buildings and Neighborhoods

Deliverable 1.1 Quality Assurance Plan

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Executive summary

This document is the Deliverable 1.1 Quality Assurance Plan, which is an internal document, related to the WP1 Management – “Task 1.1 Governance, coordination and quality assurance”, aiming at defining, implementing and maintaining a set of management structures to coordinate and monitor all project management activities.

In order to support that objective, Task 1.1 puts in place the following elements, to enable a coordinated action of consortium members to meet the necessary quality levels:

- Collaboration tools
- Internal communication
- Procedures and guidelines
- Risks and change management

This document serves two purposes: (i) establishing a framework for the project coordination board to effectively carrying out all management activities and monitor the project for current and future risks and avoid negative effects, and (ii) being a handbook for every member of the project consortium to conduct their contractual project activities with a high-quality level, as well as easing their collaborative work.

This Quality Management Plan aims to serve as a Project Quality Manual by the consortium and will be maintained and updated if needed within the project lifecycle.



1 Introduction

1.1 Purpose and scope

This document is the first deliverable from Work Package 1 “Management” (WP1), Task 1.1 (T1.1) “Task 1.1 Governance, coordination and quality assurance”. The purpose of this document is twofold:

1. Be a guideline and a reference for project management activities to be followed throughout the entire project duration.
2. Be used as a handbook for all the members of the RenoZEB project consortium, accomplishing with all the procedures and the tools to enable a successful collaborative work to be able to achieve the project objectives with the highest expected quality.

This document covers the procedures and best practices for the following project management activities:

- Project governance
- Communication and collaboration
- Management of documents and other project artefacts (including deliverables production)
- Reporting (financial and activity)
- Risk management
- Change management
- IPR management

According to the project description, this document is due for submission in Month 3 (M3), to provide the first release of procedures, tools to support the procedures and guidelines. Even if the instructions and the guidelines described in this document have been successful carried out in other projects and then tested and validated, it is also acknowledged that, during the project development and the procedures applied, some modifications and adjustment could be needed. For this reason, this document could be updated when required to ensure successful delivery of the project. In this case, all the consortium will be notified about the changes in due course.



2 GOVERNANCE STRUCTURE

2.1 Organization and management

The organizational structure of the project has been designed with consideration to the complexity and the effort required to cover management of knowledge, intellectual property rights, innovation activities, communication coordination and exploitation and sustainability activities.

The project coordination is headed by SOLINTEL with the responsibilities described in Section 2.2 "Roles and Responsibilities"; TECNALIA is leading the Scientific / technical coordination; while the rest of the partners form the project consortium, also known as "Beneficiaries", are also described in Section 2.2.

According to the RenoZEB objectives, the work is structured and carried out in eight main work packages (WPs) with an additional one (WP1) dedicated to the overall management and organisation of the project:

WP No	Work Package Title	Lead Part. No	Lead Part. Short Name	Start Month	End month
WP1	Management	1	SOL	1	42
WP2	RenoZEB energy efficient and value based concept and mapping to construct an holistic methodology and decision-making support for near zero energy renovation	9	USAL	1	42
WP3	Integral multifunctional "plug and play" envelope system	2	FOCCHI	2	21
WP4	nD Collaborative Environment to maximize the value capture from the renovation value chain	6	TECNALIA	5	29
WP5	Integrated services	5	CYPE	5	29
WP6	Monitoring and Human-Centric Automated Control to maximize the value creation of nZEB renovation	7	HIT	3	31
WP7	Demonstration of new process and technologies in real buildings covering different geo-clusters	15	CSTB	2	42
WP8	Replication, Exploitation and Business Plan	4	SOLINTEL	1	42
WP9	Dissemination, Communication and Training	16	ACE	1	42

Table 1 Work Packages and responsible Partners

In Figure 1 the overview of the governing structure of RenoZEB.



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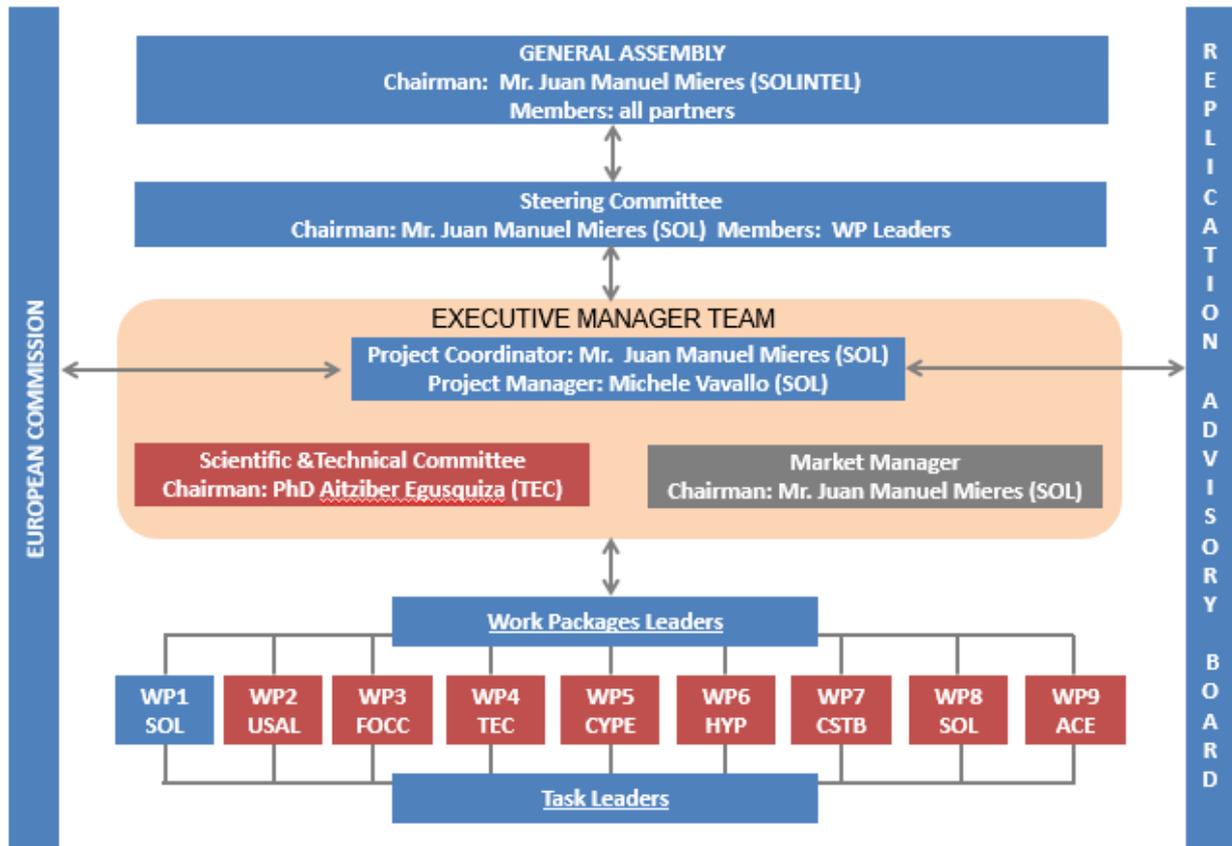


Figure 1 RenoZEB Governance structure

2.2 ROLES AND RESPONSIBILITIES

2.2.1 General Assembly (GA)

High level management body of the RenoZEB project in which all participants are represented. It is chaired by the Project Coordinator (Mr. Juan Manuel Mieres), and membership consists of one representative of each partner. It is the ultimate decision-making body of the Consortium and is responsible for the approval of the management structure, the project direction and Consortium Agreement.

2.2.2 Steering Committee - SC

The executive decision-making of the project is under the responsibility of the SC. The coordinator chairs the SC which members are the WP leaders. Its role is to decide about the high-level management issues, including mainly technical, financial, exploitation, replication, dissemination, planning and control matters, not entailing major issues managed by the GA. It will be responsible for undertaking the strategic planning and direction of the project, monitoring its progress and



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achievements through the milestones and risk assessment, the establishment of the risk assessment and contingency plan and its follow-up, the approval of the project reports and deliverables before submission to the EC, the approval of networking activities with other related European projects and initiatives, the approval of the dissemination and exploitation plans, and the monitoring of their deployment.

2.2.3 The Project Coordination Board – PCB

The project Coordination Board is composed of the following:

- **Project Coordinator – PC** (Mr. Juan Manuel Mieres- SOLINTEL): the legal entity acting as intermediary between the project consortium and the European Commission (EC) in all contractual and administrative aspects related to the project and will be responsible of the following tasks:
 - Managing the project, organizing and supervising operations within schedule and budget
 - Proposing strategic orientations to Consortium members
 - Control of risks and contingency plans during the execution of the project
 - Provide overall financial status information and identification of financial issues
 - Ensuring effective communication with the EC, including reports delivery
 - The PC will be assisted by the Project Officer (PO) Mr. Carlos Saraiva Martins in handling contract revisions, costs statements and associated material (e.g. audit certificates), reorganization of budget allocation due to possible re-allocation of tasks and other project activities.
 - The details of the tasks and responsibilities assigned to the PC are described in the Grant Agreement and the Consortium Agreement (CA).
- **Project Manager – PM** (Mr. Michele Vavallo– SOLINTEL): as delegate of the Project Coordinator (PC), will be the main actor for Project Coordination and Administrative Management, including the liaison with the EC.
- **Scientific/Technical Coordinator – STC** (Dr. Aitziber Egusquiza– TECNALIA): Provides support to the technical decision making process, especially regarding the fulfilment of the quality assurance process for technical monitoring and the review and approval of technical deliverables, assessment of technical risks and the adoption of contingency actions. She will have a central role in this technical monitoring and quality assurance within the procedures that will be established in the Quality Assurance Plan.
- **Business Innovation Manager (BIM)**, *Juan Manuel Mieres* (SOLINTEL), will coordinate the project activities that will pave the way for market uptake: exploitation, dissemination, training activities and IPR issues.



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Replication Advisory Board - RAB: Created due to the characteristics of the project. The RAB is composed by a group of independent experts listed in the Annex I of the Grand Agreement, from both the public and private sector.

Work Package Leaders – WPL: Responsible for managing the tasks grouped in the Work Packages. The WP leader must report to the Steering Committee, ensuring the timely fulfilment of duties from the scientific and technical point of view. The WP leaders assure the co-ordination between the different project teams that collaborate with the aim of exchanging intermediate results. They assure the timely execution of tasks included in each WP, stimulating the interaction between the various partners involved. They are responsible for the consolidation of reports and execution of the tasks within each WP.

Task Leaders – TL: They have the same responsibilities of WPL at task level.

2.3 Decision making structure and communication flow

Decision-making in the technical aspects of the project is the main responsibility of the Coordinator supported by the Technical/Scientific Committee, with input from the WP leaders. Decisions about major technical issues, i.e. affecting the input, work content or the product of a WP or task group, will be taken by the PC and the STC Committee. All major technical issues and the related decisions will be announced to all partners, even if the issue is not directly linked to their activities.

Decision-making in the administrative domain is the responsibility of the Financial/Administrative/Legal Coordination with the support of all partners to ensure efficient project administration and interface with the EC. Individual financial issues are primarily the responsibility of the partner itself; the overall financial monitoring and decision making is the responsibility of the Administrative/Financial/Legal Coordination, who in collaboration with the EC seeks the best solutions for fulfilling the project objectives under the approved financial plan and the current circumstances. All decisions related to the project results, in terms of presentation, publication or exploitation beyond the initial plan, are made on the basis of the participation of the SC.

The RenoZEB management will create a collaborative environment by supplying all necessary tools for cost-efficient and effective communication and coordination.



2.3.1 Distribution mailing lists

It is encouraged to all members of the consortium to address the right distribution list. Current mailing lists available are compiled and published into the document sharing project platform (<https://solintelmp.teamwork.com/>); additional mailing lists can be setup on request.





3 MANAGEMENT PROCEDURES

3.1 Meeting

3.1.1 General rules

The details regarding the project meetings are established in the Consortium Agreement.

The RenoZEB meetings will be arranged by the chairman of the corresponding committee and the meeting reports made available within 15 days thereafter.

- General assembly: An initial kick-off meeting and at least one meeting every 6M. The GA meeting will be planned mostly at the DEMO sites. The EC may participate as an observer at the GA meetings.

- SC. 1-day meeting, as part of the project meetings, with a special session dedicated to project risks and other urgent matters.

Additionally, extra meetings can be held, if it is considered necessary due to unexpected circumstances. Meetings can be also held by teleconference or other telecommunication means.

3.1.2 Invitations

As general bases, the partner chairing the meeting is responsible for giving notice to each member at least:

- 45 calendar days in case of ordinary meeting and 15 calendar days in case of extraordinary meeting of the GA.
- 30 calendar days in case of ordinary meeting and 7 calendar days in case of extraordinary meeting of SC.

The agenda of the meeting shall be sent to the partners at least:

- 21 calendar days in the case of a GA ordinary meeting. 7 calendar days for a GA extraordinary meeting.
- 7 calendar days in the case of a SC meeting.

Any member of the consortium may add an item to the original agenda by written notification to all the participants up to the minimum number of days preceding the meeting as indicated below:

- 10 calendar days in the case of a GA ordinary meeting. 2 calendar days in the case of a GA extraordinary meeting.





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- 7 calendar days in the case of a SC meeting. New items can be added to the agenda, if all the participants agree unanimously.

3.1.3 Minutes of meetings

The chairperson of each meeting supported by the PC shall produce written minutes as a formal record of the decisions taken. The chairperson shall send the draft minutes to all the partners within 15 calendar days of the meeting. The minutes shall be considered as accepted if, within 15 calendar days from sending, no member objected in writing to the chairperson with respect to the accuracy of the draft minute. Then, the chairperson shall send the accepted minute to all the members of the consortium. Finally, the PC will upload the minutes onto the management platform.

3.1.4 RenoZEB Document Templates

In addition, to the technical and management RenoZEB deliverable, templates and additional project material guidelines are provided as the following:

- PowerPoint template: Public and review presentations will be based on the official Power point template distributed to partners.
- Other templates: A meeting agenda, minutes of meeting, and deliverable templates.
- Project logo: A project logo is created to define the project identity, thus clearly identifying any kind of internal or public document such as deliverables, reports, internal communications, publications, project fact sheet, and any other kind of document within the framework of the project. The project logo shall be used in the following cases:
 - In all the documents developed under the framework of the RenoZEB project, and in particular in documents to be submitted to the EC such as deliverables, project slides, project fact sheet, etc.
 - In PowerPoint presentations to be used for Communication and Dissemination activities to be carried out by each participant under the framework of the RenoZEB project.
 - In the RenoZEB project website, and in the websites of the participants with a link to the RenoZEB project website.



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Figure 2 RenoZEB LOGO



4 Risk Management

At the beginning of the project, the following list of risks has been identified and the associated contingency plans have been defined.

Risk description (probability and impact) (level: Low/Medium/High)	WPs	Proposed risk-mitigation measures
MANAGEMENT		
Loosing critical staff of partner/leaving of partner. (P: Low - I Medium)	WP1	The consortium has enough diversity and expertise to replace it by another qualified partner within the consortium.
Insufficient communication among partners due to size of consortium. (P: Medium - I: High)	WP1	RTOs and industrial partners will manage the technical progress and demonstration. WP leaders role will be emphasized to minimise this risk.
Disagreement among partners. (P: Low - I: High)	WP1	Coordinator will be responsible for solving conflicts. If necessary, the GA and the EMT will decide the right solution according to CA. Regular meetings and ad-hoc meetings (face to face or virtual) will be organized to detect and solve conflicts as soon as possible.
Delay and/or insufficient quality in deliverables. (P: Low - I: High)	WP1	The day-to-day management of Tasks and WPs will allow to promptly identify any problem. However, in case it is not, the review procedure for the deliverables (see section 3.2.1), successfully used by SOLINTEL in other EC projects, will go off the problem early in advance to react, according to Quality Assurance Plan (D1.1). Finally, if delays are unavoidable, the EC will be duly informed.
Unacceptable behaviour or work by a certain partners through a task or whole project. (P: Low - I:, High)	WP1	The management system will promptly identify this problem. WPL will pay attention to the partner to mend its behaviour. In case insufficient, PC will monitor the situation. At extreme case, the GA will approve the replacement of the partner
WPs resources not well balanced: overestimation/underestimation of workload. (P: Medium - I:, Low)	WP1	Monitoring of the work and reallocation of resources in other WPs where necessary by the EMT.
TECHNICAL DEVELOPMENT		
Combination of developed solutions is not satisfactory (economically/ technically). (P: Medium - I: Low)	WP3 to WP7	"Simulate (computer) - Test (lab) - Validate (KUBIK) - Demonstrate (real buildings)" strategy will be adopted in the project development in order to detect as soon as possible any non-compliance and to solve it with the minimum impact in the



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		project development. Special attention will be pay to the "interfaces" among components (hard & soft), testing them before finishing components development. (Milestone 2)
The technologies do not fulfil stakeholders' requirements of the demonstration cases (Spain and Estonia), in terms of energy efficiency. (<i>P: Medium - I: Medium</i>)	WP2 & WP7	RenoZEB end-users (building owners and deep retrofitting project coordinators) will be involved in the project since the very beginning (WP2) and will be very active in the validation of the project results.
Delays in demonstration projects. (<i>P: Low - I: Medium</i>)	WP7	The preparation of the demonstration sites will start in advance (neighbours involvement, building licenses...) to the availability of the RenoZEB solutions in order to assure that the execution of the retrofitting project can start without delay as soon as RenoZEB solutions are available. Regular updates on progress will reduce the risk. If severe delays are foreseen, alternative demonstrators will be search, or reasonable increase of the duration of the project will be asked to EC.
Change in the buildingSMART standards during the project leading to unplanned need to re-engineer the developed tools	WP4, WP5 & WP6	Continuous standard watch via participation in buildingSMART (TECNALIA and CYPE), timely intermediate decisions at WP milestones and at project meetings enabling a commonly agreed development approach.
EXPLOITATION		
Partners are reluctant to IP sharing. (<i>P: Low - I: High</i>)	WP1	Also if initial agreement has been achieved as reported in Section 2.2, Consortium Agreement will govern the IPR and it will be signed before starting the project. PC is responsible of solving conflicts and, if necessary, the GA will propose possible solutions. In case of not achieving amicable agreements, laws of a neutral country established in the CA will rule disputes
The solutions are not commercially/ industrially exploited. (<i>P: Low - I: High</i>)	WP8	High industry oriented consortium. Exploitation plans developed by industrial partners from the beginning of the project and updated regularly. In case it occurs, adjustment to the solution formulation and performances is foreseen (WP3, 4, 5, 6 and 7)
Companies involved in the consortium are not interested in future exploitation of the results. (<i>P: Medium - I: High</i>)	WP8	Companies involved in the consortium have been selected due to their commitment to exploit project results. However, in case they decline it, alternative exploitation routes will be defined in WP8 to transfer the exploitation rights to other companies, in the project consortium or externals to the consortium.



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<p>Difference between the constructive practices, standards and legislations of each of the countries of Europe. (<i>P: High – I: Medium</i>)</p>	<p>WP8</p>	<p>Six geo-clusters have been identified as RenoZEB target markets in order to take advantage of the similarities of the addressed building typologies. Also RenoZEB solutions are defined as flexible solutions that can be adapted the specific conditions of each retrofitting project. The ICT tool will be designed taking into account the need of configuring it to the specificity of each market (i.e., energy demand/m2...).</p>
<p>The project results do not sufficiently impact in the European community and are restricted to the consortium. (<i>P: Medium – I: High</i>)</p>	<p>WP9</p>	<p>A dissemination plan is defined to reinforce dissemination actions during the project lifetime and beyond. A wide list of public deliverables facilitates the access to project results towards the whole community. However, in case insufficient impact, the Dissemination Plan will be refined and new actions will be reinforced.</p>
<p>New alternatives and solutions are not well absorbed by the market. (<i>P: Medium – I: High</i>)</p>	<p>WP8 & WP9</p>	<p>Dissemination activities will stress the benefits of the new solutions in comparison with current state of the art alternatives, supporting these statements with the feedback from end-users experience in the demonstrators.</p>

Table 2 risk management

This list will be reviewed and updated in every SC meeting in order to discharge risks or identify new ones, reevaluate their impact and likeliness and adapt the associated contingency plans.



5 Innovation and IPR Management

The purpose of the Consortium Agreement is to establish a legal framework for the project in order to provide clear regulations for issues within the consortium related to the work, IP-Ownership, Confidential Information, Access Rights to Background and Foreground IP for the duration of the project and any other matters of the consortium interest.

All provisions regarding Intellectual Property Rights of foreground developed in RenoZEB project are subject to Section 3.2.3 of the Grant Agreement and to section 3.2.3 of the RenoZEB Proposal.



6 Ethics management plan

The main ethical issue in relation with the RenoZEB project is the data privacy. RenoZEB will access data regarding energy consumption and comfort preferences of building users. The project involves the collection of household and workplace data in a set of the DEMO sites in Spain, Estonia and the virtual ones in Italy, Greek and Bulgaria to assess the overall impact, cost-effectiveness and cost-efficiency of the proposed framework.

The above will be carried out in full compliance with legislation and relevant directives including:

- The Universal Declaration of Human Rights and the Convention 108 for the Protection of Individuals with Regard to Automatic Processing of Personal Data [1], which declares:
 - personal data undergoing automatic processing shall be:
 - a. obtained and processed fairly and lawfully;
 - b. stored for specified and legitimate purposes and not used in a way incompatible with those purposes;
 - c. adequate, relevant and not excessive in relation to the purposes for which they are stored;
 - d. accurate and, where necessary, kept up to date;
 - e. preserved in a form which permits identification of the data subjects for no longer than is required for the purpose for which those data are stored
 - Appropriate security measures shall be taken for the protection of personal data stored in automated data files against accidental or unauthorised destruction or accidental loss as well as against unauthorised access, alteration or dissemination.
 - Any person shall be enabled:
 - a. to establish the existence of an automated personal data file, its main purposes, as well as the identity and habitual residence or principal place of business of the controller of the file;
 - b. to obtain at reasonable intervals and without excessive delay or expense confirmation of whether personal data relating to him are stored in the automated data file as well as communication to him of such data in an intelligible form;



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- c. to obtain, as the case may be, rectification or erasure of such data if these have been processed contrary to the provisions of domestic law
- d. to have a remedy if a request for confirmation or, as the case may be, communication, rectification or erasure.
- Directive 95/46/EC regarding issues with protection of personal data:
 - personal data must be processed fairly and lawfully, and collected for specified, explicit and legitimate purposes. They must also be adequate, relevant and not excessive, accurate and, where necessary, kept up to date, must not be stored for longer than necessary and solely for the purposes for which they were collected.
 - special categories of processing: it is forbidden to process personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, and the processing of data concerning health or sex life. RenoZEB will not collect any data of these special categories.
- Directive 2002/58/EC regarding data protection in the electronic communications sector, which declares that providers of electronic communication services must secure their services by at least:
 - ensuring personal data are accessed by authorised persons only;
 - protecting personal data from being destroyed, lost or accidentally altered and from other unlawful or unauthorised forms of processing;
 - ensuring the implementation of a security policy on the processing of personal data.

In addition, RenoZEB will fully search for compiling any specific national legislation of the pilot countries involved in the project.

6.1 Survey

Any survey or questionnaire that would be distributed in the context of RenoZEB activities (workshops, internet surveys, etc.) will also satisfy the following data protection requirements:

- Identifying the purpose of the survey or questionnaire.
- Advising about anonymity of the data. RenoZEB will only collect anonymous questionnaires.
- Advising that questionnaires could be shared with other partners in the project.

In order to guarantee the anonymity of the questionnaires, only online survey tools will be used, like SurveyMonkey [2] or Eval&GO [3].



7 ICT support to the project

This section relates to the organisational aspects of ICT usage and support for communication and information spread within in the Consortium during the course of the project.

7.1 Project Website

The specifications for the development of the RenoZEB website are fully described in paragraph 2.1.4.2 Draft communication and dissemination plan. The RenoZEB Website will be set by month 3 and updated and maintained for at least 24 months after the end of the project. The website will present the project including its goals, project partners, timelines, links and contact information of EU national platforms on energy efficient buildings. All public information and deliverables will be published here, therefore, reflecting the project's progress and results. The website will be more than a simple document repository, it will demonstrate in a user-friendly and attractive way the benefits and technical feasibility of deep renovations. The language used will try to not be too technical or research oriented (not using words, such as deliverables, work packages, etc.), but rather have a "marketing" approach, presenting objectives, results, key reports (summarised in shorter versions). The demo cases will be presented, with photos and evolution at different steps of the project. There will be a parallel online platform with a private area, with users and passwords, to store and exchange project common documents and templates, where all participants can leave and download information to and from the different WP and Tasks according to their role and responsibilities. Passwords will be facilitated to partners, Replication Advisory Board and European Commission.

7.2 Electronic Communication

Electronic mail is used extensively by the partners to communicate and exchange documents with each other.

Based on the list of project participants maintained by the PC and considering the project structure, the following mailing lists will be elaborated:

- RenoZEB global mailing list, with all official members and their teamwork components: RenoZEB
- RenoZEB General Assembly and Steering Committee mailing lists; RenoZEB GA and RenoZEB SC
- WP(s) mailing list, with all partners involved in the WP; i.e. RenoZEB WPx

If required, the consortium will use GoToMeeting (www.gotomeeting.com), SKYPE (www.skype.com) or any other teleconference services for adhoc meetings as an alternative to face-to-face meetings. All of them provide several modes of



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communication regardless of the application used, e.g. chat, voice, message board, data conferencing and file transfer. It can be used in a multiple-user mode so groups can hold online conferences.



8 Project documentation

8.1 Technical Deliverables

A deliverable template is available in the project platform (<https://solintelmp.teamwork.com/>) along with the other project format documents attached in the annexes. This template is to be used for all technical deliverables. It may also be used for non-technical reports and other project documents. The first two pages will contain information that are necessary for the identification of the document including its status, editor(s) and contributors, the companies they belong to, version history and date. For official deliverables, the title page must contain the name of the deliverable as defined in the DoA annexed to the Contract (GA).

For public deliverables, these initial pages will be substituted for public release versions, avoiding project terminology and, whenever possible, making use of pictures/ graphic design for a more attractive appearance.

8.2 Document naming convention

The deliverable's files will be named according to the following rule:

RenoZEB_DocRef#_DocName_V.X.X.filetype

Where:

- "DocRef#" is the Deliverable number, according to the DoW.
- "DocName" is the title of the document
- "VX.X." is the version of the document. First version submitted to the EC

will be version 1.0. Previous versions will be V0.X. Each time a version is submitted to the EC the main number will be changed: V2.0, V3.0...

For example:

RenoZEB_D1.1_Quality Management Plan_V1.0.docx

Annexes files will be referred to the main document according to the following rule:

RenoZEB_DocRef#_Annex#_AnnexName_VX.X.filetype

where "Annex#" is the Annex number and "AnnexName" is the name of the Annex.

For example, the annex for the project logo would be:

RenoZEB_D1.1_Annex1_Project Logo_V1.0.png

When the document is sent to the EC, the version will be kept in Word and PDF formats, located in the appropriate folder of the web site document repository.



8.3 Quality assurance procedure

The procedures for deliverable Quality Assurance (QA) are defined as follows:

- Status **Draft** is achieved when the primary author of a deliverable has defined the Table of Content (ToC) of the document, which is then ready to be sent to other contributors with preferably explicit information of what type of contribution and where in the document;
 - Sending time (latest): $Mx + 30$ days (Mx : start of the corresponding task)
- Status **Working Document** is achieved when the primary author of a deliverable has reviewed the document and approved it internally and makes it available to other partners for comments; Note that for both Draft and Working Document status, it is not required that the document has been fully completed;
 - Sending time: at any time during the task development, and at the latest at $My - 30$ days (My : end of the corresponding document delivery deadline)
- Status **Released** is achieved when the edition process is finished and the document is ready to be reviewed by at least TWO designated GA members or other designated project partners (other than the document editor and authors), or peer-reviewers appointed by the SC:
 - Review and approval (or request for revision) has to be done within 10 days after sending time.
 - Potential revision is then to be done between 7 days and 15 days.
- Status **Delivered** is achieved when a deliverable is approved by the SC and given to the PC for submission to the European Commission. The issuing date is that of the approval by the SC. Once a document reaches Delivered status, it has to be uploaded to the Project Server.
 - Sending time: $My - 2$ days (My : end of the corresponding document delivery deadline)
- Status **EC Approved** is achieved when the EC has approved and accepted the deliverable.

When reviewing a document, comments are made in writing to the editor(s). Moreover, it is recommended that electronic annotation techniques (Comment



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function in MS Word 2010 or newer) be used as much as possible. Document status of every distributed version must be clearly visible in the front page (except for public release versions)

The deliverable reviews have been selected according their involvement in any task, PM assigned and profiles characteristics and described in the following list:

Deliv. number	Deliverable name	WP	Short name of lead particip.	Type	Dissem. level	Delivery date (M)	Deliverable reviewers
D1.1.	Quality Assurance Plan	1	SOL	R	PU	3	-
D2.1.	Design a value framework for RenoZEB.	2	RINA	R	CO	3	SOLINTEL - USAL
D2.2.	Definition of the RenoZEB concept and process.	2	USAL	R	CO	15	HIT - RINA
D2.3.	Implementation of the RenoZEB concept into the phases of the whole renovation process	2	SOL	R	CO	12	BALKANICA - SYMELEC
D2.4.	Development of a knowledge-based tool to support the decision making process	2	USAL	R	CO	36	SOLINTEL - BALKANICA



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D2.5.	Guidelines for supporting the renovation process	2	DAPP	R	PU	42	TREA -CYPE
D3.1.	RenoZEB multifunctional envelope system concept	3	FRAUNHOFER	R	CO	5	UNIVPM - B+H
D3.2.	RenoZEB multifunctional envelope system design	3	FOCCHI	R	CO	18	UNIVPM - SYM
D3.3.	RenoZEB multifunctional envelope system prototype	3	FOCCHI	R	CO	21	B+H - TECNALIA
D3.4	Smart-IoT façade module	3	UPMA	R	CO	15	BALKANICA - FOCCHI
D4.1.	Common Data Model specification	4	TECNALIA	R	CO	9	USAL - SYM
D4.2.	Architecture of the nD Collaboration Framework	4	TECNALIA	R	CO	9	FRAUNHOFER - CYPE
D4.3.	nD Collaboration Framework	4	TECNALIA	R	CO	21	CYPE - BALKANICA
D4.4.	Project dashboard	4	TECNALIA	OT	CO	21	CYPE - USAL
D4.5.	Integral RenoZEB Platform	4	CYPE	OT	CO	29	HIT - BALKANICA



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D5.1.	BIM model generation tool	5	CYPE	OT	CO	9	TECNALIA - BALKANICA
D5.2.	E-catalogue of RenoZEB components	5	CYPE	OT	CO	12	USAL - RINA
D5.3.	A configurator to design and analyse the RenoZEB solutions	5	CYPE	OT	CO	21	SOLINTEL - TECNALIA
D5.4.	Smart logistic and construction management tool	5	CYPE	OT	CO	29	HIT - SYM
D6.1.	RenoZEB Building Performance Monitoring & Assessment	6	CSTB	R	CO	12	HIT - BALKANICA
D6.2.	RenoZEB User Profiling Mechanism and Context Aware Flexibility Profiles	6	HIT	R	CO	14	TREA - CSTB
D6.3.	RenoZEB Real-time Building Performance Monitoring and Assessment Module	6	HIT	OT	CO	21	UNIVPM - SYM



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D6.4.	RenoZEB Integrated Human-Centric Automation Module	6	HIT	OT	CO	31	UNIVPM - CYPE
D7.1.	Monitoring and Evaluation Plan	7	CSTB	R	CO	9	SYM -HIT
D7.2.	Feedback and Results on KUBIK implementation	7	TECNALIA	R	CO	29	FOCCHI -B+H
D7.3.	Demo 1: Spanish Demonstration Building. Energy efficient renovation project	7	DURANGO	OT	CO	32	FOCCHI - SOLINTEL
D7.4.	Demo 2: Estonian Demonstration Building. Energy efficient renovation project	7	TREA	OT	CO	32	SYM - HIT



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D7.5.	Monitoring results evaluation and learned lessons through the renovation project execution.	7	CSTB	R	CO	42	TECNALIA - BALKANICA
D8.1.	RenoZEB Exploitation Plan First version.	8	SOL	R	CO	12	FOCCHI - BALKANICA
D8.2.	1st RenoZEB Market Assessment.	8	SOL	R	PU	12	FOCCHI - BALKANICA
D8.3.	RenoZEB Exploitation Plan Second version.	8	SOL	R	CO	23	FOCCHI - BALKANICA
D8.4.	RenoZEB Draft Business Plan	8	SOL	R	CO	35	FOCCHI - BALKANICA
D8.5.	RenoZEB Replicability Analysis in virtual demos.	8	DAPP	R	CO	33	SOLINTEL
D8.6.	2nd RenoZEB Market Assessment.	8	DAPP	R	PU	36	SOLINTEL
D8.7.	RenoZEB solution qualification.	8	CYPE	R	CO	39	HIT - BALKANICA



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D8.8.	Final RenoZEB Exploitation Plan.	8	SOL	R	CO	42	RINA - B+H
D9.1.	RenoZEB Brand, website and social media.	9	ACE	OT	PU	3	SOLINTEL - UIPI
D9.2.	1st Communication / Dissemination Plan & report.	9	ACE	R	PU	6	BALKANICA - TECNALIA
D9.3.	2nd Communication / Dissemination Plan & report	9	ACE	R	PU	18	BALKANICA - TECNALIA
D9.4.	3rd Communication / Dissemination Plan & report.	9	ACE	R	PU	30	BALKANICA - TECNALIA
D9.5.	Final Communication and Dissemination Plan and report.	9	ACE	R	PU	42	BALKANICA - TECNALIA
D9.6.	1st Training Plan.	9	CYPE	R	PU	20	SOLINTEL - RINA
D9.7.	2nd Training Plan and report.	9	CYPE	R	PU	30	SOLINTEL - RINA
D9.8.	Final Training Plan and report [.	9	CYPE	R	PU	42	SOLINTEL - RINA

Table 3 Deliverable and reviewers list



9 Project reporting process

In addition to the above-mentioned documents, the PC will collect from each WP Leader regular 6 months activity reports for internal use, and update on intermediate project progress to the EC in case requested. The purpose of these reports is to provide regular information to the Consortium, and to the EC on demand, on the status and progress of the project. It will be used to keep a detailed record of project activity and as a monitoring tool of project time plan. The activity report contains:

- A short summary that highlights the main objectives and achievements of a given period and presents the main focus on the next period, including upcoming meetings
- The table of progress.
- The recapitulative table of actions with responsibilities and deadlines.
- The updated deliverables table.

In order to achieve this progress/effort reporting, each WP leader will send the information about his/her WP regarding the items mentioned above to the PC.

Moreover, each partner is in charge to report about his/her work to each WP Leader. During the lifetime of the project, the consortium, through the PC should submit to the EC, in addition to the technical deliverables, periodic and final reports based on the article 20 of the GA.

- 1st reporting period: month 18
- 2nd reporting period: month 30
- Final reporting period: month 42

The coordinator shall ensure that each periodic report is submitted to the EC by the agreed deadline as defined within the Grant Agreement, and particularly within 60 calendar days of the end of each reporting period (including the last reporting period). To ensure the quality and appropriate revision, the partners should submit all the required information one month in advance of the official deadline.

The following reports will be produced during the course of the RenoZEB project and submitted to the European Commission:

- **Periodic Reports:** these reports will provide a comprehensive account of the progress made on the project during the relevant reporting period (three (3) Periodic Reports – one for each reporting period). Each report will include:
 - a) a **periodic technical report** containing:
 - (i) an **explanation of the work carried out** by the beneficiaries;



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(ii) an **overview of the progress** towards the objectives of the action, including milestones and deliverables. This report must include explanations justifying the differences between work expected to be carried out in accordance with the work-plan and that actually carried out. The report must also detail the exploitation and dissemination of the results and — if required— an updated 'plan for the exploitation and dissemination of the results';

(iii) a **summary** for publication by the Commission;

(iv) the answers to the '**questionnaire**', covering issues related to the action implementation and the economic and societal impact, notably in the context of the Horizon 2020 key performance indicators and the Horizon 2020 monitoring requirements;

This report must include explanations justifying the differences between work expected to be carried out in accordance with DoA and that have been actually carried out. The report must also detail the exploitation and dissemination of the results and an updated 'plan for the exploitation and dissemination of the results';

b) a **periodic financial report** containing:

(i) an **individual financial statement** from each beneficiary, for the reporting period concerned. The individual financial statement must detail the eligible costs (actual costs, unit costs and flat-rate costs) for each budget category. The beneficiaries must declare all eligible costs, even if — for actual costs, unit costs and flat-rate costs — they exceed the amounts indicated in the estimated budget. Amounts, which are not declared in the individual financial statement will not be taken into account by the Commission. If an individual financial statement is not submitted for a reporting period, it may be included in the periodic financial report for the next reporting period. The individual financial statements of the last reporting period must also detail the receipts of the action. Each beneficiary must certify that:

- the information provided is full, reliable and true;
- the costs declared are eligible;
- the costs can be substantiated by adequate records and supporting documentation that will be produced upon request or in the context of checks, reviews, audits and investigations, and - for the last reporting period: that all the receipts have been declared;



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(ii) an **explanation of the use of resources** and the information on subcontracting and in-kind contributions provided by third parties from each beneficiary, for the reporting period concerned;

(iii) a **periodic summary financial statement**, created automatically by the electronic exchange system, consolidating the individual financial statements for the reporting period concerned and including – except for the last reporting period – the request for interim payment.

Individual reports will be issued by all partners at least thirty (30) calendar days prior to the end of each reporting period, if not requested differently by the EC.

Final Report: this report is to be submitted within two (2) months of project completion, and will comprise a final publishable summary report which includes:

a) a **final technical report** with a summary for publication containing:

- (i) an overview of the results and their exploitation and dissemination;
- (ii) the conclusions on the action, and
- (iii) the socio-economic impact of the action;

b) a **final financial report** containing:

- (i) a final summary financial statement, created automatically by the electronic exchange system, consolidating the individual financial statements for all reporting periods and including the request for payment of the balance and
- (ii) a certificate on the financial statements for each beneficiary, if it requests a total contribution of EUR 325 000 or more, as reimbursement of actual costs and unit costs calculated on the basis of its usual cost accounting practices

The purpose of these reports is to provide regular information to the PC, SC and EC on the status and progress of the project. The activity report will contain:

- Section 1 – Overview and work-package progress of the period.
- Section 2 – Consortium management. This section should summarise the status of the project and its management activity.



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- Section 3 – Dissemination and use. Any activity undertaken in relation to the use, communication and dissemination of project results and checking that all of them are uploaded in the Participant Portal.

The recommended length of this report is **8 pages**.

In order to achieve this progress / effort reporting, **each WPL will send the information about his/her WP regarding the items mentioned above to the PC 7 days in advance of the delivery day to the EC. Moreover, every partner is in charge to report about his/her work to each WPL in time.**



10 Miscellaneous

10.1 Project Publications

All sorts of external communication are encouraged to promote the RenoZEB project and its results. The dissemination strategy of RenoZEB is updated through a Dissemination and Communication Plan. The person leading the RenoZEB Dissemination and Communication activities (WP9) is:

Dissemination and Communication Leader (DCL): Veronika Schröpfer – ACE

Provisions are made to provide co-ordination, consistency and quality of publications for the benefit of the project's reputation. A second purpose is to give visibility within the project to any public relation activities of the partners.

All project related papers and presentations made by project members to an audience outside the project consortium must be agreed in the RenoZEB consortium and supervised by the DCL.

Informal presentations based on published papers do not need approval. Nevertheless, these presentations must be communicated to the DCL and PM. For papers and presentations given in a language other than English, an English abstract is not required, but favoured.

Any evidence of a dissemination activity must be stored on the project server (i.e. "Full Paper" version and presentation material) and uploaded in the Participant Portal and reported to the Dissemination leader (ACE) during the 6 monthly dissemination reporting.

In general, the dissemination activities, including but not restricted to publications and presentations shall be governed by Article 29 of the Grant Agreement. RenoZEB partners will be responsible for including the EU emblem, acknowledgement of EU funding, and disclaimers.

10.2 Press Releases and other media contacts

All partners can send out press releases on their own markets, with mention the RenoZEB project and that it is funded by the commission. Example:

"This work is part of the RenoZEB project - funded by the European Union's Horizon 2020 research and innovation program under grant agreement No 768718."

When you are planning a press release, it is required to notify the DCL first.

Press releases should be done to cover all major deliverables of the project. As DCL, ACE will coordinate the press releases for the deliverables. Please contact ACE, if



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you wish to publish something and so as to cross-check, if something is already available on the subject.

For all other public project related communication, use the RenoZEB logo and design. When it comes to IPR, all publication must follow the Grant Agreement and the Consortium Agreement.

10.3 Scientific or Technical Publications

Scientific and/or technical publications resulting from the RenoZEB research work shall acknowledge this by including the following phrase, either as a part of the summary or in a separate section:

Acknowledgement:



This project has received funding from the European Union's Horizon 2020 research and innovation program under grant agreement No 768718.

The content of this report does not reflect the official opinion of the European Union. Responsibility for the information and views expressed in the therein lies entirely with the author(s).

10.4 Open Access to RenoZEB scientific publications

10.4.1 Introduction to Open Access to scientific publications in H2020

The official "**Guidelines on Open Access to Scientific Publications and Research Data in Horizon 2020**" explain what is considered Open Access, and which are the ways to achieve:

http://ec.europa.eu/research/participants/data/ref/h2020/grants_manual/hi/oa_pilot/h2020-hi-oa-pilot-guide_en.pdf

The following extract introduces Open Access, as well as "green" and "gold" modalities of open access provision:

10.4.2 What is open access (OA)?

Open access can be defined as the practice of providing on-line access to scientific information that is free of charge to the end-user and that is re-usable. In the context of research and innovation, 'scientific information' can refer to (i) peer-



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reviewed scientific research articles (published in scholarly journals) or (ii) research data (data underlying publications, curated data and/or raw data).

(i) **Open access to scientific publications** refers to free of charge online access for any user. Legally binding definitions of 'open access' and 'access' in this context do not exist, but authoritative definitions of open access can be found in key political declarations on this subject. These definitions describe 'access' in the context of open access as including not only basic elements such as the right to read, download and print, but also the right to copy, distribute, search, link, crawl, and mine.

There are two main routes towards open access to publications:

A. **Self-archiving** (also referred to as 'green' open access) means that the published article or the final peer-reviewed manuscript is archived (deposited) by the author - or a representative - in an online repository before, alongside or after its publication. Repository software usually allows authors to delay access to the article ('embargo period').

B. **Open access publishing** (also referred to as 'gold' open access) means that an article is immediately provided in open access mode as published. In this model, the payment of publication costs is shifted away from readers paying via subscriptions. The business model most often encountered is based on one-off payments by authors. These costs (often referred to as Author Processing Charges, APCs) can usually be borne by the university or research institute to which the researcher is affiliated, or to the funding agency supporting the research. In other cases, the costs of open access publishing are covered by subsidies or other funding models.

(ii) **Misconceptions about open access to scientific publications.** In the context of research funding, open access requirements in no way imply an obligation to publish results. The decision on whether or not to publish lies entirely with the project partners. Open access becomes an issue only if publication is elected as a means of dissemination.

Moreover, OA does not interfere with the decision to exploit research results commercially, e.g. through patenting. Indeed, the decision on whether to publish open access must come after the more general decision on whether to publish directly or to first seek protection. This is illustrated in the graphic representation of open access to scientific publication and research data in the wider context of dissemination and exploitation at the end of this section.

10.4.3 RenoZEB Open Access to publications contractual baseline

The Open Access to publications contractual baseline is provisioned under Article 29.2 of the RenoZEB Grant Agreement. i.e. scientific publications in the frame of



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RenoZEB must at least comply with Article 29.2's provisions:

29.2 Open access to scientific publications

Each beneficiary must ensure open access (free of charge online access for any user) to all peer reviewed scientific publications relating to its results. In particular, it must:

- (a) *as soon as possible and at the latest on publication, deposit a machine-readable electronic copy of the published version or final peer-reviewed manuscript accepted for publication in a repository for scientific publications; Moreover, the beneficiary must aim to deposit at the same time the research data needed to validate the results presented in the deposited scientific publications.*
- (b) *(b) ensure open access to the deposited publication — via the repository — at the latest:*
 - (i) *on publication, if an electronic version is available for free via the publisher, or*
 - (ii) *within six months of publication (twelve months for publications in the social sciences and humanities) in any other case.*
- (c) *ensure open access — via the repository — to the bibliographic metadata that identify the deposited publication. The bibliographic metadata must be in a standard format and must include all of the following:*
 - *the terms "European Union (EU)" and "Horizon 2020";*
 - *the name of the action, acronym and grant number;*
 - *the publication date, and length of embargo period if applicable, and*
 - *a persistent identifier.*

10.4.4 RenoZEB Open Access Publication strategy

According to Annex I to the RenoZEB Grant Agreement, partners will provide Open access to all scientific publications (free of charge online access for any user) using **Self-archiving ('green' open access)**. This is, using one or more 'green' Open Access repositories.

The dissemination plan will guarantee Open Access (OA) to scientific publications resulting from publicly funded, in accordance with Regulation (EU) No 1290/2013. The partners have committed themselves to provide **Open access to all scientific publications (free of charge online access for any user) using Self-archiving ('green' open access) and 'gold' open access**. RenoZEB **will ensure open access to all peer-reviewed publications and other types of scientific publications**, some of which may, in some cases, not be peer reviewed.

TECNALIA Publications (<http://dsp.tecnalia.com>), the Institutional Repository of TECNALIA, will be used for Green Open Access publications in RenoZEB. TECNALIA Publications is accessible from European Commission's OpenAIRE



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(<http://www.openaire.eu>) and RECOLECTA (Open Science Harvester) which is a platform that gathers all the Spanish scientific repositories in one place and provides services to repository managers, researchers and decision makers. It is also reachable from Google. Fraunhofer Publica (<http://publica.fraunhofer.de>), the institutional repository of Fraunhofer, will also be used. On the 12.10.2015 the Fraunhofer-Gesellschaft has adopted an open access strategy. In the case of project publications where TECNALIA or FRAUNHOFER does not participate, "orphan" repositories will be used, mainly European Commission's Zenodo (<http://zenodo.org/>).

In the case that one or more partners publish a scientific publication in 'gold' open access journals, the journals that offer open access against payment from the authors, such publications shall also be self-archived in one of the above listed 'green' open access repositories.

10.4.5 Project Calendar

A project calendar will be maintained by the PC and the DCL with contributions from all partners containing all relevant events of RenoZEB, such as project meetings, reviews, conferences, and important internal and external events. Such a calendar is to allow the PC and the DCL to improve coordination of RenoZEB events. In order to enable this coordination, partners should inform the PC and the DCL as soon as possible about events.

The project calendar will be available from the project website (private area) or Project Platform.

10.4.6 Communication and Dissemination actions reports

RenoZEB project members developing any dissemination activity in relation with the project (publications, presentations in conferences, press release, thesis, etc.) have to immediately report this activity through the Participant Portal and inform the DCL. This information will be checked in each Interim Activity Report.

In case of particularly expensive travel plan, the beneficiary, through the PM, should ask to the Project Officer whether it would be accepted or not.



11 Conclusions

This document has presented the general rules applied for management procedures and quality assurance of the RenoZEB project aiming at the increase of internal efficiency of the RenoZEB consortium, thus ensuring the quality of the project results.

To achieve these objectives, critical aspects of our activity, namely meetings, the use of ICT tools and the production of documents, have been described in quality assurance procedures and rules. A set of quality assurance forms has been produced to assist consortium members and harmonise the project's documentation.



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12 Reference

- [1] <https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=0900001680078b37>
- [2] <https://es.surveymonkey.com>
- [3] <http://www.evalandgo.com>
- [4] RenoZEB Grant Agreement
- [5] RenoZEB Consortium Agreement



13 Annexes

All the documents part of the RenoZEB quality assurance system are summarized in the following table:

Annex	Document
1	Deliverable_Reviewer comments_partner_V1
2	RenoZEB Financial Report_V1
3	RenoZEB Interim Periodic Report_V1
4	RenoZEB minutes meeting_V1
5	RenoZEB_IDENTITY FACTSHEET_2017
6	RenoZEB_PPT_template_V1
7	RenoZEB_template_Deliverable_v1

Table 4 Templates Table

All forms are available in electronic form from the RenoZEB project platform (<https://solintelp.teamwork.com/>) in the directory FILES/ 02. RenoZEB Templates.