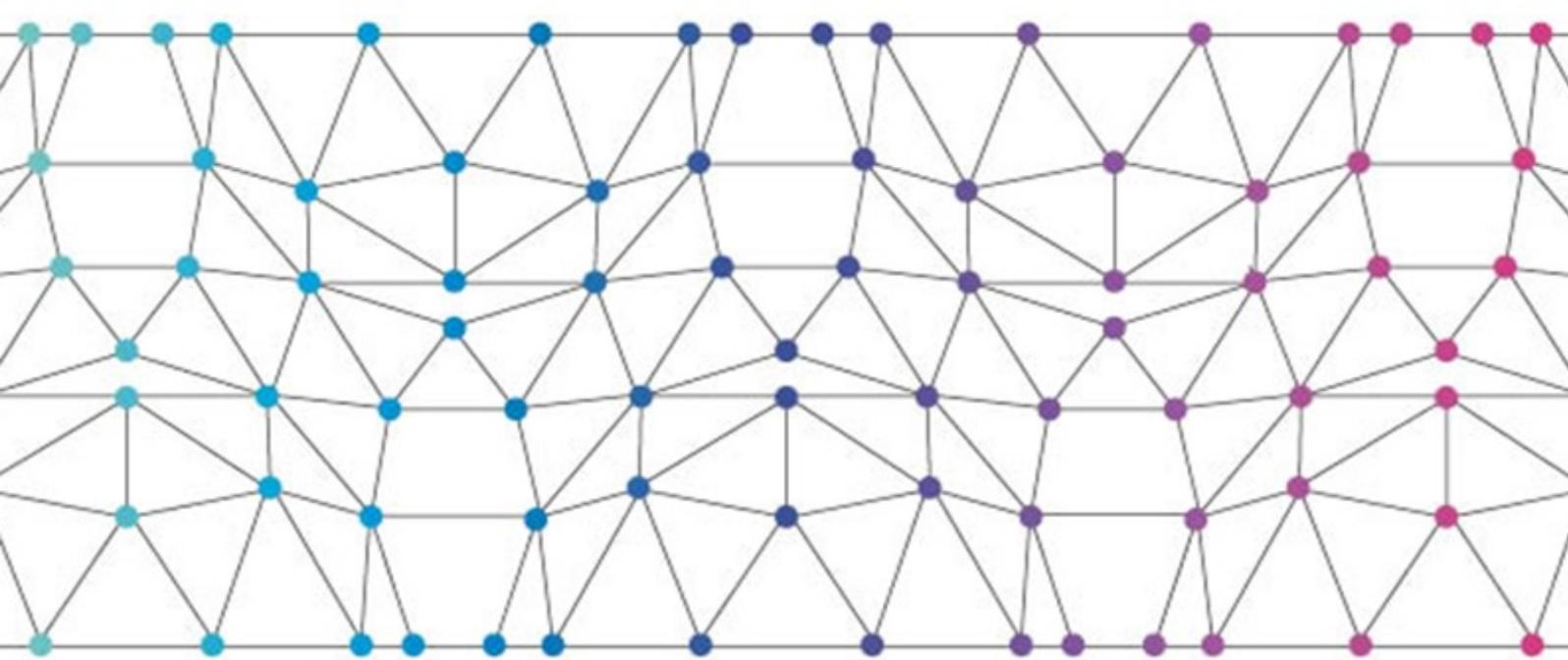


D5.1 Dissemination & Communication Plan

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1.0	03/04/2020	Final review

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Table of Content

EXECUTIVE SUMMARY	6
1 About SmartCTClusters.....	7
2 Communication and dissemination plan	9
2.1 Objectives.....	9
2.2 Target Audience	9
2.2.1 SMEs.....	9
2.2.2 Scaling-up organizations	10
2.2.3 Clusters network	10
2.2.4 Other stakeholders that can contribute to the project.....	10
2.3 Key Messages	11
2.4 Strategic Dissemination Approach.....	11
2.5 Stakeholders matrix	12
3 Communication procedure	14
3.1 Visual identity and guidelines	14
3.1.1 Brand, Logo and Font	14
3.1.2 PowerPoint presentation	16
3.1.3 Header and footer	16
3.1.4 Use of other logos	16
3.2 Acknowledgement of EU funding.....	17
4 Communication tools.....	18
4.1 Project Website.....	18
4.2 Project fact-sheet and roll up banner	18
4.3 Social media	19
4.4 Events and workshops.....	19
4.4.1 Regional Workshops	19
4.4.2 Infodays and webinar	19
4.4.3 Hosting activities	20
4.4.4 Final event.....	20
4.4.5 Showcase events, conferences and trades.....	20
4.5 Liaison with other projects	21
4.6 Communication Channels.....	21
5 Dissemination strategy implementation	23
5.1 Dissemination Team	23

5.2	Consortium efforts	23
5.3	Reporting	24
5.4	Performance Indicators.....	24
5.5	Calendar	26
Annex I – Communication activities report template		27

Tables and figures

Table 1	Other Stakeholders	11
Table 2	Key messages for targeted groups matrix.....	13
Table 3	Effort distribution per partner	24
Table 4	Effort distribution per partner and task	24
Table 5	Performance Indicators	25
Table 6	Dissemination activities calendar	26
Table 7	Communication activities report template.....	27
Figure 1	Project logo I.....	14
Figure 2	Project logo II.....	14
Figure 3	Project logo III.....	15
Figure 4	Project logo IV	15
Figure 5	Colour Palette	15
Figure 6	Typography.....	15
Figure 7	Project Header	16
Figure 8	Project Footer	16
Figure 9	Customized SmartCTClusters ESCP-4x logo	16
Figure 10	ClusterXchange programme logo	17

EXECUTIVE SUMMARY

This document provides the overall strategy for the communication and dissemination plan of the SmartCTClusters project. Deliverable "D5.1 *Communication and Dissemination Plan*":

- sets the dissemination objectives during the project's lifespan
- identifies the target audience and how they are going to be addressed
- defines the messages, tools and channels employed to achieve the dissemination objectives

It is the document that explains all activities for the dissemination and communication of the SmartCTClusters project. It will serve as the comprehensive and central listing for all communication activities and events over the course of the project. It will also outline the strategies and measures to be employed by the project consortium in order to achieve its objectives.

In addition, this document will describe communication procedures to be followed by all SmartCTClusters partners.

1 About SmartCTClusters

The Smart Cities through smart Clustering striving for Excellence (SmartCTClusters) is a 24 months project financed by the COSME programme of the European Commission. It aims at exploring a relationship model between clusters related to aspects of the Smart City paradigm and establishing the bases of a collaborative network that includes some of the most relevant ecosystems of the Smart City model: Mobility, Energy, Environment and Information and Communication Technologies (ICT).

The project is designed around two main concepts:

- The Clusters Capacity Building Block devoted to enable management skills of cluster organizations by carrying out benchmarking activities, individual mentoring by external experts, specific thematic training sessions as well as strengthening relationships with their respective regional ecosystems.
- The inter-cluster Community Building Block oriented to analyse the cross-regional value chains on smart cities searching for C2C and B2B collaboration opportunities driving to the elaboration of a collaborative partnership strategy and roadmap.

SmartCTClusters will implement the ClusterXchange pilot scheme of European Strategic Cluster Partnerships for Excellence programme (ESCP-4x) to facilitate cross-regional strategic cooperation, learning and networking between Clusters.

The SmartCTClusters project general objectives are the following:

1. To enhance the clusters' management skills by:
 - a. Establishing an environment of trust and mutual knowledge among the clusters involved
 - a. Sharing best practices and providing training on: management, value proposal delivery to the respective members, know-how associated with reference smart city themes (mobility, energy, environment, ICT, etc.)
2. To capitalize the capacity building in added value generation for the clusters members, with particular focus on SMEs, enhancing the innovation potential and competitiveness of their ecosystem
3. To strengthen the relationship of the cluster ecosystem at regional and international level
4. To identify and define a common strategy around the theme of Smart Cities capable of generating a framework of long-term relationship

between the clusters involved and laying the foundations of future member (clusters) incorporations.

5. To support the implementation of the "ClusterXchange" pilot scheme.
6. To enhance skills and expertise and to generate collaborations among European SMEs and Clusters by promoting and dissemination the "ClusterXchange" opportunities.

2 Communication and dissemination plan

2.1 Objectives

The overall objective of the communication and dissemination activities is to ensure a systemic dissemination and promotion of the project's activities among all the stakeholders. It will create efficient communication channels and tools in order to disseminate the results of the project to the stakeholders, key target groups and to the wider public. It will also raise awareness of the ClusterXchange pilot scheme. The specific objectives are therefore to:

- Define and implement the Dissemination and Communication plan of the SmartCTClusters project.
- Define and Implement the ClusterXchange promotional strategy as part of the Dissemination and Communication Plan.
- Raise the understanding of and the benefit of the ClusterXchange pilot scheme to the European Clusters, SME and Scaling-up organisations community and beyond.
- Promote the ClusterXchange Pilot Scheme to reach potential participants (host and visitors).
- Handle the information generated in the project for producing communication and promotion material (except for the material provided by the support office).
- Promote the successful stories to ensure outreach of project results.

2.2 Target Audience

SmartCTClusters dissemination plan is organized around several activities addressing different target audience:

2.2.1 SMEs.

SMEs are targeted beneficiaries of the SmartCTClusters project activities. Members of cluster's regional ecosystem will play a key role in providing needs, requirements, knowledge gaps and capacities supporting cluster organization on defining added value services matching their needs. SMEs will be at the core in the search for inter-regional collaboration, partnership and business opportunities to develop the Cluster Partnership Strategy.

SMEs engagement in the ClusterXchange programme is a priority for the SmartCTClusters project.

2.2.2 Scaling-up organizations

Technology centres, research institutes, fab labs, innovation and creative hubs, incubators and accelerators as providers of access to technology and know-how, supporters of business development and entrepreneurship and innovation take up will support clusters' ecosystem capacity building. They will be mainly encouraged to participate in the ClusterXchange programme.

2.2.3 Clusters network

Other Clusters organizations related to the Smart City domains will be addressed for SmartCTClusters activities linked to knowledge sharing and peer-learning. Particularly, training sessions organized by the project aims to bring the participation of other clusters. These cluster organization also constitute potential communities for the extension of the Cluster Partnership Agreement.

2.2.4 Other stakeholders that can contribute to the project

Administrations, policy makers and other relevant stakeholders can contribute to the project:

- As part of the enabling ecosystem action to establish closer links between the regional strategies and the local industry in the Smart City domain
- Supporting dissemination to reach a wider audience that maximize the participation of entities than can benefit from the project activities and outputs.

The following table shows a primary list of stakeholder that can contribute to maximize the project impact in the regional ecosystem:

Profile		Entities
Policy municipalities	Makers:	Bilbao, San Sebastian, Vitoria, Barcelona, Sant Cugat, Città di Torino, Municipality of Gabrovo, Sofia Municipality and Sofia Urban Mobility Center
Policy territorial, governments	Makers: regional	Diputación Foral de Gipuzkoa, Diputación Foral de Bizkaia, Diputación Foral de Araba, Gobierno Vasco, Girona, Lleida, Tarragona, Città Metropolitana di Torino, Regione Piemonte
Development and promotion agencies	and	SPRI, Basque Agency for Business Development Basque Trade & Investment ACCIO Agència per la Competitivitat de les Empreses de la Generalitat de Catalunya Bulgarian Small and Medium Enterprises

	Promotion Agency
Enterprises Associations	Araba Chamber of Commerce Bizkaia Chamber of Commerce Gipuzkoa Chamber of Commerce Barcelona Chamber of Commerce Camera di commercio di Torino Unione Industriale di Torino Confindustria Piemonte Infocamere Bulgarian Industrial Association Bulgarian Chamber of Commerce and Industry

Table 1 Other Stakeholders

2.3 Key Messages

The key messages for the smartCTClusters project have been identified as the following:

- Enhancement of cluster management skills by participating in a network of clusters and benefiting from mutual learning, best practices sharing and training opportunities.
- Strengthen the regional strategies in the smart cities domain to reinforce the regional industry capacities and skills
- Establish cross-sectoral and cross-border relationships in the Smart City value chains across Europe to open new business opportunities.
- Increase European SMEs competitiveness by taking part in learning and innovation-oriented activities.
- Benefiting from cross border short-term exchanges among clusters members.
- Access to the ClusterXchange programme financial support

2.4 Strategic Dissemination Approach

Three distinctive phases are planned to achieve the overall objectives mentioned above.

Phase I to start creating awareness about SmartCTClusters project objectives and main activities. During this period, covering the first 6 month of the project, communication will be a key factor to enable a quick start of the activities. During this time the project's branding package, website and social media accounts will be elaborated to create recognition among the target groups.

The promotion of the ClusterXchange will also start in this phase. Members of the consortium clusters, such as SME, scaling-up organizations, etc. will be

subject to intensive actions in order to explain the ClusterXchange initiative and benefits, provoke their interest and identify potential hosts and visitors that will be finally accompanied in this process.

In this initial stage, a link will be also established with the rest of ESCP-x4 projects to approach the clusters involved and their members. The idea will be seeking joint coordination and synergies that reinforce the respective individual strategies.

Phase II will last the rest of the project. The main goal is to attract the attention of stakeholders that can contribute to or benefit from the project activities. Particularly the ClusterXchange promotion will continue opening targeted audience to other clusters that do not belong to an ESCP-x4 project including their members (SMEs and Scaling-up organization). Promotion actions in these cases will be channelled through these clusters by mean of activities or events defined in other WPs. These events will leverage the ClusterXchange to facilitate the maximum number of clusters and contribute, at the same time, to the fulfilment of the ClusterXchange scheme success indicators.

Phase III will start after the end of the project to ensure the exploitation of the Cluster Partnership Strategy and Implementation Roadmap

2.5 Stakeholders matrix

Based on the target audiences and key messages, the following matrix has been developed to map SmartCTClusters dissemination strategies:

		SME	Scale-up organizations	Clusters	Other stakeholders
Key Messages	Enhancement of cluster management skills by participating in a network of clusters and benefiting from mutual learning, best practices sharing and training opportunities			X	
	Strengthen the regional strategies in the smart cities domain to reinforce the regional industry capacities and skills	X			X
	Establish cross-sectoral and cross-border relationships in the Smart City value chains across Europe to open new business opportunities.	X	X	X	X
	Increase European SMEs competitiveness by taking part in learning and innovation-oriented	X	X	X	X

activities.				
Benefiting from cross border short-term exchanges among clusters members.	X	X	X	
Access to the ClusterXchange programme financial support	X	X	X	

Table 2 Key messages for targeted groups matrix

3 Communication procedure

3.1 Visual identity and guidelines

The project branding is designed to provide graphical coherence in all the publications produced within the project. This includes the logo, fonts, colours and templates.

All consortium members can freely use the graphics. However all external bodies, except for the European Commission, must ask for permission before using them.

The complete brand guidelines are part of Deliverable "D5.2 Visual identity"

3.1.1 **Brand, Logo and Font**

The acronym of the project is SmartCTClusters: all letters together without any dash and being the following capital letters:

- The S of Smart
- The intermediate C and T representing CiTies from the project title
- The C of Clusters

The logo is meant to appear on every SmartCTClusters related item (documents, banners, videos, giveaways, etc.). Below all the possible uses of the logo, palette and font are illustrated.

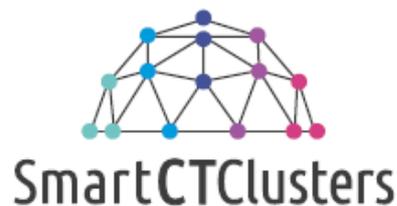


Figure 1 Project logo I



Figure 2 Project logo II

3.1.2 PowerPoint presentation

A PowerPoint (PPT) presentation template of the project has been developed. All partners will use this template when presenting the project internally, as well as externally to third parties.

This template is part of “D5.2 Visual Identity” and is available in the project shared folder.

3.1.3 Header and footer

The header and footer should appear in all SmartCTClusters related documents (including deliverables).



Figure 7 Project Header



Figure 8 Project Footer

Deliverables should include in the central part of the header the following nomenclature DX.X Name of the deliverable VX.X

3.1.4 Use of other logos

All project deliverables will use the SmartCTClusters customized ESCP-4x logo



Figure 9 Customized SmartCTClusters ESCP-4x logo

Additionally deliverables and outputs that also concerns the ClusterXchange programme will also include the corresponding logo



Figure 10 ClusterXchange programme logo

3.2 Acknowledgement of EU funding

As the project is co-funded by the European Union, communication and publication materials should clearly acknowledge receipt of EU funding through the display of the EU flag and the mention "Co-funded by the COSME programme of the European Union".

A disclaimer will be inserted on the website. It will state:

"SmartCTClusters is co-funded by the COSME programme of the European Union as part of the European Cluster Excellence Programme under the Grant Agreement No 874393.

The content of this website represents the views of the author(s) only and is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the Executive Agency for Small and Medium-sized Enterprises (EASME) or any other body of the European Union. The European Commission and the Agency do not accept any responsibility for use that may be made of the information it contains.

4 Communication tools

4.1 Project Website

The website is the most important communication channel for the project activities, as it is the first landing place for external stakeholders interested in the project. It will include a description of the project objectives, main activities, partners profile with link's to their websites and link to the ECCP website where the ClusterXchange tool will be placed. The main functions of the website are:

- Provide continues update of the project news and activities: webinars, info-days, hosting activities and other related events.
- Disseminate progress results and key messages to the targeted audience.
- Store public relevant reports and communication material.
- Share external links to other relevant activities that are linked or of interest to the SmartCTClusters audience (e.g. The ECCP website, ClusterXchange programme).

The website will be attractive with intuitive navigation. The updating process will be user friendly and will not require specialised skills for inclusion of content and documents loading. The website will be in English. The corporate website of involved partners and other stakeholders supporting the project will have a link to the project's website to favour a larger spectrum of visitors.

The SmartCTClusters website domain will be: www.SmartCTClusters.eu.

The website will adopt the following content structure:

- Homepage. It will include the highlights and last news of the project, as well as the contact information and links to the social media
- About the project. A description of the project, the objectives and other key information concerning the consortium
- News. A page containing a compilation of news published about the project
- Events. It will include the events where the SmartCTClusters project will be participating
- Library. A repository of supporting documents, such as publications, infographics, etc.

4.2 Project fact-sheet and roll up banner

A project fact-sheet and a rollup will be designed. These materials will contain overall information as a brief description of SmartCTClusters, its objectives and partners. It will be distributed at events attended by the consortium partners

and shared to the people met in order to increase project visibility, and expand the network of contacts.

There will be a digital version of the project fact sheet available for downloading in the web page and to be distributed by e-mail by the partners. The number of hard copies will depend on the events at which it will be available.

4.3 Social media

Project specific Twitter and LinkedIn accounts will be used to raise awareness and maximise exposure. They will also allow a virtual dialogue in the same channels with relevant stakeholders. The aim will be to drive traffic towards the website and promote activities.

4.4 Events and workshops

4.4.1 Regional Workshops

The Regional workshops represent the arena where the partners' regional ecosystems convey their vision, needs, capacities and attitudes in the Smart Cities value chain. The results of the workshops will serve as direct input for the deployment of the Clusters Partnership strategies.

There will be five workshops with the regional players of each partner of the consortium.

4.4.2 Infodays and webinar

These activities are mainly oriented to the promotion of the ClusterXchange programme with the objective of engaging hosts and visitors participation.

Info-days aim to bring local Clusters, SMEs and other scale-up organization to present the ClusterXchange programme, its objectives, opportunities and tools. These info-days will serve to incentive participants by underlying the benefits of the ClusterXchange programme. During the session, potential interests of participants to be host and/or visitors will be identified, which will be followed-up to materialize and then accompany them in the application process.

A webinar will be organized to reach a wider audience at COSME participants' countries to maximize the impact of the exchanges.

These activities will also serve to promote hosting activities organized by SmartCTClusters consortium partners.

4.4.3 Hosting activities

SmartCTClusters will organize four training events around specific thematic areas to enhance Clusters capacities and skills in cluster management and related smart cities domain. These session agendas will be extended with visits to the ecosystem of the host organization and organized, when possible, in the context of relevant events/conferences in order to provide a full programme to attract the participation of other Clusters and SMEs. Thus, it is expected to maximize the number of exchanges within each host activity.

4.4.4 Final event

The outcomes of the project will be presented at European level during the final project conference to disseminate the project reach out to a large number of stakeholders. This final event will also be part of the hosting activities feeding the ClusterXchange programme, so an extended agenda with visits is also expected for this event. This event will be hold in Leipzig, Germany

4.4.5 Showcase events, conferences and trades

All consortium members are required to contribute to the dissemination of the project at the events they are planning to attend. A first list of regional, national and European events that could be relevant for the promotion of SmartCTClusters is provided below. The hosting activities will be organized in parallel of large events.

- **Polo ICT Corporate Meeting on Artificial Intelligence** in Turin the 12th of May 2020.
- **The European ITS Congress**, in Lisbon from the 18th to the 19th of May 2020.
- **The Spanish ITS Congress**, in Madrid from the 1st to the 3rd of June 2020.
- **The World Environment Day 2020 Forum: Circular economy for sustainable environment. Innovative Solutions and Challenges** in Sofia the 3rd June 2020.
- **SofAir Conference** in Sofia from the 4th to the 5th of June 2020.
- **SIL Barcelona** in Barcelona from the 9th to the 11th of June 2020.
- **High-level conference Challenges of the circular economy** in Sofia from the 22th to the 24th of June 2020.
- **European Mobility Week Seminar and open mobility fest on car-free day** in Sofia form the 16th to the 20th of September 2020.
- **The Smart Cities and Mobility Forum** in Sofia the 1st of October 2020.

- **VTM – Vehicle and Transportation Meeting** in Turin from the 16th to the 17th of September 2020
- **Polo ICT Corporate Meeting on Smart Mobility** in October 2020. Location to be confirmed.
- **lot Congress** in Barcelona from the 27th to the 29th of October 2020.
- **Smart City Expo World Congress** in Barcelona from the 17th to the 19th of November 2020.
- **Smart Mobility Congress** in Barcelona from the 17th to the 19th of November 2020.
- **SmartCommunitiesTech National Conference** in November 2020. Location to be confirmed.
- **Future Mobility Week 2020** in Turin in November 2020.
- **Smart City Conference** in Bari in November 2020.
- **Polo ICT General Assembly** in Turin in December 2020.
- **Euskadi ITS Congress**, in Bilbao November 2020.
- **MLC General Assembly**, in Bilbao March 2021.
- **The ITS World Congress**, in Hamburg from the 11th to the 15th of October 2021.

NOTE: This is a preliminary list of events. Due to the COVID-19 emergency situation, some of the events listed may be cancelled or delayed

4.5 Liaison with other projects

It is important that SmartCTClusters collaborated with other ESCP-4x projects and vice versa to reinforce each other in promoting the ClusterXchange programme and maximize the results. Furthermore, dissemination could be coordinated when this is advantageous for the target groups envisaged. It is aimed at establishing synergies and cooperation mechanisms with them through:

- Mutual promotion of the projects at their respective events
- Joint events

Besides, consortium members are encouraged to exploit dissemination and communication opportunities available in other projects.

4.6 Communication Channels

The main channels for communication will be the networks of participating clusters as they already gathered a large number of potential beneficiaries. These clusters are strongly established in their territories for several years and hold an accurate knowledge of their ecosystems. Each partner will share

information about the project on their own communication tools (website, social media and newsletters).

Other media relays will also be targeted to maximize the impact of the dissemination activities and project results

- European Cluster Collaboration Platform (ECCP)
- European Strategic Cluster Partnership for Excellence (ESCP)
- The Enterprise Europe Network (EEN)
- The SmartCommunitiesTech Network (national technology cluster on smart communities)
- The Polo ICT network (regional Innovation cluster on ICT)
- Innovation Cluster System in the Piedmont Region (North-west Italy)
- ALPS Consortium – Enterprise Europe Network (North-west Italy)
- Programme Catalonia Clusters
- National Federation of Innovative Business Groups and Clusters (FENAEIC)
- TCI Network
- Copernic Technologies Platform. An open innovation platform with more than 250 clusters registered

5 Dissemination strategy implementation

5.1 Dissemination Team

Cluster Digital of Catalonia (CLDI) leads the Dissemination and communication activities. At the beginning of the project, a Communication Dissemination Team (CDT) was appointed. At least one representative nominated by each organization integrates the team:

- MLC: Mónica Fanlo
- CLDI: Miquel Àngel Alcaraz
- TOWL: Marco Passarella and Chiara Cavanna
- EVIC: Maria Boyadjijyska
- NEU e.V: Mirko Dietrich

Main responsibilities of the CDT are:

- Introduce a corporate design that is suitable for both printed material and electronic.
- Internal and external communications: ensure dissemination of the interim and final results, involving all relevant stakeholders.
- Overseeing management of the knowledge

5.2 Consortium efforts

All the consortium members will contribute to the full and effective implementation of the Communication and Dissemination Plan.

The following deliverables are associated to the communication and dissemination activities:

- D5.1 Communication and dissemination plan (M2)
- D5.2 Visual identity (M2)
- D5.3 Project factsheet (M4)
- D5.4 Website on-line (M4)
- D5.5 First Report on communication and dissemination activities (M12)
- D5.6 Second Report on communication and dissemination activities (M24)

In total 9.7 PM will be devoted to the definition and implementation of the Communication and Dissemination Plan distributed by partners in the following way:

Participant No	1	2	3	4	5
Short name	MLC	CLDI	TOWL	EVIC	NE e.V

Efforts	1.9	2.5	1.8	1.75	1.75
---------	-----	-----	-----	------	------

Table 3 Effort distribution per partner

	1	2	3	4	5
	MLC	CLDI	TOWL	EVIC	NE e.V
Task 5.1: Communication & Dissemination Plan	0.2				
Task 5.2: Communication and dissemination material	0.1	1	0.5	0.5	0.5
Task 5.3 Communication and dissemination activities	1.2	1.5	1.3	1.25	1.25

Table 4 Effort distribution per partner and task

5.3 Reporting

In order to ensure the quality and high degree of effectiveness of the dissemination activities, monitoring regularly the progress is needed to evaluate what has been accomplished and what is still to be done. This will allow WP Leader CLDI to check if the overall communication and dissemination strategy is adhered to or not. The Communication Plan may be re-oriented depending on the actions that have been undertaken and what is still missing. A sufficient flexibility is indeed required to allow activities to adapt to project developments. The potential problems or difficulties will be detected as early as possible in order to create effective adaptation measures.

A template (Annex I) is created to report partners' communication and dissemination activities

5.4 Performance Indicators

In order to, successfully achieve the team's objectives; the following performance indicators have been set:

Title	Description	Target (quantity)
Communication &	Description of the strategy, actions and set of events to guarantee the proper	1

Dissemination plan	dissemination and promotion of both, the ESCP-4x project and the ClusterXchange pilot scheme.	
Number of attended event	Number of project or external events and conferences that the partnership will attend to.	10
Website visits	Wide scale promotion to explain the aims and objectives of the project activities and results.	Page views: 20.000 visits, Year 1 30.000 visits, Year 2
Number of audience involved in the project activities reached	The network to become a dynamic community growing with the project's progress. Targets: <ul style="list-style-type: none"> - Clusters - Sister ESCP-4x - SMEs - Gov. Agencies - Actors of the ecosystems 	2000 (by the end of the project)

Table 5 Performance Indicators

5.5 Calendar

Dissemination activity	Responsible partner	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	M18	M19	M20	M21	M22	M23	M24
Communication & Dissemination Plan Elaboration/reporting	MLC/CLDI																								
Visual identity	CLDI																								
Project fact sheet	CLDI																								
Social Media	CLDI																								
Website	CLDI																								
Support / promotion of training sessions	CLDI																								
Support / promotion of ClusterXChange	CLDI																								



Table 6 Dissemination activities calendar



Annex I – Communication activities report template

Partner	Type of activity	Date & Place	Description of the activity	Audience profile	Number of person reached	Website (if any)

Table 7 Communication activities report template

