



SWAP

Sustainable solid WASTE management and Policies

INTERNAL COMMUNICATION PLAN

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Versions

Version	Date	Main Author	Summary of updates
1	11/05/2021	Sabino De Gisi	-
2	13/05/2021	Sabino De Gisi	<ul style="list-style-type: none">– List of the responsible persons (members and substitutes of the MB/QMB)– Improving Freedcamp platform.



ABSTRACT

Communication is an essential element for the smooth running of the project. This is all the more important given the heterogeneous nature of the partners involved in the project, consisting of European and Asian institutions.

The Quality Control Plan has already highlighted the important role of communication.

This document aims to summarise the main elements of the internal communication process, from the target audience to the tools defined to facilitate internal communication.

Given the variability of the current health situation, it is proposed to supplement the document if new forms of communication become more feasible.

KEYWORDS

Internal communication; Formal communication; Informal communication

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1 TARGET AUDIENCE OF INTERNAL COMMUNICATION

The Communication Plan will serve as a guideline for effective communications amongst the project partners, ensuring diffusion of appropriate information and mutual understanding.

It is an integral part of the Quality Control Plan and cover the following areas:

- Audience, hence stipulating who will receive the information and for what purpose;
- Message, defining the information to be communicated;
- Media, referring to the information that will be communicated;
- Frequency/timing, defining how often or when the information will be communicated;
- Responsibility, defining who will be responsible for communicating the information;
- Feedback mechanism, identifying ways for returning feedback.

With reference to the audience, it can be divided into:

- WPs leaders;
- Members of the Management Board ([Table 1](#));
- Members of the Quality Management Board ([Table 2](#)).

Table 1. MEMBERS OF THE MANAGEMENT BOARD (MB)

Partner	Participant Organisation	Participant name	Email Address
CHAIR	TUHH	Kerstin Kuchta	kuchta@tuhh.de
P1	TUHH	Caterina Picuno	caterina.picuno@tuhh.de
		Laura Steinhauer (Substitute)	l.steinhauer@tuhh.de
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Table 2. MEMBERS OF THE QUALITY MANAGEMENT BOARD (QMB)

PARTNER	NAME	MEMBER (name, surname)	Contact
P1	TUHH	Kerstin Kuchta (Chair)	kuchta@tuhh.de
P1	TUHH	Caterina Picuno	caterina.picuno@tuhh.de
P2	IFOA	Luca Boetti	boetti@ifo.it
P3	POLIBA	Sabino De Gisi	sabino.degisi@poliba.it
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P11	MJU	Mujalin Pholchan	m.k.pholchan@gmail.com

2 SELECTED TOOLS

Communication tools can be divided into 2 distinct categories:

1. Formal (communication) tools;
2. Informal (communication) tools.

Formal tools include communication at all formal project meetings, e-mail and Freedcamp.

Communication in project meetings takes place on a monthly basis. This ensures a constant exchange of information on relevant issues of common interest between the partners.

E-mails are sent by the project manager to those in a responsible role, e.g. WP leaders or members of the Quality Management Board. They are accompanied by deadlines to be met, which is essential to ensure the smooth running of the project.

Freedcamp, a free-available application, is further used by the project manager to monitor the progress of the project, the objectives to be pursued and the respect of deadlines.

Telegram, a cloud-based instant messaging and broadcasting service provided on a not-for-profit basis by the company Telegram LLC, is the informal tool with which the project manager and project members, regardless of their role in SWAP, communicate with each other.



Typically, the project manager first informally notifies the members of a certain action such as, for example, the delivery of a deliverable, and then communicates with them formally by e-mail.

Of all the tools mentioned above, Freedcamp (Fig. 1) is certainly the least conventional.

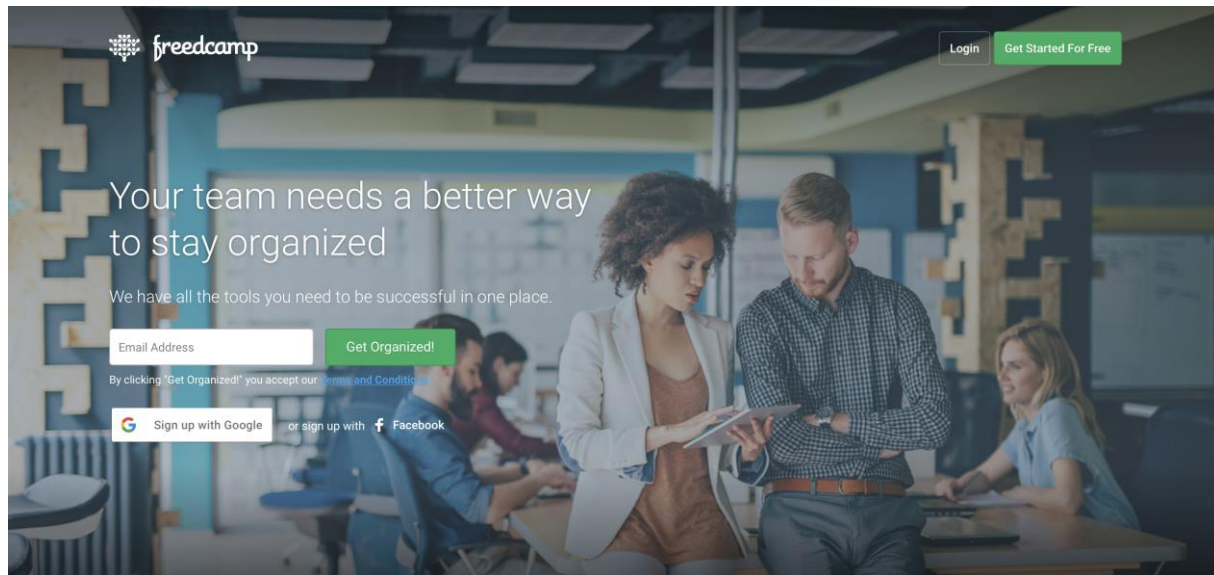


Figure 1. FREEDCAMP (<https://freedcamp.com>).

Freedcamp helps streamline projects, processes, workflows, track time and issues. It is built for high-performance teams. Freedcamp offers numerous applications summarised in Figure 2.

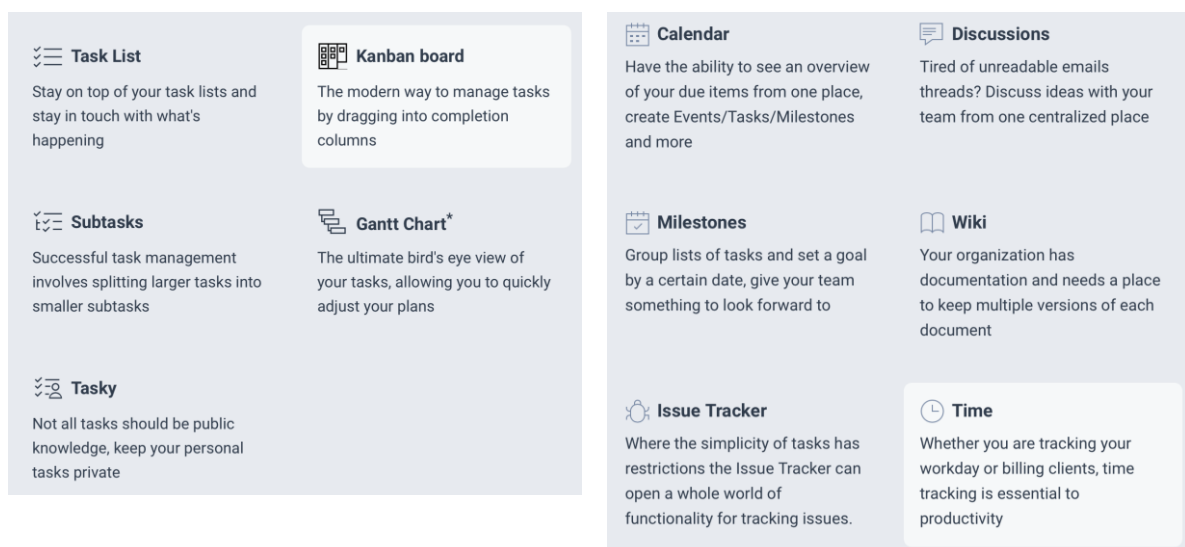


Figure 2. FREEDCAMP TOOLS (<https://freedcamp.com>).



At present in SWAP it is widely used to get an overview of the project, daily reminders sent to all participants about the progress of products (e.g. deliverables) and the possibility to upload documents to precise allocations (e.g. a task) of the project.

Should the ongoing Covid-19 pandemic situation require it, the use of Freedcamp as a discussion tool will be encouraged. Other examples to encourage Freedcamp are listed below:

- Increase the visibility of deliverables/milestones deadlines offered by Freedcamp by instantly synchronising Freedcamp with Google Calendar;
- Facilitate the possibility of contacting individual project members via Freedcamp via private messages (e.g. assessing the quality of a deliverable). The action does not overlap with Telegram messaging, as the exchange of messages is topic dependent, i.e. closely related to a clearly identified topic on Freedcamp;
- Encourage the possibility to attach files for each task (Figure 3). This action would make it possible to overcome the dispersion of information that could potentially arise from the use of the project Cloud.

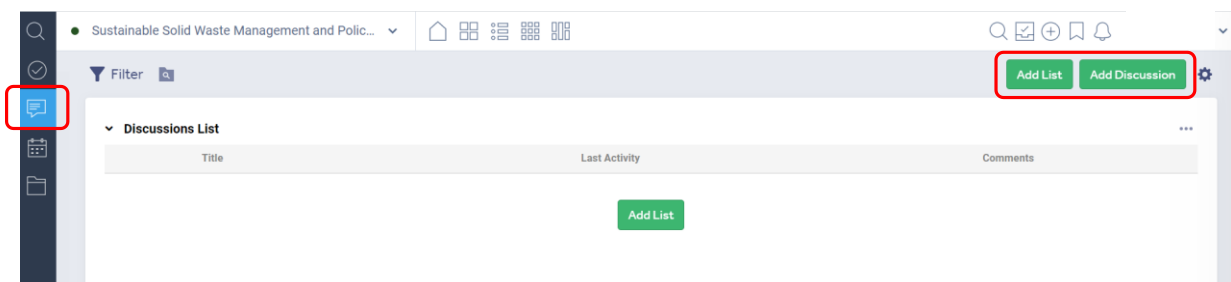


Figure 3. FREEDCAMP OPTIONS FOR ADDING FILES AND FACILITATING DISCUSSION.

3 SUMMARY SHEET

The main elements of the internal communication plan are summarised in Table 3.

Table 3. SWAP QUALITY CONTROL COMMUNICATION PLAN

AUDIENCE	MESSAGE	MEDIA	TIMING	RESPONSABILITY	FEEDBACK
WP	Deliverable / MAR dead-line	Formal e- mail, Freedcamp e- mail; Informal Telegram message on	Formal e- mail: 10 days before deliverable deadline from the project coordinator	Project coordinator	Comments regarding processes



the common group					
QMB/MB	Peer review of the deliverable / milestone	Formal e-mail, Informal Telegram message on the common group	Formal e-mail: 10 days before deliverable deadline from the project coordinator	Project coordinator	Comments regarding processes