# INCIT EV

# D10.8: 1st update of communication and dissemination activities

Date of document - 2021/06/28

D10.8:

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#### **Technical References**

Project Acronym	INCIT-EV
Project Title	Large demonstration of user centric urban and long-range charging solutions to boost an engaging deployment of electric vehicles in Europe
Project Coordinator	Groupe Renault <u>xavier.serrier@renault.com</u>
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<sup>1</sup> PU = Public

- PP = Restricted to other programme participants (including the Commission Services)
- RE = Restricted to a group specified by the consortium (including the Commission Services)
- CO = Confidential, only for members of the consortium (including the Commission Services)





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V	Date Beneficiary partner(s)							
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2	24/06/2021	Authors						
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#### Task 10.1 Partners:

RSA	RENAULT SAS/Groupe Renault
CDP	Commune de PARIS
PSA,	Peugeot SA
ENEDIS,	ENEDIS
AYZ,	Ayuntamiento de Zaragoza
CIRCE,	Centro de Investigación de Recursos y Consumos Energéticos
TRIA,	INGENIERIA TECNICA DEL TRASNPORTE TRIA SA
IREN,	IREN SPA
PRIMA,	PRIMA ELECTRO SPA
MRA-E,	Province Noord-Holland
PITP,	PITPOINT.EV BV
EESTI,	Eesti Energia Aktsiaselts
EVBOX,	EV charged B.V.
ATOS	ATOS SPAIN SA
AVERE	ASSOCIATION EUROPEENNE DES VEHICULES ELECTRIQUES ROUTIERS-France (Avere-France)

- Project Leader RENAULT SAS / Groupe Renault
- WP10 Leader AVERE
- Web site Leader CIRCE





# **0** INTRODUCTION

The dissemination activities will address the INCIT-EV target groups (local authorities, decision makers, company, research and academia, citizens, etc....). Such a wide range of stakeholders and cities will be addressed through a wide range of dissemination tools and channels.

A coherent, multi-layered strategy to effectively publicize and exploit INCIT-EV findings will bundle input from the whole team across the entire lifespan of the project.

Effective dissemination, communication and exploitation of findings are central to successful high impact whenever the project involves multiple groups of academic and non-academic partners and audiences.

The dissemination and communication process will focus on:

- Disseminating of the specific results and insights of the demonstrators use cases:
- A dynamic induction charging system for the urban environment in Paris, France;
- High voltage charging systems in the outskirts of Tallinn, Estonia;
- Optimized bidirectional "smart charging" in Amsterdam and Utrecht, the Netherlands;
- A dynamic induction charging system in peri-urban/long-range areas in Versailles, France;
- A charging hub in a carpark in the outskirts of Turin, Italy;

- Low power bidirectional charging (for two-wheeled vehicles also) and static wireless charging in taxi lanes located at the airport and central station in Zaragoza, Spain.

• Communicating about the project broader activities

Each INCIT-EV deliverable should follow the same formatting style and editing rules. The present document follows these styles and rules.

A central goal of communication and dissemination is to maximize opportunities to promote, communicate and disseminate results throughout the lifetime of the project, and beyond. This will ensure that key stakeholders can contribute to, and act on the findings in a timely fashion. Dissemination, communication, and exploitation activities pursue main objectives.

Main objectives of WP10 are to define communication and dissemination activities to be carried out throughout (and after) the project to ensure that INCIT-EV results will effectively





benefit as much European citizens as possible. The WP10 team will continuously monitor and provide means for the INCIT-EV partners to share results within the consortium and to integrate the research and innovation activities as well as to communicate the developments, disseminate results to the industrial and scientific community and to a broad stakeholder audience to encourage the use and wide acceptance of project outputs.

Specific objectives:

• To establish the internal procedures to disseminate the project results to external stakeholders.

- To prepare the visual identity and a set of materials for the promotion of INCIT-EV project.
- To carry out engagement and interaction activities with key external stakeholders.
- To enable a showcase at each demo-site for dissemination and training purposes

The delivery of this document is done in accordance to the description in the Grant Agreement Annex 1 Part A with no time deviation and no content deviation from the original planning.





# 1 UPDATE OF DISSEMINATION AND COMMUNICATION ACTIVITIES

The primary purpose of D10.8 - "1st update on Communication and Dissemination Activities" is to report on the Communication and Dissemination activities implemented in the first 18 months of the project to promote information and its outcomes to the defined target groups.

The current deliverable provides a more detailed account of the work carried out by INCIT-EV in this domain, with particular emphasis on the fulfilment of the pre-defined Key actions.

The document describes the activities carried out for the purposes of Communication and Dissemination accounting for:

- Communication and Dissemination Activities.
- Reporting of dissemination activities, channels and promotion tools (logo, visual identity, website, social media, quarterly e-bulletin, dissemination material, publications, events, etc..
- Planned Communication and Dissemination Activities
- Synergies with other projects and initiatives

# 1.1 Activities of the consortium partners

Under the supervision of the WP10 leader and project leader all partners are expected to proactively contribute to dissemination activities. To this end, roles and responsibilities of each partner will be clearly agreed through the dissemination strategy, which constitutes a blueprint to follow in disseminating the work and results by the project partners through coordinated actions.

Dissemination and communication are a collaborative joint-task. All partners shall consider it as an opportunity to showcase their work and to make the most of it when interacting with the outside world. Beyond the contractual tasks of the dissemination and communication, all INCIT-EV partners can contribute to a wider and richer dissemination and communication. It is important that each partner considers which are the aspects and topics of his work that can be interesting for their target audience and informs the dissemination leader. From this interaction, surprising and interesting opportunities can arise in the form of more profiled and targeted actions, e.g., local launch events, workshops, public conferences, etc. The information and knowledge inside the Consortium are diverse and huge and hence it shall be consequently managed and exploited to achieve effective and successful project dissemination.

For this, the Website leader will periodically remind the INCIT-EV partners to provide graphic materials and information to populate the website as well as the social media channels that shall be perceived by the partners quasi as "own".

These activities can range from the distribution of press releases, especially in the Use Case cities to including information about the project in newsletters, presenting a scientific poster (academic partners), etc.





# 1.2 Tracking communication and dissemination activities

The dissemination activities will be constantly tracked and monitored by Avere-France, thus a brief overview will be presented in every SC meeting. A continuous monitoring activity will enable to assess the results and impacts of the dissemination and communication activities providing regular feedback to the effectiveness of the strategy.

The reach and impact of INCIT-EV communication activities will be assessed qualitatively and quantitatively. The following measures will be used to evaluate the output of the dissemination activities:

The following tables present the monitoring of the different communication and dissemination activities.

N°	partner	Country Of diffusion and audience	Communic ation Tools (press, radio, TV)	Date	Title of article, poster and more information (audience)
1	Renault Groupe	France and Europe All public	press	22/01/2020	INCIT-EV PROJECT: INNOVATIVE ELECTRIC CHARGING SOLUTIONS TO BE TESTED IN EUROPE
2	CIRCE and AYZ	Spain	Press	02/02/2020	Zaragoza probará dos sistemas pioneros de carga de vehículos eléctricos con financiación europea, Heraldo de Aragón
3	CIRCE and AYZ	Spain	Press	02/02/2020	Zaragoza lidera un proyecto de recarga eléctrica para vehículos, Periódico de Aragón
4	CIRCE	Spain	Radio	29/01/2020	Proyecto para la alimentación eléctrica de taxis en Zaragoza, Aragón Radio
5	CIRCE, BITBRAIN	Spain	Radio	27/01/2020	Diario Económico: Investigación sobre carga de vehículos INCIT-EV, Aragón Radio
6	RENAULT	Spain	Press	23/01/2020	Renault lidera INCIT-EV, un proyecto para promover la movilidad eléctrica en Europa, Auto Revista
7	RENAULT	Spain	Press	24/01/2020	Renault presenta el proyecto INCIT-EV. Estudio sobre las diferentes formas de carga de coches eléctricos en Europa, ForoCochesElectricos
8	CIRCE	Spain	Press	05/06/2020	INCIT-EV probará en Zaragoza sus soluciones innovadoras de carga para vehículo eléctrico, MARCA, only written paper.
9	Renault Groupe	France and Europe All public	Press, video web, etc	15 to 7/10/ 2020	E-WAYS days Renault Presentation of INCIT-EV projects

Table 1 – Report -for press releases and posters, articles etc...





N	partner	location	Name of event	Date	Information on event: audience type,
IN	partier	location	Name of event	Date	number of persons, hyperlink, etc
1	ENEDIS	New	ISGW (India	March	Participation of a large panel of utilities
-	LINEDIS	DELHI	Smart Grid	2020	company.
		INDIA	Week)	2020	company.
2	LINK	WEBINAR	INOGRID	30/06/	Annual appointment on European
				2020	innovation in power networks, the InnoGrid
					conference, co-organized by theEuropean
					Distribution System Operators' Association
					(E.DSO) and the European Network of
					Transmission System Operators (ENTSO-E)
3	VEDECOM	Park City,	CERV	Feb	https://cervconference.org/
		UT, USA		10, -11	Biennial Conference on Electric Roads &
				2020	Vehicles
					A bout 200 p from wide horizons linked with
					future electric roads (Energy/
					Infrastructure/ERS)
					Z.Meira & S.Laporte presented VEDECOM,
					FABRIC results and INCIT-EV demonstrations
					with a focus on Dynamic Wireless Power Use
					cases (UC2 & UC3).
					The material gathered helped making the
					SoA of the DWPT technology
4	VEDECOM	IEA	IEA/TCP/	1-7	Task 45 Electrified Roadways (E-Roads)
		Webinar	Task 45	/09	Informational Webinar
				2020	# 40 p invités /# 20
					participants (Laboratoires de
					recherche nationaux, industrielsADEME
					invité non présent) (liste : voir mail Jones, P.
					T. transmis le 24/09/2020)
					S. Laporte presented VEDECOM, FABRIC
					results and INCIT-EV demonstrations with a
					focus on Dynamic Wireless Power Use cases
-			FDC	45/00/	(UC2 & UC3)
5	VEDECOM	Versailles	ERS webnaire	15/09/	ERS France – Electric Road
		Webinar		2020	Systems webinaire. DGITM, CEREMA, l'Univ
					ersité Gustave Eifflel. Fethi Ben Ouezdou,
6	Donoult	Druvellee		02/	Roch El Khoury, Zariff Meira.
6	Renault	Bruxelles	BRIDGE	03/	BRIDGE General Assembly
	Groupe	Webinar	initiative	2021	
					EV ENERGY FLEXIBILITY
					Participation of EU projects
					Re Dream (Eco system concept, multi
					resources for EV include charging point retrofit)
					X Flex (flexibility on power system, include

Table 2 – Report -For speaking and participating in events





					EV) 2 ZERO road transport (goods & people) partnership to propose next thematic to EU program
7	ENEDIS	Bruxelles Webinar	ETIP SNET Regional Workshop	21/04/ 2021	ETIP SNET: the European Technology and Innovation Platform for Smart Networks for Energy Transition organises a series of Regional Workshops with the main aim to help energy stakeholders to identify unsolved R&I topics and monitor the implementation of R&I activities at national and regional levels in Europe.
8	VEDECOM	IEA Webinar	ORNL -Task 45 Electrified Roadways (E- Roads)	17/06/ 2021.	kick-off meeting IEA /Task 45 Electrified Roadways (E-Roads) – # 40 p invités /# 20 participants (Laboratoires de recherche nationaux, industriels
9	CIRCE	Madrid Online Fair	INNOVACARRE TERA 2020	12/11/ 2020	Presentation of INCIT-EV inductive charging solutions in the Biennial Technology Demonstration Fair for the Road Infrastructure Sector

Table 3 – Report -	For dissemination	results & demonstrator
--------------------	-------------------	------------------------

N°	Name of results	Country /pilot	Name of event	Date	Information on event: audience type, number of persons, hyperlink, etc
1	DSS tool + ICT environment	WP6,5	AG Workshop 1	28/01/ 2021	All actor of the project
2	IPR/IMPACT/BUSINESS	WP9,	AG Workshop 2	01/02/ 2021	All actor of the project
3	Users / Demo and Technical development	WP2,3,4 ,7,8	AG Workshop 3	02/02/ 2021	All actor of the project
4	COMMUNICATION/DISSEMI NATION/SYNERGIES WITH OTHER PROJECT	WP10	AG Workshop 4	04/02/ 2021	All actor of the project
5	overall progress of the project	WP1	Advisory Board workshop	04/03/ 2021	WP leader and advisory board members
6	Synergy actions	WP10	1 <sup>st</sup> Meeting sister projects	04/02/ 2021	Projects: INCIT-EV, USER- CHI, eC4Ds, and E smart
7	Synergy actions	WP10	2sd Meeting sister projects	29/06/ 2021	Projects: INCIT-EV, USER- CHI, eC4Ds, and E smart

No activities realize today on demonstrator, we wait their availabilities.





# 1.3 Identification of stakeholder and planning

The identification of INCIT-EV stakeholders following the results obtained in WP2, an analysis of their characteristics, to establish the most suitable dissemination formats and channels for each target group. To do this, the following table lists the different categories of actors and the corresponding actions. This table will be completed as the project progresses.

Type of stakeholder	Action identified
Media	New letter, interview, press releases
Policy maker	Recommendation report, showcase presentation
municipalities	Recommendation report, showcase presentation
companies	Specific workshop to present the project status
Scientific communities	Scientific workshop
Citizen/user	Showcase presentation

Table 4 – list of stakeholder and action to be plan

# 1.4 Synergies with other projects and initiatives

Interaction and exploitation of synergies with other projects and initiatives will be exploited to increase the outreach of potential stakeholders by organize joint events, exchange knowledge, experience, and best practices, and stimulate discussions among key players.

AVERE will oversee networking activities with related projects, previous and future calls of H2020 or other relevant programmes.

Regarding EU forums, INCIT-EV will take advantage of the relation of its partners with some of the existing associations and platforms where they have an active role; a list of them is provided in the dissemination section of Deliverable D 10.4.

This attached table present the today contact, you could refer to deliverable D10.4 for more detail.





Project	WP2	WP3	WP4	WP5	WP6	WP7	WP8	WP9	WP10
FABRIC		Х	Х						
UNPLUGGED			X						
e-DASH				X	X				
NeMO									X
ELVITTEN				X	X	Х			
IDACS						Х	X	X	
MEISTER									X
ASSURED						Х			
E-Lobster			Х						
USER-CHI						Х		Х	
IRIS SMART CITIES						Х	Х	Х	
Platform for Electromobility									X
ERTRAC									X
Chargeup EU		Х							X
EVGIA									X
Polis network									X
Smart Solar Charge Utrecht						Х	Х	Х	
Charge Initiative		Х							
e-Smart					Х				

Table 5 – Relation ( at task level) to other project activities table





A regular exchange was initiated with "sister" EU projects: INCIT-EV, USER-CHI, eC4Ds, and E smart.

The first meeting took place on February 4<sup>th</sup>, 2021 and the following potential thematic synergies was identified:

- User needs & charging experience through a questionnaire.
- Interoperability & services
- Smart charging & grid interaction
- Innovation on charging system
- Standardization & deployment
- DSS tools
- Recommendations & guidelines to public authorities and stakeholders

Next meeting is planned on June 29<sup>th</sup>, 2021.





# 2 UPDATE AND MONITORING COMMUNICATION AND DESSIMMINATION STRATEGY AND PLAN

# 2.1 Strategic approach

AVERE coordinates and manages INCIT-EV dissemination and communication activities.

All the project partners will be responsible to disseminate INCIT-EV results through their communication channels and towards their existing communities. Therefore, all partners will play a role in the dissemination process for results through their interest and opportunities.

The following table present the action plan to carry out the communication and dissemination of the INCIT-EV project. The today status of action is represented by the color: green action is done, orange action is on progress but not at the normal level, red action is not start.

Action	Program	Responsible	How often and/or how many?	SATUS
Update website https://www.incit-ev.eu/	Description of : launch event, publications, participation in major events	CIRCE	Monthly or more often when milestones are achieved	Done 04/2020
e-Newsletter	Project information and news	AVEREPeriodically, twice a yearRenaultAt the choice of partnerGroupeGroupe		Done 1 <sup>st</sup> 01/2021
Press Release / Conference, interaction with the press of all levels and preparation of articles/interviews	Project information and news	All partners	Linked to important events/dates, e.g. launch events, etc. Four journalistic articles around the project and related topics, written by professionals and addressing a wider audience,	Done See table
Radio & TV coverage Upon request, (at least once a year,	Project information and news	All partners	On the occasion of the launch event	Not yet
Congress and Exhibition	Participation, presentation, speaking	All partners		Done see table
International, national, local events and conferences audience type and stage of the project	Presentation of project, results, milestones, etc	All partners presented the project. Key partners will present the project in	On selection, on the basis of relevance, available budget,	Done see table





		at least 2 main national and European events			
Update of social media Facebook, Twitter, LinkedIn	Project information and news	All Partners	Upon availability of the data	Done 01/2021	
Publication and documentation, including technical & scientific documents	Project information and news	Relevant partners	Upon availability of the data, mostly towards the end of the project	n, Not yet	
Public Deliverables	Project information and news	All Partners	As scheduled in exploitation plan	Not yet	
Presentations at conferences, meetings, workshops, trainings, etc	Project information and news	All Partners	Upon availability and scheduled in exploitation plan	Done see table	
Cities and region Showcase	At beginning of the project to collect the stakeholders and user's needs, views, and concerns, At the end of the project to share the results and plan the next course of actions	Local authorities' member of the consortium and local representative partners	Use case cities and regions 2 showcases per city: one at the beginning of the project, and another one at the end	Not yet	
H2020 info days, brokerage events, EU initiatives	Presentation of project, results, milestones, etc	AVERE	On selection, based on relevance, available budget,	Not yet	

# 2.1.1 **Timing of Communication & Dissemination**

Communication and dissemination activities are planned in accordance with the stage of development in the project. Although several communication actions will take place during the first half of the project, the most significant dissemination activities will take place as final research results are available. The dissemination will follow the AIDA model: Awareness to attract the attention of the target audience, Interest of the target audience, Desire of the target audience to know more about the project, and Action to lead the target audience towards get involved in the project and to promote its results to facilitate their exploitation. According to this principle, three phases are considered, summarized in Figure 1:

#### Initial phase (Awareness): 2020/2021, Inform & explain

It is focused on increasing the visibility of the project and mobilizing stakeholders and multipliers. At this phase, the main activities will be related to the implementation of the communication/dissemination tools (website, social networks, and visual identity), preparation of dissemination material, general presentations of the INCIT-EV project, the distribution of publishable abstracts and progress resumes.





#### Intermediate phase (Interest/Desire): 2022, Educate & demonstrate

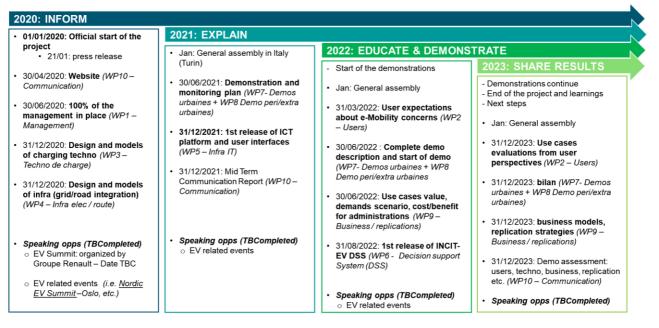
It is focused on disseminating available initial data and evidence on scientific advances and technological results. Each partner will contribute at specific levels according to their expertise and business activities focused on informing and engaging to the target stakeholders when preliminary results become available. The project results and their future applications will be presented in journals and conferences to specialize audience with the objective of stimulating the interaction with the concerned scientific, industrial, public authority community and determining the expectations of the stakeholders.

#### Final phase (Action): 2023 and beyond, Share results.

Focused on encouraging further exploitation of the INCIT-EV outcomes (transfer to industries, market of new products, replicability...). At this phase, validated results at TRL7 and the transferability analysis will be presented in journals, conferences and industrial events.

The schedule of this strategy in phase with the agenda of project is represented in the fig 1. The figure will be update by Task 10.1 when is necessary.

#### Figure 1 schedule of INCIT-EV communication strategy



#### Today we are still in phase 1!

Because of Covid we had to adapt this plan to transform physical meetings into virtual.

# 2.2 Target audience

Dissemination and communication activities in the project will focus on innovative and engaging ways to share results with diverse academic, media, policy makers, municipalities, citizens, and all users of charging





infrastructure. Interviews and newspaper articles, social media, e-newsletters, and workshops are some of the tools to be used.

According to the goal of the project, the target audience for the communication & dissemination activities has been identified through the WP2 in D2.2 (List of users and stakeholders engaged for the use cases) where a list of stakeholders/user's key groups has been developed.

this list will be used to achieve the objectives of WP10 and directly address:

- Media, social media,
- Policy makers,
- Municipalities and local authorities,
- Companies and professional audience,
- Scientific communities,
- Citizens & users.

# 2.3 Communication channels activities

in this paragraph is filled in the progress concerning the different channels of communication

#### Newsletter / e-Newsletter:

The first newsletter was published in January 2021 and distributed. It is also available on the website. See annexes.

#### Press releases:

Fifth press releases were published by the partners on their websites and partly taken up on the project's web site. 2 by Renault 1 by ATOS and one by Avere-France.

#### Policy briefs and reports:

These reports will be published throughout the project. Policy recommendations will be targeted at European institutions, national governments, and front-line engagers. This activity has not yet started.

#### Media reports and appearances:

Media reports (articles, interviews, online reports, etc.) are based on press releases in each country. Partners are expected to provide proof of publications (news clippings, print screen of online presence, voice recordings, etc.), using the template presented in chapter 1.4. This activity has not really started.

#### Speaking opportunities:

See tale 2.

#### Social media (Twitter/ Facebook / LinkedIn):





Avere-france's twitter and LinkedIn account reports information on the INCIT-EV project. The same is true for some partners.

#### Website:

The project website has been online and operational since April 2020. Avere-France has taken control of it for the updating and online posting of project information as well as European news relevant to the project. A major update was made in January 2021 following the loading of the new logo of some partners and the modification of partner.

#### Project e-brochures:

Two documents were created to facilitate contacts with the stakeholders. A brochure presents the project in detail and a one-page flyer that presents a summary of the INCIT-EV project. See annexes.

#### Academic publications:

Nothing yet

#### Presentations at academic conferences and workshops:

due to the cancellation of all public events (congress, exhibition, etc.) low activities yet see table , 3 and 4.

#### Exhibitions, trade fairs and Project workshops:

due to the cancellation of all public events (congress, exhibition, etc.) low activities yet see table 2,3 and 4.

#### **INCIT-EV** events and workshops:

Due to COVID no participation in exhibition. Regarding the workshops, following dematerialized General Assembly and 4 workshops were held to present the progress of the project to the partners, the EC and some stakeholders.

A dedicated workshop took place with the members of the advisory board. The advisory board is composed of company, academic, public authority active in the field of EV recharge.

#### **INCIT-EV** showcases:

Nothing yet, it's plan in phase 2 beginning 2022.

#### Interactive multi-stakeholder closing event:

A dedicated workshop took place with the members of the advisory board.





# **3 CONCLUSION**

D10.8:1<sup>st</sup> update on Communication and Dissemination Activities accounts for the entirety of the tasks carried out in the first 18 months of INCIT-EV, reporting on the progress of the C&D activities, the main difficulties encountered are due to the cancellation of all public events (congress, exhibition, etc.)

The deliverable presented information on the following dimensions:

- Communication and Dissemination activities.
- Reporting of dissemination activities, channels and promotion tools (website, social media, e-bulletin, dissemination material, publications, events, etc.);
- Planned Communication and Dissemination Activities.
- Synergies with other projects and initiatives.

Notwithstanding, the INCIT-EV Communication Team carries out a regular tight-knit monitoring of the activities of communication and dissemination, reporting the state of play at the project regular internal meetings and for the purposes of submission of the Progress Reports.





# **REFERENCES, FIGURES AND TABLES INDEX**

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# **ANNEXES**

### 1) <u>Flyer</u>



A EUROPEAN PROJECT ON INNOVATIVE CHARGING TECHNOLOGIES BASED ON THE USER'S PERCEPTION OF ELECTRIC MOBILITY

The development of a sustainable mobility is one of the main challenges for next years in Europe. Electric cars are essential to accelerate this transition. For that reason, innovative charging solutions need to be found to answer to users' expectations and this market raise, this is the aim of Incit-EV project.

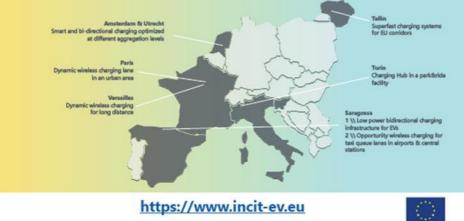
#### WHAT IS IT?

INCIT-EV aims to demonstrate an innovative set of charging infrastructures, technologies and its associated business models, ready to improve the EV users experience beyond early adopters, thus, fostering the EV market share in the EU. The project will seek the emergence of EV users' unconscious preferences relying on latest neuroscience techniques to adapt the technological developments to the users' subjective expectations. The progression of the project includes:

Phase 1 – Global analysis on user needs and requirements alongside with public policy strategies aiming at boosting the electric mobility.

Phase 2 will focus on technologies demonstrations at selected sites from 2022.

AT STAKE - OPERATIONAL TESTING OF 7 CHARGING TECHNOLOGIES IN REAL LIF



The project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 875683.



**OVERVIEW OF THE PROJECT** 

A user oriented project

€18,6 million with

33 partners directy involved in 8 countries

7 innovative solutions

48 Months Jan. 2020/

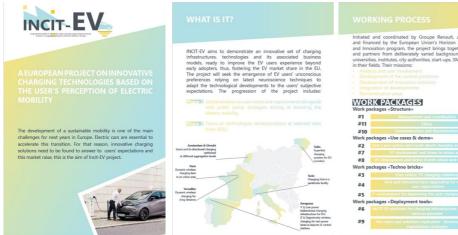
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Dec. 2023

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# 2) leaflet





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# 3) 1<sup>st</sup> New letter





