



D5.1

Quality plan and project handbook



SAFE-RH

Project

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Contents

Contents.....	2
1 Introduction.....	3
2 Contacts.....	3
3 Project organisation.....	4
3.1 Organisation and implementation of the project	4
3.2 Overall project and partnership management	4
3.3 Work Package Leaders.....	5
3.4 Project Meetings.....	5
4 Legal Framework	6
5 Periodic and Final reports	7
5.1 Deliverables	7
5.2 Periodic Reports	7
5.3 Public reports.....	8
6 Financial issues.....	9
6.1 Eligible Costs	9
6.2 Special case of personnel costs:	9
7 Intellectual Property Rights and Publication.....	11
7.1 Intellectual Property rights (IPR).....	11
7.2 Publication.....	11
8 Annexes	13
8.1 Annex 2: List of Deliverables	13
Year 1.....	13
Year 2.....	13
Year 3.....	14
8.2 Annex 2: Summary of quality plan	15
8.2.1 Presentation	15
8.2.2 Quality Approach	15
8.2.3 Quality Control Committee.....	15
8.2.4 Communication procedures.....	16
8.2.5 Reporting.....	16
8.3 Annex 3: LOGOS.....	20

1 Introduction

This document provides all project beneficiaries with a summary of the most important project procedures (governance structure, legal bases, project monitoring, reporting, financial management, internal communication, etc.). The following information comes from official documents available on the project document repository (details are in the text). Additionally, this document comprises beneficiaries and contact lists as well as documentation and communication standards in order to enable quick and efficient communication within the project consortium. This document was produced in order to fulfil its function as a quick reference to frequently asked questions and problems.

2 Contacts

All the contacts details were provided in D4.1 (for completeness of D5.1 is given below as well).

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1	University of the West of Scotland, UK	Prof. Naeem Ramzan	Naeem.Ramzan@uws.ac.uk
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3 Project organisation

The efficient and harmonious development of the project is guaranteed by a complete, functional and stable management structure. The list of Consortium Bodies, as well as a brief description of their main responsibilities and duties is described below.

3.1 Organisation and implementation of the project

The activities of the project are grouped in 5 work packages in order to fit with the Budget structure. Most WP responsibility is assigned to European and Asian co-leaders. Under this co-leadership arrangement, not only technical skills will be transferred but also the sense of ownership to the project can be enhanced. The sharing responsibilities by task considers the partner's competence and involvement at least once at this level. UL and CUST co-lead WP1 (Learning material and program design). The Outputs of WP1 is used for WP2 to conduct the training of Remote Health Monitoring system. UWS and COMSATS co-lead WP2 (Implementation and Assessment Framework through pilots). The WP2 is divided in cohesive tasks each associated with a specific deliverable relevant to partner countries and to the whole consortium as well. The lab set up provides a technology transfer interface between European and Asian partners. WP2 creates collaboration opportunities between Remote Health Monitoring Lab. UL and IUB will co-lead WP3 (Quality Plan linked to the training program and Remote Health Monitoring qualification). IUB facilitates the setting up the quality plan of the smart health worker trainer and Program with the control of the implement for measuring impact of the training and the sustainability of the project outputs. Good dissemination is the key to promote SAFE-Rural-Health outcomes within and outside the consortium. CUST and UL co-lead WP4 (Dissemination, and Exploitation). The WP4 insures the dissemination and visibility of the project. All partners support the tasks of the WP with all the outputs/outcomes SAFE-Rural-Health activities. UWS leads WP5 (Project Management) - Having previous experience in European projects, UWS will look to the project management and ensure the project is executed according to the time line and budget. UWS facilitates the quality management of the project, communication with consortium and the EU commission.

3.2 Overall project and partnership management

The basic purpose of project management is to ensure the proper level of co-ordination and cooperation amongst the project consortium members centralizing the control of the project progress by ensuring administrative and contractual relationships both within the consortium and with the European Commission. SAFE-Rural-Health project management structure is composed by: 1) **Project Coordinator (PC)** -UWS, which centralizes the control of the project progress by ensuring administrative and contractual relationships both within the consortium and with the European Commission. 2) **Management Board (MB)** (UWS, All) that consists of Exploitation and Dissemination responsible, and the PC. The MB will carry out the management of how the results are transferred to reach the expected impact. The MB will deal with Exploitation and Dissemination objectives. 3) **Technical Board (TB)** that will consist of the leaders of all WPs. The TB will carry out the technical management, coordinate the WPs and monitor technical progress. The TB will also be competent for resources management, if tasks and workloads have to be modified. Each WP is led by two partners (program country, target country) that assume responsibilities for the work undertaken in the work package and report to the TB and the MB. 4) the **Project Office (PO)**, represented by the Finance and Administrator Manager (UWS), comprises of infrastructure and resources supporting the project management structure in the day to day management and administration of the project. The Finance and Administrator Manager will be appointed by UWS. Regular consortium meetings are scheduled every 6 months, i.e. 6 meetings in total. These meeting will leverage online conference features as well

as planned workshops to save travel costs. Good communication is a key to success and therefore, SMART-Rural-Health opts for various means to ensure the smoothness of the flow of communication and information. In addition to traditional means of communication, i.e. emails, virtual meetings are used.

3.3 Work Package Leaders

WP1	Preparation	Hassan RABAH	UL
WP2	Development	Nayer Masood	CUST
WP3	Quality Plan	Ehsan Ullah Munir	COMSATS
WP4	Dissemination & Exploration	Dost Muhammad Khan	IUB
WP5	Management	Naeem Ramzan	UWS

3.4 Project Meetings

The **MB** shall be convened by the coordinator at least four times a year and at any time upon written request of any member. Meetings will be synchronised with plenary meetings.

Progress meetings, necessary to review progress, plan next stages and discuss any significant issues and deviations. They should be convened at least 10 times and up to 4 times per calendar year.

Review meetings, necessary to evaluate intermediate and final results, assess quality, impact and effectiveness of the project work. The meeting participants are the Co-ordinator, the relevant work package leaders and the project participants, the Project Officer and reviewers appointed by the Commission. The review takes place within 6 months after each Reporting Period.

4 Legal Framework

The Erasmus+ Programme legal base consists of a set of legal documents all beneficiaries should comply with during the execution of the project. However, the fundamental binding rules recur in the legal documents all legal entities which become project participants should have signed, i.e. the **Grant Agreement (and its Annexes)** and the **Consortium Agreement**. These documents are kept at the shared drive (oneDrive). The scanned copy of the signed Consortium Agreement is kept at the shared drive (oneDrive).



5 Periodic and Final reports

During the course of the project, the European Commission asks beneficiaries to submit deliverables and periodic reports. According to the grant agreement (GA), the Coordinator is the sole intermediary for any communication between the European Commission and any beneficiary. Therefore, the Coordinator should collect all due documents from the partners (through the Project Manager and/or Project Coordinators) and submit them to the Commission. The Coordinator will gather the **periodic reports at M18 and M36** including information on technical progress and financial aspects. At M18, and eventually at M36, the Coordinator will collect draft financial information to check the appropriate progress in expenditure.

The summary of **Quality Assurance Plan** (incorporated in this Handbook, Annex II) includes provisions for the review process for deliverables (e.g. check for consistency, clarity, technical content, and adherence to documentation standards) and for preparation of the reports however detailed Quality plan will be reported in D3.1.

5.1 Deliverables

Deliverables are identified in the **Annex I: Description of the Action (DoA)** of the GA (in shared drive), and must be submitted according to the timetable specified in the corresponding table.

Deliverables (reports, prototypes, etc.) are the products of the project. The complete deliverables list with all project deliverables, the expected date for their submission and the responsible beneficiaries can be found in the **Annex I: Description of the Action (DoA)** of the GA. The responsible beneficiary compiles the deliverable with the support of the other beneficiaries assigned to this specific task.

Deliverables are also the evidences of the project's performance and enable the Commission to monitor the project. For this reason, deliverables are the milestones against which EC payments are made.

Milestones are a point-in-time event designed to focus project teams on hitting their goals. Projects should have interim milestones to signal, for instance, the completion of key phases. This provides a structured approach to managing the schedule.

Tasks are the most basic component of work and ensure delivery of the project to agreed dates. Tasks are activities which are assigned to people. Tasks involve effort.

Further details on SAFE-RH deliverables, milestones and tasks can be found in the GA **Annex I: Description of Action (DoA)**.

5.2 Periodic Reports

Periodic reports are a contractual obligation for all beneficiaries (art. II.4 of the GA) and **must be sent to the Project Manager within 20 days of the end of each reporting period**.

This is the basis on which the Commission checks and verifies the project efforts, expenses and performance.

Reporting periods are defined every 18 months, so 2 periodic reports including scientific, technical and financial information are expected at M18 and M36.

The Periodic Report comprises 3 parts:

- a) An overview, including a publishable summary, of the progress of work towards the objectives of the project, including achievements and attainment of any milestones and deliverables for each WP. This report should include the differences between work expected to be carried out in accordance with **Annex I: Description of Action (DoA)** and that actually carried out.

This part of the periodic report is prepared and submitted by the Coordinator, but each beneficiary should actively contribute.

- b) Each beneficiary should deliver an explanation of the use of the resources (personnel costs, subcontracting, etc.) and any major costs incurred (such as large consumable items), linking them to work packages.

The coordinator merges the single reports prepared by the partners into one report and submits it to the European Commission

- c) Each beneficiary should also provide a financial statement and a certificate on the financial statements (CFS) in M18 and M36 (Annexes 5 and 6 of the Grant Agreement) where cost claims for the reporting period are indicated.

The coordinator collects all statements from the partners and submits them to the European Commission.

5.3 Public reports

An **Annual Public Report**, covering the 1.5 year, should also be submitted every 18 months. This is a document designed to be published on publicly accessible websites. It is a short report consisting of a summary of activities, important work areas and achievements, user involvement and tests, promotion and awareness, and future work or exploitation prospects as appropriate. Guidelines and templates are available in the project documentation webpage, and the Public Report is then expected to be delivered before the end of November 2022, and the two subsequent years.

This part of the periodic report is prepared and submitted by the Coordinator, but each beneficiary should actively contribute.

At the end of the project the Commission asks the submission of a **Final Public Report**, within 60 days after the end of the project.

This Final Public Report will comprise a final publishable summary report (covering results, conclusions and socio-economic impact of the project), and a report covering the wider societal implications of the project, in the form of a questionnaire (including gender equality actions, ethical issues, efforts to involve other actors and to spread awareness, as well as the plan for the use and dissemination of foreground).

The final report is prepared by the Coordinator, but each beneficiary should actively contribute.

6 Financial issues

6.1 Eligible Costs

In order to be considered for reimbursement, costs incurred by the beneficiaries in the course of the project must satisfy the eligibility criteria laid in the corresponding Annex of the GA.

In order to be eligible, costs must be:

1. **Actually incurred (actual costs)** . That means that they must be real and not estimated, budgeted or imputed. Where actual costs are not available at the time of establishment of the certificate on the financial statements, the closest possible estimate can be declared as actual if this is in conformity with the accounting principles of the beneficiary. This must be mentioned in the financial statement. Any necessary adjustments to these claims must be reported in the financial statement for the subsequent reporting period. For the last period the costs should be submitted based on the information (actual costs) available at the moment of preparing the financial statement.
2. **Incurred by the beneficiary** and no other organization (apart the special case of third party). It also means that supporting documents proving the payment of the costs by the beneficiaries must be kept for all costs and for up to five years after the end of the project, as the Commission can carry out its own audits.
3. **Incurred during the duration of the project**, with the exception of costs incurred in relation to final reports as well as certificates on the financial statements which may be incurred during the period of up to 60 days after the end of the project (or the date of termination whichever is earlier).
4. **Determined according to the usual accounting and management principles and practices of the beneficiary identifiable and verifiable**. That means that beneficiaries cannot create specific accounting principles for Erasmus+ projects.
5. Used for the sole purpose of achieving the objectives of the project and its expected results, **in a manner consistent with the principles of economy, efficiency and effectiveness**.
6. Recorded in the accounts of the beneficiary.

6.2 Special case of personnel costs

Based on these rules, only the hours actually worked on the project can be charged. Working time to be charged must therefore be recorded throughout the duration of the project by any reasonable means, e.g. time sheets. You may use your own institution's timesheets, provided they are giving sufficient information, as e.g. in the template made available in the **SAFE_RH** shared drive (oneDrive).

It is important to underline that an effective time-recording system (a system which certifies the reality of the hours worked) is a requisite for the eligibility of the personnel costs. A contract, as a document signed before the work is actually performed, would not be sufficient.

The complete time recording system should enable reconciliation of total hours in cases where personnel work on several projects during the same period.

Please note that any beneficiary may include in its personnel costs "permanent employees", that is, employees who have permanent working contracts with the beneficiary or "temporary employees", that is, employees who have temporary working contracts with the beneficiary.



7 Intellectual Property Rights and Publication

7.1 Intellectual Property rights (IPR)

The information and knowledge held by the beneficiaries prior to their accession to the GA (background, see below) as well as the information and knowledge generated by beneficiaries within the project (foreground, see below) are property of the beneficiaries that carried out/are carrying out the work generating them.

Nevertheless, Erasmus+ projects involve the sharing of knowledge: beneficiaries need to exchange information, know-how, software, etc. and work together in order to execute the project or exploit its results. This exchange is implemented through the so-called access right.

Certain access rights are mandatory in a Erasmus+ project, and additional ones can be freely negotiated by the beneficiaries. The economic conditions for the granting of access rights are established in the GA and are better defined in the SAFE-RH C.A.

Please note that within SAFE-RH project, according to the current version of the CA which is pending signature:

- access rights to both background and foreground for use of a beneficiary's own foreground are granted on fair and reasonable conditions;
- access rights for internal research activities are granted on a royalty-free basis;

Other conditions regarding property rights and access rights (especially in connection with planned patents) are included in the GA and the CA pending signature. As it is not final, the text above will be changed accordingly if it differs from the signed CA.

"Foreground" means the results, including information, materials and knowledge, generated in a given project, whether or not they can be protected. It includes intellectual property rights (IPRs such as rights resulting from copyright protection, related rights, design rights, patent rights, plant variety rights, rights of creators of topographies of semiconductor products), similar forms of protections (e.g. sui generis right for databases) and unprotected know-how (e.g. confidential material). Thus, foreground includes the tangible (e.g. prototypes, micro-organisms, source code and processed earth observation images) and intangible (IPR) results of a project. Results generated outside a project (i.e. before, after or in parallel with a project) do not constitute foreground.

"Background" is information and knowledge (including inventions, databases, etc.) held by the participants prior to their accession to the grant agreement, as well as any intellectual property rights which are needed for carrying out the project or for using foreground. Regarding intellectual property rights for which an application must be filed, only those intellectual property rights for which the application was filed before the accession of the participant to the GA are included.

7.2 Publication

The general principle is that any beneficiary can publish the foreground that he possesses. Nevertheless, according to the CA, the other beneficiaries concerned with the content of any publications and conference papers should be notified at least 7 days before submission. Any of those beneficiaries may object within 5 days of provision of the draft texts. The beneficiary objecting a

publication has to show that its legitimate interests will suffer disproportionately great harm and shall include a request for necessary modifications.

Nevertheless, whenever possible, external publications should be joint publications between projects beneficiaries. References to published articles will be stored in a repository. If possible, PDF versions of publications should also be made available but complying to the publisher's copyright rules.

A separate document of all publications and dissemination activities will be kept beside this project handbook as a living document. This document will be stored in the repository. Each partner has to add publications and dissemination through the WP leader responsible for dissemination and with the coordinator.

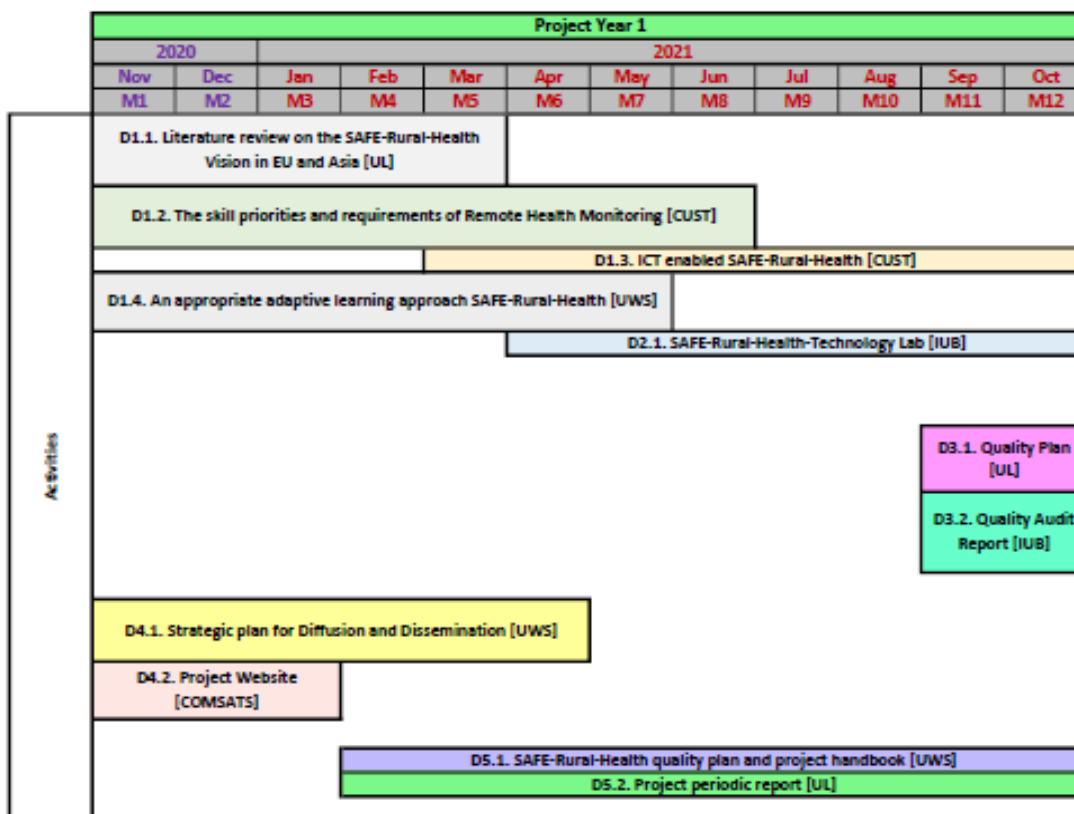
Further information on publication within the project is to be found in the GA and SAFE-RH CA.



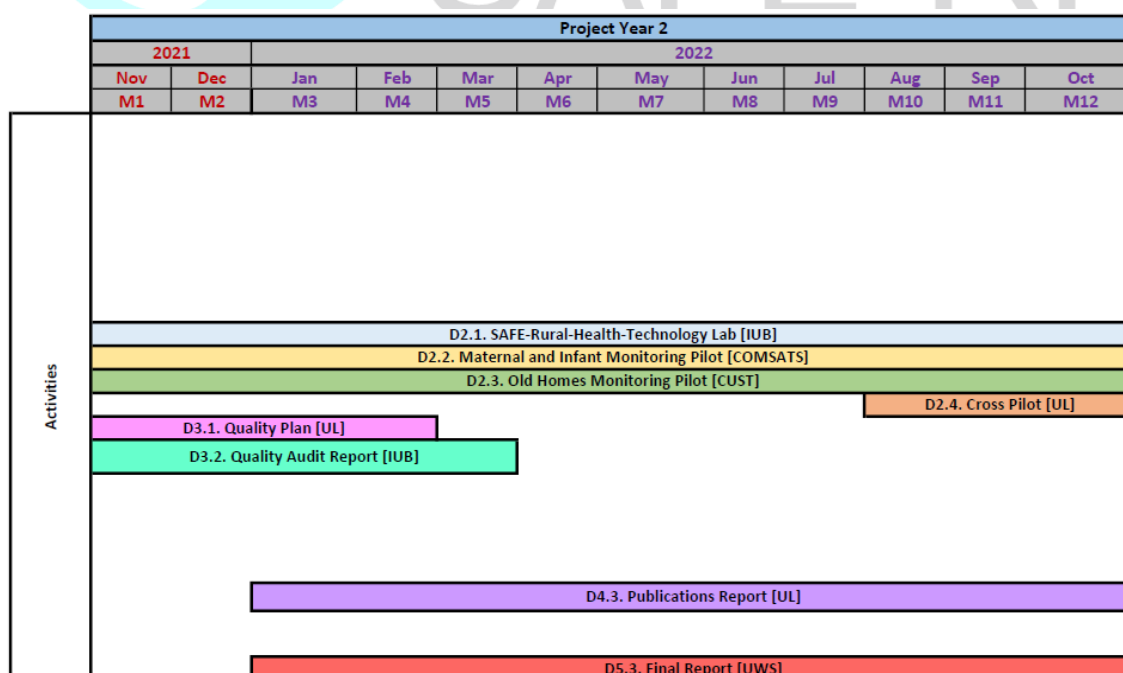
8 Annexes

8.1 Annex 2: List of Deliverables

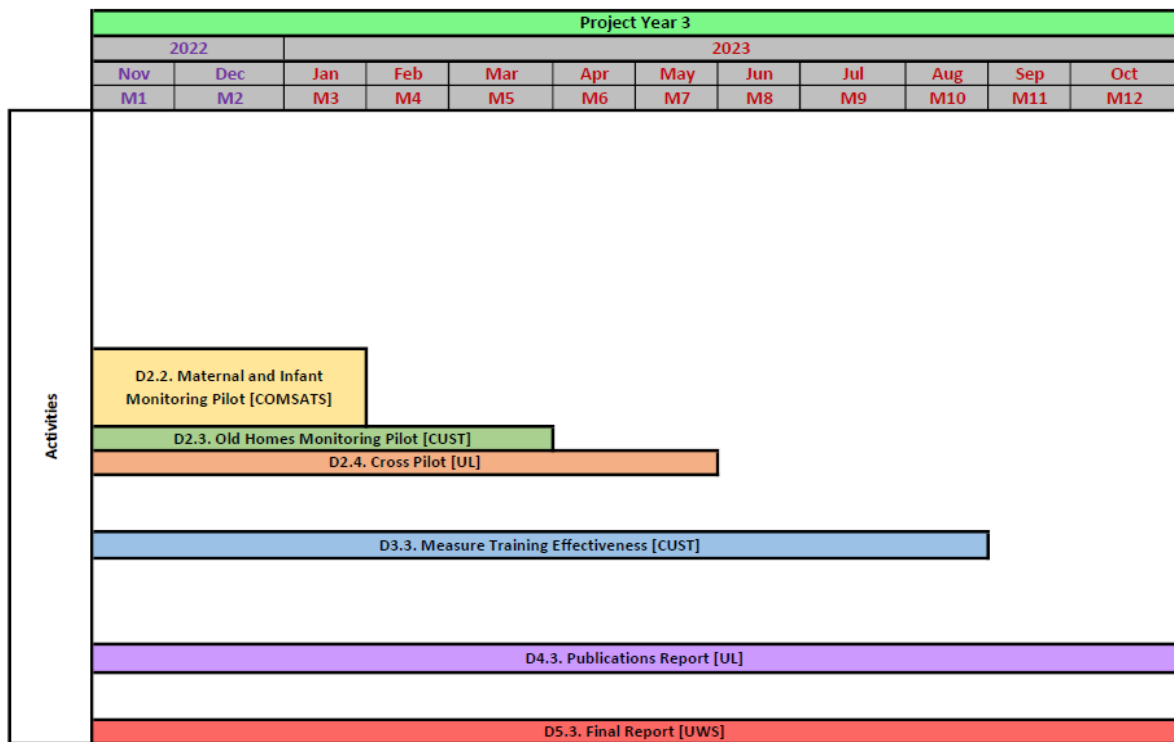
Year 1



Year 2



Year 3



8.2 Annex 2: Summary of quality plan

8.2.1 Presentation

Effective quality plan depends on the development of innovative teaching and learning strategies for the proper execution of the entire project. Besides, quality plan is considered as one of the key performance indicators in the SAFE-Rural-Health. Risks could be the lagging of partners to provide progress and output reports on time within the pre-defines standards. And in order to mitigate this risk, the leader of this work package will formulate a QA team that will collectively handle all activities.

This Quality Plan (QP) is defined in WP3 and is finalized to guarantee that the learning program is conducted with the appropriate quality standard and it gives the expected outputs. The main actions are:

- To setting up an upstream a Quality plan to verify the effectiveness of the training program .
- To setting up downstream a set of quality audits to analyse and evaluate the transfer of Skills to Health workers and to the Patients.

8.2.2 Quality Approach

This present QP is devoted to general procedures and associated material and tools, supporting the following objectives:

- To produce high-quality Deliverables on time and specification, in accordance with the DoA.
- To identify any possible risks, or deviations from the Work Plan at an early stage.
- To take any necessary remedial actions as soon as possible.

Project QA is an important task throughout the project, as is monitoring and reporting on the achievements of the project objectives.

Quality assurance (QA) is the joint responsibility of all partners and will be applied at all levels of the project's activities.

8.2.3 Quality Control Committee

A quality control committee is developed to ensure the quality of the deliverables, outputs and results of the project. A member from each institute is included in this committee whose lists is given in Table 3.

Table 1. Quality Control Committee for SAFE-RH Project

Partner No	Institute	PCT Member	Contact
1	The University of the West of Scotland	Naeem Ramzan	Naeem.ramzan@uws.ac.uk
2	University of Lorraine	Yves Berviller	yves.berviller@univ-lorraine.fr
3	Capital University of Science & Technology	Nadeem Anjum	nadeem.anjum@cust.edu.pk
4	COMSATS University Islamabad Wah Campus	Ehsan Ullah Munir	ehsanmunir@gmail.com
5	The Islamia University of Bahawalpur	Dost Muhammad Khan	khan.dostkhan@iub.edu.pk

8.2.4 Communication procedures

The Coordinator will, through the Project Coordinator, the Project Manager and Administration, be responsible for ensuring the management of communication within the Consortium. Communications between beneficiaries should be made via e-mail as a primary means, telephone and the postal system.

8.2.4.1 Document repository

The Document Repository is a tool for storing and sharing project related documents/information (deliverables, working papers, etc.) managed through a drive folder within the UWS protected area. It allows all beneficiaries to download, archive and exchange project related data during the whole project duration. This repository is private. It is only accessible to beneficiaries of the project consortium, who have an account.

8.2.4.2 Preparation and organisation of meetings

Members of a Consortium Body or participants of project's shall be given notice in writing (via email) of a meeting as soon as possible. With the meeting's notice, the chairperson will also circulate an agenda. All the necessary working documents will be circulated by the chairperson. Any participant may add an item to the original agenda by written notification to all participants. Items might be added during a meeting if accepted unanimously.

Written minutes should be produced by the coordinator together with WP Leaders leading different meeting sessions, which shall be the formal record of all decisions taken. The draft copy should be sent to all participants via email.

The minutes shall be considered as accepted if no participant has objected in writing to the chairperson with respect to the accuracy of the draft of the minutes.

8.2.4.3 Work Packages meetings

All work packages related to specific stages of the project shall have a kick-off meeting to get acquainted with the area of expertise of each of the partners involved and to elaborate a work plan, which can take place within regular technical consortium meetings, for instance, within the general kick-off meeting.

It is the responsibility of the work package leader to organise and lead the kick off, and the work package discussions within consortium meetings, as well as any other specific meeting of his/her work package (including preparation of the agenda, preparation and sending of the minutes).

8.2.5 Reporting

8.2.5.1 Deliverables

UWS, as coordinator, has the administrative responsibility for the transmission of all deliverables to the Commission.

Each deliverable should undergo an internal quality review by the internal peer reviewer in order to ensure administrative accuracy and technical value.

The process for this quality control for all technical deliverables (except for management reporting deliverables) should be as follow:

- The WP leader is responsible for the generation of deliverables associated to the WP.

- The deliverables' final draft must be ready at least 2 weeks before the due date (see deliverable list) in order to undergo the internal quality review procedure by the internal peer reviewer.
- Once ready, the responsible beneficiary (author) should send by email the draft copy of the deliverable to the internal peer reviewer, appointed as reviewer. The coordinators will upload the deliverable in the document repository, so that all beneficiaries can read it and send opinions.
- The internal peer reviewer writes a short report about the deliverable quality using the template provided as an annex in this Handbook and Quality Plan.
- All feedback provided by the internal peer reviewer and the rest of beneficiaries is forwarded to the author of the deliverable, who has to revise and complete it.
- The coordinators should receive from the author by email the final version (in word format) in order to edit the document and send it to the Commission's Project Officer. The final version will be available in document repository.

8.2.5.2 Reports

The Project Manager will upload in the document repository, the template for the Periodic (PR) reports before the end of each reporting period with the necessary instructions to prepare them.

8.2.5.2.1 Periodic Report (PR)

Partners are required to submit periodic (official) reports yearly. Contributions must be sent to the Project Manager by email. The PM will collect the reports from the partners and edit a single annual report and make it available for partners review to finally send it to the Commission.

Please note that the PR comprises:

- An overview, including a publishable summary, of the progress of work towards the objectives of the project, including achievements and attainment of any milestones and deliverables for each WP.
- Each beneficiary should deliver an explanation of the use of the resources (personnel costs, subcontracting, etc) and any major costs incurred (ex. large consumable items), linking them to work packages.
- Each beneficiary should also provide a
 - **Cost Statement:** this is an excel file including a detailed justification of the costs incurred and of the resources deployed by each partner linking them to activities implemented and justifying their necessity. The data (expenses and the personnel time) must comply with the EC requirements. Cost statement is not to be submitted to the Commission.
 - **Financial Statement:** The purpose of the Financial Statement Form is to collect all necessary information related to the project's costs in order to process the payment request in the most efficient way.

The periodic and final report should be submitted only electronically (online) via the Commission tools. The coordinator is responsible to submit the whole report.

8.2.5.2.2 Annual and Final Public Reports

The annual and final public reports are documents which should allow the general public and stakeholders outside the consortium to find out about the project. They should be published on the project website and may be published on the European Commission website. They have to be concise,

but at the same time provide all the necessary information to give an external reader a broad overview of the activities of the project and its achievements.

Therefore, the following guidelines are used for these annual and final public reports:

- Start with an executive summary.
- Put your project in context.
- Specify the targeted audience of the actions, distinguish between multipliers (educators, childcare and parent associations...) and the end targets (children and parents).
- Start at the beginning: don't assume that everybody knows what you are doing and briefly state the goals of the project in a way relevant for stakeholders and other audience.
- Be clear, using a language that can be understood by everybody. Specify your goals, current achievements, future work, and prospects after the end of the project.
- Promote your project, highlighting success stories. Insert hyperlinks to on-line public dissemination material (leaflets, brochures, video clips, photos...). Where relevant you may put documents in annexes.
- Further Information: Include a reference chapter for people who want to know more about the subject, list here whatever you deem appropriate, using in particular Web references.

The annual Public Report, covering the calendar year, is a document designed to be published on publicly accessible websites. It is a short report consisting of a summary of activities, important work areas and achievements, user involvement and tests, promotion and awareness, and future work or exploitation prospects as appropriate.

8.2.5.2.3 Time Sheets

Only the hours worked on the project can be charged. Working time to be charged must be recorded throughout the duration of the project by any reasonable means (e.g. timesheets). Employees have to record their time on a daily, weekly, or monthly basis using a paper or a computer-based system. The time-records have to be authorised by the project manager or other superior.

Please, note that to record working hours timesheets are compulsory unless you have other reliable way of measuring your personnel working time.

They should meet at least the basic requirements indicated below:

- Full name of beneficiary as indicated in the GA;
- Full name of the employee directly contributing to SAFE-RH project;
- Title of the project as indicated in the GA;
- Project account number should be indicated;
- Time period concerned (for instance on daily, weekly, monthly basis) according to the beneficiary's normal practice;
- Number of hours claimed on the SAFE-RH project. All hours claimed must be able to be verified in a reliable manner;
- Full name and a signature of a supervisor (person in charge of the project).

The complete time recording system should enable reconciliation of total hours in cases where personnel work on several projects during the same period. It is important to remember that an effective time-recording system (a system which certifies the reality of the hours worked) is a requisite for the eligibility of the costs. A contract, as a document signed before the work is actually performed, would not be sufficient.

Also, there must be some system allowing the beneficiary to indicate the activity to which the hours have been attributed. It is worth mentioning that the above elements are the basic ones, thus there are no obstacles to running the timesheets in a more detailed way.



8.3 Annex 3: LOGOS

Logo communicates the unique visual identity of any company, brand, or project. Following the same intent, a customized logo in-line with the theme of the SAFE-RH is designed. The logo represents the availability of medical services at doorstep in rural areas through ICT and IoT. Three variants of the logo with full name, acronyms and image only are designed.

