Communications Plan

As an international project, effective, reliable, and regular communication between all the partners is absolutely critical to its success.

Types
The project will use the following types of internal communication:

- **Email**
    - The lead partner will communicate with all partners as well as the EACEA and Erasmus offices in Ukraine and UK through a dedicated email account destin@bathspa.ac.uk. This will ensure continuity throughout the project, allow all members of the project management team to monitor communications, and maintain a full archive of all correspondence
    - Partners are asked to ensure that they keep the project management team updated about any change of personnel or email addresses to ensure that emails do not go astray or remain. Where possible, we also ask that partners use 'out of office' messages so that we are aware of possible delays in replying.
    - Email will be used to distribute short and/or urgent updates, share documents, ask key questions, and prepare for upcoming activities and events.
- **Memos**
    - The lead partner will circulate regular (and numbered) 'Memos' about the project to all partners. These will take the form of dated PDFs, giving progress reports, details of upcoming activities and events, and requests for key documentation and data. They may be accompanied by other relevant documents.
- **Shared drives**
    - In order to facilitate easier sharing of important documents, including 'work in progress', the project uses **Google Drive**. Read-write access to project folders on Google Drive is provided to project partners. (NB. Not all partners have access to all folders.) Some limited material on Google Drive is made publicly available via the DESTIN website. Highly confidential materials are not stored nor shared on Google Drive.
    - Google Drive enables the creation of shared word-processing, spreadsheet, and presentation documents, allowing for 'live' collaboration between partners.
    - In addition, the lead partner uses a shared internal drive to record all official documentation, including documents that need to held securely and

confidentially. Only members of the project lead team will have access to these documents.
- Partners are encouraged to maintain their own secure shared document space to share documents between colleagues.

- **Online surveys**
  - The lead partner uses Google Forms to record partner responses to specific queries (e.g. practical issues regarding travel or interim votes by the Governing Board).
  - Other surveying software, e.g. SurveyMonkey, may be used by partners.
- **Meetings**
  - The project involves several conferences, workshops, and field-trips.
- **Video-conferencing**
  - Partners are encouraged to use video-conferencing alongside email and other forms of written communication. The lead partner will video-conference every partner periodically to discuss project progress. In certain cases, video-conferencing multiple partners at once can be an effective, cheaper, and more environmentally-friendly alternative to face-to-face meetings.
  - Most video-conferencing will take place via Skype although Google Meets is also acceptable.

Frequency

It is expected that the lead partner should be in regular communication by **email** with every partner throughout the project: each partner should expect at least one project-related email 1-2 weeks. **Memos** will be circulated every month or so (they will be more frequent prior to key milestones or events, less frequent during quieter times of the academic year). **Video-conferencing** will be less frequent, but will depend on specific circumstances: partners in general should expect 1-2 video-conference meetings per year while partners leading on work-packages should expect 3-4 video-conference meetings per year. Generally speaking, the lead partner will always alert the partners to important documents being shared on Google Drive; however, each partner should ensure that they have access to the relevant files.

Rules

The working language of the project is English and partners will be expected to have at least one project team member who is able to communicate in spoken and written English. However, the lead partner recognises that the majority of partners do not have English as a first language, and so as much as possible this will be taken into account in emails, project documentation, video-conferencing, and meetings.

It is each partner's responsibility to ensure that they acknowledge and reply to emails and other internal communications promptly. If it is not possible to reply fully to an email within a working week, partners should acknowledge the email and give a likely timescale for a reply.

All data generated by the project, including emails, shared documents, and survey information, must be held in accordance with national laws and GDPR. In addition, partners must abide by the terms set out in the Partnership Agreement.