Project INSC IRN3.01/16 Lot 2
Support in the stress tests exercise

### Communication procedure

1. ***Introduction***

Efficient and correct communication is seen as a key assumption of successful course of the project and reaching all expected results. A systematic development of adequate communication lines and formats represents complicated task in the project of this kind, but it can significantly improve the performance of the subjects participating in the project later. It is well known experience taken from similar projects how much a well-developed and working communication can help to project success.

This procedure was developed on the request of project End User, which was formulated during project Inception meeting. It is supposed to become integral part of project QA.

The purpose of this procedure is to specify basic rules of communication taking place in the project as well as to build efficient ways of information exchange and to prevent unauthorized information transfer.

Although the necessity of common face to face work of the Contractor´s and End User´s experts was pointed out in project TOR and it was further emphasized during project inception meeting, high quality long distance communication remains one of the key assumptions for the success of the project and it forms the main subject of this procedure therefore.

1. ***The matter of confidentiality***

In the acts of communication, the Contractor is represented by the Project Manager, deputy Project Manager, Key-experts, senior experts and junior experts. All members of the Contractor´s team, who will work with the documentation and orally provided information about the subjects of analysis, have to sign the confidentiality form (see Attachment 1 to this procedure). All the Contractor´s experts, who have signed confidentiality, are responsible for keeping all relevant documents and information, which is specified as internal by the End User, as internal and for not providing any such information to the non-authorized subjects. If there is a need for any new specialists to take part in the project and to work with the confidential information provided by the End User, such new expert has to be approved by EC and the End User and has to sign the confidentiality form, as well.

The subjects of technical visits

The representatives of the subjects to be visited by Iranian experts in EU (utility safety oriented and other experts, utility management) will have no rights to be provided with partial or final project results or some plant specific information in any possible form from the side of project Contractor, except for those determined for dissemination over general public. However, the End User can provide such information during the visit, if it is found to be useful for possible future cooperation.

1. ***Communication languages***

English is the official language of the project. It is supposed that all official meetings will be held in English. The working language for the documentation within the project is English and all deliverables and other technical documents will be written in English, drafting included. Formal oral and written communication between the Contractor´s experts and End User´s specialists will be held in English; use of Russian during technical discussion is possible if advantageous.

Farsi, as a native language of End User´s experts and potential local readers of project deliverables (INRA) will be used to some extent to enhance the communication in frame of the project and to extend the pool of experts, project deliverables will be available for. Translation/Interpretation from English to Farsi will be provided by End User during the meetings and workshops organized in Iran, if needed. Selected technical reports and related written deliverables (User‘s manuals, training/workshop materials, etc.) into Iranian language, if justified. The selection will be proposed and justified by NPPD and agreed by the project partners.

1. ***Basic forms of communication***

Face to face communication during the meetings, appointments, technical visits etc. is the preferred way of communication. The rules postulated in this communication procedure should be followed in oral communication. In particular, non-authorized information should not be transferred to the subjects, who do not belong to the subjects of communication listed in this procedure.

Videoconferences and skype meetings can replace, to some extent, the face to face communication. The same general rules for communication as those used for face to face communication should be followed here.

Due to project specifics, communication by phone is not expected to cover important impact of information exchange between the Contractor and End User; rather it is supposed to be somewhat exceptional. It is supposed that such communication may take part on the high project management/ coordination level. The lower levels of cooperation will use other means of communication preferably.

The phone numbers for top level communication between project Contractor and End User, and EC and End User, respectively, will be kept confidential and not used by other members of project teams.

Phone communication will be used without limitations between the Contractor and EC (EC technical advisor) and for the internal work of Contractor´s experts.

Ordinary mail is a way of communication, which is expected to be used rather exceptionally. Only the most important documents and deliverables will be sent written in paper by means of ordinary e-mail. Specific addresses will be specified in the Inception report both on the Contractor and on the End User side, as well as on EC side, for this type of communication and will be used obligatory.

E-mails as a form of communication are expected to be used primarily for a long distance communication. A list of e-mail addresses of main contact points in the project is presented in Attachment B of this procedure. All communication via e-mails will follow the rules specified in this procedure. A copy (CC) of each formal e-mail shall be sent to the Project Manager and to the respective WG leader (if applicable) as well as to the generic address stsa.aeoi@ujv.cz for archiving. All such e-mails have to have filled in proper subject starting with “STSA AEOI” (e.g. “*STSA AEOI – WG 1 meeting programme*”)

1. ***Documents, deliverables and other information to be communicated***

The documents to be communicated within the project can be divided into several categories:

* documents providing technical support for the work – both from the side of the Contractor supporting the work of End User experts, and from the side of End User supporting the work of Contractor´s experts;
* technical deliverables of the project;
* documents developed for management and coordination of the project.

The transfer of supporting documents has to respect, first of all, the requirements regarding confidentiality. The typical rules for communication, transfer and using of supporting technical documents are:

1. A document is identified as a material, which could support the work in frame of the project and reaching project objectives.
2. The UJV Project Manager) asks the End User Project Manager officially for providing the document. This can be done by e-mail or in person during some of the meetings, visits etc.
3. The End User decides within five days1 whether the document can be provided and informs the Contractor about the decision once it has been reached.
4. If the decision was to provide the document, the End User provides it within five days after such decision to the Contractor.
5. If the decision was not to provide the document for some reason, the End User informs the Contractor about the reason immediately.
6. If the End User needs an agreement of any other (third) side to provide the document, it informs the Contractor about that and specifies the time horizon in which a decision about providing the document could be expected.

The text of the Self Assessment will be developed during common meetings as well as separately by the Contractor and End User experts and specialists at their regular places of work. In the second case, parts of the text (chapters, subchapters, paragraphs) will be prepared and send to the other side for comments/acceptance. The communication is supposed to be like:

1. Both sides agree on the responsible side for the text development and a deadline when a particular piece of text should be drafted.
2. During the text development, the responsible side informs the other side in the case the deadline was jeopardised as soon as it occurs.
3. Once the piece of text is finished it shall be sent to the other side with a copy to the Project Manager (and CC to stsa.aeoi@ujv.cz). It could be also sent to the EC TSO (JRC) if relevant.
4. The addressee reviews the text and provides comments and recommendations how to improve it within two weeks from the delivery back to the developer of the document with a copy to the Project Manager (and CC to stsa.aeoi@ujv.cz ). It could be also sent to the EC TSO (JRC) if relevant.
5. The text developer will either incorporate the reviewer comments into the text or start the discussion with the reviewer within one week. The individual responses of particular sides of iteration process should not exceed 3 days[[1]](#footnote-1) unless for a proper reason.
6. If there is an issue where an agreement cannot be reached, the Project Manager and/or the EC TSO (JRC) need to be contacted and asked for an assistance.
7. The complete process of addressing the comments to the technical deliverable has to respect official deadlines given by TOR, Inception report and Project plan.

The most important documents developed for management and coordination of the project during the course of it are:

* progress reports (each six months);
* monthly reports;
* minutes of the meetings and technical visits;
* Proceedings of the workshops.

The procedure for communication and treatment of these documents is

1. All progress reports are developed by specified deadlines by the Contractor and sent to EC;
2. The End User shall comment on the draft reports within 21 calendar days. The contracting authority shall comment on and/or approve the reports within 45 calendar days.
3. The Contractor addresses the comments from the End User and/or EC without unjustified delay and sends the final version of progress report to EC;
4. The monthly reports are developed by project Contractor each month regularly up to 10th day of the following month and sent to EC and to the End User;
5. The minutes of the meetings and technical visits, as well as the Proceedings of the workshops are developed by the Contractor by two weeks after the meeting/technical visit and are sent to the End User for comments;
6. The End User provides comments to the minutes by one week from the delivery back to the Contractor;
7. the Contractor addresses the comments to the minutes from the End User by one week and develops the final version of the minutes;
8. All formal documents developed for management and coordination of the project should be finished in accordance with the deadlines given in project TOR, Inception report, project plan and this procedure.
9. Any important assumption to be made by the Contractor or the End User or any conclusion drawn on expert judgment will be properly documented in a technical note or memo, and send to the Project Manager (+ CC to stsa.aeoi@ujv.cz). It will be redistributed to all WG leaders concerned, as well as to JRC.
10. ***Responsibility for communication and information transfer in general***

The transfer of information or documentation from the End User to the Contractor in the frame of the Project will be supervised by the End User Project Manager.

The transfer of information or documentation from the Contractor to the End User will be supervised by the deputy Project Manager.

1. ***Dedicated space for information collection and storage at Contractor’s premises***

In order to allow safe exchange of documents, a dedicated space has been created at Contractor’s network file servers. This disk space is accessible either directly from the Contractor’s domain or via internet access. The access is in both cases limited to Contractor staff involved in the project. The End User’s staff can obtain the login and password based on the End User Project Manager request.

Within the disk space, the specific structure has been created:

OPEN: for data gathered from open sources

LIMITED: for specific non-classified data

RESTRICTED: for classified data

The access to the RESTRICTED directory will be limited only to those experts who signed the confidentiality statement (see Attachment A). The classified data will be those, which were hand over to the Contractor with the remark “*Classified*”. The data uploaded to the RESTRICTED directory will be treated as classified automatically provided that they were not uploaded concurrently somewhere else.

This space is secured and ready to provide a complete sharing of all input data from the End User and all documents produced during the Project. All communications between the browser and the website are encrypted with the use of the Hyper Text Transfer Protocol Secure (HTTPS), which is used to protect highly confidential online transactions.

The additional security provision could be added by encrypted compression (e.g. zipping) and sending the password by separate channel (e.g. sms).

Every authorised user will be allowed to read and modify the content of documents available on this space. The only restriction is that every time a document is modified, the old version will be kept and the modified document will appear with a new revision index.

The technical assurance of the disk space will be safeguarded by IT department of the Contractor. The content of the disk space will be supervised by the deputy Project Manager Mr. Jiri Sedlak.

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dEclaration
OF OBJECTIVITY AND CONFIDENTIALITY [[2]](#footnote-2)

I, the undersigned, hereby declare that I undertake to hold in trust and confidence any information or documents ("confidential information") disclosed to me, discovered by me or drafted by me in the course of or as a result of preparing the project INSC IRN3.01/16 LOT 2 “Support in The Stress Tests Exercise” (hereinafter the Project) and undertake to use them only for the purposes of the Project and not to disclose them to any third party without written End User approval.

Lastly, I undertake not disclose any confidential information to any employee or expert unless that person has signed this declaration and agreed to abide by its provisions.

|  |  |
| --- | --- |
| **Name:** |  |
| **Signature:** |  |
| **Date:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Position in the Project | Name | Surname | e-mail |
| Project Manager | Jozef | Misak | jozef.misak@ujv.cz |
| deputy Project Manager | Jiri | Sedlak | jiri.sedlak@ujv.cz |
| End User Project Manager | Ebrahim | Deylami | deylami@nppd.co.ir |
| EC representative | Pascal | Daures | pascal.daures@ec.europa.eu |
| EC Project Manager  | Francesca | Nieto | francesca.nieto@ec.europa.eu |
| EC TSO (JRC) | Mark | Hulsmans | mark.hulsmans@ec.europa.eu  |
| End User TSO representative | Mohammad Hossein | Raji | tavanuc@nppd.co.ir  |

1. working days in the respective country [↑](#footnote-ref-1)
2. To be completed and duly signed by all persons with an acces to confidential information within the Project. [↑](#footnote-ref-2)