

GREEN DIGITAL STUDY TOURS

Information for hosts



Green Digital Study Tour - information for hosts

Study Tours resource pack (part II)

Deliverable D3.6

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This publication has been produced within the NiCE - Networking intelligent Cities for Energy Efficiency project. NiCE aims to support the fulfilment of the Green Digital Charter commitments.

The project is led by EURO CITIES, the network of major cities in Europe, in consortium with Clicks and Links Ltd, the City of Manchester and the Leibniz Institute for Ecological Urban and Regional Development.

www.greendigitalcharter.eu



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ec.europa.eu/research/fp7

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1) Introduction






1.1)

About the Green Digital Charter

The Green Digital Charter is a declaration committing cities to work together to deliver on the EU climate objectives through the use of Information and Communication Technologies (ICT). It therefore promotes progress in tackling climate change through the innovative use of digital technologies in cities.

In addition to a range of statements and aims, the Charter contains three specific commitments:

-  to work with Green Digital Charter signatories on ICT & energy efficiency
-  to deploy five large-scale ICT for energy efficiency pilots per city within 5 years from the signature
-  to decrease ICT's direct carbon footprint per city by 30% within 10 years from the signature

Currently signed by over 25 major European cities, the Charter is open to local authorities regardless of the stage of implementation of their energy and climate policies.

For more information on the Green Digital Charter, please visit www.greendigitalcharter.eu/greendigitalcharter.



1.2)

About the NiCE project

NiCE (Networking intelligent Cities for Energy Efficiency) is a FP7¹ funded project which supports cities in the achievement of their goals as outlined by the Green Digital Charter.

NiCE is supporting signatory cities in three key areas:

1. Tools for cities - establishing monitoring and reporting tools for cities and developing frameworks for action to aid cities at all stages during their efforts to green ICT
2. City support and action - offering support to cities through a series of targeted exchange and learning activities
3. Outreach and engagement - organising a series of networking and visibility events to increase the number of Charter signatories and showcase cooperation opportunities with relevant stakeholders

For more information on the NiCE project, please visit www.greendigitalcharter.eu/niceproject.

¹ FP7 is the acronym for the [Seventh Framework Programme for Research and Technological Development](http://ec.europa.eu/research/fp7/). This is the EU's main instrument for funding research in Europe and it will run from 2007-2013.





1.3) About the Study Tour Resource Pack

Study tours fall under the second area of action of the project: exchange and learning activities. In line with this, NiCE has developed this Study Tour Resource Pack aimed at facilitating on-site knowledge transfer between cities implementing green ICT initiatives.

The Study Tour Resource Pack is intended as a tool that cities can use to organise study tour visits.

As the NiCE project develops over time, cities may decide to elaborate on or change the study tours they offer. This pack and the affiliated offers are therefore valid until November 2013.

1.3.1) Resource pack structure

In order to support the organisation of study tours, the resource pack has been divided into two parts:

- I) Green Digital study tours catalogue - Information for visitors, which provides information for potential visitors, including some guidelines and a catalogue of study tour offers from hosting cities.
- II) Green Digital Study Tours - Information for hosts, providing guidelines for hosts, including some suggestions on how to organise successful study tours.



1.4) The study tours: general information

1.4.1) Concept

Study tours are successful knowledge transfer schemes which offer the possibility for site visitors to interact with key local stakeholders and see how projects are implemented in reality. During the study tour, visiting participants (officers and/or politicians) are able to learn from the host city by means of short presentations, site visits and peer-to-peer discussions.

1.4.2) Size of the group

Group sizes can range from 3-5 people to as many as 10-15. The appropriate size should be agreed between the host and the visiting city (or cities).

1.4.3) Costs involved

 Visiting cities:

The NiCE project allocates a total of €1,000 per signatory city to cover the costs of travel and accommodation incurred to attend the study tours. These funds cannot be guaranteed beyond the NiCE project duration (February 2014).



For more details about the cost reimbursement for visiting cities, please [Part I of the Resource Pack: Study tours catalogue - Information for visitors](#).

Hosting cities:

Hosting cities can receive up to €800 to facilitate the organisation of one study tour. The NiCE project cannot guarantee that this budget will be available for study tours organised after the project duration (after February 2014).

For more details about the cost reimbursement for hosts, please see [section 2.2](#) of this part of the Resource Pack (Information for hosts).

1.4.4) Language & Interpretation

The host cities offer the study tour in English, their local language (if different from English), and possible additional languages if indicated in their city page of the Study Tour Catalogue. To facilitate the exchange among participants, it is anyway encouraged to host the tours in English.

If a visiting delegate does not understand the language of the study tour, the visiting city should arrange interpretation at the visiting city's own costs. Interpreters should preferably be hired locally.

1.4.5) City participation

NiCE particularly encourages Green Digital Charter cities to organise and attend study tours. However, any city is welcome to host or visit another city.

Hosting:

To have your city's projects included in the Study Tour Catalogue please contact: info@greendigitalcharter.eu

Visiting:

Visits are arranged either upon agreement between the NiCE project team and the hosting city or upon requests from visitors. Interested cities can approach both the NiCE project team and hosting city to request a study tour via the [Study Tour Request Form \(Annex A\)](#).

1.4.6) Preparation and feedback

It is important that host city representatives who are giving a presentation or guiding a site visit are aware of the objectives of the study tour and the main interests of the visitors. Therefore it is requested that the host creates a dialogue with the visiting city/ies, which will begin with the visitors completing the [Study Tour Preparatory Form \(Annex B\)](#).

After the tour, the visiting and host cities are asked to report on the success of the tour, the level of participation and the main learning experiences using the forms [Study Tour Feedback Report - visitors \(Annex C\)](#) and [Study Tour Feedback Report - hosts \(Annex D\)](#) respectively.

2) Information for hosts

This section is meant to help hosting cities organise valuable study tours which facilitate the exchanging and gaining of knowledge that participants can use to improve their own work back in their respective cities.



2.1) How to organise a study tour

2.1.1) Setting the date

Study tours can be organised either upon request from visiting cities or with an agreement between the hosting city and the NiCE project team.



Requests from visiting cities

Any city interested in a study tour is advised to take a look at Part I of the Resource Pack: Study Tours catalogue - Information for visitors and send a Study Tour Request Form (Annex A) to the NiCE project team and main contact in the host city, at least two months before the proposed date for the study tour. The form can either be sent via email to the NiCE project team and host city or completed online.

Once such a request is received, the NiCE team will liaise with the two cities. In case such a request is received, it is advised to get back to the potential visitor shortly afterwards, at the most two weeks later, and discuss the details of a possible study tour (dates, agenda, logistics, etc).

Once a date is set, the NiCE team will promote the event and invite other Green Digital Charter signatories and potential signatories.



Preference of hosting city

Sometimes a study tour can be organised on the host city's initiative, for example in connection to other events planned in the hosting city. In such case the hosting city can make direct contact with the NiCE team and set a date for the study tour at least two months before the suggested date. The NiCE team will then promote the event to other cities and send the invitation to signatories and potential signatories.

2.1.2) Preparing a draft agenda

Hosts should prepare a first draft of the programme, which can be used to initiate dialogue with the visiting city on the most appropriate content for the study tour, and will also be included in the invitation and registration website. While drafting the agenda, hosting cities should keep in mind the different presentation formats explained below in 2.1.3. Additionally, the following aspects should be considered:



Detailed information

It is recommended to provide enough detail about the content of the different presentations/visits



in the agenda as well as practical information (maps, directions, list of hotels, etc).

Timing matters

As the study tour could include some site visits and meetings in different locations, hosts should make sure to provide enough time to get from one site to another (offer transport if necessary), and allow enough time for the visits themselves.

Refreshments and breaks

The working day during a study tour can be rather long and exhausting. Hosts should plan the agenda so there is enough time for breaks and refreshments to allow informal discussions and try not to finish too late.

Local host contact person

Hosts need to include in the agenda the name and contact details of a local representative.

A city representative should accompany participants during the whole duration of the study tour, facilitate the visit, answer questions, etc.

The NiCE team will support the hosting city developing a tailored agenda. See the Draft Agenda Sample (Annex G) for an example of what your study tour agenda could look like.

2.1.3) Choosing a format for your study tour

Depending on the theme or the nature of the project to be presented, several formats or sessions can be organised:

Presentations from hosts and visitors

At some point in the agenda, the host may choose to use PowerPoint presentations to better explain a city project or ICT strategy. Hosts should make sure such presentations are not too long and that the slides are not too text-intensive. Hosts may also consider using creative or interactive structures for their PowerPoint presentations such as ‘Pecha Kucha 20x20’¹.

In order to engage the visiting city, hosts may consider offering them the possibility to have a presentation about their city and the main projects and programmes they are currently working on.

Site Visits

Visiting projects and seeing how they actually work is one of the most interesting aspects of a study tour. Possible examples include:

- Site visits to new infrastructure facilities incorporating green digital measures
- Trips to companies or schools who are successfully implementing/testing digital technologies such as smart meters or energy monitors

¹ <http://www.pecha-kucha.org/what>

Testing of instruments or technology

Hands-on demonstrations are always greatly appreciated. In case the study tour programme includes some technological aspects, hosts may offer participants the possibility to test the new systems, e.g. demonstration of apps or pilots such as intelligent parking.

Informal meetings / discussions with local stakeholders

Host cities may want to arrange a meeting between the visiting delegation and local stakeholders (politicians, retailers, end-users, etc). For example if the local politician in charge of ICT strategy is attending the study tour, hosts should try to arrange a meeting with the local councillor in charge of the same policies. Equally, if among the participants there is a head of IT department or an officer in charge of - for example - smart energy grids, hosts should try to set a meeting with their peer in their city.

2.1.4) **Adapting the agenda to visitors' needs**

The success of a study tour is measured by a meaningful exchange of best practices, and mutual learning. This is why hosts will have to prepare a programme that meets the visiting city interests.

Registered visiting cities will be requested to complete - at least one month before the tour - the Study Tour Preparatory Form (Annex B), which is a document outlining the visiting cities' main questions and learning interests. Visiting cities can either complete the form online or submit the filled file via email to the NiCE team and host city. The host city should use the information from this document to better tailor a final agenda that meets the visitors' needs and interests.

One week prior the event at the latest, the host city should provide all participants with the final adapted agenda and a short briefing about the city they are going to visit and its projects and programmes.



2.2) After the Study Tour

2.1.5) **Follow-up**

After the study tour has taken place, the host city is requested to complete a Study Tour Feedback Report host (Annex D). Given the importance of such feedback, it is mandatory for the host city to complete the feedback to have the costs up to €800 reimbursed by the NiCE project (see point 2.1.6 below for more details).

All visiting cities will also be asked to complete a Study Tour Feedback Report visitors (Annex C) preferably at the end of the visit or, alternatively, once back to their cities through an on-line form which they should fill at the latest one month after the visit. Such reports will gather the main lessons learnt from the study visit and describe how the knowledge gained will be used back in their city. Those reports will be also used to evaluate the study tour programme and may also help you improve for future study tours.



It is the responsibility of the host city with the support of the NiCE team to re-adapt the Study Tour Feedback Report visitors (Annex C) to the study tour programme.

If the feedback will be collected by the hosting city on spot before closing the tour, it will be the responsibility of the hosting city to collect the forms and share results with the NiCE team within two weeks after the tour. In case the feedback will be collected through an online survey, the NiCE team will be responsible of setting up the online form and to share the results with hosting city one month after the tour the latest.

2.1.6) Costs reimbursement

The NiCE project will be able to reimburse up to €800 to contribute to the organisational costs such as catering, room rental or local transportation.

Once a study tour has been agreed, the NiCE team will provide the hosting city with a more detailed list of eligible/non-eligible costs. The cost of the staff time is not eligible and must be covered by the hosting city.

These costs will be reimbursed to the hosting city upon reception of:

- Cost claim on city headed paper detailing the costs incurred and their explanation
Example: '€50.45 - purchase of X daily transport tickets' or '€240.00 - lunch for x people'
See: Template of cost claim hosts (Annex H)
- Evidence (original invoices or certified copies) of such expenses
- Study Tour Feedback Report host (Annex D)

Claims needs to be sent by post to:

Nikolaos Kontinakis
c/o EUROCITIES
Square de Meeus 1
B1000 Brussels
Belgium

It is advised to take a copy of all documentation before mailing the claim.

Although there are no detailed financial regulations, hosts should consider the following rules to be sure NiCE can cover their costs:

- Eventual interpretation should be hired locally
- Hotel accommodation and subsistence rates cannot exceed the EC flat rates for the related country. See the EC guidelines for more details about each country maximum rate:
ftp://ftp.cordis.europa.eu/pub/fp7/docs/flat-rates-subsistence_en.pdf



2.3) Tips for a successful Study Tour

2.2.1) Make the visit interactive



Allow time for introductions

The study tour may last up to 3 days; this is enough time for visitors and hosts to get to know each other, exchange knowledge and experiences. Enough time should be devoted to introducing each other, explaining everybody's tasks and responsibilities in their respective cities, etc.



Combine presentations, visits and discussions

One of the main advantages of study tours compared to conferences or workshops, is the possibility to have an active and direct exchange of experiences between hosts and visitors. See the section 2.1 on organising Study Tours for more information on different possible formats.



Language

Hosts should keep in mind that not all participants will be equally competent or comfortable in English. Speakers should set an example by using simple, clear language and if applicable, allow enough time for interpretation.

Visiting cities not fluent in English can decide to have interpretation at their own costs. To diminish the environmental impact and costs, interpreters should be hired locally. The host city should facilitate the search for interpreters.

2.2.2) Provide a real analysis



Time to explain what didn't work and why

While case studies and presentations at conferences usually give the impression of a 'perfect world', often the audience is more interested in learning about the problems encountered and how they were overcome.

During a study tour, both hosts and visitors should feel free to talk about the challenges they are currently facing in their respective cities. Whether it is citizens' opposition to a certain initiative, a technology that is not working properly or awareness campaigns that do not reach its main target group, such barriers and possible solutions should be shared and openly discussed.

Hosts may offer the possibility to visitors to present some of the projects they are currently planning and give them some expert advice based on their experiences.



2.2.3) End of the visit

Drawing conclusions and farewell

At the end of the study tour, participants may need to rush to get their train or flight back home. However, it is important to foresee a summary session where both hosts and visitors discuss the outcomes of the visit. Hosts should consider offering an informal lunch or snack as well (ideally, with local products).

Also, hosts may want to provide participants with information material to bring back home and should not hesitate to exchange contact details and even plan a second study tour, this time to the city who just visited!

Feedback

The host city may like to factor in time for feedback and completion of the evaluations at the end of the study tour as it will ensure a higher response rate.

3) Annexes

 Annex A: Study Tour Request Form

The editable version of this form can be downloaded here: <http://www.greendigitalcharter.eu/wp-content/uploads/2012/09/Annex-A-Study-Tour-Request-Form.doc>

 Annex B: Study Tour Preparatory Form

The editable version of this form can be downloaded here: <http://www.greendigitalcharter.eu/wp-content/uploads/2012/09/Annex-B-Study-Tour-Preparatory-Form.doc>

 Annex C: Study Tour Feedback Report - visitors

The editable version of this form can be downloaded here: http://www.greendigitalcharter.eu/wp-content/uploads/2012/09/Annex-C-Study-Tour-Feedback-Report_visitors.doc

 Annex D: Study Tour Feedback Report - hosts

The editable version of this form can be downloaded here: http://www.greendigitalcharter.eu/wp-content/uploads/2012/09/Annex-D-Study-Tour-Feedback-Report_hosts.doc

 Annex E: Study Tour Reimbursement Claim - visitors

The editable version of this form can be downloaded here: http://www.greendigitalcharter.eu/wp-content/uploads/2012/09/Annex-E_Study-Tours-reimbursement-claim_visitors.xls

 Annex F: Study Tour Reimbursement Procedures for visitors

 Annex G: Draft Agenda Sample

The editable version of this form can be downloaded here: <http://www.greendigitalcharter.eu/wp-content/uploads/2012/09/Annex-G-Draft-Agenda-Sample.doc>

 Annex H: Template of cost claim - hosts

The editable version of this form can be downloaded here: <http://www.greendigitalcharter.eu/wp-content/uploads/2012/09/Annex-H-Template-Cost-Claim-hosts.doc>

Annex A: Study Tour Request Form

Once completed, please return this form to the NiCE project coordinator, Nikolaos Kontinakis nikolaos.kontinakis@eurocities.eu and to the main contact in the host city (details can be found in the city profiles of the Study Tour Resource Pack - session 3.2 of Green Digital study tours catalogue).

This form should be completed at least two months ahead of your requested visit. Host cities will ideally confirm your visit and propose a draft agenda within two weeks of receiving your request. Visiting cities should confirm their attendance to the study tour shortly after receiving the proposed programme.

If you have any questions regarding procedures please contact nikolaos.kontinakis@eurocities.eu.

Our city is interested in visiting:

1. General contact information

Main contact person

City	
Contact name, function	
Email	
Phone	

Name, title, function of proposed participants

#	Name, title	Function
1		
2		
3		
4		
5		

6		
7		
8		
9		
10		

2. Preferred dates for the study tour

Please propose at least 3 ideal dates:

-
-
-

3. Aims and aspirations

Please describe in a few lines the reasons for requesting this visit (you will be able to expand on this in the Study Tour Preparatory Form if the host city accepts the request to organise a study tour.)

4. Additional comments or questions

You can also use this space to describe any special requirements the host city should be aware of.

Annex B: Study Tour Preparatory Form

Once completed, please return this form to the NiCE project coordinator, Nikolaos Kontinakis nikolaos.kontinakis@eurocities.eu and to the main contact in the host city (details can be found in the city profiles of the Study Tour Resource Pack - session 3.2 of Green Digital study tours catalogue).

This form should be completed at least two months ahead of your requested visit. Host cities will ideally confirm your visit and propose a draft agenda within two weeks of receiving your request. Visiting cities should confirm their attendance to the study tour shortly after receiving the proposed programme.

If you have any questions regarding procedures please contact nikolaos.kontinakis@eurocities.eu.

Our city is interested in visiting:

1. Reflection of the situation in the visiting city

Please describe in a few lines the situation in the visiting city, the challenges you are facing, why you think a study tour would be beneficial, and preliminary plans you have for implementing change.

2. Thoughts on situation in host city

Please describe in a few lines what attracted you to the host city and its initiatives, what you think you can learn from them, difference between the visiting and host cities and how this may pose a challenge in the transfer/adoption of their best practice examples.

3. Main learning interests

Please describe in a few lines the reasons for requesting this visit (motivation, knowledge needs, any particular project or programme from the host city you would like to learn from, desired outcomes and results) and indicate how you will apply the results in your own city upon your return.

The more details you provide the easier it will be for the host city to prepare an agenda that responds to your interests and needs.

4. Questions

Please propose at least three questions you have for the hosting city. For example: how is the project financed? What are the evaluation criteria?

-
-
-
-
-
-

5. Additional comments

Annex C: Study Tour Feedback Report - visitors

_____ (visitor city) visits _____ (host city)

Dates of the visit						
Content: <i>[Session titles to be adapted to Study Tour agenda]</i>						
Sessions	Very good	Good	Satisfactory	Poor	N/A	Comments
Session A						
Session B						
Session C						
Session D						
Objectives: Taking into account your objectives, did the study tour meet your expectations?						
Outcomes: What are the main outcomes of the study tour? Which policies or project did you find most interesting?						
Transferability: What will be the impact of the study tour in your city? Is there any practice from the host city that could be potentially be applied back home?						
Additional comments:						

Annex D: Study Tour Feedback Report - hosts

Please send this form at the latest one month after hosting a study tour to the NiCE project coordinator Nikolaos Kontinakis (nikolaos.kontinakis@eurocities.eu).

Dates of the visit	
Number of participants	
Main topic/s covered during the study tour	
Taking into account the stated objectives of the visitor cities, do you think the study tour met their expectations?	
What were your general impressions of organising this study tour? What would you do differently next time?	
As the hosting city, did you learn anything from the visitor city? If yes, Will you be able to apply such knowledge and information in your work?	
As the hosting city, did you have any objectives for the study tour (e.g. learning or cooperation objectives)? If so, were these objectives met?	
Additional comments	



Annex E: Study Tour Reimbursement Claim for visitors

[Download here the form to fill](#)

EUROCITIES REIMBURSEMENT CLAIM FORM						Date: #####	
<i>Please fill in cells highlighted in yellow; all other cells are protected and formatted in a way that they will be automatically updated.</i>							
1. CLAIMANT							
From:							
Person travelling:							
Claimant:							
Claimant address:							
Telephone:							
E-mail address:							
Subject:							
Programme name: NICE Project - FPT Coordination Country of the event:							
Title and date of the event: Study Tour							
EXPENSES:							
2. TRAVEL						subtotal: 0.00	
Type of travel	Original currency	Cost in original currency	Exchange rate	Cost in EUR	Other comments		
Train (long-distance)				0.00			
Flight				0.00			
Bus (long-distance)				0.00			
Public transport (intr)				0.00	These costs are included in the subsistence allowance the traveller is entitled according to the mission duration		
Train (intra-city)				0.00			
Taxi				0.00			
Other				0.00			
3. ACCOMMODATION						subtotal: 0.00	
Max hotel price/night: 0.00							
	Nr of nights	Original currency	cost in original currency	Exchange rate	Cost in EUR	Cost/night	
Hotel	1				0.00	0.00	
4. SUBSISTENCE (IN EUR)						subtotal: \$VALUE!	
Max daily allowance: 0.00							
TRAVEL DURATION:							
Start date: #####		Start time: #####		Return date: #####		Return time: #####	
Duration: #VALUE!		Eligible DS: \$VALUE!					
DEDUCTIONS:							
Please mark		Breakfast (15%)		0.00			
the number of		Lunch (30%)		0.00			
provided		Dinner (30%)		0.00			
TOTAL AMOUNT TO BE REIMBURSED							\$VALUE!
5. BANK DETAILS							
Please transfer to (claimant's bank account):							
Name of the bank:							
Address of the bank:							
Bank account holder:							
Bank account number:							
SWIFT/BIC code:							
IBAN code:							
6. DECLARATION OF HONOUR				FOR EUROCITIES INTERNAL USE ONLY			
I declare that neither the above-mentioned traveller nor his/her organisation will receive reimbursement for these costs from any other organisation or subsidy.				Nr Purchase Journal			
				V.A.T. amount			
				Analytic	Account	Amount	
				1.80.	611,820		
				1.80.	611,802		
				1.80.	611,821		
Name:				Approval 1			
Signature & Stamp:				Approval 2			
				Date & means of payment			
				Financial journal + Nr			



Annex F: Study Tour Reimbursement Procedures for visitors

The NiCE project has allocated a budget to cover travel and accommodation for an unspecified number of participants to the project study tours, up to a total of €1,000. Please note this amount can also be spread across several study tours, so once the limit of €1,000 has been reached, no additional claims will be accepted. The costs will be reimbursed on the basis of a standardised reimbursement claim form provided by EUROCITIES.

Please note the following obligatory procedures:

- Reimbursement claims need to be submitted as soon as possible after a trip. Claims submitted later than one month after a trip will not be reimbursed.
- The form must be accompanied by the original tickets and invoices as proof of expenditure (see below for details).
- For expenses in currencies other than €, use the exchange rate available at <http://ec.europa.eu/budget/infocureuro/> for the month when the payment was made. The exchange rate(s) used shall be printed and submitted along with the claim. See example below:

A train ride taken and paid in February costs 300 Swedish krona (SEK) in February 2011. To report this, refer to the EC exchange rate for SEK in February:

Dates of validity		Currency	Rate
01/02/11	28/02/11	EUR/SEK	8,853000

Change the rate to reflect SEK/EUR by dividing 1/Exchange rate (1/8,853000). The result, in this case 0.112956, will be put into exchange rate column:

22	Train (long-distance)	SEK	300.00	0.11	33.00
----	-----------------------	-----	--------	------	-------

- Economy class tickets only can be reimbursed.

Presentation of tickets, invoices, print-out exchange rate:

These must be provided collated on A4 sheets. Please use one A4 sheet per type of cost:

- Travel (plane ticket, boarding passes, train ticket, invoice from travel agency if used)
- Accommodation (hotel and eventual travel agency invoices)

No proofs are needed for subsistence costs as these are reimbursed on a flat rate basis.

Please carefully check your reimbursement claims and the additions of different cost types before sending them to EUROCITIES. Reimbursement claims containing calculation mistakes have to be rejected and cause a lot of extra work both for the claimant and for EUROCITIES! Should you need further information or assistance, please contact:

Nikolaos Kontinakis - NiCE Project Coordinator
+32 (0)2 552 08 46 or nikolaos.kontinakis@eurocities.eu

Instructions for completing the form:

1. PERSON MAKING THE CLAIM
 - Fill in all the information requested
2. TRAVEL
 - Choose the right currency from the list
 - Reimbursement claims for expenses in currencies other than € need to indicate the exchange rate(s) for each item to be converted (see procedure above).
 - Fill in the cost of the expense reported
 - Fill in exchange rate as indicated above. For each item, the form is designed to automatically convert sums into €, change the exchange rate only if using currency other than €
 - Public transport, including taxi, and other expenses are considered part of the Daily Subsistence Allowance (DSA) and will not be included in the calculation of the total amount to be reimbursed.
3. ACCOMMODATION
 - Accommodation costs shall stay within the maximum price per night determined by EU financial guidelines and indicated in the reimbursement form. Any expenses exceeding this amount will not be reimbursed.
 - Accommodation costs do not include room service, mini bar or other extra expenses
 - If cost of breakfast is clearly indicated in the hotel bill, only the room rate will be reimbursed. If breakfast is included in the bill but without mentioning a separate amount, the reimbursement will be in full and 15% will be deducted from the DSA.
4. SUBSISTENCE
 - Costs related to food, phone, local transport (public transport and taxi) are covered by a set Daily Subsistence Allowance (DSA). The amount is fixed according to EU financial guidelines and indicated in the form. The reimbursement claim form provides for automatic calculation of this when you insert your individual travelling time.
 - Indicate the amount of meals provided by the organisers (e.g. 2 lunches and 1 dinner). If meals are provided or breakfast included in hotel cost, DSA is reduced proportionally. This is automatically calculated in the form.
5. REGISTRATION FEES
 - Indicate the nr of fees you have paid to participate to the conference. The cost will be calculated automatically
6. BANK INFORMATION
 - The banking information needs to refer to the claimant's account and be complete, including both SWIFT/BIC and IBAN codes.
7. DATE and SIGNATURE
 - The form needs to be dated and signed and stamped

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Once completed every step, please send the scanned documentations (proofs of expenses and reimbursement claim form) via email for prior check to:

nikolaos.kontinakis@eurocities.eu

Once you receive the final approval, please send the whole paper documentation by post to:
Nikolaos Kontinakis, EUROCITIES, Square de Meeûs 1, B-1000 Brussels, Belgium

Annex G: Draft Agenda Sample

Title of Study Tour

Insert picture

Location
Date

Short intro

About the study tour

Introduction to event & who's organising it for whom

A few words about the city

There are X measures presented in this study tour.

- a few words about each measure

Preliminary programme

***Try to include a mixture of theory and practical examples; provide variety of activities throughout the day but keep in mind that some participants may not be able to walk around for hours. It would be useful to ask participants to mention any specific requirements they might have.

Keep in mind possible weather conditions and alternative plans in case for example a speaker cancels.

If you are not organising a lunch or dinner, try to suggest a list of restaurants for participants.***

Day 1 [DATE] [START & END TIME]

Overview of the day including aims, advice, and particular information (such as means of travelling throughout the day, information about lunch and dinner).

START & END	ACTIVITY
START & END	ACTIVITY
START & END	ACTIVITY
START & END	ACTIVITY
START & END	ACTIVITY

Day 2 [DATE] [START & END TIME]

□ Overview of the day including aims, advice, and particular information (such as means of travelling throughout the day, information about lunch and dinner).

START & END	ACTIVITY
START & END	ACTIVITY
START & END	ACTIVITY
START & END	ACTIVITY
START & END	ACTIVITY

Etc.

Please note: Number of participants is limited! Registration is necessary.

Practicalities

Location

Where do we meet? Insert a map and directions by public transport.

Getting to [CITY]

Which airports are closest? Include directions for transportation to the city.

Any other means of transport: trains, etc.

Hotels

Participants are responsible for booking their own hotels. Is there a list of hotels you can provide, block bookings or a website so participants can book?

Registration

Include website and deadline for registrations.

Contact

For further information, please contact: XXXXXXXXX



EXAMPLE: Smart energy measures in Example City



Example City
Date

This one-and-a-half day study tour covers two smart energy measures: ‘Smart Energy District’ and a smart metering project in public buildings. Participants will have the opportunity to hear from political representatives and technical experts, as well as the chance to speak with citizens about their experiences of the measures.

About the study tour

The concept of smart cities is quickly becoming a new global urban trend for sustainability and cooperation. The principle is to use information and communication technology (ICT) to increase energy efficiency, lower energy consumption and generally improve the quality of life for citizens. Smart cities initiatives touch all aspects of urban living: transport, energy, economic development, innovation and technological development, community involvement and accessibility.

Example City’s new 5-year energy plan was introduced 3 years ago and will be valid until 2014. Its goals include increasing energy efficiency and lowering overall energy consumption, as well as setting targets for the production of greener electricity. This Study Tour will present the measures Example City is taking to reduce energy consumption through the use of innovative action and technologies.

Two measures will be presented during the study tour: the ‘Smart Energy District’ and a smart metering pilot project.

- The ‘Smart Energy District’ is a trial measure that will run for 4 months from September to December 2012. The aim is to reduce energy consumption on this street by 20%. Sensors have been put in place so that store owners are able to measure the amount of energy they are consuming. Street lights have been fitted with automatic motion sensors.
- A smart metering project is being tested in public buildings for a period of 4 months. It involves the use of an application that can monitor and control lighting and heating, which can be used on tablets and smart phones. The aim is to raise awareness of the amount of energy that is consumed and better manage energy usage in public buildings.

EXAMPLE Preliminary programme

Day 1, Thursday 09 November, 09.30 - 17.30

Meeting point: Town hall welcome desk

Day 1 will begin with an introduction to the smart energy measures being conducted in Example City and a presentation by the visitors about the current situation in their city. The Head of the Energy Office will explain current energy policies in context, or alternatively is available for a bilateral meeting. After lunch at Example City's first 'climate neutral' restaurant, we will visit the 'Smart Energy District'. Participants will be familiarised with the sensor system that is able to register energy usage in the area and smart street lighting system, among others. Afterwards the visitors will be able to discuss with the measure participants over an informal snack and coffee. The day will close with a presentation by the head of the measure.

09.30 - 10.30	Welcome presentation & introduction
10.30 - 11.15	Presentation by visiting city
11.15 - 11.45	Coffee break
11.45 - 13.00	Presentation from the Head of the Energy Office
13.00 - 14.00	Lunch
14.00 - 15.30	Visit to 'Smart Energy District'
15.30 - 16.30	Coffee break & informal round table with 'Smart Energy District' participants
16.30 - 17.30	Presentation by the head of the 'Smart Energy District' measure
19.00	Optional dinner (at own expense)

Day 2, Friday 10 November, 09.30 - 13.00

Meeting point: Town hall entrance

□ On Day 2 there will be a site visit to a pilot area for smart meters in public buildings. Workers at the Museum of Science have been able to monitor and control the amount of energy spent on lighting and heating for a trial period of 4 months. We will see the measure in action, after which the museum curator will discuss any issues over the trial period, the practicalities of the technology and overall assessment of the measure. A technical expert will then explain how the technology was developed and how it works, as well as the possibilities for transferring to other contexts.

10.00 - 10.30	Demonstration of smart metering measure
10.30 - 11.15	Presentation by Ms. Museum Curator & time for questions
11.15 - 11.45	Coffee break
11.45 - 12.30	Presentation by Mr. Technical Expert & time for questions
12.30 - 13.00	Wrap-up, final questions & evaluation forms

Please note: Number of participants is limited! Registration is necessary.

Practicalities

Location

On both days we will meet at the town hall. The address is:

Town Hall
1 Main Square
Example City
1000

Map:



The bus stop is called Town Hall, there are three bus lines that will take you there: 01, 02, or 03. Alternatively you can take the Blue Line metro which also stops at the Town Hall.

How to get to venue/meeting point?

The closest airport is Example City Airport (airport code ECA). There are regular trains and buses to the city centre. For more information please visit: www.ExampleCityAirport-transportation.com

The main train station is called Example City Central, which is in the centre of town.

Hotels

We recommend the following hotels, which are within 5 km of the Town Hall and provide free wifi and breakfast:

- Hotel 1 - approx. €, website
- Hotel 2 - approx. €, website
- Hotel 3 - approx. €, website
- Hotel 4 - approx. €, website

Registration

You can register at: www.registrationlink.com. The deadline for registrations is Friday 26 October.

If you have any special requirements please make sure to let us know.

Contact

For further information, please contact: contact.point@examplecity.com

Annex H: Template of cost claim - hosts

To be completed/printed on city headed-paper

Nikolaos Kontinakis
c/o EUROCITIES
1 Square de Meeûs
1000 Brussels
Belgium
VAT number: BE 0447 820 987

Date

Address line 1

Address line 2

Address line 3, etc.

For the attention of the NiCE project team,

With reference to the Study Tour that was organized under the NiCE project on *****DATE*****, we the hosts, the *****CITY OF...***** request the reimbursement of costs of a total of *****TOTAL COST CLAIM IN €*****. Please see below for a breakdown of the costs:

- Cost 1 (e.g. lunch on Day 1): €xxx
- Cost 2: €xxx
- Etc.

Please make the *****TOTAL COST IN €***** payable to the following bank account: *****PROVIDE NAME OF ACCOUNT HOLDER, BANK ADDRESS, IBAN, BIC*****.

Kind regards,

[signature]

NAME



