



D5.2

List of Project Ambassadors

Date 23/01/2025



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Executive Summary

This deliverable provides a comprehensive list of 30 organizations that have joined the Low2HighDH project to form the Ambassador Community (AC), along with details of their roles and relevance to the project. Additionally, it outlines the selection process and ensures the project's alignment with the Energy Efficiency Directive's criteria for "efficient district heating and cooling" over the next decade.

The Ambassador Community represents a cornerstone of the project's outreach and dissemination strategy. Comprised of 30 representatives from district heating (DH) value chains across the European Union, the AC serves as a collaborative platform to support communication and dissemination framework, aiming to effectively spread project outcomes and best practices, drive knowledge exchange, and capacity building in the transition to sustainable and efficient district heating and cooling (DHC) systems.

The AC members were selected based on their expertise, track record and alignment with the project's objectives. They include players from energy industry, research institutions and public entities actively engaged in renewable energy promotion, academia, municipalities, private companies. These representatives will play an important role in the dissemination of project results, the promotion of the Calls for Applications, the low-grade RES technologies, and the acceleration of the adoption of innovative solutions in the DHC sector in Europe.

Context of the need for Ambassadors Community

BACKGROUND AND CONTEXT OF THE LOW2HIGHDH PROJECT

A common for the project ambassador community (AC) including 30 representatives from DH value chains across the EU will be engaged for communication, dissemination and capacity-building activities. Members of various energy DHC industries across EU projects will be analysed, including such in which project partners have participated, and relevant participants contacted to take part in the AC. They will be invited to all local activities (if relevant) and will have a central role in the engagement of the call for applications.

ROLE OF STAKEHOLDERS IN THE DISTRICT HEATING VALUE CHAIN

The successful transformation of high-temperature district heating and cooling (HT DHC) systems to integrate low-grade and waste heat technologies requires collaboration across the entire district heating value chain. Each stakeholder group brings unique expertise, resources, and perspectives that are essential to overcoming the technical, economic, and regulatory challenges of this transition. Below is an elaboration on the role of key stakeholder groups and the importance of their engagement:

Engagement Strategy

STEPS IN ESTABLISHING THE COMMUNITY

This process started at the beginning of 2024 and ended at the beginning of January 2025 with having the 30th Ambassador confirmed to become part of the project's Community. It involved the following phases:

Phase 1: Drafting the Invitation

In this initial phase, the Communication and Dissemination Manager worked with the Coordinator to collaboratively draft a compelling and clear invitation that outlined the goals of the Ambassador Community (AC), the expected roles of members and the benefits they would have by joining the AC.

The process resulted in developing an invitation that has the appropriate language, with a strong call-to-action and the message is aligned with the goals of the project. Feedback from all the project partners helped improve the invitation's clarity and effectiveness.

Phase 2: Invitations sent to potential members

After finalizing the invitation, the first batch of over 30 potential organizations was identified. These organizations were selected based on their relevance to the district heating value chain and their potential contribution to the goals of the Ambassador Community.

The outreach was conducted through a formal email campaign, where the invitation was sent along with a brief description of the project and a clear invitation for participation in the AC. Invitations were sent via email and via formal invitations in LinkedIn, supplemented by a brochure, created according to the project's graphic charter and was also circulated in our project's social media accounts.

<https://www.linkedin.com/feed/update/urn:li:activity:7207029731286827010>



The Ambassador Community invitation brochure

Content: The invitation email was crafted to emphasize the value and opportunities offered by joining the Ambassador Community (AC), while also clearly outlining the expectations for members. Below are the key components of the invitation:

1. Benefits of Becoming an Ambassador - The invitation highlighted a range of tangible and strategic benefits to encourage participation:

- **Community Membership:** The opportunity to join a vibrant network of organizations working to advance the district heating (DHC) sector, fostering collaboration and sharing best practices.
- **EU-Level Promotion and Visibility:** Ambassadors would gain significant exposure through the project’s communication channels, including its website, social media platforms, newsletters, and press releases, as well as at national and European events.
- **Reputation Boost:** By presenting themselves as Ambassadors of an EU co-funded project, organizations could enhance their public image and position themselves as leaders in the sector.
- **Capacity Building:** Ambassadors would gain first-hand experience with an EU-funded project, enhancing their institutional knowledge and capacity for future initiatives.
- **Timely Information and Event Invitations:** Ambassadors would receive concise, up-to-date information about relevant public developments and be invited to participate in exclusive events and exchanges.
- **Peer Exchange and Policy Insights:** Members could benefit from exchanges with other stakeholders, Ambassadors and insights into the latest DHC policy developments.

2. Expectations from Ambassadors - The invitation also clarified that the Ambassadors’ role would be voluntary and primarily focused on dissemination and communication:

- **Sharing Information:** Ambassadors would be asked to share project results and relevant information with their own networks and communities.
- **Active Participation in Dissemination Efforts:** This includes promoting the project’s progress and results to a broad audience through their channels.

- Commitment to the Project Timeline: Ambassadors are encouraged to actively support the project throughout its lifecycle until September 2026.
- Support for Calls for Applications: Members are expected to help promote calls for applications at the local level, encouraging participation and identifying suitable applicants within their networks.

Structure and Tone of the Invitation. The email campaign used a professional yet approachable tone, balancing the formality expected in an EU-funded project with a sense of enthusiasm and collaboration. The call-to-action was clear, inviting recipients to take advantage of the opportunity to play a key role in shaping the future of district heating and cooling systems.

Phase 3: Promotional campaign:

After the initial invitations were sent, a comprehensive promotional campaign was launched to raise awareness about the Ambassador Community (AC) and encourage more organizations to join. This phase leveraged multiple outreach strategies and communication channels to reach a broader audience and strengthen the project's visibility.

1. Social Media Campaigns

- Regular Posts on LinkedIn: Posts included project updates, benefits of joining the AC, and calls for participation.

Example: <https://www.linkedin.com/feed/update/urn:li:activity:7207029731286827010>

- Engagement with existing groups: active participation in LinkedIn and Twitter groups related to district heating, renewable energy, and EU-funded projects, commented on relevant discussions, and directly invited group members to join the AC.

2. Targeted outreach via research and email campaigns

- Researching websites of relevant organizations: Conducted thorough research to identify potential stakeholders, including energy providers, municipalities, technology developers, and academic institutions.
- Direct Email Contact: Personalized emails were sent to representatives, explaining the project and the AC's role, followed by timely follow-ups to maximize responses.

3. Website Integration for seamless sign-Ups -dedicated button on the project website:

- A "Join the Community" button was added to the project's website, prominently displayed to capture interest. The button directed users to a simple online form, where applicants could express their interest by providing basic information such as their organization's name, role, and contact details.
- Applications submitted via the form were automatically sent to the project's email for review. This streamlined process provided an easy entry point for stakeholders who discovered the AC through the website, resulting in several applications.

4. Partners' contributions and personal networks

- Partners also directly contacted individuals and organizations within their networks, adding a personalized touch that secured commitments from several stakeholders. This internal collaboration significantly enriched the pool of candidates, ensuring the inclusion of experienced and relevant members in the AC.

5. Participation in industry events and conferences – project partners promoted the AC at relevant events and conferences and engaging directly with attendees to explain the project and its goals.

6. Partnerships and Cross-Promotion

- The call for ambassadors was announced to members of completed and ongoing projects in the field of DHC including SET_HEAT Project, Support DHC project, HeatMine DH project and Enable DHC project to promote the AC to their networks.
- A promo banner included in synergies Cluster with sister projects also helped gain new members.

Phase 4: Responses and engagement - initial replies and consideration

Following the initial outreach, we can classify the feedback into three main types:

1. **Positive Confirmation:** Some organizations expressed immediate interest and confirmed their participation, agreeing to join the Ambassador Community. These organizations were immediately added to the list of confirmed members.
2. **Consideration:** Several organizations indicated that they would consider joining the AC but needed more time or additional information to make a decision. These organizations were marked for follow-up to provide additional clarification and answer any specific questions they had about the project and their role. From this group, a few more positive responses were received.
3. **No Feedback:** A big portion of the invited organizations did not respond. These organizations were followed up with reminders or a second invitation to prompt a response. However, in many cases, this group remained unresponsive.

Impact of the campaign

This multi-faceted campaign was instrumental in raising the profile of the Ambassador Community and securing 30 committed members from over 90 contacted organizations. Key successes included:

- **Diverse Engagement Channels:** Combining email, social media, newsletters, and direct event engagement ensured outreach to a wide and varied audience.
- **Enhanced Visibility:** Social media campaigns and event participation helped build awareness and interest in the AC.
- **Streamlined Sign-Up Process:** The website integration significantly simplified the process for potential members, resulting in several applications through the form submission system.
- **Partner-Led Recruitment:** The contributions of project partners in identifying and contacting potential members from their personal networks added credibility and expanded the reach of the campaign.

Response rate and engagement

Out of the 90+ organizations initially contacted, 30 committed to joining the Ambassador Community, yielding a response rate of approximately 33%. While this demonstrates a successful level of engagement

in terms of the number of members who expressed interest and agreed to participate, there remains room for improvement, particularly in terms of effective action and active involvement afterwards.

Several of the accepted members have not fully engaged in the activities as per the voluntary agreement to contribute to the dissemination and communication efforts. This highlights the need to refine the expectations set during recruitment to ensure greater commitment to active participation. Future strategies should consider increasing the incentives for consistent engagement and developing more targeted follow-up efforts to encourage and support members in fulfilling their roles within the AC. By doing so, we can ensure that the community remains dynamic, and the members actively contribute to the project’s success.

Challenges and lessons learned

- **Initial Uncertainty:** The first round of invitations faced some hesitations from organizations unsure about the time needed to be allocated for the AC activities (as participation is purely voluntarily), long-term commitment or specific benefits. This was addressed by refining the messaging and providing more tangible examples of the AC’s value during follow-up conversations.
- **Engagement Follow-Up:** The project team found that direct follow-ups (a second direct email or LinkedIn message) helped significantly in securing responses from organizations that initially showed interest but did not respond.
- **Refinement of Offered Benefits:** potential improvements include offering: small group meetings to foster stronger connections, regular interactions with the project team to provide tailored support and maintain active engagement, invitations to open meetings and events, creating additional opportunities for members to network and exchange insights. People would want to be really a part of such a project and would be happy to get in touch with other stakeholders in the industry – this is a very important benefit which could be offered from now on to foster the motivation of the members in the AC to be more active in promoting the project.
- **Expectations vs. Responses:** Despite the personal outreach efforts from the coordinator and project partners, who extended direct invitations to specific organizations, we expected a higher response rate from those organizations.

The challenges and lessons learned during the engagement of the Ambassador Community led to a delay in the submission of this deliverable. The project team focused on revising the engagement strategy, conducting follow-ups, and enhancing the recruitment process to achieve the desired level of engagement. However, it is important to note that the overall progress of the project was not affected by this delay. Once an ambassador confirmed the participation, the organization was involved in the project activities and contributing to the dissemination efforts. This ensured that the AC’s contributions aligned with the project’s ongoing activities, maintaining the momentum and impact of the dissemination and outreach efforts despite the delayed deliverable submission.

Final List of Accepted Members			
	Organization Name	Country	Short information

1	Applied Energy	New Zealand	Consulting company based in New Zealand, but working globally, recognised as global experts in the topic of wastewater heat recycling and energy planning.
2	DBDH	Denmark	Denmark's leading district heating export organisation. DBDH's mission is to promote district energy for a sustainable city transformation.
3	German Energy Agency (dena)	Germany	The Deutsche Energie-Agentur – the German Energy Agency. dena is a centre of excellence for the applied energy transition and climate protection. They work with stakeholders from across all sectors, on both a national and international level.
4	HAWK	Germany	HAWK is a German state University of Applied Sciences in Lower Saxony. The university combines six faculties in the three cities of Hildesheim, Holzminden and Göttingen.
5	Energia Calabria	Italy	Energia Calabria is a cultural association, open to public bodies, private bodies and individuals that aims to promote the rational use of energy and renewable energy sources in its various forms and applications.
6	Municipality of San Lucido	Italy	San Lucido is a town and comune in the province of Cosenza in the Calabria region of southern Italy with around 6,000 inhabitants.
7	CEE Bankwatch	Czech Republic	The CEE Bankwatch envisions an environmentally, socially and economically just world, built on solidarity, participation and respect for ecological limits. People enjoy fulfilling lives and are aware of and responsible for the consequences of their actions.
8	<u>Euroheat & Power:</u>	Belgium	Euroheat & Power (EHP) is the international network for district energy, promoting sustainable heating and cooling in Europe and beyond. We are a non-for-profit association headquartered in Brussels, Belgium, which unites the district energy sector.
9	Fraunhofer ISI	Germany	The Fraunhofer Institute for Systems and Innovation Research ISI carries out research for practical applications in seven competence centers with a total of 28 business units and aims to be an independent thought leader supporting society, politics and business.
10	CSE — Centre for Sustainable Energy	UK	CSE is an independent national charity formed in 1979. CSE's vision is a world where sustainability is second nature, carbon emissions have been cut to safe levels and fuel poverty has been replaced by energy justice.
11	INEGI	Portugal	INEGI – Institute of Science and Innovation in Mechanical and Industrial Engineering is a Research and Technology Organisation (RTO), founded in 1986, focused on research and technology-based innovation activities, technology transfer, consulting and technological services, oriented to the development of industry and economy in general.
12	ADHAC:	Spain	The Association of Heat and Cold Network Companies, "ADHAC", is a Business Association, which was formed by leading companies in the sector of heat and cold distribution networks

			for use in urban environments as a heating, air conditioning and domestic hot water system.
13	Czech Technical University	Czech Republic	Czech Technical University in Prague is one of the oldest technical universities in the world with a 316-year tradition of outstanding achievements and academic reputation.
14	Covenant of Mayors	Belgium	The EU Covenant of Mayors for Climate & Energy is an initiative supported by the European Commission bringing together thousands of local governments that want to secure a better future for their citizens. By joining the initiative, they voluntarily commit to implementing EU climate and energy objectives.
15	Cool Heating Coalition	Belgium	Decarbonising heating and cooling by 2040 is essential for our security, health, and climate targets. Our heating and cooling needs must be met in a way that advances climate action and our energy security, while being affordable and clean.
16	SSTP (Slovak Society for Environmental Technology)	Slovakia	The Slovak Society for Environmental Technology (SSTP) is a voluntary association that brings together scientific and technical workers in the field of environmental engineering and protection. SSTP is a member of the Association of Slovak Scientific and Technical Societies (ZSVTS) and a member of the European Federation of Heating, Ventilation and Air Conditioning Companies REHVA based in Brussels.
17	ZpPOBD (Association for the Promotion of the Renovation of Residential Houses)	Slovakia	The organization is a civil association that aims to bring together experts from the following ranks: – supplier companies producing or providing various types of building materials, constructions and technologies, – construction companies – implementers of renovation of apartment buildings, – university teachers focused on various partial problems of house renovation, etc.
18	ZSVTS (Association of Slovak Scientific and Technological Societies)	Slovakia	The Union of Slovak Scientific and Technical Societies (ZSVTS) is a voluntary, public benefit, non-profit, democratic and non-political association of interested professional scientific and technical societies, committees and territorial coordination centers.
19	Royal Institute of Technology in Stockholm	Sweden	Since 1827, KTH has grown to become an international leading technical university. As the largest institution in Sweden for technical education and research, we bring together students, researchers, and educators worldwide. Our activities are grounded in a strong tradition of advancing science and innovation, focusing on contributing to sustainable societal development.
20	Silesian University of Technology.	Poland	The Silesian University of Technology is the oldest technical university in Upper Silesia and one of the largest in the country. It was established in 1945 as a scientific and teaching base for the most industrialized district in Poland and at the same time one of the most industrialized areas in Europe – Upper Silesia.

21	University of Campania “L. Vanvitelli”	Italy	The University (formerly known as Second University of Naples) promotes a vocational training offer integrated with the territory, supports quality research, and promotes the creation of business initiatives from research groups, in a constant perspective of internationalization and cultural exchange with other universities.
22	IRESI Research Group, Maynooth university	Ireland	International Renewables and Energy Systems Integration (IRESI) emerged as an ambitious undertaking, initially conceived by Maynooth University. Its inception marked the beginning of a transformative expedition aimed at reshaping our global energy landscape.
23	CoEER - Congress of European Emerging Regions	Belgium	CoEER is aimed at: <ol style="list-style-type: none"> 1. Developing Investment Platforms for regions, communities, towns and cities’ smart transition; 2. Supporting the European Governance Forum; 3. Empowering a new breed of European local, urban, regional and community leadership; 4. Giving best-practices of governance and leadership European visibility; and others.
24	URZĄD M.ST. WARSZAWY	Poland	The Warsaw City Council is a supervisory and regulatory authority. It makes decisions concerning the most important matters related to city functioning.
25	WIP Renewable Energies	Germany	Founded in Munich in 1968, WIP Renewable Energies focused at its early stages on global infrastructure and institutional development in international cooperation. It quickly established itself as a pioneer in renewable energies and efficiency technologies.
26	Ferrovial Energía	Spain	Since 1952, as part of Ferrovial, they have been designing, building, and operating infrastructure, but ultimately their ambition is to create spaces that connect people and meet the needs of an interconnected world in constant movement. Their vision is to develop and operate sustainable, innovative, and efficient infrastructures creating value for our stakeholders.
27	Ambiente Italia	Italy	The history of Ambiente Italia is linked to the history of sustainability in Italy. The story of the group of experts that gave life to Ambiente Italia begins at the end of the 1970s, in Milan. As in the rest of Europe and in the world, issues related to environmental protection and the scarcity of resources also began to assert themselves in Italy, also thanks to the first major "energy crisis" of 1973.
28	LTERA	Lithuania	Lithuanian Thermal Engineering Association (Abbr. LTERA) aims to bring together academia, society, business and individuals interested in thermal engineering technologies and their applicability. A significant part of the Association’s activities consists of specialized training courses for the improvement of qualifications, certification of thermal engineering, design part managers and expertise managers

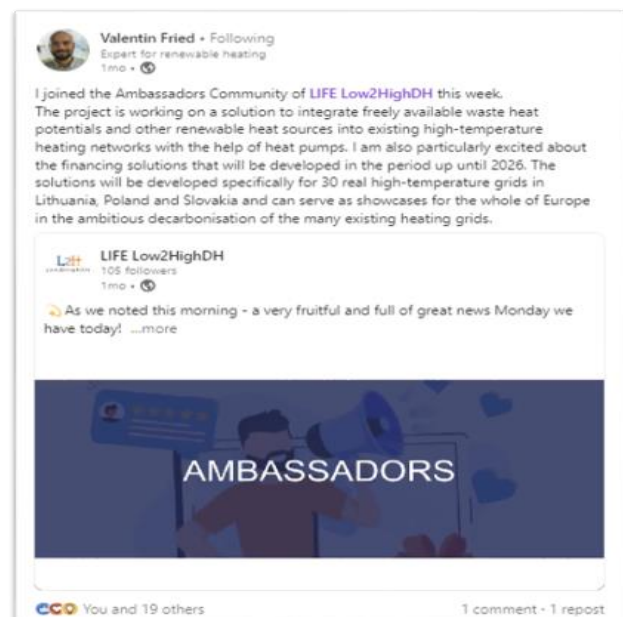
29	IrRADIARE	Portugal/ Belgium	IrRADIARE is a multidisciplinary, multicultural, team, dealing with urban, local and regional governance and public policies. They work hands on with digital, numerical, communicational and managerial technologies.
30	Wärtsilä Energy	Finland	Wärtsilä is a global leader in innovative technologies and lifecycle solutions for the marine and energy markets. They emphasize on the innovation in sustainable technology and services to help our customers continuously improve environmental and economic performance.

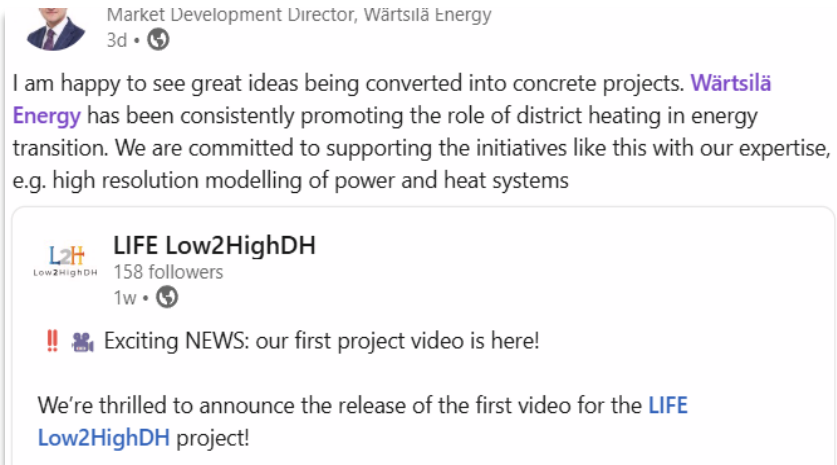
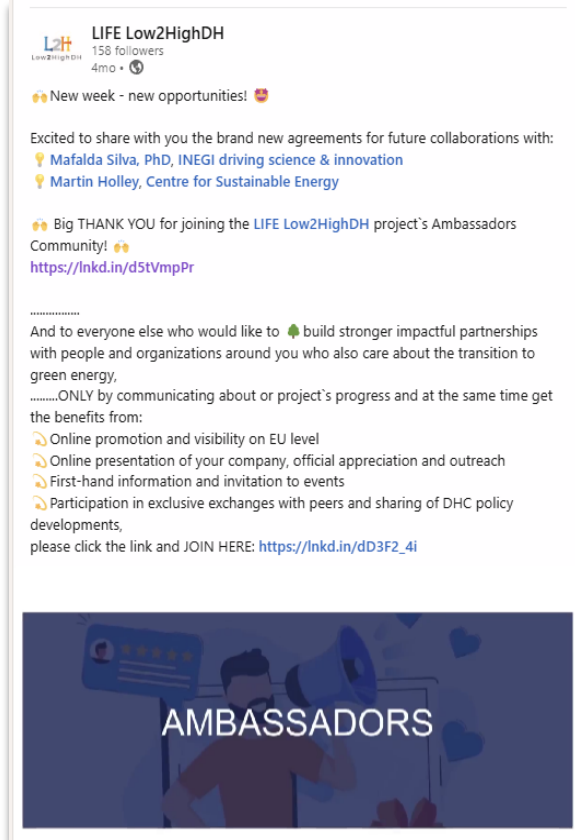
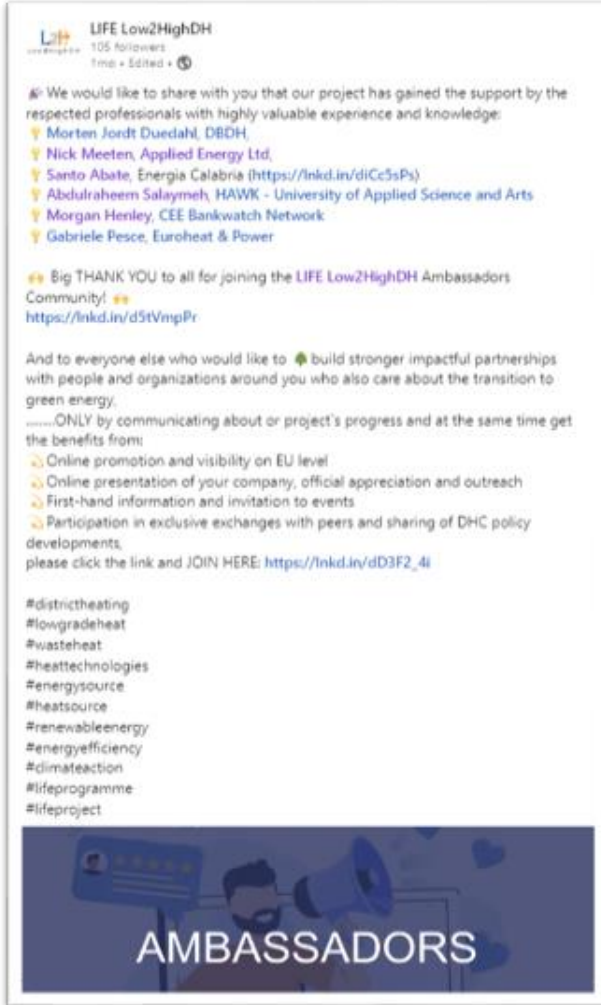
<https://low2highdh.eu/our-ambassadors/>

Current involvement of the Ambassador Community

Currently, the Ambassador Community (AC) has been involved in sharing the progress of the Low2HighDH project such as the recently call for applications, through their mostly used communication channels, particularly on LinkedIn. Many AC members have contributed by resharing project updates, including key milestones and achievements, to their own networks, helping to amplify the project's visibility. One notable example of this involvement is the widespread resharing of the project's first video, launched earlier this month, which showcases the project's scope, goals and impact. By leveraging their platforms, AC members have effectively been raising awareness and engaging their communities in the ongoing developments, helping to create a broader dialogue around district heating and low-grade heat technologies.

Until the end of 2024, the AC actively promoted the call for applications through their social media accounts, particularly on LinkedIn. By consistently sharing updates, encouraging participation, and disseminating the project's progress, the ambassadors played a great role in ensuring the call reached a broad audience. Their sustained engagement significantly contributed to raising the interest and strengthening the dialogue around district heating and low-grade heat technologies.





Examples of posts for promoting the AC campaign and the members` involvement

Action Plan for Future Ambassador Community involvement

The following action plan outlines key steps to enhance the involvement of AC members and maximize their contributions, particularly for the upcoming second call for applications. This plan focuses on addressing the challenges faced in member engagement while ensuring that AC members are prepared to actively support the project moving forward.

- **Continue to engage with the members** by sending follow-up communications specifying involvement in the second call for applications which will be opened this year.
- **Organize personalized meetings** with AC members to discuss the project progress, updates in the industry, their involvement, provide tools for dissemination, and ensure active participation.
- **Offer recognition and incentives** for active members, such as public acknowledgment and exclusive opportunities like speaking roles or participation in special events. These incentives will be coordinated with project members to align with the project's planning and opportunities.
- **Facilitate peer-to-peer exchanges** by organizing webinars, roundtable discussions, and smaller thematic groups to foster collaboration and knowledge sharing.
- **Maintain personalized relationships** with key members, offering tailored support and regular check-ins to ensure their sustained involvement.
- **Acknowledge the voluntary nature of participation**, understanding that engagement may be limited due to the free and voluntary aspect of the activity, but still aim to maximize their contributions within these constraints.

These actions aim to strengthen the involvement of the AC, ensuring their active participation and crucial support for the project.

CONCLUSION

In conclusion, the Ambassador Community (AC) plays a vital role in the dissemination and engagement activities of the Low2HighDH project.

With 30 organizations actively engaged in the AC, it has been instrumental in raising awareness and supporting the project in our communication and dissemination activities. By sharing project results, engaging their networks, and assisting with local outreach efforts, the AC members have contributed and will continue to contribute significantly to broadening the impact of the project. Their involvement in future activities, such as promoting the second call for applications and encouraging suitable participants, will continue to be very important for achieving the project's objectives. Additionally, acknowledging the voluntary nature of participation, we strive to balance expectations with the members' available time and resources, ensuring effective and sustained contributions.

Appendix 1: References and Related Documents

	Reference or Related Document	Source or Link/Location
1	Low2HighDH project Grant Agreement No 101120865	Low2HighDH Project SharePoint, Reference Documents folder
2	Low2HighDH project Consortium Agreement	Low2HighDH Project SharePoint, Reference Documents folder