

## D4.3 Reports on the local on-site capacity building activities (First)

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## DISSEMINATION LEVEL

- Public
- Confidential, only for members of the consortium (including the Commission Services)

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# 1. Introduction

This deliverable provides a first update on the on-site capacity building activities (also referred to as ‘on-site consultancy sessions’) for young SMEs, organised within the framework of Task 4.4 of WP4 by the START2ACT partners from BG, CZ, HR, HU, PL, RO, SK and UK. These events are one of the core activities in START2ACT to fulfil the project’s mission of supporting young SMEs and startups in energy efficiency.

The on-site capacity building activities combine effectively the use of existing outreach networks of the partner organisations with a centrally developed and applied training methodology on energy efficiency in offices of SMEs and startups. This training methodology was developed by the leader of WP4, Carbon Trust, and delivered to all participating partners at the [Training of Trainers event in March 2017](#).

As all involved partners are active in the energy efficiency field (energy agencies, consultancy companies), the Training of Trainers (ToT) event was instrumental in enhancing the already existing expertise of the partners. Moreover, it had the purpose of defining a common methodology to be applied consistently by all involved partners during the on-site capacity building sessions. This methodology encompasses a training schedule (three visits to the client over several months, several steps to cover at each visit) as well as an advanced monitoring strategy to accompany and estimate the impact of the training activities.

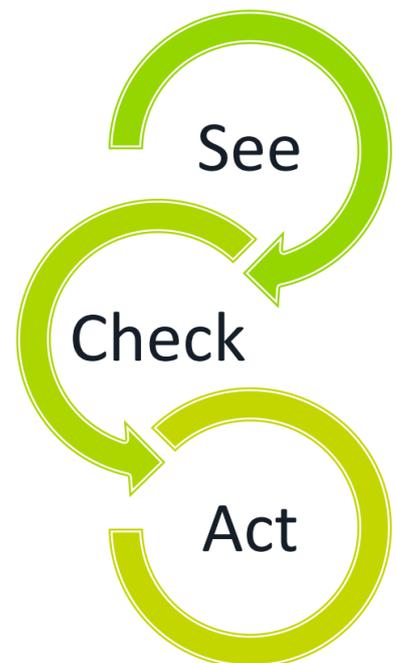
The following two subsections will briefly introduce the methodology as well as the monitoring scheme of the on-site consultancy sessions. Chapter 2 contains the summary reports on the qualitative findings and progress of all involved START2ACT partners whereas Chapter 3 introduces the quantitative progress. The sustainability of START2ACT’s approach to the on-site consultancy sessions is discussed in Chapter 4.

## 1.1 Methodology of the on-site capacity building activities

The START2ACT on-site capacity building activities are free-of-charge consultancy sessions that are delivered by the project partners to young SMEs in the involved START2ACT countries. The aim of this programme is to assist the young SMEs in identifying and embracing measures for energy efficiency at their companies through a series of three visits by the consultants of the START2ACT partners. As simple and no-cost measures have the potential to lead to significant energy savings, START2ACT emphasises behavioural change towards energy efficiency of the entire workforce as a key message of the project.

Each of the visits to the young SMEs includes the framework SEE – CHECK – ACT in order to structure the consultancy sessions in a manner that would allow significant progress, of each meeting and over the course of the three meetings, respectively.

- » SEE – identifying and demonstrating energy saving potentials.
- » CHECK – assessing energy saving potentials and simulating cost/energy saving impacts, and
- » ACT – taking action to attain the identified and simulated potential



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## 1.2 Monitoring scheme of the on-site capacity building activities

A monitoring scheme, led by CentERdata, is an integral part of the on-site capacity building activities to keep track of the progress achieved during the visits. The monitoring scheme is described in detail in D2.3 Monitoring Methodologies which is available [here](#). Within this scheme, a set of four monitoring surveys has been created and are conveyed by the START2ACT consultants to be filled in by the participating young SMEs. The first survey is dedicated to capturing the baseline of each SME before the first visit, while the following three surveys will measure progress after each visit.

All responses to the surveys will be stored by the Data Manager at CentERdata and, for personal data protection reasons, will only be accessible by this independent person. In a second step, the Data Manager at CentERdata will provide the START2ACT partners with the responses of the SMEs trained in a spreadsheet which will be sent out once a month. This ensures that the local partners will be able to map the progress made within the on-site capacity building activities, to prepare and adjust, if necessary, the following consultancy sessions.

The monitoring scheme with the respective results is an essential tool for the participating SMEs and the START2ACT partners to optimise the effect of the on-site capacity building for the individual SMEs. Qualitative and quantitative descriptions of the progress made within each of the consultancy visits will help the START2ACT consultants to provide the companies with more useful information than it would be possible without the survey information.

## 2. Overall progress and findings

This chapter provides summary reports from all involved partners about the on-site capacity building activities in their country, covering the first three months (01/05/2017 – 31/07/2017) of the activities. Each partner's summary report starts with a description of how the on-site capacity building visits have been prepared, followed by a section about the recruitment of the participants. Subsequently, the implementation of the on-site capacity building visits is described and an elaboration about the monitoring scheme closes the summary reports.

### 2.1 Carbon Trust, United Kingdom

As the Work Package leaders for WP4, many members of the START2ACT team at the Carbon Trust were already well acquainted with the content in the WP4 Training Kit and Handbook, having been directly involved in its development. After the Training of Trainers event, the team held a meeting with the remainder of the Carbon Trust START2ACT team to ensure that the contents and objectives of the on-site capacity building activities were fully understood. In addition, the Carbon Trust set up a tracking system to ensure that all of the necessary details and evidencing requirements for each SME visit can be recorded. This would prepare for seamless knowledge transfer in case a different consultant from the Carbon Trust attends the second and third visits than the first (as may well be the case in a multi-year programme).

The Training Kit was reviewed in May 2017 before the first on-site capacity building visits began. This review entailed ensuring that the content was all relevant to UK-based SMEs and preparing the Training Kit documents for printing. As the content was created by the Carbon Trust, the majority of edits involved proofreading, updating links for UK resources and removing references to other countries. Some design work was also needed to enable the kits to be printed for SMEs who preferred to use a hard copy.

#### Recruitment

A wide range of recruitment pathways were used to promote the on-site capacity building support as widely as possible across the UK:

- **Baseline survey respondents database:** in August 2016 the Carbon Trust promoted the first START2ACT baseline survey and received 100 responses for the UK. This database was used in May 2017 to reach out to these respondents and offer them a chance to participate in the SME training.
- **Carbon Trust START2ACT inbox:** since May 2016 the Carbon Trust has had an active START2ACT email inbox, linked to a [contact form](#) on the website where SMEs and startups can register their interest for the programme. Several businesses who approached the Carbon Trust in this manner were eligible for support, so were contacted in May 2017 to arrange the first visit.
- **Stakeholders:** since May 2016 the Carbon Trust has built up a large network of stakeholders that have promoted the START2ACT programme to their members and contacts. Carbon Trust re-engaged with these 42 stakeholders in June 2017 to provide an update on the programme, and sent a press release that they could share to promote the new SME training offering. Many have since updated their webpages with the new information. This stakeholder network (made up of industry associations, business support hubs, local authorities and other umbrella organisations) has been invaluable to the Carbon Trust in terms of widely disseminating the START2ACT programme.



- **News article on the Carbon Trust website:** Carbon Trust officially launched the SME on-site capacity building service in June with a dedicated news article on the company's website and followed this publication with social media promotion.
- **Carbon Trust newsletter recipients:** A link to the Carbon Trust programme was included in the June 2017 Carbon Trust newsletter, which is sent to ~80,000 recipients.
- **SME Network post:** Carbon Trust promoted the launch of the SME training on the Carbon Trust's SME Network, which led to a number of SMEs approaching the Carbon Trust for further information.

## Implementation

The Carbon Trust has completed 10 SME visits to date (see Table 1). These companies have spanned the UK, with Carbon Trust consultants from offices in England, Scotland and Wales carrying out the visits to minimise the travel footprint. Before each visit, every SME has been sent a link to the monitoring survey, and was also asked to highlight their particular areas of interest. Many had a particular question or reason that prompted them to apply for the programme, and knowing these interests in advance has allowed Carbon Trust to tailor the training content to provide bespoke advice. Aside from these interests, the majority of the SME visits completed to date followed the structure set out in the first visit of the START2ACT Training Kit. For each SME that has participated to date, there has been one main contact person, and, with the exception of one SME, the businesses have had fewer than 10 participants/employees each.

At the end of the first on-site capacity building visit the Carbon Trust consultants inform the SME of when the next visit is likely to take place. SMEs are also encouraged to indicate when the next visit would be most useful for them, depending on when they will have been able to make progress. It is anticipated that the first round of second visits will begin in September 2017.

## Monitoring

All SMEs visited to date completed the first questionnaire prior to or on the day of the first visit. Due to the size and time constraints faced by these types of businesses, it is not feasible for multiple employees at each company to fill in each questionnaire. Instead, Carbon Trust's focus has been to ensure that there is at least one dataset per company.

For some of the businesses, Carbon Trust received the summarised questionnaire data about the first questionnaire (baseline) from the WP2 leader CentERdata before the visit took place. This meant that the consultant could prepare more thoroughly for the visit. This data will also be useful in the future in case the second visit is undertaken by a different consultant, and, once Carbon Trust builds a larger dataset, the data can be analysed as a whole and used to indicate to SMEs how they are doing in comparison to other small and young businesses.



## 2.2 ENERO, Romania

As a first step, ENERO translated the training kit to Romanian in order to be used by the trainers from ENERO during the three on-site capacity building visits. Therefore, the discussions during the first visit were grounded on the translated document “Training kit guide for visit 1”. The additional documents such as the check lists were also translated and used by the trainers in order to verify the approaching of all foreseen issues during the visits.

All information from the above documents has been useful for the preparation of the on-site capacity building visits. In a second step, this guiding information was analysed and was followed according a specific relevance order, considering the Romanian specific situation. For instance, ENERO adapted the information regarding the heating/cooling issues which are linked to Romania’s specific climate.

Besides the documents developed by the WP leader Carbon Trust, ENERO has been considering a wide range of additional information for the local preparation of the on-site capacity building activities. These are information collected during the four START2ACT business breakfasts (until 21.08.2017) and during direct contacts as well as interviews. Furthermore, data available from national statistics, SME’s organisation reports, governmental agencies and professional bodies have been utilised where possible. Statistical data about the environment for SMEs in Romania was needed, to adapt the training material to the local condition.

In order to tailor the capacity building activities to the specific situation of each visited company and to help them in identifying the best opportunities for energy efficiency, ENERO set up a Fiche for collecting data on site regarding the energy consuming devices and their use. This fiche was completed during the first visit together with the companies’ representatives and serves as a reference point in their efforts to reduce the consumption.

Another work document is an internal report that is issued by the trainer at ENERO after each first visit based on the site discussions with the company representatives. The report contains a description of the information obtained during the visit and a suggested plan of action for no-cost energy efficiency measures.

### Recruitment

In order to recruit participants for the on-site capacity building activities, ENERO spread information about the START2ACT project via the following channels:

- Publishing news on stakeholders’ web pages/social media pages (The General Association of Engineers in Romania - A.G.I.R., Association of New and Renewable Energy Sources- SUNE, APREL - Romanian Ownership Association in Electrotechnique Industries – AREL, Department for Entrepreneurship and Programmes for SMEs, Energynomics).
- Creating a list with contact data of Romanian SMEs. These data were collected from the Chambers of Commerce, the Register of Commerce and available online data bases.
- Direct contacts were initiated using the above list: around 640 emails were sent, over 100 phone calls were conducted.
- START2ACT Business Breakfasts – ENERO organised four business breakfasts, three of them in cooperation with a well-known media company acting in the energy field, Wing Media, which administrates the communication platform [www.energynomics.ro](http://www.energynomics.ro)
- General dissemination activities – participation in events (e.g. RoEnergy South-East Europe 2016&2017), spreading START2ACT leaflets during non-energy fairs and exhibition (for instance International Tourism Fair

2016, International Book Gaudeamus 2016).

Project leaflets were spread during an event of the National Council of Private Small and Medium Enterprises in Romania, on 9 December 2016 in Sinaia.

## Implementation

According to the WP4 activities, ENERO performed 23 1<sup>st</sup> on-site capacity building visits (see Table 1). ENERO followed the advice received during the ToT in general but carried out some adaptations imposed by the conditions of every single company. The flow of activities has been the following:

1. Email or phone contact with the company, to agree the date, time and conditions of the visit. At the beginning of the visit, ENERO shortly described the aim and agenda of the visit.
2. Most of the contacted companies had asked for an on-paper filling of the questionnaires, so ENERO adapted the strategy to this request.
3. The actual implementation on site. The main topics discussed: Energy statement and buy smart policy of the company, the share of the energy costs within their general costs, smart acquisitions, identifying relevant energy consumers, importance of metering and monitoring, the value of a clean environmental company image, identifying the behaviour changes needed, sketching a Plan of action for no-cost actions for energy efficiency.  
Some companies had more technical enquiries than discussed in the check list developed, so the trainers of ENERO adapted also to this situation.
4. The collection of data about energy consumption, using the fiche mentioned above, was performed together by an ENERO expert and the representative(s) of the companies trained. This was a good exercise for involving the company staff and applying the theoretical aspects discussed during the visit.
5. Pictures of the site and main energy consuming devices were taken to document the visits.
6. Promotion and dissemination materials developed within the project (START2ACT thermometers) were distributed.
7. Presentation of the START2ACT Interactive Online Platform and the second questionnaires (with clarifications if needed).
8. At the end of the visit, the next two meetings with the company was discussed with the representatives. For this, a general horizon time for the second meeting was mentioned and the two parties agreed to keep in contact for the future development of the co-operation. The actions and next steps until the next meeting were defined.

## Monitoring

During discussions before the visit, ENERO introduced the monitoring activities (questionnaires) of the project to the participants. The company contacts preferred to fill in the questionnaires on paper on the occasion of the visit, explaining that this way they may receive on spot clarifications on specific questions, if needed. Furthermore, it was considered that would be less time and focus consuming if the questionnaires are part of the visit “package”.



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Most of the contacted persons could not provide energy costs that are asked for in the latter section of the survey. Partly because they do not keep a proper registration, partly because they consider it time consuming to look in their archive, partly because they considered that any financial information is not public. Even if the ENERO consultants meet the manager of the company, the questions related to the energy consumption/costs remained usually unexpanded.



## 2.3 ENVIROS, Czech Republic

Within the START2ACT project – Training of Trainers, energy experts from ENVIROS, s.r.o. have been trained on the on-site capacity building activities. During the training, the procedures for individual visits at young SMEs were presented and the experts were acquainted with the documents (training kits and handbook) which provided detailed information for the trainer on the on-site capacity building activities. These documents were also used for developing presentations for the START2ACT business breakfasts where the colleagues from ENVIROS provided the owners and staff of young SMEs with a sound understanding of the energy and cost saving potential in their offices and homes.

The local preparation of the on-site capacity building activities started with the business breakfasts for SMEs where all following activities of the START2ACT project were presented. The training kit for the upcoming on-site capacity building activities were translated and tailored for circumstances in the Czech Republic. Based on ENVIROS' own resources i.a. already implemented energy audits, examples of individual energy efficiency measures that can be implemented in offices were added to the presentations to show the owners and staff of the selected young companies that there are existing tools and solutions how to save energy and costs.

### Recruitment

ENVIROS contacted organisations in the Czech Republic which are working with young SMEs and startups (Impact HUB, ENERGY HUB, etc.) to reach the highest number of potential participants at the on-site capacity building activities as well as the startup mentoring activities. ENVIROS also used the Business Journal's database of SMEs (publicly available) to spread out the information about the project and the invitation to the events in the regions the Czech Republic.

### Implementation

During the reported period, May-July 2017, three breakfasts for young SMEs and one mentoring session for startups in cooperation with the Prague Startup Centre were organised but on-site capacity building sessions with SMEs have not yet been organised. All participants of the above events were informed about the following project activities and were offered a possibility to participate in the project in the form of on-site capacity building activities, the interactive online platform such as the energy saving competition or the Knowledge Base.

A specific highlight is the recently established cooperation with ENVIROS' stakeholder committee member, the ENERGY-HUB s.r.o., which has become a member recently and whose supporting activities for the project in such a short period of time were very beneficial.

### Monitoring

Despite the decision to prepare the survey links also in a paper copy to give participants two options of filling the surveys, ENVIROS have been facing problems to have the surveys completed by participants. In most cases, the hurdles were willingness and lack of time after the end of the event.

Responses to the survey provided by CentERdata are important to ENVIROS primarily when preparing for the first or next visit as the consultants can investigate the current level of behaviour and attitude of the SME towards energy efficiency issues. Moreover, the consultants are able to elaborate on the question which part of the



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participants' behaviour is appropriate and which part should be focussed on in order to deploy tailored support for increased energy efficiency (lighting, electrical devices, heating/air conditioning, etc.).



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## 2.4 EIHP, Croatia

All the materials that were provided and presented during the ToT event in March 2017 were translated and tailored according to the specifics of the Croatian SME sector. During the ToT event, all consortium partners provided useful ideas that were shared and considered among EIHP's colleagues. Several of those will be used to trigger behavioural change at the target groups, e.g. at the on-site capacity building activities.

For the the local preparation of the on-site capacity building activities, EIHP use the company's own internal resources and expertise. This included among others the organisation of internal meetings at the Energy Institute Hrvoje Požar (EIHP) and the tailoring of the materials to be applicable for the Croatian SME sector. EIHP will strive to constantly improve the materials based on feedback from the target groups.

### Recruitment

For the recruitment of participants at the on-site capacity building activities, EIHP used their networks and shared the information with participants of the already performed START2ACT Business Breakfasts. Moreover, multiplier organisations such as the Croatian Chamber of Economy and local business incubators assisted in increasing the outreach to potential participants of their networks.

### Implementation

The actual implementation of on-site capacity building activities has not started yet in Croatia but the draft agenda for the activities to be launched in September 2017 has been set up.

### Monitoring

As the implementation of on-site capacity building activities have not yet started, EIHP will report on progress and findings about activities in the following reports.

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## 2.5 Geonardo, Hungary

The ToT training kit and handbook are the basis for the training material to be used at the Hungarian on-site capacity building events. This material has been elaborated on and adapted to the specific local circumstances in Hungary as well as translated to Hungarian.

### Recruitment

Geonardo is continuously extending the START2ACT stakeholder database for Hungary through general dissemination events (e.g. Budapest Business Party), promotion at business breakfasts, the stakeholder committee and other stakeholders. All contacts as collected in this way receive invitations to the on-site capacity building activities. The baseline survey served as a good starting point in raising the awareness of the on-site capacity building activities in Hungary to young SMEs. Moreover, new cooperative partners are providing their support in reaching out to the young SMEs.

The recruitment of young SMEs will start in September after the slower business activities during summer holidays. Some prominent events will serve as an occasion for recruiting in person. Furthermore, it is planned that the promotion and recruitment efforts online (email, newsletter, social media) will be intensified from Autumn on.

### Implementation

Geonardo has not yet started delivering the on-site capacity building activities in Hungary, but the draft agenda for the activities to be launched in Autumn 2017 has been set up.

### Monitoring

In accordance with the guidelines provided by CentERdata, Geonardo will present the monitoring scheme of START2ACT to the participating SMEs as an integral part of the on-site capacity building visits.

The report about the summarised survey responses to be sent by CentERdata was presented at the ToT meeting in March 2017 and consists of sufficient information and feedback to the consultants to evaluate current and prepare upcoming visits.

## 2.6 KAPE, Poland

The ToT itself and the developed training kit is used during the on-site capacity building sessions in Poland. Each SME is nevertheless different and KAPE is thus customising distinct parts of the kit according to their needs. From the practical experience collected so far, the checklist has been perceived as the most popular tool.

KAPE established cooperation with the Polish Business Association, which is associated with young SMES and co-organised the START2ACT business breakfasts. Other contacts from KAPE's projects like the Energy Bus (KAPE's bus being a mobile information centre that is touring through Poland) were exploited to obtain contacts for START2ACT.

### Recruitment

KAPE utilised the following channels for the recruitment of participants:

- Business breakfasts – KAPE organised 8 business breakfasts: Warsaw, Gdańsk, Poznań. 5 of them in cooperation with Business Association, 2 of them using a mobile education centre Energy Bus, 1 of them in cooperation with Enterprise Europe Network. After the business breakfasts, e-mails were sent to the participants with the invitation to schedule the on-site capacity building meetings.
- Publishing information on websites: Energia0 energy information website, Teraz Środowisko - online journal for professionals and environmental workers, French-Polish Chamber of Commerce, Enterprise Europe Network, Small and Medium Enterprises Fund, Business Center directed by Warsaw City.
- Publishing information on KAPE's website and social media – facebook, twitter
- Direct cooperation with BGŻ BNP Paribas: leaflets distributed to customers who are owners of young companies

### Implementation

Until June 2017, KAPE performed four on-site capacity building meetings to young SMEs (see Table 1). Firstly, the date, time and range of the visit for the meeting has been agreed via phone call as well as to describe the aim of the visit. Secondly, an e-mail was sent with the 1<sup>st</sup> questionnaire (baseline survey of each participant company) before the agreed date of the 1<sup>st</sup> visit. In some cases, this 1<sup>st</sup> questionnaire is filled in directly in the company before starting the visit or by phone.

The agenda of the meetings in the participating companies so far was as follows:

1. Brief description of the START2ACT project, presenting the aims and benefits for the company.
2. Walk around the office – discussion about opportunities and expert advices using the check list if needed
3. Discussion with the contact persons (employees, managers) about energy saving possibilities in the office
4. Presenting of the START2ACT Energy Saving Platform
5. Distribution of promotional materials – thermometers, leaflets, stickers (most popular)
6. Taking photos

After the meeting, an e-mail is sent out to the company with the request to fill in the 2<sup>nd</sup> questionnaire linked (first follow-up survey). As mentioned before, this questionnaire was filled in some cases by phone.



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The exact date of the follow-up visit (2<sup>nd</sup> on-site capacity building meeting) has not yet been agreed as the participating companies have not agreed to commit to the date so far away in time.

## Monitoring

Companies are asked to fill out the first survey (baseline) before the visit, but in most cases, it is filled in as the first step of the actual visit. The second questionnaire is sent by e-mail or in some cases by phone while the trainer asks the survey questions by phone.

It has been a large hurdle to enforce the completion of the survey by the participating SME. To ease the procedure, KAPE has adopted the alternative to call the contact person of the company by phone, and fill in the questionnaire after asking the respective questions. This procedure requires the trainer at KAPE to fill in the online survey via the specific link provided by CentERdata.

There have been 4 companies trained during the period of this deliverable and the responses have not been analysed yet by CentERdata.



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## 2.7 SIEA, Slovakia

The Training of Trainers event in March 2017 as well as training kit and handbook were basic documents to build up the program for the first visit within the SME on-site capacity building activities.

### Recruitment

The first participant for SME on-site capacity building activities was identified on the Business Breakfast in Košice organized in cooperation with local stakeholder NEK. This first on-site capacity building meeting has been planned for 22 August 2017.

SIEA has been making efforts to recruit participants for the on-site capacity building activities through organised events (such as START2ACT Business Breakfasts), personal contacts, stakeholders and direct emails informing the potential participants about the possibilities of the START2ACT on-site capacity building activities, as well as the other project activities.

### Implementation

The cooperation with SIEA's local cooperative partner NEK and its database of SMEs and startups has turned out to be very fruitful. Through this cooperation it has become possible to co-organise several events and implement on-site capacity building activities in Slovakia.

### Monitoring

As the first on-site capacity building meeting has been planned at the time of this deliverable, a detailed report on monitoring and implementation will be given in the subsequent deliverables.

## 2.8 SOFENA, Bulgaria

Based on the presentations shown and discussions provided during the ToT event in London the colleagues at SOFENA could understand and receive a clear picture how to better organise and conduct the on-site capacity building with the relevant activities. Documents and gathered available data were analysed as well as reports and instruments to be used during the adaptation of the training material into the local language.

Building on the knowledge gained under the START2ACT project, its presentations during the events and the communication with the lead partner and the WP leaders, and based on SOFENA's project experience in Bulgaria and the company's own expertise in energy efficiency, SOFENA's next steps can be tailored in a way that would ensure a substantial progress of the activities under WP4.

SOFENA translated the training kit and the handbook from English into Bulgarian language and adapted the documents according to the local requirements, to the programmes available and instruments developed in the country.

### Recruitment

With a view on the recruitment of young SMEs for the on-site capacity building sessions, SOFENA combined the business breakfasts with other events organised by their stakeholders and other organisations. These wider platforms were used to disseminate the information about the START2ACT actions (e.g. on-site capacity building) among a broader audience, thus insuring high numbers of participation.

For these business breakfasts, SOFENA introduced a registration form in order to gain detailed information and better assess the companies and their interests for their participation in the following WP4 and WP5 activities. This registration form was developed by SOFENA in addition to the centrally developed START2ACT participant list and feedback form that is used by each partner for the business breakfasts. All business breakfast participants who provided contact e-mails were invited to take part in the project activities (the on-site capacity building sessions, the competition and the Interactive Online Platform)

In addition, SOFENA's cooperative partners and other local stakeholder organisations were invited to disseminate the information for the on-site capacity building and the competition through their communication channels and available SME registers.

### Implementation

In total, SOFENA sent invitation e-mails to 50 SMEs and to 15 stakeholder organisations for the multiplication of the invitation to their networks. From those, SOFENA received at present 2 replies for on-site capacity building sessions whereof the first has been planned to take place on the 22<sup>nd</sup> of August 2017.

### Monitoring

SOFENA has encountered low interest from the potential participating companies to fill in the monitoring surveys. For this reason, SOFENA is considering assisting the contact persons at SMEs to fill in the questionnaire during the on-site capacity building visits.

## 3. Outreach

Table 1 provides a list of the on-site capacity building activities by START2ACT partners organised from 01/05/2017 – 31/07/2017. The list contains the name of the SME trained within the programme, the number of the START2ACT visit (1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup>) as well as the number of people in the SME trained that can be reached with the consultancy. This number is based on a registration sheet which is filled in and signed by the contact person at the SME for each visit (see APPENDIX I)

**Table 1: On-site capacity building activities by START2ACT partners from 01/05/2017 – 31/07/2017**

START2ACT Partner	Name of the SME trained	Number of START2ACT visit (1 <sup>st</sup> , 2 <sup>nd</sup> or 3 <sup>rd</sup> )	Number of people reached
CARBON TRUST	Joshua John Hairdressing	1 <sup>st</sup>	6
CARBON TRUST	Buttons & Bows Day Nursery	1 <sup>st</sup>	8
CARBON TRUST	Incredible Bakery Company	1 <sup>st</sup>	9
CARBON TRUST	Point 3 Manufacturing	1 <sup>st</sup>	45
CARBON TRUST	Race Arches	1 <sup>st</sup>	8
CARBON TRUST	Whittlesey Vets	1 <sup>st</sup>	8
CARBON TRUST	RH Auto Services	1 <sup>st</sup>	5
CARBON TRUST	Transcend Estates	1 <sup>st</sup>	4
CARBON TRUST	Teds.Dog	1 <sup>st</sup>	4
CARBON TRUST	Bbodysmart	1 <sup>st</sup>	10
ENERO	Idiomas Center Group	1 <sup>st</sup>	2
ENERO	Infinity Play Sales SRL	1 <sup>st</sup>	2
ENERO	Artego Immobiliare	1 <sup>st</sup>	2
ENERO	Bibilindo Club and Party SRL	1 <sup>st</sup>	4
ENERO	Color Food Concept	1 <sup>st</sup>	8
ENERO	Lugera SSM Outsourcing Srvices SRL	1 <sup>st</sup>	1
ENERO	Lugera Cafe	1 <sup>st</sup>	5
ENERO	Lugera Executive Research	1 <sup>st</sup>	1
ENERO	Lugera Travel	1 <sup>st</sup>	2
ENERO	Bernschutz SRL	1 <sup>st</sup>	1



ENERO	MDC Project & Consulting	1 <sup>st</sup>	1
ENERO	Smart Camp SRL	1 <sup>st</sup>	1
ENERO	SC Stil Bere Rece SRL	1 <sup>st</sup>	3
ENERO	Development for Better Future	1 <sup>st</sup>	2
ENERO	Simplyserv SRL	1 <sup>st</sup>	5
ENERO	Vip Service SRL	1 <sup>st</sup>	9
ENERO	Triple F Residence	1 <sup>st</sup>	5
ENERO	ISO Security	1 <sup>st</sup>	3
ENERO	Radio Free SRL	1 <sup>st</sup>	1
ENERO	CIUCA DORU PFA	1 <sup>st</sup>	1
ENERO	INSTITUTUL DE FORMARE PROFESIONALA	1 <sup>st</sup>	3
ENERO	LUMEA GOURMET	1 <sup>st</sup>	1
ENERO	SMART EMBLEM SRL	1 <sup>st</sup>	2
KAPE	RABAT ROLNICZY SP. Z O.O.	1 <sup>st</sup>	9
KAPE	REMEDIOS	1 <sup>st</sup>	1
KAPE	VACANT	1 <sup>st</sup>	1
KAPE	AD STUDIO	1 <sup>st</sup>	6



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## 4. Sustainability of the START2ACT approach

The START2ACT project supports European young SMEs and startups in energy efficiency with a central methodology to consultancy and mentoring sessions, respectively. This approach has been developed and is being applied in the participating countries during the three years of the project (March 2016 – February 2019).

Within the duration of this project, it has become apparent that supporting small businesses towards energy efficiency is a great necessity in order to ensure the sustainability of Europe's future business landscape. START2ACT and other initiatives (e.g. the [EECC](#)) have been showing that behaviour change as well as simple no- and low-cost measures can contribute greatly to energy savings.

START2ACT strives to enable other companies to adopt the START2ACT educational methodology and consult young SMEs and startups for energy efficiency. Institutions across Europe involved in training/consultancy/education for energy efficiency can benefit from the manifold outputs that START2ACT has been producing and publishing for free access. To facilitate this, START2ACT has made available all the training materials ([Training kit](#), [Handbook](#), [Training of Trainers Manual](#)) on [www.start2act.eu](http://www.start2act.eu). As an additional resource and as a 'case study' on how the implementation of the on-site capacity building activities are implemented across the START2ACT countries, update reports like the present deliverable will be published regularly.

# 5. APPENDIX I

Participant list used by each START2ACT partner for the on-site capacity building activities.




**START2ACT Project**  
Engaging European Startups and Young SMEs for Action for Sustainable Energy

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START2ACT On-Site Consultancy at  
*[name of SME], [Date: DD/MM/YYYY], [Place], [Address]*  
 by *[Executing START2ACT partner]*

### Participants

#	Date [DD/MM/YYYY]	Signature	Print name	Email	Job title	Total number of people in your institution who can be reached and engaged by the consultancy
Signature Visit 1	.....	.....	.....	.....	.....	.....
Signature Visit 2	.....	.....	.....	.....	.....	.....
Signature Visit 3	.....	.....	.....	.....	.....	.....



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