EU-CONEXUS RESEARCH FO SOCIETY

D. 4.4

"Access policy roadmap in joint infrastructures and services "

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Table of Content

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

1. Introduction

EU-CONEXUS is a strategic partnership between 9 universities. EU-CONEXUS is a transnational Alliance with research units across diverse/different coastal areas of the European Union.

EU-CONEXUS aims to build trans-European research and innovation networks on the Smart Urban Coastal Sustainability (SmUCS) subjects, ensuring that science is driven by excellence and not limited to the research capacity of individual countries, economic sectors, or institutions. EU-CONEXUS research infrastructures (RIs) enable an organized, fair and transparent system to share knowledge and resources, and in doing so, contribute to the pooling of data, facilities and equipment, thereby avoiding unnecessary duplication of effort and resources.

By sharing RIs, EU-CONEXUS aims at:

- Facilitating researchers' mobility and access to multiple work environments and bringing European researchers together to foster a stronger attitude towards environmental issues.
- Enabling public and intra-alliance access to information, increasing exchanges, enabling cooperation and co-creation, and building inter-partner projects.
- Sharing resources for activating economies of scale, and offering the opportunity to reduce the ecological impact of multiple purchases and investments in new resources.
- Training and exchanges with actors of the social and economic innovation system, and enabling to reduce challenges that coastal areas and cities are facing.
- Understanding the specific challenges, harmonizing practices and working conditions in each university, and making them fairer, more sustainable and environmentally friendly.

EU-CONEXUS RIs represent a center of excellence in SmUCS thematic for carrying out multidisciplinary applied and basic scientific and technological research, and offering high quality external research services.

All available facilities, equipment and services, as well as researchers' profile of the EU-CONEXUS RIs are listed in the Research and Innovation Information System – RIIS – (WP1) available at the URL https://riis.eu-conexus.eu/ and will be promoted on the Innovation Hub (EU-CONEXUS website) and other EU-CONEXUS communication media. Several meetings of the WP4 Working Group took place with IT representatives, in order to define the RIIS structure and the necessary data for the facilities, equipment and services of each Research Unit of the 9 Institutions. The RIIS presents directories of EU-CONEXUS institutions, research units, profiles, facilities, equipment and services, aiming to showcase EU-CONEXUS scientific potential on Smart Urban Coastal Sustainability and to facilitate access and transparency. The data contained in the RIIS is targeted both to an internal EU-CONEXUS audience (researchers, academics, students), and as well as to external users (business, industry, social partners, authorities, etc.). The data available in the RIIS is supplied by the Head of each respective Research Unit. Information on facilities, equipment and services from all partner Universities is continuously updated to maintain an up-to-date database of EU-CONEXUS research infrastructures. In addition, the EU-CONEXUS Gateway on OpenAIRE https://eu-conexus.openaire.eu/ (WP6) enables open access to digital infrastructures of the Alliance, thus enhancing sharing of knowledge and intra–Alliance collaboration.

2. Purpose

The purpose of this access and service policy roadmap is to give guidelines and describe the general principles for access provided to users of the EU-CONEXUS RIs.

The roadmap is based on the "European charter of access for research infrastructures"[1] and is also related to the "Framework for access to the physical research infrastructures of the joint research centre (JRC)"[2].

3. Definitions

"Research Infrastructures (RIs)" mean "facilities, resources and services that are used by the research communities to conduct research and foster innovation in their fields. They include: major scientific equipment (or sets of instruments), knowledge-based resources such as collections, archives and scientific data, infrastructures, such as data and computing systems and communication networks and any other tools that are essential to achieve excellence in research and innovation."[3]

"User" means a person, a team, or an institution from any sector, including public and private sector, making use of EU-CONEXUS data or other EU-CONEXUS services, including access to the facilities of EU-CONEXUS.

"Access" means the legitimate and authorized physical, remote and virtual admission to, the interactions/involvement with and the use of EU-CONEXUS RIs, and/or to services offered by RIs to users.

"Competitive access" means access to EU-CONEXUS RIs through a selection process.

"Excellence-driven access mode" means access primarily depending on the scientific excellence of an application, undergoing evaluation.

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[1] European Commission, Directorate-General for Research and Innovation, European charter of access for research infrastructures – Principles and guidelines for access and related services, Publications Office, 2015, https://data.europa.eu/doi/10.2777/524573

[2] Framework for Access to the Physical Research Infrastructures of the JRC. https://joint-research-centre.ec.europa.eu/tools-and-laboratories/open-access-jrc-research-infrastructures/framework-access-infrastructures_en

[3] Article 2 (6) of the Regulation (EU) No 1291/2013 of 11 December 2013: 'Establishing Horizon 2020 - the Framework Programme for Research and Innovation (2014- 2020)'

"FAIR principles" means guiding principles to make data of EU-CONEXUS RIs Findable, Accessible, Interoperable and Reusable.

"Free access" means free-of-charge access for users of EU-CONEXUS RIs.

"Market-driven access mode" means access defined through an agreement between the EU-CONEXUS RIs and the user, which may be tailored to the user needs, and may incur relevant costs to be agreed.

"Technical need-driven access mode" means access to EU-CONEXUS RIs primarily depending on the technical needs of the user, in order to increase the performance and quality of its research activities.

"Physical access" means on-site access of users to EU-CONEXUS RIs services, facility or equipment, under access agreement meeting all legal and internal health, safety and data disclosure regulations (i.e. GDPR)[4].

"Remote access" means access to an EU-CONEXUS RI facility, equipment or services, without users physically visiting its facilities i.e. from a remote location. Similar to Physical access, the services or resources are not unlimited and a competitive selection is required. [4]

"Virtual access" means free access to systems, software and other electronic resources, provided by EU-CONEXUS Ris, through communication networks that allow application programs to communicate or exchange data. The available services or resources can be simultaneously used by an unlimited number of Users without selection. This type of Access typically concerns access to data and digital tools.[4]

"Wide access" means free and broadest possible access to EU-CONEXUS data and digital services to guarantee maximum availability, and visibility of the data and services provided by the EU-CONEXUS RIs.

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[4] ESFRI WHITE PAPER 2020-MAKING SCIENCE HAPPEN A new ambition for Research Infrastructures in the European Research Area https://www.esfri.eu/esfri-white-paper

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

4. Access Policy

EU-CONEXUS promotes open access to the services provided by EU-CONEXUS RIs for all users, in order to conduct scientific experiments, use the state-of-the art research instruments and equipment, and benefit from technical services (e.g., calibrations), expert support, and training and educational services, or access specific services.

EU-CONEXUS is committed to provide access to its RIs services and resources according to the user needs, but within the limits of the facilities' capacities and availability.

Wide publicity measures and outreach activities will be implemented to advertise the opportunities of EU-CONEXUS RIs.

A mechanism for user feedback will be implemented by EU-CONEXUS to regularly collect information from the user on the range and quality of the EU-CONEXUS RIs services, and to properly tailor them according to evolving user needs.

EU-CONEXUS RIs access policy is compiled to respect and comply with any European and national legislation as applicable regarding the protection of personal data and privacy, environmental science data as well as health and safety at work.

Ethical guidelines approved by the EU-CONEXUS Committee of research integrity & ethics shall be applied to this access and service policy.

Physical access for people with disabilities should be ensured.

a. Access Modes

EU-CONEXUS shall provide physical access, remote access and virtual access to resources and services for the scientific community to conduct research and foster innovation.

Virtual access is wide access to EU-CONEXUS data and digital tools and does not require a selection process.

Physical or remote access is a competitive access to the EU-CONEXUS RIs and requires a selection process.

EU-CONEXUS aims at providing free access for users, where possible. Virtual access to EU-CONEXUS data and digital tools is free access, and is given in compliance with the EU-CONEXUS data policy. Virtual access to other EU-CONEXUS RIs may also be freely accessible.

Competitive access to EU-CONEXUS RI services is made on user demand and might involve user fees. Detailed guidelines for EU-CONEXUS RIs Access Agreement are given in the Appendix I

Virtual, physical or remote access to the EU-CONEXUS RIs is clearly defined in the RIIS for each facility, equipment or service.

b. Access restrictions

Access to EU-CONEXUS Ris may be restricted through quotas or predefined user groups. Restrictions should be authorized by the Head of each RI and be clearly communicated to the users in the RIIS for each facility, equipment or service.

Such restrictions may be based on established acceptable practices such as, but not limited to, training and education, research programmes, ethics, legal and contractual obligations, financial contributions, resources and membership.

c. Access processes and interactions

The processes and interactions involved in the access to EU-CONEXUS RIs may consist of application, negotiation, evaluation, feedback, selection, admission, approval, feasibility check, setting-up, use, monitoring and dismantling. Such processes and

interactions will be clearly communicated to the users in the RIIS for each facility, equipment or service. Misbehavior and/or mistreatment of equipment/data and/or personnel will undergo disciplinary and/or legal measures.

d. Support measures facilitating access

In order to facilitate access, EU-CONEXUS offers support measures to users such as guidance through user manuals, provision of user support, provision of accommodation (in certain facilities), and guidance with immigration procedures. Support measures will be clearly communicated to the users in the RIIS for each facility, equipment or service.

e. Education and training

EU-CONEXUS will offer education and training in the areas of its RIs, and it is envisaged to collaborate with other institutions and organizations that benefit from using the RIs for their education and training purposes.

The external services provision offers (as described in D4.2), will combine access to RIs with a training offer on how to use RIs (Job shadowing). This training programme will be accessible for EU-CONEXUS researchers, but also for interested individuals outside EU-CONEXUS (with possibility of fees for external users and provision of certificate).

Selection criteria are defined for each individual training programme provided.

f. Regulatory framework

Access to the EU-CONEXUS RIs shall be regulated by a "Research Infrastructure Access Agreement". The "Research Infrastructure Access Agreement" will encompass all the points outlined in section 4 (Access policy) and will address various aspects, including but not limited to, modalities for access, intellectual property rights, data

protection, confidentiality, liability and possible fees. Guidelines for a "Research Infrastructure Access Agreement" in Appendix I may be used.

g. Transparency

EU-CONEXUS should provide clear and transparent information on RIIS concerning each research unit itself, its services, access policy, data management policy and the terms and conditions of use or training. Where applicable, information should be provided on the available equipment, costs, fees, contractual obligations, health safety and environment rules and procedures, intellectual property rights and the legal settlement of disputes according to the national/European laws and internal regulations.

h. Research data management plan

EU-CONEXUS and users should agree on a data management plan, outlining how the research data of each project will be handled. The data management should be compliant with the requirements of legislative frameworks developed by the European Commission based on its 2020 European Strategy for Data[5]. To develop a data management plan specific to each project "Practical Guide to the International Alignment of Research Data Management" made by Science Europe[6] may be used.

i. Health, safety, security and environment

EU-CONEXUS should foresee the necessary actions, including instruction, to ensure the health, security and safety of any user accessing the RI, as well as to minimize the impact on the environment. A RI Safety Manual will be available to users. Where

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[5] European data strategy. https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/european-data-strategy_en

[6] Practical Guide to the International Alignment of Research Data Management. DOI: 10.5281/ZENODO.4915861

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

applicable, users must comply with security, safety and environmental rules and with procedures in force at the specific RIs, in particular concerning notifications on introduction of material and instrumentation that could induce risks or ethical issues to the facility.

When using RIs, it is important to maintain a safe and secure laboratory or facility environment. Safety training and/or information regarding each EU-CONEXUS RI, should be provided by the safety responsible personnel of the respective research unit. This involves monitoring of the personnel who has access to them at every stage of research, from the beginning of a new assignment or when a new hazardous material is introduced into the workplace.

All laboratory personnel should be responsible for working safely and safeguarding the EU-CONEXUS RIs. A General Laboratory Safety Manual has been established[7] in EU-CONEXUS and has been introduced to all laboratories. However, special attention should be given to RIs and processes that require handling of specific materials and equipment (e.g. radioactivity, high power apparatus) or collections, archives and scientific sensitive data in computing systems and communication networks. The necessary steps for personnel health and laboratory safety include:

- ➢ Defining the access level for RI use
- ➢ Knowledge of the General Laboratory Safety Manual
- ➢ Appropriate training
- ➢ Laboratory Personal Protective Equipment
- ➢ Safety culture assessment

For all equipment, user manuals codes of practice and manufacturer's guidelines must be available and described in the relevant Standard Operating Procedures (SOP). Equipment or other resources must be maintained on a regular basis. Laboratories must apply standards within the limits established for the care of a particular piece of

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[7] Joint Research Protocols. https://www.eu-conexus.eu/en/joint-research-protocols/

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

equipment. In order to ascertain that all necessary precautions and safety measures are properly applied, a Safety Assurance Questionnaire will be distributed to all users as shown in Appendix II.

Accreditation of Laboratories is advisable, as official accreditation, signifies its adherence to specific standards. Additionally, Accredited laboratories undergo regular inspections conducted by knowledgeable members of national Accreditation Bodies to ensure ongoing compliance with established guidelines and protocols.

A safety inspection should take into account the following features:

- Staff training and qualifications.
- Equipment maintenance and calibration.
- Standard Operating Procedures.
- Traceability of results.
- Sample handling and storage
- Waste removal

The laboratory must conform to all relevant health and safety guidelines. All analyses must be performed according to the SOPs. Resources (staff, space, equipment and supplies) must be sufficient for the planned workload. Supervision of personnel under training must be continuous and well managed.

In order to ensure that research data is appropriately maintained and archived, EU-CONEXUS should apply its research data management policy as established in WP1.

The purpose of this policy is to ensure that:

➢ researchers within EU-CONEXUS manage their data effectively
➢ demonstrate the integrity of their research data
➢ protect data in a suitable manner, ensuring its retention and storage align with relevant guidelines
➢ comply with ethical, legal, funding and other requirements in relation to data and data management

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

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➢ responsibilities for research data management are clearly outlined for each EU CONEXUS RI.

If necessary, an agreement will be proposed to establish how data will be used or made accessible between EU-CONEXUS Research Infrastructures (RIs) and users.

The scientific and technological capabilities of EU-CONEXUS RIs can serve as a basis to monitor environmental issues and play a key role in the protection of the environment by:

➢ better managing the supply chain of laboratory materials

➢ ensuring the proper disposal of wasted materials difficult to handle

➢ monitoring a variety of environmental parameters

➢ having the ability to introduce new green technologies

➢ introducing techniques to foster data integration

The adaptation of actions that comply with the ISO 14001 certification that specifies the requirements for an environmental management system organization can be used to enhance EU-CONEXUS RIs environmental performance.

The requirements of this standard include:

- Improve resource efficiency

- Reduce waste disposal

- Provide assurance that environmental impact is being measured

- Attain competitive advantage in supply chain design

- Increase new business opportunities

- Meet legal obligations

- Increase stakeholder and customer trust

- Improve overall environmental impact

- Manage environmental obligations with consistency

Moreover, EU-CONEXUS RIs can play a role in reducing environmental impact by monitoring infrastructures that covers the ocean, cryosphere, atmosphere, and terrestrial sphere.

j. Quality Assurance

EU-CONEXUS RIs will have the potential to make science more effective and sustainable among European partner states and/or third countries users by providing a valuable, reliable and transparent system to share knowledge and resources, as well as, facilities and equipment.

Science and technological development will be promoted when high-quality facilities, resources and services will be available to a wide spectrum of scientists and trainees from EU-CONEXUS partners or external stakeholders and institutions.

Quality Assurance (QA) is a management method that is defined by a number of systematic actions needed to provide adequate information and verification that EU-CONEXUS RI services will satisfy for given requirements for quality, efficiency, use and validity.

A quality management system according to the International Organization for Standardization (ISO), such as ISO 9001 and ISO/IEC 17025 is recommended to be introduced. It can provide wide quality acceptance, although it is not a prerequisite. Therefore, the EU-CONEXUS research Units are encouraged to set in place mechanisms in order to evaluate the quality of the access according to these standards.

According to the revised version of ISO 9001:2015 Standard, the following seven principles of Quality management are:

- Customer focus
- Leadership
- Engagement of people

15

- Process approach
- Improvement
- Evidence-based decision-making
- Relationship management

EU-CONEXUS RIs adapt to the needs of users, incorporating new procedures such as the fast access to newly incorporated methodologies or responses to societal challenges, as were seen during the COVID-19 outbreak. Although the concept of access procedures for EU-CONEXUS RIs, have strong similarities, there are notable differences which become higher when considering the evaluation processes.

This process depends highly on several factors such as:

- the number of services provided
- by facilities for remote access
- specific methodology cases
- increase in the productivity (number of measurements)
- decrease in the costs
- effective use of time
- savings in travel
- support for researchers
- data management.

For each EU-CONEXUS RI, the evaluation criteria are established by the management of the facility according to its special technical requirements and objectives. A Quality Assurance program will include a questionnaire regarding the structure of the RIs and the training of users, taking into account different evaluation criteria.

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

In order to evaluate the performance of the EU-CONEXUS RIs regular feedback of its services must be collected by the "Training Satisfaction Questionnaire" (Appendix III) and the "External Services Satisfaction Questionnaire" (Appendix IV)

In order to develop a common monitoring of performance, a number of Key Performance Indicators (KPIs) will be estimated[8], taking into consideration data from EU-CONEXUS RIs.

KPIs should be monitored on a regular basis (annually), in order to provide valuable information for the operators of RIs. The KPIs include parameters as the: number of users served, numbers of the staff, interaction between the beneficiaries during the work execution, the progress of the work, on a regular basis etc. A number of proposed KPIs that are suitable for EU-CONEXUS RIs and conform to the RACER criteria, are given in Appendix V.

k. Limitations

Access to EU-CONEXUS RIs may be limited or restricted due to several reasons.

First, limitations may be requested by national regulations in the field of national defense, national security and artificial intelligence (AI) when access is likely to involve sensitive data and equipment.

Second, access limitations may also occur to respect intellectual property (IP) rights (patents, copyrights, trademarks), and trade secrets. The same applies to protect the confidentiality of information which may not be accessible for research. Access to RIs shall be based on a high level of openness which allows EU-CONEXUS RIs to be incubators of knowledge and innovation, but it is also necessary to protect possible proprietary rights resulting from the access. Confidentiality on sensitive information or data is often linked to research activities and more specifically in the case of

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[8] Report of the ESFRI WORKING GROUP ON MONITORING OF RESEARCH INFRASTRUCTURES PERFORMANCE (WG MONITORING)

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

collaborative research with companies in order to safeguard proprietary information. EU-CONEXUS RIs should establish a protocol to regulate the management of Intellectual Property Rights resulting from the access, and to protect the confidentiality from access of providers and users.

Third, access to RIs may be restricted by ethical considerations, such as social and scientific values (i.e. honesty, objectivity, impartiality and independence, transparency, non-discrimination) and also social responsibility, as well as animal care and welfare and human protection. It is recommended to EU-CONEXUS RIs to adhere to the most appropriate ethical standards.

Last, other limitations should arise from national or international regulations on the protection of personal data or environmental information. When access leads to a potential disclosure of personal data, information data which may threaten the protection of the environment, protection of rare species, etc., then the EU-CONEXUS RIs should take all necessary steps to ensure the compliance with the applicable regulations.

5. Conclusions

In this document, the Access Policy Roadmap for EU-CONEXUS joint infrastructures and services has been developed with the aim of enabling and facilitating both intra-alliance and public access to EU-CONEXUS RIs within a common, borderless environment for Research and Innovation (R&I).

In this framework good practices are identified in order to enhance cooperation, engage external actors, develop R&I alongside education in partner universities and achieve R&I excellence through the integration of research-performing organizations and aligned practices. The promotion of the transformation of partner universities into inter-organizational structures, coupled with an enhanced outreach to the public, serves to strengthen synergies among diverse stakeholders. At the same time, it makes partners more sustainable through coordinated R&I investments, reduction of administrative load

and reduced operational costs. Furthermore, the document outlines necessary actions to ensure a healthy and greener workspace aiming to minimize environmental impact.

The EU-CONEXUS RIs dynamics are depicted through the Research and Innovation Information System – RIIS where data from all available facilities, equipment and services, as well as researchers' profiles are recorded. Additionally, the EU-CONEXUS Gateway on OpenAIRE, enables Open Access to the digital infrastructures. The RIIS and OpenAIRE platforms, guided by the access policy roadmap, are designed to facilitate access and transparency for users, enhancing sharing of knowledge and intra–alliance collaboration and provide greener solutions in R&I. To ensure sustainability of EU-CONEXUS RIs, these databases need to be complete and regularly updated.

To assess the quality of EU-CONEXUS RIs, a set of questionnaires has been developed within the Access policy roadmap. Additionally, a framework of Key Performance Indicators (KPIs) has been selected to measure the impact of EU-CONEXUS RIs. Both of these actions provide quantitative or qualitative evidence of the outcomes and the transformational changes resulting from the implementation of this initiative.

In this deliverable, the roadmap of Access Policy to EU-CONEXUS Joint Research Infrastructures and services, has been developed. However, it is imperative to formulate a strategic approach for the continued collaboration on the joint infrastructures. For this reason, after the completion of the RFS project, a Taskforce at the level of the EU-CONEXUS Research Council will be established.

APPENDIX I - GUIDELINES FOR A RESEARCH INFRASTRUCTURE

ACCESS AGREEMENT

The following guidelines that regulate Access to Research Infrastructures are based on the European Charter for Access to Research Infrastructures (Charter).

Charter recommends that the Agreement should cover at the least Access, intellectual property rights, data protection, confidentiality, liability and possible fees. These core requirements should be considered as a minimum standard, leaving the flexibility to formulate other clauses according to the needs.

General Information

• Provide administrative information such as denomination/title and address of EU-CONEXUS RI and name of its provider (research unit), name and address of the user institution and name of its representative, and a brief description of the project selection procedure (for relevance-driven access mode)

Definitions

• Define terms that will be used such as "Research Infrastructure", "User", "User Institution", "User Access Project", "Access", "Access mode", "Access Unit", "User Stay Day", "Payment", "User Access Report"

Subject

• Explain the subject of the Agreement briefly

Entry into force, duration and termination

• Determine conditions/date of entry into force, contract termination date or period of duration; indicate whether is possible and under which conditions to extend or amend the agreement

• Describe an estimated number of Access Units and time-schedule

• Set forth the circumstances under which agreements may be terminated (mutual agreement; due to one party's breach of the agreement; following certain events, security, health and safety reasons)

Responsibilities of the Parties

• Outline the responsibilities of both parties such as notifying each other of any fact that may affect the project and providing information necessary for the execution of tasks related to the User Access Project

• Outline the responsibilities of Research Infrastructure provider such as:

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

-Providing access and support measures facilitating access

-Indicate whether specific results and outcomes are guaranteed by the EU-CONEXUS RI

-Secure the intellectual properties rights

• Outline the responsibilities of User Institution such as:

-Complying with the relevant regulations of the Host Institution

-Reference to the denomination/title of the EU-CONEXUS RI where applicable

Responsibilities of the Parties (continued)

• Outline the responsibilities of the User such as:

- Complying with the relevant rules and regulations in force at the EU-CONEXUS RI

- Any obligations to report progress

-Obligations related to insurance coverage

Contributions

• Define access mode

• In the case of an in-kind contribution is provided describe it.

• If payment is provided report relevant information such as amount, advance payment, intermediate payments, payment of the balance, payment settlement and interests, costs of payment transfer, etc.

Liability

• Define liabilities for losses, damages, or injuries

Data Protection

• State which data protection policies/regulations are in place

• Define who has access to the data during the project and how and by whom access to data is controlled

• Indicate the responsible person/officer for personal data management

Reports

• State whether the proposal and results of the project activities should be reported before, during or after the end of the project and by which Party

Severability Clause

• Include severability clause to ensure that rest of the contract remains valid in case of invalidity of a clause

Applicable law and jurisdiction

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• State by which law(s) the agreement will be governed

• Indicate how disputes or claims shall be resolved and courts that shall have exclusive jurisdiction to determine all disputes

Administrative provisions

• Outline the roles and responsibilities for correspondence and supervision of the Agreement

Amendments

• State how the Agreement may be amended

Annexes

APPENDIX II - RESEARCH INFRASTRUCTURE SAFETY ASSURANCE QUESTIONNAIRE

Name of the participant:	
Position (student, researcher, professional):	
Institution/Company:	
Professional experience:	*a. beginner, b. up to 5 years, c. more than 5 years*
Institution of training:	
Period of training:	
Training Programme:	

Dear Participant,

In order to provide a valuable, reliable and transparent system to share knowledge and resources, as well as, facilities and equipment, EU-CONEXUS would like your opinion on safety measures and precautions taken during your training period.

We greatly value the opinion of EU-CONEXUS Research Infrastructures (RIs) Users. Please take a moment to fill in the attached questionnaire.

EU-CONEXUS RIs providers should undertake the necessary actions, including instruction, to ensure the health, security and safety of any User accessing the RIs, as well as to minimize the impact on the environment. Users must comply with security, safety and environmental rules and with procedures in force at the RIs, in particular concerning the notifications on introduction of material and instrumentation.

We believe that your sincere comments / remarks will improve our services.

Thank you for your time.

CONTACT DETAILS: XXXXXX@XXX.XXX

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

PART A

We would like you to indicate your satisfaction by taking note in your selection fields.

RATING	YES	NO
1. Have you been informed about the EU-CONEXUS GENERAL LABORATORY SAFETY MANUAL?	☐	☐
2. Did you read the EU-CONEXUS GENERAL LABORATORY SAFETY MANUAL?	☐	☐
3. Did you sign the LABORATORY SAFETY CONSENT FORM?	☐	☐
4. Did you receive the appropriate training on safety measures?	☐	☐
5. Did the RI introduce new green technologies (renewable energy, recycling, etc.)?	☐	☐
6. Have you been provided with all safety equipment that you needed to use?	☐	☐
7. Did you use any of your own protective equipment?	☐	☐

Part B

We would like you to indicate your satisfaction by taking note in your selection fields. Please give your rating by ticking the boxes below. (5=excellent, 4=very good, 3=satisfactory, 2=poor,1=very poor, NA=not applicable)

RATING	5	4	3	2	1	NA
1. How would you rate the RI hygiene status?	☐	☐	☐	☐	☐	☐
2. How would you rate the RI safety equipment?	☐	☐	☐	☐	☐	☐
3. How would you rate the RI facilities in terms of safety (designated areas, labeling)?	☐	☐	☐	☐	☐	☐
4. How would you rate the availability of safety equipment (protective gloves, googles, shields)?	☐	☐	☐	☐	☐	☐
5. Did you receive the appropriate training on sample handling and storage?	☐	☐	☐	☐	☐	☐
6. How would you rate the training on managing the supply chain of laboratory materials?	☐	☐	☐	☐	☐	☐
7. How would you rate the training on biological waste removal?	☐	☐	☐	☐	☐	☐
8. How would you rate the training on chemical waste removal?	☐	☐	☐	☐	☐	☐
9. How would you rate the overall safety measures in the RI?	☐	☐	☐	☐	☐	☐

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Please briefly describe possible safety issues encountered in the RI (50 words)?

Please cite any suggestions for improving safety measures in the RI

Thank you for your co-operation

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

APPENDIX III - RESEARCH INFRASTRUCTURE QUALITY

ASSURANCE QUESTIONNAIRE FOR TRAINING

Name of the participant:	
Position (student, researcher, professional):	
Institution/Company:	
Educational level:	
Host Institution:	
Period of training:	
Training Programme:	

Dear Participant,

In order to provide a valuable, reliable and transparent system to share knowledge and resources, as well as, facilities and equipment, EU-CONEXUS would like your opinion on the training provided.

We greatly value the opinion of EU-CONEXUS Research Infrastructurs (RIs) Users. Please take a moment to fill in the attached "Training Satisfaction Measurement" questionnaire.

EU-CONEXUS RIs make science more effective and sustainable among European countries. Through this questionnaire, adequate information will be collected in order to verify that EU-CONEXUS RIs will satisfy given requirements for quality and use.

We believe that your sincere comments / remarks will improve our services.

Thank you for your time.

CONTACT DETAILS: XXXXXX@XXX.XXX

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

PART A

We would like you to indicate your satisfaction by taking note in your selection fields. Please give your rating by ticking the boxes below. (5=excellent, 4=very good, 3=satisfactory, 2=poor,1=very poor, NA=not applicable)

RATING	5	4	3	2	1	NA
1. How was the initial contact with the RI?	☐	☐	☐	☐	☐	☐
2. How was the willingness of the RI staff to assist you?	☐	☐	☐	☐	☐	☐
3. How professional and courteous was each member of the RI team?	☐	☐	☐	☐	☐	☐
4. How would you assess the alignment of the information provided by the RI team members, (explanations of problem areas and observations etc), with the terms outlined in the access agreement?	☐	☐	☐	☐	☐	☐
5. How would you rate the safety measures education provided during your training in the RI?	☐	☐	☐	☐	☐	☐
6. How would you rate the RI facilities?	☐	☐	☐	☐	☐	☐
7. How would you rate the RI equipment?	☐	☐	☐	☐	☐	☐
8. How would you rate the scientific adequacy of the RI Research staff?	☐	☐	☐	☐	☐	☐
9. Upon completion of your training did you have a clear understanding of the RI?	☐	☐	☐	☐	☐	☐
10. How would you rate the RI data management?	☐	☐	☐	☐	☐	☐
11. How would you rate the effectiveness of this training course?	☐	☐	☐	☐	☐	☐
12. How would you rate the learning outcomes of this training?	☐	☐	☐	☐	☐	☐

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

Part B

We would like you to indicate your satisfaction by taking note in your selection (5=at the highest level, 4=very much, 3=enough, 2=not much, 1=inadequately, NA=not applicable

RATING	5	4	3	2	1	NA
Do you think that the RI activities led to the advance of your personal scientific knowledge?	☐	☐	☐	☐	☐	☐
Do you think that RI activities lead to various socio-economic impacts?	☐	☐	☐	☐	☐	☐
Do think that RI activities lead to environmental monitoring?	☐	☐	☐	☐	☐	☐
Would you re-select our RI for some new training?	☐	☐	☐	☐	☐	☐
Would you recommend this RI to another Researcher?	☐	☐	☐	☐	☐	☐

Please briefly describe our service (50-100 words)?

Did you experience any problems during your training?

Please cite any suggestions to help us improve our services

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

APPENDIX IV - RESEARCH INFRASTRUCTURE QUALITY ASSURANCE QUESTIONNAIRE FOR EXTERNAL SERVICES PROVISION

Customer/Company name:	
Occupation/Position:	
Service(s) provided:	
EU-CONEXUS RI Institution/ Research Team	
Date:	

Dear Customer,

In order to provide a valuable, reliable and transparent system to share knowledge and resources, as well as, facilities and equipment, EU-CONEXUS would like your opinion on the services provided.

We greatly value the opinion of EU-CONEXUS Research Infrastructures (RIs) Users. Please take a moment to fill in the attached "Services Satisfaction Measurement" questionnaire.

EU-CONEXUS RIs have the potential to make science more effective and sustainable among European countries. Through this questionnaire adequate information will be collected in order to verify that EU-CONEXUS RIs services will satisfy given requirements for quality and use.

We believe that your sincere comments / remarks will improve our services.

Thank you for your time.

CONTACT DETAILS: XXXXXX@XXX.XXX

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

PART A

We would like you to indicate your satisfaction by taking note in your selection fields. Please give your rating by ticking the boxes below. (5=excellent, 4=very good, 3=satisfactory, 2=poor,1=very poor, NA= not applicable)

RATING	5	4	3	2	1	NA
1. How was the initial contact with the RI?	☐	☐	☐	☐	☐	☐
2. How was the willingness of the RI staff to assist you?	☐	☐	☐	☐	☐	☐
3. Was each RI team member professional and courteous?	☐	☐	☐	☐	☐	☐
4. How satisfied are you with the quality of the RI services?	☐	☐	☐	☐	☐	☐
5. How satisfied are you with the timely delivery of the RI services?	☐	☐	☐	☐	☐	☐
6. How satisfied are you with the cost of the RI services in relation to the quality provided?	☐	☐	☐	☐	☐	☐
7. How would you rate the technical level of the RI Research staff?	☐	☐	☐	☐	☐	☐

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

Part B

We would like you to indicate your satisfaction by taking note of þ in your selection (5=at the highest level, 4=very much, 3=enough, 2=not much, 1=inadequately, NA= not applicable)

RATING	5	4	3	2	1	NA
Do you think that RI activities lead to various socio-economic impacts?	☐	☐	☐	☐	☐	☐
Do you think that RI activities lead to environmental monitoring?	☐	☐	☐	☐	☐	☐
Would you re-select our RI for some new services?	☐	☐	☐	☐	☐	☐
Would you recommend this RI to another company?	☐	☐	☐	☐	☐	☐

Please briefly describe our service (50-100 words)?

Please cite any suggestions to help us improve our services?

Thank you for your co-operation

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services

APPENDIX V -QUALITY ASSURANCE KPIs

Objective	KPIs
Enabling scientific excellence	- Number of user requests for access - Number of users served - Number of publications as a result of the access to the RI
Delivery of education and training	- Number of Master and PhD students using the RI - Training of people who are not RI staff - Person-hours for staff receiving training
Enhancing collaboration in Europe	- Number of members of the RI from ESFRI countries - Share of users and publications per ESFRI member country
Facilitating economic activities	- Share of users associated with industry and publications with industry - Income from commercial activities and the number of entities paying for service
Outreach to the public	- Engagement achieved by direct contact - Outreach through media - Outreach via the RI's own web and social media
Optimising data use	Number of publicly available data sets used externally
Provision of scientific advice	- Participation by RI in policy related activities - Citations in policy related publications
Facilitating international co-operation	- Share of users and publications per non-ESFRI member country - International trainees - Number of members of the RI from non-ESFRI countries
Optimising management	- Extent of resources made available - Revenues

EU-CONEXUS RFS – D.4.4. Access policy roadmap in joint infrastructures and services