

### **NEWTREND**

NEW INTEGRATED METHODOLOGY AND TOOLS FOR RETROFIT

DESIGN TOWARDS A NEXT GENERATION OF ENERGY

EFFICIENT AND SUSTAINABLE BUILDINGS AND DISTRICTS

GA NO. 680474

# DELIVERABLE D7.4:

# DISSEMINATION ACTIVITY REPORT - YEAR 1

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PROJECT COORDINATOR: PARTICIPATING PARTNERS:	01. IES – Integrated Environmental Solutions Limited – United Kingdom 01. IES – Integrated Environmental Solutions Limited – United Kingdom 02. ABUD – ABUD Mernokiroda KFT – Hungary 03. JER – Uli Jakob – Germany 04. iiSBE IT R&D – International Initiative for a Sustainable Built Environment Italia Research and Development srl – Italy 05. REGENERA – Regenera Levante SL – Spain 06. GO – Granlund Oy – Finland 07. UCC – University College Cork, National University of Ireland, Cork – Ireland 08. NUID UCD – University College Dublin, National University of Ireland, Dublin – Ireland 09. MUAS – Hochschule fur angewandte Wissenschaften Munchen – Germany 10. LBS – London Business School – United Kingdom 11. STAM – Stam srl – Italy 12. Sant Cugat – Ajuntamento de Sant Cugat del Valles – Spain 13. UNIVPM – Università Politecnica delle Marche – Italy
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#### **DELIVERABLE D7.4: SHORT DESCRIPTION**

The Dissemination Activity Report – Year 1 provides the members of the consortium with details of progress towards the fulfilment of the project's Dissemination Plan Keywords: workshop, social media; communication channels; networking; events.

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## ABBREVIATIONS AND ACRONYMS

ACRONYM	DEFINITION
EeB	Energy-efficient buildings
GA	Grant Agreement
NewTREND	NEW integrated methodology and Tools for Retrofit design towards a next generation of ENergy efficient and sustainable buildings and Districts
WP	Work Package



## 1. EXECUTIVE SUMMARY

The Dissemination Activity Report – Year 1 aims to provide a detailed report on dissemination activities that have been undertaken during the first year of NewTREND project. The NewTREND project (New integrated methodology and Tools for Retrofit design towards a next generation of ENergy efficient and sustainable buildings and districts) seeks to improve the energy efficiency of the existing European building stock and to improve the current renovation rate by developing a new participatory integrated design methodology targeted to the energy retrofit of buildings and neighbourhoods, establishing energy performance as a key component of refurbishments. Dissemination activities for the NewTREND project have been conducted in accordance with the project's Dissemination Plan (Deliverable 7.3 – available online 1).

The overall goal of NewTREND communication strategy is to identify and disseminate messages that are consistent, relevant and realistic. In the Dissemination plan is underlined how important it is that each project partner uses the same messages and wordings for communication purposes, might it be press releases and media relations activities, websites, project leaflets and brochures, events, conferences or lobbying activities.

Below are listed the key issues and main messages involved in the project (as in the Dissemination Plan).

Key issue/words	Main messages
1: Low renovation rate of the building stock	The replacement rate of the existing building stock remains at only 1-2 % per year. Renovation projects are also very rarely tackled at a neighbourhood/district level, and do not fully exploit the potential for synergies that groups of buildings might offer.  NewTREND will create a new methodology, linked with software tools, that will increase the untake of repovertion access the ELL explaining the
	that will increase the uptake of renovation across the EU, exploiting the potential for refurbishment at the neighbourhood level.
2: Inefficient communication between stakeholders	The design and construction process is often inefficient and effective communication does not always occur between each stakeholder in the process. The problem grows exponentially for renovation projects, as the project increases in complexity due to the additional constraints related to existing structures and occupants.
	NewTREND will develop a toolkit to support each phase from concept design to implementation and operation, fostering collaboration among stakeholders, involving inhabitants and building users and having energy efficiency and final performances as key drivers.
3: Buildings renovated as part of a global energy system	The implementation of energy efficient measures at district level allow to reach significant and cost-effective improvements with regards to a building to building approach.
	NewTREND will simulate and evaluate different design options not only at building level but also taking into account the possible interaction of the building with the surrounding neighbourhood in terms of sharing energy or resources.

<sup>1</sup> http://newtrend-project.eu/documents/



4: Optimization of the future building's maintenance

Often the "in use" phase is not taken in due account during the design process. This issue leads to inefficiencies in the maintenance of buildings.

5: Involvement of occupants

NewTREND will focus on the detailed design of the retrofitting intervention but in a life cycle and continuous commissioning perspective, introducing the operation and maintenance phases into the methodology.

Retrofitting activities have to satisfy the users' expectations. Nevertheless, in the design process the user is often not sufficiently

NewTREND will include specific validation activities with the occupants of the buildings to be refurbished in the pilot projects, involving them in the retrofit concept creation since the early stages.

involved in the definition of the refurbishment concept.

6: Innovative design methodologies

Traditional design methodologies show to be inadequate for the optimization of the eco-efficiency and sustainability of buildings. New methodological approaches are needed.

NewTREND will develop an inclusive deep participatory design methodology specifically tailored to retrofit for individual buildings and districts, that will include the adoption of optimisation and simulation tools at early design stage, ensuring energy efficiency and reducing duplication of efforts. The methodology will be focussed on an extended 'community charrette' process comprising engagement with inhabitants and users of building before, during and after the design and implementation of energy efficiency renovation measures.

7: BIM and new design paradigms not sufficiently adopted.

Effective communication does not always occur between each stakeholder in the design process. The problem grows exponentially for renovation projects, as the project increases in complexity due to the additional constraints related to existing structures and occupants. Also, current practices tend to separately consider design and assessment activities. These concerns have fostered innovation in the construction industry, convincing its stakeholders to push forward an innovative digital and software intensive design paradigm: the Building Information Model (BIM). But BIM and innovative design paradigms are currently rarely applied to refurbishment projects due to the difficulties in retrieving the necessary information to build a BIM model and to the traditional character of the sector.

NewTREND will create a new methodology, linked with software tools, that will increase the uptake of renovation across the EU, exploiting the potential for refurbishment at the neighbourhood level.

NewTREND will effectively integrating energy performance evaluation into a BIM-based design from the early stages of the project, thus pushing the potential for the BIM market for green retrofit. Through an exponential knock-on effect with the other aforementioned markets, NewTREND will have a significant impact on the retrofit industry as a whole

8: Realistic evaluation of risks and saving in investments

Not realistic evaluations of risks and savings take to a scarce investor trust in energy retrofitting activities.

The new financial models and business models proposed by NewTREND, together with the proposed performance based retrofit design will

overall European building market.



foster investments in the green renovation sector, thanks to a more realistic evaluation of risks and savings.

9: Increase of building value

Efficiently retrofit actions can increase the value of a low energy performance building.

NewTREND fully promotes and facilitates energy efficient retrofit through its toolkit, thus contributing to improve the overall value of the European built environment, an as a consequence to increase the

10: Improvement of health, well-being and productivity

Correct retrofitting actions can improve the level of indoor quality of buildings.

NewTREND will have a positive impact in improving the quality of indoor comfort, for example due to a better illumination or ventilation. This will have, for example, a positive influence on productivity in the case of commercial buildings; the possibility to visualize and simulate illumination, acoustics or ventilation already at design stage may allow to have intangible benefits on employees' morale and job satisfaction, which is commonly linked to increased productivity, higher retention rates, and fewer sick days.

TABLE 1 NEWTREND KEY ISSUES AND CORRESPONDING MAIN MESSAGES



## 2. DISSEMINATION ACTIVITIES - YEAR 1

The project's Dissemination Plan (Deliverable 7.3) has been produced and submitted as an internal deliverable to the NewTREND project partners at first, and then made public. This document outlines all of the planned dissemination activities for the project over its three-year duration. Below you will find a summary of what has been done during the first year of NewTREND project (for further information, D7.3 can be downloaded: <a href="http://newtrend-project.eu/documents/">http://newtrend-project.eu/documents/</a>)

### 2.1. Branding

A logo for NewTREND project has been developed, and appears below (and on all the project's dissemination materials).



#### FIGURE 1 NEWTREND LOGO PORTRAIT VERSION

The initial logo developed for NewTREND at the proposal stage was considered by the PC and the DEC to be a strong baseline for the final NewTREND logo.

This first version underwent a first revision to identify key focus elements and colour options.

The blue and yellow option was selected as the main NewTREND logo



The main logo is available in three variants: landscape, landscape with project acronym, and portrait. These three variants ensure the recognisability of the NewTREND brand in different graphical contexts.

#### 2.2. WEBSITE

The NewTREND project website <a href="http://newtrend-project.eu">http://newtrend-project.eu</a> has been launched on 29th November 2015 (as scheduled in the DoW). The most important project results are being published there, and displayed in a clear and understandable format. Information about all partners and their role in NewTREND is included, together with in-depth information about the general objectives, work packages and developments.

The website includes a section for news updates, displaying up-to-date information about meetings, workshops, events and publications. All posts are easy to share on social networks by readers, and are published on the social network accounts of the NewTREND project. The homepage includes both a contact form and a newsletter subscription module, to ensure the widest possible dissemination of the project results.

The main website features are described in D7.2 Project Website; below is reported a brief summary with its main important features.

The footer of the NewTREND homepage includes the newsletter signup form, to facilitate the collection of interested parties' contacts and support the automated distribution of digital newsletters.

Finally, the website platform has been developed to allow the translation in the 6 project languages, supporting the partners in targeted dissemination in their territory towards key stakeholders.

The website will continue to be developed and updated throughout the duration of the project.

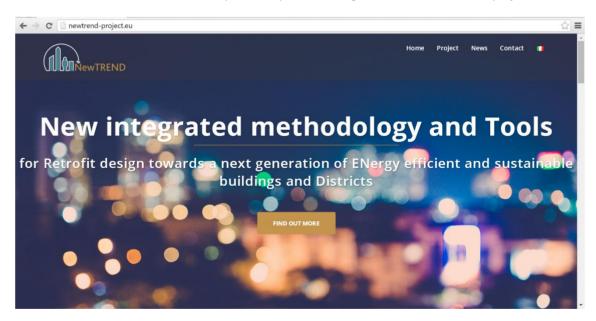


FIGURE 2 NEWTREND HOMEPAGE

From the home page and the menu bar on top, the users can access the following main sections:

1. Project overview



- 2. Partners
- 3. Documents
- 4. News
- 5. Contact
- 6. Language switch

Sections 1-5 include key public content, while the 6<sup>th</sup> menu option allows switching the main site language.

The bottom section of the screen is constant throughout the website, and provides links to the social network accounts, a quick view of the Twitter feed, the newsletter registration form, the EC flag, funding acknowledgment and disclaimers.



FIGURE 3 WEBSITE FOOTER

Below are reported some statistics regarding the website activities.

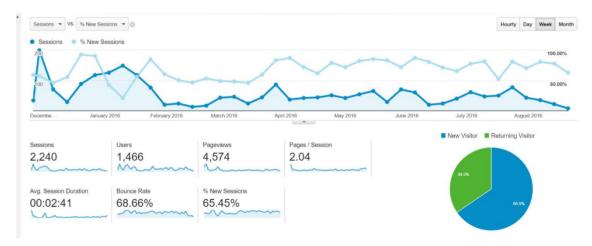


FIGURE 4 WEEKLY WEBSITE STATISTICS



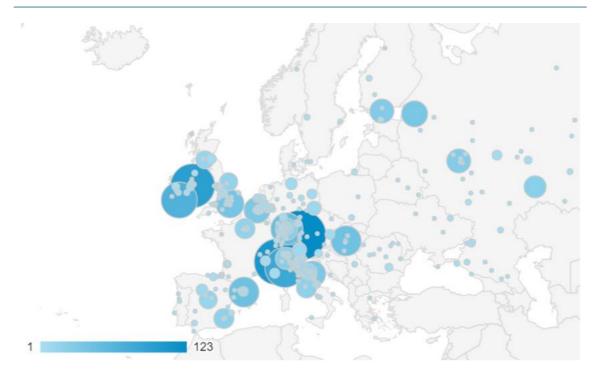


FIGURE 5 MAPPING OF EU VISITORS OF NEWTREND WEBSITE

City ?	Acquisition	Acquisition			Behavior			
City	Sessions ? ↓	% New Sessions ?	New Users ?	Bounce Rate ?	Pages / Session ?	Avg. Session Duration ?		
	1,648 % of Total: 73.57% (2,240)	55.40% Avg for View: 65.45% (-15.35%)	913 % of Total: 62.28% (1,466)	60.62% Avg for View: 68.66% (-11.71%)	2.35 Avg for View: 2.04 (15.33%)	00:03:25 Avg for View: 00:02:41 (27.40%)		
1. (not set)	131 (7.95%)	85.50%	112 (12.27%)	87.02%	1.50	00:01:03		
2. Munich	123 (7.46%)	42.28%	52 (5.70%)	56.10%	2.45	00:03:02		
3. Turin	107 (6.49%)	27.10%	29 (3.18%)	39.25%	5.46	00:10:52		
4. Dublin	95 (5.76%)	62.11%	59 (6.46%)	57.89%	2.41	00:01:57		
5. Genoa	82 (4.98%)	51.22%	42 (4.60%)	40.24%	2.57	00:02:30		
6. Cork	67 (4.07%)	20.90%	14 (1.53%)	50.75%	2.57	00:01:28		
7. Fellbach	49 (2.97%)	44.90%	22 (2.41%)	44.90%	2.63	00:02:48		
8. Barcelona	44 (2.67%)	56.82%	25 (2.74%)	45.45%	3.50	00:05:31		
9. Budapest	43 (2.61%)	69.77%	30 (3.29%)	62.79%	2.14	00:01:5		
10. London	38 (2.31%)	92.11%	35 (3.83%)	71.05%	1.74	00:01:54		
11. Saint Petersburg	36 (2.18%)	0.00%	0 (0.00%)	83.33%	1.25	00:03:33		
12. Brussels	33 (2.00%)	75.76%	25 (2.74%)	57.58%	1.88	00:02:17		
13. Ancona	33 (2.00%)	60.61%	20 (2.19%)	60.61%	2.09	00:02:47		
14. Helsinki	29 (1.76%)	51.72%	15 (1.64%)	55.17%	2.28	00:03:20		
15. Moscow	28 (1.70%)	7.14%	2 (0.22%)	60.71%	2.25	00:17:01		
16. Stuttgart	24 (1.46%)	66.67%	16 (1.75%)	29.17%	3.62	00:02:45		
17. Milan	24 (1.46%)	95.83%	23 (2.52%)	79.17%	1.42	00:00:18		
18. Samara	24 (1.46%)	0.00%	0 (0.00%)	87.50%	1.17	00:01:11		
19. Murcia	20 (1.21%)	60.00%	12 (1.31%)	70.00%	1.80	00:01:4		
20. Rome	20 (1.21%)	85.00%	17 (1.86%)	75.00%	1.75	00:00:3		

FIGURE 6 VISITOR'S CITY (EU-ONLY)



	Acquisition			Behavior		
Default Channel Grouping	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration
	2,240 % of Total: 100.00% (2,240)	65.49% Avg for View: 65.45% (0.07%)	1,467 % of Total: 100.07% (1,466)	68.66% Avg for View: 68.66% (0.00%)	2.04 Avg for View: 2.04 (0.00%)	00:02:41 Avg for View: 00:02:41 (0.00%)
1. Referral	863 (38.53%)	66.40%	573 (39.06%)	84.94%	1.41	00:02:48
2. Direct	535 (23.88%)	71.78%	384 (26.18%)	57.01%	2.69	00:03:27
3. Organic Search	528 (23.57%)	64.58%	341 (23.24%)	57.95%	2.31	00:01:38
4. Social	314 (14.02%)	53.82%	169 (11.52%)	61.78%	2.22	00:02:47

FIGURE 7 VISITORS SOURCE

## 2.3. SOCIAL NETWORKS

Social network accounts have been established for NewTREND on Facebook, Twitter, LinkedIn and Google+. These accounts will engage with the broader public and will disseminate news from the website.

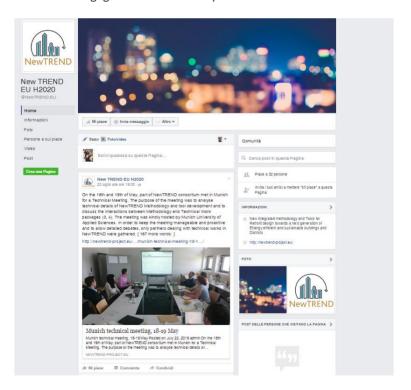


FIGURE 8 NEWTREND FACEBOOK PAGE





#### FIGURE 9 NEWTREND TWITTER PAGE

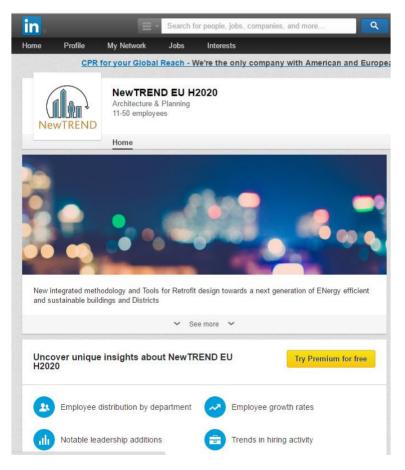


FIGURE 10 NEWTREND LINKEDIN PAGE



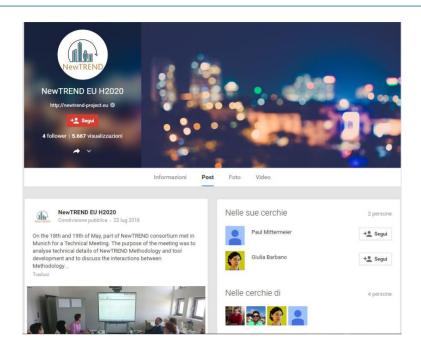


FIGURE 11 NEWTREND GOOGLE PLUS PAGE

Those accounts are kept alive and updated on a frequent base with all the most important information regarding NewTREND project.

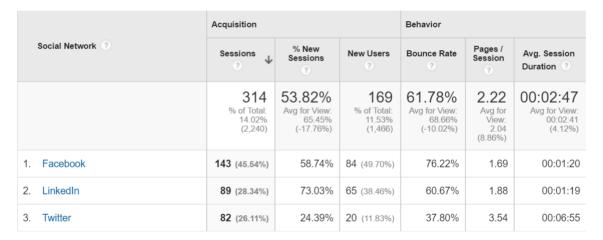


FIGURE 12 SOCIAL NETWORKS DATA BREAKDOWN

## 2.4. Powerpoint presentation

A presentation about the project has been produced in Microsoft Powerpoint format. This version of the presentation is designed for use by the NewTREND project partners at conferences, events and meetings where there is an opportunity to present and promote the project to relevant audiences.





FIGURE 13 NEWTREND PRESENTATION TEMPLATE

## 2.5. Consortium dissemination activities

## 2.5.1. Non-scientific and non-peer-reviewed publication (popularised publication)

#### BIM IRELAND MAGAZINE

UCC published an article "Life After BIM? Using social science to advance the evolution of building design methods beyond the CAD and BIM era" that features the future contribute that NewTREND project will bring to the BIM sector.

## 2.5.2. Participation to a Conference

Several conferences have been attended by representatives of the NewTREND project during the first 12 months of the project. These events have been used as opportunities to inform both the research/scientific community and Industry sector about the project and innovations in research resulting from the work conducted as part of the project. Project partners have given presentations about the project and discussed the project with conference participants. Links and further details about all events where the NewTREND project has been presented are displayed below:

ENVIRON - 26th Irish Environmental Researchers' Colloquium (23/3/2016 - 25/3/2016 Limerick, Ireland)

http://www.esaiweb.org/environ/environ-2016/

UCC presented three papers

-

 $<sup>\</sup>frac{^2}{\text{http://www.bimireland.ie/2016/04/19/life-after-bim-using-social-science-to-advance-the-evolution-of-building-design-methods-beyond-the-cad-and-bim-era-by-rosemarie-mac-sweeney-msc-arch/}$ 



- "Developing a participatory integrated design process involving occupants and users in the design process of energy retrofit" <sup>3</sup>
- "Incentivising Energy-Efficient Building: A Framework for Developing New Business Models"
- "How social science could help usher in a new era in energy-efficient urban building construction and rennovation design practices"

INTERNATIONAL CONGRESS OF ECOLOGY AND ENVIROMENT (04/03/2016, MURCIA, SPAIN) <a href="http://www.murcia.com/noticias/2016/03/04-guillen-apela-a-la-colaboracion-ciudadana-para-que-murcia-se-convierta-en-una-ciudad-inteligente.asp">http://www.murcia.com/noticias/2016/03/04-guillen-apela-a-la-colaboracion-ciudadana-para-que-murcia-se-convierta-en-una-ciudad-inteligente.asp</a>

REGENERA talked about new approaches of energy management in buildings and smart communities. and made a NewTREND presentation.

International Round Table. Sustainable development strategy of the Olexandriya City, on the way to sustainable development goals until 2030 (14/07/2016, Oleksandriya, Ukraine)

http://en.appp.com.ua/july-14-2016-oleksandriya-took-place-international-round-table-sustainable-development-strategy-olexandriya-city-way-sustainable-development-goals-2030/

Sant Cugat presented NewTREND project to policy makers attending the round table.

Law and the Environment 2016: Novel Challenges - Novel Solutions: Innovation in Environmental Law & Policy (21/04/2016, Cork, Ireland)

http://www.uccconferencing.ie/product/law-and-the-environment-2016-novel-challenges-novel-solutions-innovation-in-environmental-law-policy/

UCC attended to this conference and participated in discussions.

NATIONAL CONSTRUCTION SUMMIT 2016 (15/06/2016, DUBLIN, IRELAND) <a href="http://www.nationalconstructionsummit.ie/">http://www.nationalconstructionsummit.ie/</a>

UCC made a presentation on "Collaborative and Participatory Design for Sustainability"

<sup>&</sup>lt;sup>3</sup> https://www.researchgate.net/publication/302986569 Developing a participatory integrated design process involving occupants and users in the design process of energy retrofit

<sup>&</sup>lt;sup>4</sup>https://www.researchgate.net/publication/302986926 Incentivising Energy-Efficient Building A Framework for Developing New Business Models

<sup>&</sup>lt;sup>5</sup> https://www.researchgate.net/publication/302987122 How social science could help usher in a new era in energy efficie nt urban building construction and renovation design practices



SBE16 TORINO - TOWARDS POST-CARBON CITIES (18-19/02/2016, TURIN, ITALY) <a href="http://sbe16torino.org/">http://sbe16torino.org/</a>

NewTREND participated to Special Session: Policies for Sustainable Urban Districts Retrofitting organised by EU FP7 FASUDIR. The session was a roundtable between CABEE, CLUE, FASUDIR, NewTREND, ECODISTR-ICT, Optimus, CESBA Alps, Transform, Odysseus, CatMed.

iiSBE IT was conference organiser and session moderator while IES made the presentation.

#### FUTURE CONFERENCES:

- Energy consumption reduction via occupancy analysis (2017, TBC)
- Global Forum 2016 (19-20/09/2016, Eindhoven, Netherlands)
- Methods of collecting occupancy data in buildings (2017, TBC)
- World Sustainable Built Environment Conference 2017 Hong Kong (5-7 Jun 2017, Hong Kong, China)
- Zero Carbon Buildings Today and in the Future (8-9/09/2016, Birmingham, UK)

### 2.5.3. Participation to a Workshop

Several workshops have been attended by representatives of the NewTREND project during the first 12 months of the project. These events have been used as opportunities to inform both the research/scientific community and Industry sector about the project and innovations in research resulting from the work conducted as part of the project. Project partners have given presentations about the project and discussed the project with conference participants. Links and further details about all events where the NewTREND project has been presented are displayed below

IMPACT WORKSHOP FOR THE ENERGY-EFFICIENT BUILDINGS PUBLIC-PRIVATE PARTNERSHIP PROJECTS (18-19/04/2016, BRUSSELS, BELGIUM)

http://ec.europa.eu/research/index.cfm?pg=events&eventcode=726793D4-9B63-B6E2-A5C2649F019492E3

iiSBE IT presented NewTREND project in Session 2: ICT for design, monitoring and management of energy-efficient buildings and districts

SWIMMING VOCAMP WORKSHOP ON LINKED BUILDING DATA (22/03/2016, DUBLIN, ITALY)

IES attended this workshop and participated in discussions covering various topics related to the use and development of vocabularies for the implementation of new services in the context of energy efficient buildings.



Workshop on Implications of Occupant Behaviour for Building Operation and Design. (02/04/2016, Vienna, Austria)

http://obworkshop.com/

Granlund Consulting presented a case study at the workshop on occupant behaviour describing work done by Granlund so far and work that will be done as part of NewTREND.

#### FUTURE WORKSHOPS:

Smart City solutions (October 2016, Barcelona)

#### 2.5.4. Participation to an Event other than a Conference or a Workshop

FORO INNOVA (30/09/2015, MURCIA)

http://innovamurcia.laverdad.es/programa-horizonte2020/

Shortly before the kick-off meeting, Regenera participated to Foro Innova, discussing its participation in H2020 projects and presenting NewTREND project and about its objectives, challenges and scope.

SMART CITY EVENT AMSTERDAM (7-10/06/2016, AMSTERDAM, NETHERLANDS) http://www.smart-circle.org/smartcity/

SantCugat presented the project during the conference.

SMART CITYWORLD CONGRESS BARCELONA 2015(11/2015, BARCELONA, SPAIN) <a href="http://www.smartcityexpo.com/en/past-editions">http://www.smartcityexpo.com/en/past-editions</a>

For this event 485 exhibitors from around the globe came together to present and showcase their most innovative smart city projects and ideas.

NewTREND project was presented in SantCugat stand and graphic information about the project were shared.

Towards a New Paradigm of Open, Collaborative, Efficient and connected Cities (27/11/2015)

http://ants-webs.inf.um.es/conferences/smart-cities-2015/index.php?id=0

Regenera chaired the roundtable on new Technologies and trends in smart cities in terms of energy efficiency.



#### **FUTURE EVENTS:**

• Smart CityWorld Congress Barcelona 2016 http://www.smartcityexpo.com/en/past-editions

## 2.5.5. Participation in activities organized jointly with other H2020 projects

KICK-OFF MEETING. CHESS-SET UP PROJECT (07/2016, SANT CUGAT, SPAIN) SantCugat presented NewTrend project during this event.

SUSTAINABLE PLACES 2016 (29/06/2016, ANGLET, FRANCE) http://sustainable-places.eu/sp-2016/programme/sp16-workshops/district-renewal/

NewTREND co-organised workshop with projects OptEEmAL (H2020) and ECODISTR-ICT (FP7), titled "DISTRICT RENEWAL: Innovative Tools and Systems for Increased Participation in District Retrofit & Renovation". These three European H2020 funded projects will work to overcome such barriers joining forces in this workshop to show how they will approach this scenario and will dedicate two specific discussion round tables with a panel of experts of the projects in order to exchange experiences and benchmarking focused on some important aspects tackled on the three projects, the data integration and interoperability and the performance evaluation speaking about indicators and tools used to reflect the performance in energy, environmental or economic terms among others.

Partners from iiSBE IT, IES and UCD participated to the event.





FIGURE 14 NICK PURSHOUSE (IES) PRESENTING NEWTREND

WORKSHOP IN SANT CUGAT, ROADMAPS FOR ENERGY. (02/2016, SANT CUGAT, SPAIN)

SantCugat presented NewTrend project during this event.

WORKSHOP IN SANT CUGAT, OPTIMUS PROJECT (05/2016, SANT CUGAT, SPAIN) SantCugat presented newTrend project during this event.

## 2.5.6. TRADE FAIR

ALL ENERGY UK (10-11/05/2016, GLASGOW, IRELAND) <a href="http://www.all-energy.co.uk/">http://www.all-energy.co.uk/</a>

### 2.5.7. PRESS RELEASE

NEWTREND: UNA PIATTAFORMA PER LA RIQUALIFICAZIONE INTEGRATA DI EDIFICI E QUARTIERI <a href="http://www.infobuildenergia.it/approfondimenti/newtrend-una-piattaforma-per-la-riqualificazione-integrata-di-edifici-e-quartieri-261.html">http://www.infobuildenergia.it/approfondimenti/newtrend-una-piattaforma-per-la-riqualificazione-integrata-di-edifici-e-quartieri-261.html</a>



UNIVPM prepared this press release and shared also through social media (Facebook, Linkedin, Twitter, Google+).



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