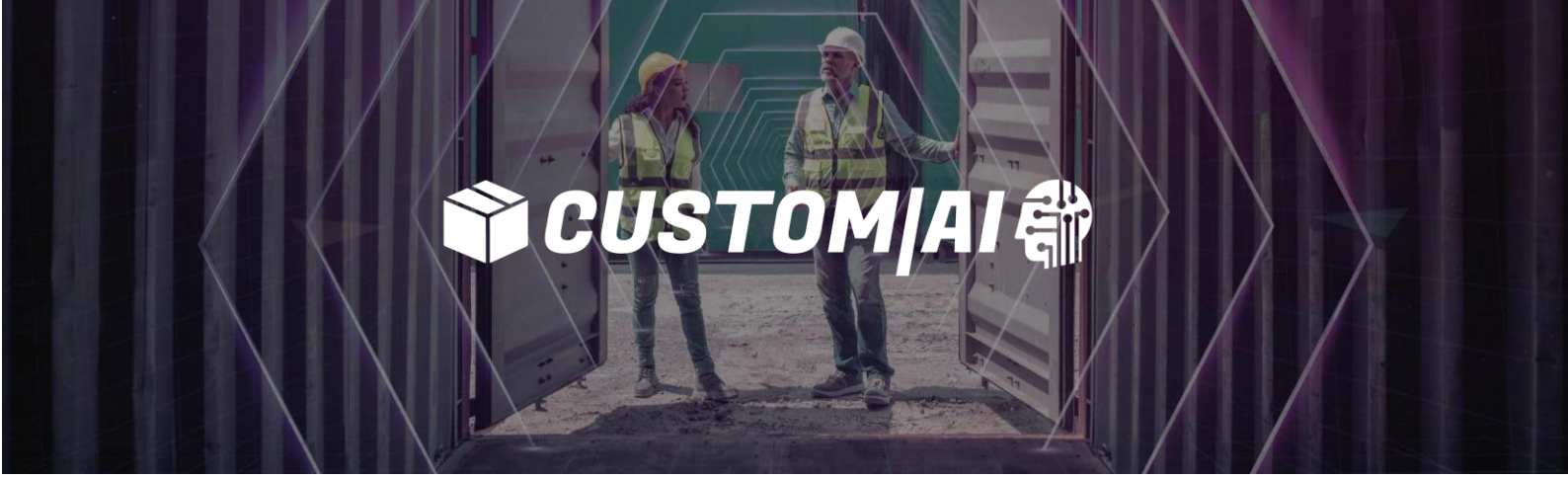

D1.1: Project Handbook

A set of project templates and explanations on the project management process, review process, internal checks, and meeting organisation

Revision: v2.1

Work package	WP1
Task	T1.1
Due date	30/01/2026
Submission date	23/01/2026
Deliverable lead	LTA
Version	2.1
Authors	Henrik Larsen (LTA)
Reviewers	Jean-Baptiste Milon (Martel),
Abstract	The purpose of the deliverable Project Handbook of the CustomAI project is to provide a single point of reference on the quality that will be governed during the course of the project. The deliverable at hand defines the project organisation, roles, and responsibilities with emphasis on the quality control and quality assurance activities that will be carried out. It describes how the project will execute its day-to-day activities from a quality perspective, and ensures that standards, processes, and procedures are defined so that their execution is continuously monitored and improved. This deliverable defines all the necessary mechanisms and structures for the management and administrative coordination of the project with emphasis on the governance, change management, communication plan, project calendar, stages, milestones, and reporting roles and responsibilities for all the partners is also made.
Keywords	Project Management Plan, change management, scope management, cost management, cost baseline, schedule baseline, schedule management, effort, budget, indicators, quality management, risk assessment, communication management, communication matrix, software management, guidance, administration

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2.1	09/01/2026	Minor corrections	Henrik Larsen (LTA)

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EXECUTIVE SUMMARY

About the Project Management Manual:

The purpose of the CustomAI "Project Handbook" is to provide a single point of reference on the quality that will be governed during the course of the project. The deliverable at hand defines the project organisation, roles and responsibilities with emphasis on the quality control, and quality assurance activities that will be carried out. It describes how the project will execute its day-to-day activities from a quality perspective and ensures that standards, processes, and procedures are defined so that their execution is continuously monitored and improved. This deliverable defines all the necessary mechanisms and structures for the management and administrative coordination of the project with emphasis on the governance, change management, communication plan, stages, milestones, and reporting roles and responsibilities for all partners.

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DEFINITIONS

Beneficiary	EC term used to designate the legal entity which has signed the Grant Agreement. This term is often substituted by the common language term 'partner'.
Consortium	Group of beneficiaries that have signed the Consortium Agreement and the Grant Agreement (either directly as Project Coordinator or by accession through the Form A).
Consortium Agreement	Contractual document signed by all the beneficiaries (and not the EC), explaining how the Consortium is managed and works together.
Deliverable Leader	Responsible for ensuring that the content of the deliverable meets the required expectations, both from a contractual point of view and in terms of usage within the project. Is also responsible for ensuring that the deliverable follows the deliverable process and is delivered on time.
Description of Action	Annex 1 to the Grant Agreement. It contains information on the work packages, deliverables, milestones, resources and costs of the beneficiaries, as well as a text with a detailed description of the action. The DoA is made of Part A (structured data collected in web forms and workplan tables) and Part B (text document describing the action elements).
Dissemination	EC term for communication of information to a wide audience.
Foreground	The results, including information, whether they can be protected or not, which are generated under the project. Such results include rights related to copyright, design rights, patent rights etc.
Grant Agreement	Contractual document which defines the contractual scope of the CustomAI project. It is signed between the EC and the beneficiaries.
Third party	Any legal entity which does not sign the EC Grant Agreement. A subcontractor is a type of third party, but not the only one. In special circumstances, the GA accepts third parties whose costs may be eligible. Third parties are specified in the DoA, GA (Article 14) and CA.

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1 INTRODUCTION

1.1 DOCUMENT SCOPE

The purpose of the "Project Handbook" of the CustomAI project, is to provide a single point of reference on the quality that will be governed during the course of the project. The deliverable at hand defines the project organisation, roles and responsibilities with emphasis on the quality control and quality assurance activities that will be carried out. It describes how the project will execute its day-to-day activities from a quality perspective, and ensures that standards, processes, and procedures are defined so that their execution is continuously monitored and improved. This deliverable defines all the necessary mechanisms and structures for the management and administrative coordination of the project with emphasis on the governance, change management, communication plan, stages, milestones, and reporting roles and responsibilities for all the partners is also made.

This document is comprised of the following chapters:

Chapter 1 presents an introduction to the document.

Chapter 2 offers information related to the project objectives and workplan, to provide the context for this document.

Chapter 3 explains the overall strategy and approach towards managing the project including the management structure, partner roles and responsibilities, procedures, baselines, milestones and indicators.

Chapter 4 establishes the baseline performance of CustomAI in terms of schedule, resources, cost and overall quality.

Chapter 5 presents the way the project will handle changes to the established plans and baselines.

Chapter 6 presents the communication flows, instruments and guidelines to the project.

Chapter 7 describes in brief the way the coordination team intends to manage costs and efforts. The two are placed in the same procedure as they are closely linked.

Chapter 8 sets the policy for procurement in the project.

Chapter 9 explains in brief the process of managing the project scope.

Chapter 10 outlines the management of the project schedule.

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2 CustomAI Context

2.1 Project Scope and Objectives

2.1.1 Project scope and vision

CustomAI aims to **revolutionise customs operations** by researching and developing non-intrusive, robust AI-enhanced technologies to predict, detect, and select high-risk cargoes—ranging from shipping containers to courier parcels—for inspection. This innovation will **enhance the efficiency and effectiveness of customs controls**, paving the way for fully automated customs control checkpoints and the facilitation of international trade without the need for additional human resources. The key components of the CustomAI innovation include:

- **The Virtual Customs Control Office** (VCCO) concept, which will be adopted and implemented encapsulating all needed knowledge for managing in the customs control of an artefact (e.g. container, parcel).
- **AI-based risk anticipation** relying on AI-analysis of internal knowledge in compilation with external multilingual data, including manifest and declarations. Only relevant cargos will be sent for inspection.
- **AI-enhanced vapour-based detectors** implied only on the containers selected in the previous step.
- **AI-based x-ray for threat detection** in containers applied on output of the previous step (the human inspection takes place only after this step).
- **Multimodal LLM Continual Learning model**, which will have as input, x-ray and camera images, and will be trained on threat dataset composed of threat samples (x-ray and visual images of threat parcels) updated by customs.
- **Blockchain technology** for secure data sharing and supply chain traceability.
- **Semantic NeRF-based implicit representation** with associated comparison metric for cultural object database constitution and comparing cultural goods.

The technological developments will be driven by **three types of dynamic use cases**: selection of containers for inspection at the ports of Valencia (Spain), Constanta (Romania), and Aarhus (Denmark); selection of courier parcels for inspections at the Copenhagen airport (Denmark); and the detection of illegally exported cultural goods (developed and demonstrated in a lab environment).

These innovative solutions will undergo **rigorous testing, demonstrations, and evaluations for proof-of-concept in real-world scenarios** to ensure that they are well-tailored to address specific challenges. Through these efforts, CustomAI represents a transformative step towards **intelligent, secure, and efficient customs processes**, designed for **seamless scaling-up and expansion across Europe**.

2.1.2 Project objectives (for details, see GA, Annex 1, Sect. 1.12)

1. Increased effectiveness of customs' selection of containers for inspection through AI-enhanced risk-based anticipation.
2. Increasing the efficiency and effectiveness of customs' interventions through the use of advanced AI tools
3. Deliver an up-to-date and updatable detection system benefitting from inter-agency and cross-border knowledge sharing.
4. Expanded usage of customs control and detection systems in novel ways for the benefit of better customs results.

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EU customs authorities are a cornerstone in the international trade landscape, playing a critical role in preventing the entry of illegal goods, safeguarding revenue, & ensuring the seamless flow of goods. Balancing these responsibilities is particularly challenging in today's environment, where the volume of global trade continues to expand rapidly. Mitigating the entrance of illegal goods is becoming increasingly difficult, especially with limited human resources.

Aiming to address these challenges, the CustomAI consortium has united its expertise and competences to develop an AI-toolkit that will reduce the number of false positives (situations where the cargoes like shipping containers or parcels have been selected for inspection despite not containing contraband). The proposed AI-toolkit will revolutionise customs operations by involving nonintrusive and robust AI-enhanced technologies for predicting, detecting, and selecting high-risk cargoes for inspection. The VCCO concept is adopted for managing all processes in the customs control of artefacts (e.g. container, parcel).

Key components of the AI toolkit include:

- AI-based risk anticipation relying on AI-analysis of internal knowledge in compilation with external multilingual data, including manifest and declarations. Only relevant cargos will be sent for inspection.
- AI-enhanced vapour-based detectors implied only on the containers selected in the previous step.
- AI-based x-ray for threat detection in containers applied on output of step two (the human inspection takes place only after this step).
- Multimodal LLM Continual Learning model, which will have as input, x-ray and camera images, and will be trained on threat dataset composed of threat samples (x-ray and visual images of threat parcels) updated by customs.
- Blockchain technology for secure data sharing & supply chain traceability.

By adopting these cutting-edge technologies, the CustomAI toolkit is set to revolutionise customs operations.

Moreover, CustomAI will develop a sustainable business model and deployment plan for the Pan-European take up of the project results.

2.2 Project Workplan

The CustomAI work plan is organised in eleven work packages whose relations are shown in the PERT chart below.

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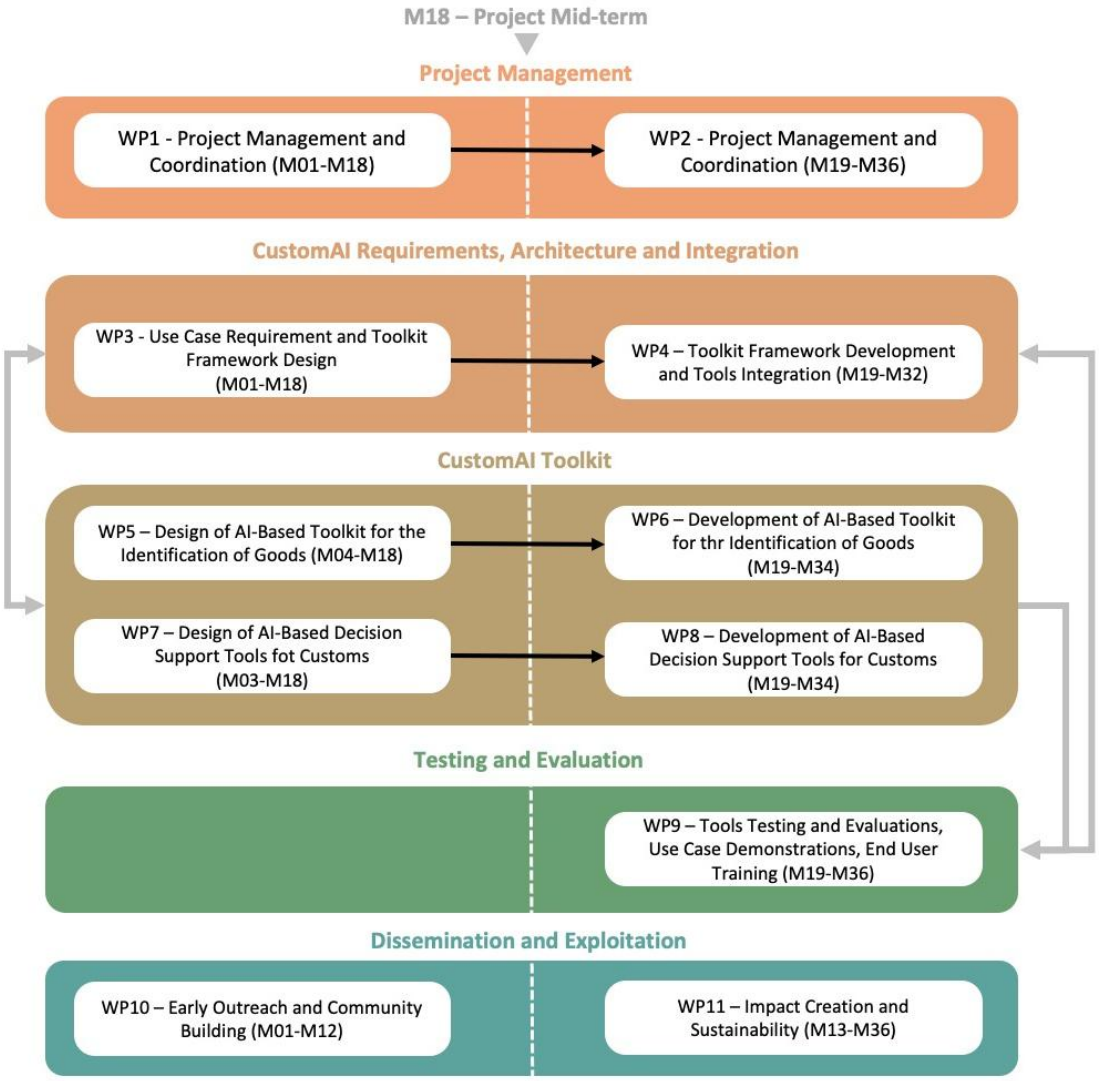

Figure 1: CustomAI WP structure and relations

WP No	Work Package Title
1	Project Management and Coordination (RP1)
2	Project Management and Coordination (RP2)
3	Use Case Requirements and Toolkit Framework Design
4	Toolkit Framework Development and Tools Integration
5	Design of AI-Based Toolkit for the Identification of Goods
6	Development of AI-Based Toolkit for the Identification of Goods
7	Design of AI-Based Decision Support Tools for Customs
8	Development AI-Based Decision Support Tools for Customs
9	Tools Testing and Evaluations, Use Case Demonstrations, End User Training
10	Early Outreach and Community Building
11	Impact Creation and Sustainability

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Project milestones are presented in **Annex 1 of the Grant Agreement**, in the **Description of the Action (DoA)**. The complete milestone table is provided within Section 3.1.3.1: 'List of milestones' of the DoA, but also in Table 1 below.

2.3 Milestones

Table 1: List of Milestones

Milestone number	Milestone name	Related work package(s)	Due date (in month)	Means of verification
MS01	Launch of the project website and social media channels	WP10	M3	Links to website and social media channels available
MS02	Impact creation strategy developed	WP10	M3	Submission of D10.1
MS03	Use case scenarios formulated	WP3	M8	Submission of D3.1
MS04	Design of toolkit framework and knowledge repository completed	WP3	M18	Submission of D3.2
MS05	Development of toolkit, integration framework, and knowledge repository completed	WP4	M32	Submission of D4.1
MS06	Integration of tools completed	WP4	M32	Submission of D4.1
MS07	AI-based toolkit for the identification of goods developed and implemented	WP5 WP6	M34	Submission of D6.1 and D6.2
MS08	Development and implementation of AI-based decision support tools for customs	WP7 WP8	M34	Submission of D8.1
MS09	Tools tested, evaluated, and demonstrated in use cases	WP9	M36	Submission of D9.1
MS10	Completion of user training	WP9	M36	Submission of D9.1

2.4 Deliverables

Project deliverables are presented in **Annex 1 of the Grant Agreement**, in the **Description of the Action (DoA).** The complete deliverable table is provided within Section **3.1.3: 'List of deliverables'** of the DoA, but also in the following table.

Table 2: List of Deliverables

Del. #	Deliverable name	Short description	WP#	Lead participant	Type	Diss level	Delivery date

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D1.1	Project Handbook	A set of project templates and explanations on the project management process, review process, internal checks, and meeting organisation	1	LTA	R	PU	M03
D1.2	Quality Management Plan	The Quality Management Plan outlining the methods and the consortium's vision of a quality culture, specifying the indicators for monitoring quality and outlining the tools in terms of templates, techniques, and products used to achieve quality in the project	1	MARTEL		PU	M06
D1.3	Initial Report on Data Management Plan, Ethics, Fundamental Rights, and Data and Privacy Issues	Initial plan for knowledge and data management including adherence to legal/ethical requirements concerning personal data	1	DBC	R	SEN	M06
D1.4	Interim Report on Data Management Plan, Ethics, Fundamental Rights, and Data and Privacy Issues	Updated plan for knowledge and data management including adherence to legal/ethical requirements concerning personal data	1	DBC	R	SEN	M18
D2.1	Final report on Data Management Plan, Ethics, Fundamental Rights, and Data and Privacy Issues	Final report on ethics, fundamental rights, and data and privacy issues arising in CustomAI	2	DBC	R	SEN	M36
D3.1	Definition of end user requirements and use case scenarios	Report on the requirements of the different end users and on the pilot scenarios	3	LTA	R	SEN	M08
D3.2	Toolkit framework design	Report on the design of the toolkit framework, including data interoperability and knowledge repository and test planning, pretesting, and setup of pilot environments	3	NCI	R	SEN	M18
D4.1	Toolkit framework integration and development	Report on the integrated toolkit framework including the data interoperability and knowledge repository and integration of the tools	4	NCI	R	SEN	M32

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D5.1	Virtual Customs Control Office (VCCO) - first version	Report on the early prototype of the VCCO including design of the AI-enhanced blockchain solution for cargo tracking (T51, T5.2)	5	LTA	R	SEN	M18
D5.2	Design of an AI-based toolkit for the identification of goods	Report on the design of AI-enhanced toolkit for threat and contraband detection using x-ray and vapour technologies	5	CEA	R	SEN	M18
D5.3	Pilot design	Report on the design of the three use cases pilots demonstrating the application of the CustomAI technologies	5	CEA	R	SEN	M18
D6.1	Virtual Customs Control Office (VCCO) - final version	Report on the the development of VCCO (including AI-enhanced blockchain solution for cargo tracking), final version (from T6.1, T6.2)	6	SIMAVI	R	SEN	M34
D6.2	Development of an AI-based toolkit for the identification of goods - final version	Report on the development of AI-enhanced toolkit for threat and contraband detection using X-Ray and vapour technologies	6	CEA	R	SEN	M34
D6.3	Pilot implementation	Report on the implementation of the three use cases pilots demonstrating the application of the CustomAI	6	CEA	R	SEN	M34
D7.1	AI-enhanced risk-based prediction analytics and decision support system for the VCCO	Report on, and a prototype of, the developed functionalities to be applied in the AI-supported Virtual Customs Control Office (VCCO)	7	UGR	OTHER	SEN	M18
D7.2	CustomAI visualisation layer - interim version	Design of the dynamic interfaces for the custom officers that will provide information on the system performance and data collected	7	SIMAVI	OTHER	SEN	M18
D8.1	AI-enhanced Risk-based prediction and machine learning for the VCCO	Report on the supplement of the functionalities defined in T7.1 with machine learning for ongoing prediction improvement	8	UGR	OTHER	SEN	M34
D8.2	CustomAI visualisation	Development of the final version of the interfaces that	8	SIMAVI	OTHER	SEN	M34

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	layer - final version	will provide a full situational awareness picture					
D8.3	Tools validation	Report on the Validation and improvement of tools based on feedback	8	SIMAVI	R	SEN	M34
D9.1	Testing, evaluation, and training	Report on tools testing and evaluations, use case demonstrations, and end user training	9	SIMAVI	R	SEN	M36
D10.1	Impact Creation Strategy and Plan	Strategy and plan for outreach, promotion, and stakeholder engagement	10	MARTEL	R	PU	M3
D10.2	Impact Creation Report I	Report on communication, dissemination, and stakeholder engagement activities performed in the first year of the project	10	MARTEL	R	PU	M12
D10.3	Exploitation and Standardisation Roadmap	Strategic plan for the exploitation of technologies and a roadmap for standardisation activities, ensuring alignment with industry standards and facilitating market adoption	10	DBC	R	SEN	M12
D11.1	Impact Creation Report II	Report on communication, dissemination, and stakeholder engagement activities performed in the second year of the project	11	MARTEL	R	PU	M24
D11.2	Impact Creation Final Report	Final report on communication, dissemination, and stakeholder engagement activities	11	MARTEL	R	PU	M36
D11.3	Exploitation and Standardisation Report	Analysis of exploitation activities and progress on standardisation efforts	11	DBC	R	SEN	M36

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3 PROJECT MANAGEMENT APPROACH

3.1 OVERALL MANAGEMENT STRATEGY

The CustomAI project management description is found in **Annex 1 of the Grant Agreement (DoA)**, as part of the contract with the European Commission, along with the project scope and baselines. The **Consortium Agreement** is based on the contract with the European Commission and is another legal instrument establishing the fundamental rights and obligations in the relationships **between partners**. In the metaphor of project management being a building, the Annex 1 of the Grant Agreement (DoA) is the foundation, whereas the Consortium Agreement is the skeleton. All other parts of project management rely on these two. **Quality** and **risk management** are the external walls. They permeate all activities of the project and act as safeguards. Quality is assured and risks are assessed for both project products and project management practices. All activities end with the communication of decisions, changes and actions to consortium members and the European Commission. These are the activities that bound project management for CustomAI as it is shown in the figure below.

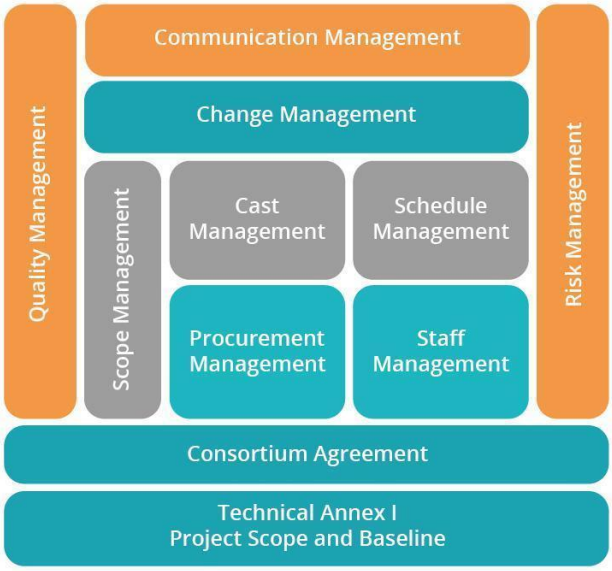

Figure 2: CustomAI Project Management Architecture

The core activities to ensure the project stays on track are the **scope**, **cost,** and **schedule management**. They keep the project in line with what the Annex 1 of the DoA prescribes that the project should do, cost and how long it should take to accomplish its objectives respectively. **Procurement management** describes how to handle purchases needed to execute the project at a partner level, while **staff management** defines the needs in terms of people, their roles and who is going to fill those roles in terms of their expertise. The core activities of project management lead to decisions and changes in both the work of the project and its management but cannot impose practices or plans to partner without their approval. Core activities are managed through **change management**, which feeds into **communications management** ensuring that information reaches all appropriate audiences. The **quality management** contributes to establishing the relevant to the project quality control and quality assurance activities for ensuring an efficient collaboration among the consortium partners and delivery of project results, whereas the **risk management** is necessary for providing the process and techniques

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for the evaluation and control of potential project risks, focusing on their precautionary diagnosis and handling.

3.2 Project Management Structure and Approach

Overall, project management encompasses operational, technical, financial and administrative co-ordination as well as the supervision of various activities within the project. To manage a project such as CustomAI, a professional and flexible management structure is vital. Transparent decision-making processes are required to both encourage project development and foster confidence amongst the members of the project consortium. Conflict management should be focused on prevention and be apparent from project commencement, and contingency plans have to be derived. Clear and pragmatic decision-making and communication pathways and prompt reporting mechanisms are necessary. For this reason, each consortium partner will nominate a **Management Representative** (often referred to as partner project manager or primary contact person). If necessary, one person can fulfil more than one role.

Furthermore, the **Project Coordinator (PC)** (LTA), the **Project Management Office (PMO)** and the **Project Manager (MARTEL)** constitute the Project Management and Coordination Team.

To tackle its coordination and technical goals, CustomAI is organised in 11 Work Packages (WPs). WPs are further divided into WP Tasks. Therefore, a **Work Package Leader** per WP and a **Task Leader** per Task are nominated, according to the project plan. WP leaders and Task leaders are responsible for coordinating efforts in the WP and Task level accordingly.

The CustomAI project management takes into account all the partners' interests and expertise, in order to ensure an effective project's time-plan and execution. The main objectives of the project management that have been defined are to:

- Ensure the effective administrative, financial and technical management of the project.
- Identify quantifiable and targeted measurement criteria of project progress and clear milestones.
- Ensure that the project results are achieved within the proposed resources (time, cost, resources).
- Apply quality assurance measures to all project related procedures and products.
- Provide successful dissemination of project's results and apply efficient exploitation activities.

Strengthen the co-operation of all project partners and external participants.

The figure below illustrates the coherent and highly structured management scheme that has been designed for the effective management and coordination of the CustomAI project.

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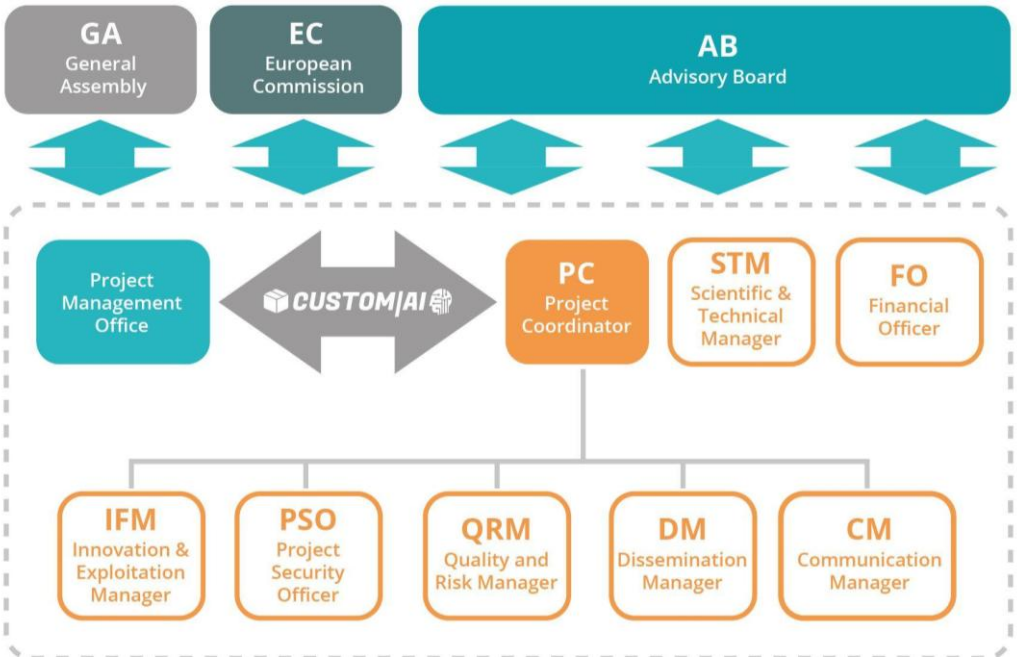

Figure 3: CustomAI Governance Structure

The CustomAI hierarchical organisation positioned above is comprised of the:

The Project Coordination Team (PCT) gathers the PC, the PMO, the work package leaders, the Scientific & Technical Manager (STM). It is chaired by the PC and is responsible for the day-to-day running of the project. This includes ensuring a clear and coherent technical view across the project, evaluating progress against the milestones according to the project plan, revising the project plan when necessary, taking final responsibility for approving deliverables and handling liaisons external to the project.

The General Assembly (GA) that will comprise one representative of each partner in the CustomAI consortium will be chaired by the PC, with the goal to keep coordination (between partners and with the EC) as simple and as effective as possible.

The Project Management Office (PMO), led by LTA and Martel, ensures the day to day project management tasks; manages the delivery and the workflow and follow-up on daily administrative and financial duties, being responsible for project progress reporting and financial matters, collecting, checking and consolidating cost reports from partners, distributing payments and keeping financial records; is a permanent contact point for the PC and all the Partners regarding their participation in the project, responding to any relevant requests and maintaining a high level of communication within the Consortium.

In this structure, the key project management persons have specific functions:

Project Coordinator (PC) - In the CustomAI Configuration is LTA, however the role is split between the administrative and the scientific role between LTA and INTRA:

- The **Project Legal Coordinator (PLC) - LTA** is responsible for the overall management, communication, and coordination of the entire project.
- **The Project Technical Coordinator (PTC)** - **NCI** is responsible for the overall management, communication, and coordination of the entire research and innovation.

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The **Project Manager (PM) - MARTEL** (as member of the Project Management Office) assists the PC in the day-to-day project management tasks; is a permanent contact point for the PC and all the Partners regarding their participation in the project, responding to any relevant requests and maintaining a high level of communication within the Consortium. The PM will be in constant communication with the PC on the status of the project (new results, new risks, modifications, doubts, etc.).

The **Work Package Leaders (WPLs)** oversee and coordinate work at work package level, making sure that technical objectives and deadlines of the work package are being met.

Each Work Package/Task is led by the partner most competent in the domain concerned as identified within the Annex 1 of the DoA. Work Package leaders and Task leaders are responsible for coordinating efforts in their Work Package and Task level accordingly. Reporting on the successful completion of tasks, progress on deliverables, and on problems, delays and conflicts and proposals for decision making start from the partners involved at the Task level and escalate up to the final decision body that is the **Project Coordination Team (PCT)**. Active support will be given, and formal controls will be applied to ensure sufficient feedback loops and close, effective, and efficient inter-relation and co-operation of all parties involved, through the quality and risk management, the project management office, and the PCT.

However, the PMO retains the responsibility to intervene at any point of the management structure if the cohesion of the project is threatened. More specifically, in case of:

- Decisions which have broader project implications and/or involve communication with the Project Officer and contradict the DoA,
- Delays, costs overruns or other lack of project progress against the objectives described in the DoA,
- Conflicts, which the Work Package leader is unable to resolve or whose resolution remains elusive for an extended period, threatening overall project progress.

Beyond these roles, also the **Deliverable Leader (DL)** is defined. DLs are listed in the table of Section 'List of Deliverables' in the Annex 1 of the DoA. They are the **ultimate responsible** partners to produce the deliverable for which they are listed as Lead Beneficiary. They **plan and coordinate** the deliverable production process **following the project guidelines** and they are not precluded from contributing to the deliverable. They are responsible for the content of the deliverable including its veracity, quality and technical integrity. DLs report progress of the work to WPL. Each deliverable is assigned **internal reviewers** agreed by the consortium members. The DL is responsible to incorporate the reviewers' comments in the deliverable.

Based on the aforementioned, the various project management bodies and roles are further described in the Annex I of DoA.

3.3 Ethics

Within the course of the CustomAI project we foresee to especially cater for ethical issues that might arise, i.e., issues of data privacy, potential for infringement of human rights, personal data collection and misuse of technologies developed. The PCT will ensure that each partner strictly adheres to the highest privacy and ethical standards regarding all activities that will be carried out within the design and functional implementation during the project, making sure that they conform to the legislation regulations in force in the countries where the research will be carried out, as well as to the EC Ethical Legislation.

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Regarding data collection, storage, protection, retention and destruction, it is hereby confirmed that these activities will be rigorously implemented in compliance with the privacy and data collection rules and regulations as they are applied nationally and, in the EU, as well as with the Horizon Europe rules. PCT will safeguard the Privacy and Data Protection, as well as Human Data Collection as follows. Data will be:

- fairly and lawfully processed,
- processed for limited purposes,
- adequate, relevant and not excessive,
- accurate,
- not kept longer than necessary,
- processed in accordance with the data subject's rights,
- secure, *and*
- not transferred to countries without adequate protection.

About the GDPR: The EU General Data Protection Regulation (GDPR) is a regulation with the intent to strengthen and unify data protection for individuals within the European Union, which replaces the data protection directive (95/46/EC) from 1995[1]. The CustomAI project pays special attention to fulfil GDPR requirements:

- making sure subscribers may easily change or delete their subscription,
- making sure there is no pre-checked or automatically pre-filled forms on the websites,
- simplifying the language of the forms on the website,
- informing visitors on the website to use cookies,
- informing visitors clearly on the website who is the data controller of the personal data and what it means, *and*
- making sure that the privacy policy on the website is written in words understandable for everyone.

In case any personal data related to the CustomAI project is processed by a third party (a Data Processor), a written contract or other legal act will be prepared between a beneficiary (a Data Controller) of the CustomAI project and a third party. The contracts will contain: the subject matter and duration of the processing, the nature and purpose of the processing, the type of personal data and categories of data subject, *and* the obligations and rights of the controller.

3.4 Management Procedures

Project and quality management activities will ensure the proper implementation of the project plan and the realisation of its objectives. Decisions will normally be taken by the responsible team members based on the work to be performed, as stated in the **Grant Agreement**, **the Description of the Action (DoA)** and the individual Work Package or Task plans.

During the project, the participating organisations will have to reach an agreement and resolve various technical issues. This agreement/resolution can be reached by informal contact as a first step, followed by official verification by means of e-mail, letter or minutes. Technical issues/conflicts within the given

[1] http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2016.119.01.0001.01.ENG&toc=OJ:L:2016:119:TOC

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contractual commitments that do not involve alterations in the **Grant Agreement (DoA)**, in budget and in the overall focus will be initially handled on the Work Package basis.

In the event of a project conflict among partners, the participants, with the intervention of the Project Manager, if necessary, settle conflicts at the daily management level. If no consensus is achieved, the conflict will be resolved by the PCT. Any issues that cannot be set amicably will be set in accordance with the relevant provisions of the Consortium Agreement.

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4 PROJECT BASELINES

INTRODUCTION

The project's baseline is used to measure how performance deviates from the plan, and it is defined as the original scope, cost and schedule and must be completely documented before the project execution and control activities are initiated. Of course, the project performance measurement would only be meaningful if an accurate baseline is set. Once the project is initiated, the project's baseline is put under change control to enable the evaluation of any further change and/or impact on the project. In the event where there is a change to the project baseline, the new baseline is redefined as the original plan plus the approved changes. The project scope is defined in Section 2.1 of this document where a reference to the project original cost and schedule is made within this chapter.

In addition, a Section is dedicated to the quality baseline that records the minimum project indicators, which are an important performance management tool for the project to help measure progress in achieving the associated goals and meeting the basic requirements.

4.1 SCHEDULE BASELINE

The **Overall Gantt chart** in Section **3.1.1 'Gantt Chart'** within Part B of the Description of Action (DoA), presents the schedule baseline of the project.

4.2 RESOURCE CALENDAR

The **resource calendar** indicates the overall envisaged effort resource consumption spent by all Work packages in person-months per month for the whole project duration. This is derived by cumulating the individual planned effort resource spent by each partner at the beginning of the project according to the efforts declared within the .xlsx file used for project scheduling as explained in Section **10.2 "Schedule Management"**. Each WP leader is responsible for submitting to the PMO at the beginning of the project their planned efforts for the whole project duration in relation to the Tasks where assigned person months are allocated, and the PO is responsible for maintaining a consolidated version of it for the whole project.

4.3 COST BASELINE

The **cost baseline** concerns the amount of money that the project is predicted to cost and when that money will be used throughout the project lifespan. This is derived according to the:

Project Budget (as declared in table of Annex 2 of the Grant Agreement: 'Estimated budget for the action')
Effort Allocation (as declared in Table 10 (Summary of staff effort) in Annex 1, Part B, of the Grant Agreement)
Resource Calendar (described in previous Section 4.2)

In essence, the cost baseline converts efforts to personnel cost per month, including indirect, other costs and subcontracting expenses. For the calculation of the project cost baseline the same policy as with the definition of the resource calendar described above is applied. In this instance, all consortium

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partners at the beginning of the project will need to provide the PMO with their **planned expenses per reporting period**, and their average person rate in case this is different from what it is documented in the Annex 1 of the Grant Agreement (DoA).

4.4 Quality Baseline

Project indicators are an important performance management tool for projects to help measure progress in achieving their goals and meeting requirements, hence, it is important that the chosen success criteria are quantifiable and critical to the success of the project. These indicators are chosen to be direct (no complex calculations), objective, adequate, practical, and reliable. This section provides **performance indicators** for meeting the specific objectives of the project.

The project will be measured against its performance indicators at two stages:

- Mid-Term with the first EC project report and reviews; *and*
- Final Term with the second and last EC project report and review.

The results of performance measurement and evaluation (indicators and their values) will be part of the progress reporting to the European Commission.

The baseline **Key Performance Indicators (KPIs)** that have been identified for the purposes of the CustomAI project, are detailed in the following table, in agreement with the KPIs included in Sections **1.1 and 2.2 of Part B of the DoA**. It is mentioned that for some KPIs the targeted values are set either at yearly or project basis (or both).

Table 3: KPIs per project Objectives

CustomAI Objectives	Relevant KPIs
Objective 1: Increased effectiveness of customs' selection of containers for inspection through AI-enhanced risk-based anticipation	The project will significantly enhance the effectiveness of container and parcel inspections through AI-driven data analysis and risk-based prediction applied across all shipments via the Virtual Customs Control Office (VCCO), without increasing customs staffing levels. By prioritising high-risk containers and courier parcels, the approach is expected to substantially raise the proportion of inspections that result in the detection of contraband. Specifically, more than 10% of selected containers are anticipated to contain illicit goods, representing a marked improvement compared with current practices, such as at the Port of Valencia, where only around 1% of inspected containers yield contraband.
Objective 2: Increasing the efficiency and effectiveness of customs' interventions through the use of advanced AI tools	The deployment of advanced AI tools will strengthen customs' capacity to detect anomalies and identify patterns associated with illicit activities, thereby improving the targeting of physical interventions. By enabling more accurate risk assessment and informed decision-making, these tools are expected to significantly increase the proportion of inspections that lead to positive findings. As a result, the number of successful physical interventions is projected to rise by more than 10%, enhancing overall enforcement efficiency and impact.
Objective 3: Deliver an up-to-date and updatable detection	The project aims to significantly improve the effectiveness of existing customs control and detection systems by augmenting them with advanced AI techniques and decision-support tools. By enriching data analysis and operational outputs without requiring costly large-scale

system benefitting from inter-agency and cross-border knowledge sharing	equipment upgrades, the initiative is expected to deliver over 10% data enhancement, leading to more informed decision-making and improved inspection outcomes. In parallel, the project will strengthen knowledge sharing across customs laboratories by leveraging established data exchange mechanisms, further enhanced through the Decision Support System and Virtual Customs Control Office. This interconnected approach is expected to multiply operational capabilities by at least a factor of four, corresponding to the number of participating customs authorities, thereby fostering collective intelligence and more effective cross-border enforcement.
Objective 4: Expanded usage of customs control and detection systems in novel ways for the benefit of better customs results.	The project will expand the operational potential of existing customs detection technologies by introducing novel applications that extend their detection capabilities beyond current practices. By re-purposing and enhancing established systems through innovative operational use, customs authorities can achieve broader and more effective detection outcomes without additional infrastructure investment. The project targets the delivery of at least three validated developments demonstrating new operational uses of existing technologies in real customs contexts.

Table 4: Communication and Dissemination KPIs

Tool/activity	Related KPI	Target at M12	Target at M24	Target at M36	Description
Website	Number of unique visitors to the project website	≥1K	≥2K	≥3K	Regularly updated one-stop shop for all project-related information
Social media	Number of LinkedIn followers	160+	240+	320+	Regularly animated project LinkedIn channel with the aim of increasing project visibility, raising awareness about CustomAI activities, and increasing traffic to the project website
Articles/news items	Number of articles published	≥15	≥30	≥45	Articles/news items covering project activities and achievements published on the project website and promoted via social media and/or digital digests sent out to CustomAI subscribers
Promotional material	Number of produced flyers/brochures	≥1	≥2	≥2	Production and distribution of informative and attention-grabbing flyers/brochures to promote the project at different types of events
	Number of produced posters/roll-ups	≥1	≥2	≥2	Creation and presentation of posters/roll-ups to enhance the project's presence at events
	Number of developed videos	≥1	≥3	≥5	Development of different types of videos (e.g. interviews, animated explainers) to shed light on project objectives, activities, and outcomes, shared on the website, social media, and at events

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Publications	Number of published papers	-	≥5	≥12	Scientific publications in peer-reviewed journals and conference proceedings to disseminate results to the academic community, industry experts, and beyond
Event attendance	Number of attended events	≥3	≥8	≥15	Attendance and presentations at relevant conferences, workshops, and fairs to promote the project, engage with relevant stakeholders, and gain new followers
Event organisation	Number of organised events	-	≥3	≥5	Organisation of online and in-person events (webinars, workshops) to promote CustomAI concept, disseminate project findings, and broaden the project's impact
Liaisons with related projects and initiatives	Number of established collaborations	≥3	≥4	≥5	Collaboration with related projects and initiatives to exchange knowledge, experience, and best practices
Exploitation workshops	Number of internal workshops	1	1	1	Organisation of internal workshops to develop exploitation strategies, assess the exploitable results, and maximise the impact and utilisation of project results

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5 Change Management Plan

Introduction

The **Change Management Plan** sets expectations on how the approach to changes will be managed, what defines a change, the purpose and role of the **PCT**, and the overall change control process. All consortium members are expected to submit or request changes to the CustomAI project in accordance with this **Change Management Plan** and all requests and submissions will follow the process detailed herein.

5.1 Change Management Approach

The **Change Management approach** is not to be confused with the **Change Control Process** which is detailed in Section 5.5. The approach provides the general principles to which the process must adhere. The Change Management approach introduces the following rules:

- Ensure changes are within scope and beneficial to the project.
- Ensure that all proposed changes are described adequately, reviewed, and agreed upon, so they can be properly implemented and communicated to all consortium members.
- Determine adequately how the change will be implemented.
- Manage the change and its impacts as it is implemented.

The **Change Control Process** has been designed to make sure this **approach** is followed for all changes. By using this approach methodology, the CustomAI project will prevent unnecessary changes from occurring and focus its resources only on beneficial changes within the project scope.

5.2 Definition of Change

There are several types of change that may be requested and considered for the CustomAI project. Depending on the extent and type of proposed changes, changes to the project documentation (i.e. project contract, internal or external deliverables, reports and other documentation) may be required. Additionally, the communication of these changes may need to include any approved changes into projects plan and ensure all consortium partners are notified. Types of changes include:

Scheduling Changes: changes that will impact the approved project schedule, i.e. schedule baseline. These changes may require fast tracking or re-baselining the schedule depending on the significance of the impact.

Budget Changes: changes that will impact the approved project budget. These changes may require reallocation of budget or may require changes to the cost baseline and a contract amendment. Under any circumstances, no additional overall project funding will be approved.

Effort Changes: changes that will impact the effort allocated to specific tasks. Depending on the size of these changes, they may require a contract amendment. For minor changes to the planned effort allocation partners with the involvement of WP leaders can address these issues between them while keeping the PCT informed.

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Scope Changes: changes that are necessary and impact the project scope which may be the result of unforeseen requirements. These changes will be reported and documented in project reports.

Quality Changes: changes that will impact the quality of project deliverables. Depending on the extent of the impact on quality, these changes may require the modification of impact indicators and the contract with the European Commission. These changes may be reported and documented in project deliverables and reports.

All changes must be communicated to the PCT and management team and examined for their impact to scope, budget/effort, schedule and quality.

The PC must ensure that any approved changes are communicated to the consortium partners. Additionally, as changes are approved, the PC must ensure that the changes are captured in the project documentation where necessary and is ultimately responsible for these changes. These document updates must then be communicated to the consortium partners as well.

5.3 Change Process

Project Coordination Team is the approval body for all change requests pertaining to CustomAI. For major changes affecting the contract and/or have overreaching impact to the project, the PCT will put the changes for approval to the European Commission -through the PC- and/or consortium. The PCT reviews all change requests, determines their impacts on the project risk, scope, cost, and schedule, and filters change requests.

As **Change Requests (CR)** are submitted to the TLs and WPLs by the project team members, they rate them and forward to the PCT. The PCT logs the requests in a change log. All change requests will be reviewed during the PCT meetings. For a change request to be approved, all PCT members must vote in favour. For changes impacting the contract, the PCT will consult the European Commission and initiate a contract amendment. In the event more information is needed for a particular change request, the request will be deferred and sent back to the requestor for more information or clarification. If a change is deemed critical, an ad hoc PCT meeting can be called in order to review the change prior to the next scheduled PCT meeting.

5.4 Role And Responsibilities

The following are the roles and responsibilities for all change management efforts related to the CustomAI project:

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Table 5: Table of Change Roles and Responsibilities

Entity	Actions	Responsibilities
Project Coordinator (PC)	• Logs received or generated change requests from consortium members • Conducts preliminary cost, schedule, scope analysis of change prior to PCT meetings • Seeks clarification from change requestors on any open issues or concerns • Makes documentation revisions/edits as necessary for all approved changes • Participates on PCT meeting • Maintains the Change Log • Plans, controls and monitors the implementation of approved change requests	Authority
Project Management Office (PMO)	• Conducts preliminary risk and quality analysis if change prior to PCT meeting • Seeks clarification from change requestors on any open issues or concerns • Makes documentation revisions/edits as necessary for all approved changes • Participates on PCT meeting • Plans the implementation of approved change requests	
Work Package Leaders (WPL), Task Leaders (TL)	• Receives and/or generates, filter all change requests from consortium members and inform the PC • Conducts preliminary cost, schedule, scope analysis of change prior to PCT meeting • Seeks clarification from change requestors on any open issues or concerns • Makes documentation revisions/edits as necessary for all approved changes • Participates on PCT meeting • Plans the implementation of approved change requests	Assign priority (i.e. emergency or not) and level of impact (i.e. high, medium, low) on each change request
Partners	• Submit all change requests through the project hierarchy • Provide all applicable information and detail • Be prepared to address questions regarding any submitted change requests • Provide feedback as necessary on impact of proposed changes • Implements and tests approved Changes	
Project Coordination Team (PCT)	• Reviews and prioritises all the Change Requests • Accepts or Rejects Changes presented by the PCT	Approves/Rejects Changes provided the PC

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5.5 Change Control Process

The PCT has overall responsibility for executing the change management process for each change request. The Change Control Process for the CustomAI Project will follow the steps below.

Table 6: Change Control Process

#	Steps	Who	To whom	When	Status
1	Identify the need for a change – Change requester will submit a change request via e-mail up the project hierarchy. The e-mail should contain at minimum the following information: ● Description of the cause of the request ● Description of the change requested ● Description of the suggested solution ● Impacts to schedule, budget, effort, scope, risk and quality	Consortium partner	WPL, TL, PMO	Immediately	Initiated
2	Conducts a preliminary analysis on the impact of the change to risk, cost, schedule, quality, risk and scope and seek clarification from team members and the change requestor. The assigned team members (PMO, WPL, TL) will determine its priority (i.e. Emergency or Standard) and impact (i.e. Critical, Significant, Standard) and forward to the PC along with a decision to continue to discuss the request or not.	PMO, WPL, TL	PCT	Immediately	Initiated
3	Logs the change request and decides to forward to the PCT immediately or wait until next PCT meeting.	PCT	PCT	Immediately	Logged
4	The PCT members will conduct a full analysis on the impact of the change to risk, cost, schedule, quality, risk and scope and seek clarification from project partners and the change requestor.	PCT	PCT	As needed	Evaluation
5	The PCT will discuss the proposed change at the next PCT meeting. It will decide whether or not to approve each change request based on the available information or put the issue for discussion with the Consortium. For changes, which require modification of the Technical Annex I DoA, the Consortium agreement will be required.	PCT	-	During PCT Meeting	Approved/ Rejected
6	If a change is approved by the EC, the PC will update and re-baseline project documentation as necessary. S/he will inform all involved parties and monitor the implementation of the change.	PC	PCT, Consortium	As needed	Implementation

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5.6 Change Request Evaluation Criteria

Change requests are evaluated using the following **priority** and **impact** criteria:

Table 7: Change request priority Criteria

Priority	Description
Emergency	The change request is time critical and an accelerated authorisation and planning is required.
Standard/Low	The change request can wait until the next scheduled project management meeting.

Table 8: Change request impact criteria

Impact	Description
Critical	Presents an extraordinarily high risk which will impact the delivery of the project and/or may require a contract amendment.
Significant	It requires management decision at the level of the PCT and may have broader impact for the project.
Standard / Low	It is presented to the management for informational reasons only. The matter is routine and can be resolved at the WP level.

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6 COMMUNICATION MANAGEMENT PLAN

INTRODUCTION

The **Communication Management Plan** sets the communication framework for the CustomAI project among the Partners and among the Consortium and the EC. It will serve as a guide for communication throughout the life of the project and will be updated as communication requirements change. This plan identifies and defines the roles of CustomAI project partners as they pertain to communications. It also includes a communications matrix, which maps the communication requirements of this project, and communication conduct for meetings and other forms of communication. A project team directory (mailing list) is also included to provide contact information for all partners directly involved in the project.

6.1 COMMUNICATION MANAGEMENT APPROACH

The **project management and coordination team** will take a central and proactive role in ensuring effective communication on this project. The communication requirements are documented in the **Communication Matrices** that are presented in Section 6.4. The **Communication Matrices** will be used to define the information to be communicated, the responsible parties, the timing of communications, and the intended recipients.

Overall information flow within the project will be ensured by the following means / guidelines:

- Activities—like exchange of information, internal technical and business documents (i.e. meeting minutes), technical documentation generated by the project, notifications of relevant new publications, reports from external / bilateral meetings (if any), notifications of the consortium of any updates from the relevant standardisation bodies—are foreseen to occur in electronic format via the project's web-based repository as well as by e-mail. For each document upload the consortium will be notified by email.
- Urgent correspondence over e-mail will be sent with a request for explicit acknowledgement and indicated in the Subject with "URGENT".
- Ordinary mail will be used for strictly formal correspondence, i.e. when executive signatures are required.

6.2 PROJECT TEAM DIRECTORY

CustomAI maintains a listing with **communication information** for all people identified in this communication management plan (mailing list), available at the **document repository** within the cloud infrastructure offered by MARTEL (Section 6.3). Based on this directory, a mailing list has been created including representatives from all partner organisations: all@customai-project.eu

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6.3 COMMUNICATION CHANNELS

This section presents several communication matrices with all the types of communication needs, which have been identified in the context of the project such as meetings, reports, reviews etc. In addition, the attributes of each identified type are specified.

The communication requirements from the project stakeholders in terms of the type, level of detail, and format of the information that they need will be analysed and documented. The documents from the Commission or other projects will be circulated as appropriate. For all matters within the scope of the project, there will be no limitations on access to information from the Partners and this is also foreseen in the project Consortium Agreement.

External communication: For external communications, the consortium will use the project's bespoke website, CustomAI LinkedIn channel. The consortium will also communicate with external stakeholders by e-mail and via other social platforms (e.g., YouTube). For relevant aspects of the work, the partners shall produce high quality presentations and digital materials, news articles/announcements for publication. These efforts will be pursued throughout the project to raise awareness, ensure high visibility of the project results and objectives, and establish the grounds for knowledge transfer and proper support of the project activities.

Internal communication: The project will use advanced ICT means, like audio and video conferencing (**Google Meet, Zoom, Teams**), instant messaging, electronic mail, e-mailing lists (all@customai-project.eu) along with thematic ones where necessary, online Docs (**GoogleDocs, Online MS solutions**) and Document Management System (DMS) within **cloud infrastructure offered by MARTEL**. Moreover, the project will hold various physical meetings hosted in turn by Partners. At least two plenary meetings are planned yearly to guarantee consistency and integrity of the project. PCT meetings will be held in this context. Additional workshops or meetings will be held as required by the work plan and the needs identified by the project. In case of special conditions that do not allow the organisation of physical meetings, online meetings will be planned instead properly.

The **Google Drive** tool set up and maintained by MARTEL, will be utilised for the exchange of working documents and ideas for brainstorming, as well as keeping an action plan of activities. This platform will provide a digital workspace to support the electronic communication and cooperation between project team members. Through this platform, users will have access to a wide range of tools and features necessary for the successful coordination of the team, such as e-mail, on-line forums, dynamic news board, document management etc. The platform will support the team to share project files, exchange and co-edit files, share information and organise discussions across members of the consortium. The physical structure of this setup is illustrated by Fig. 4.

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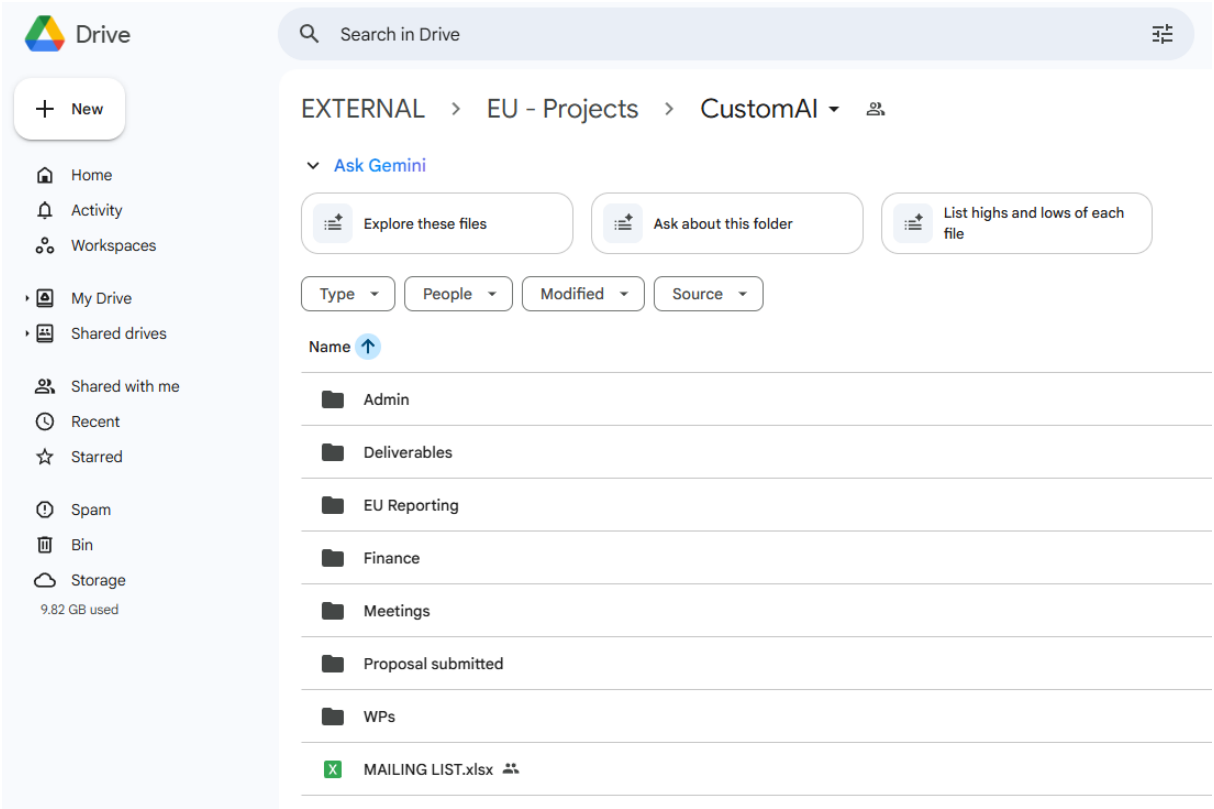

Figure 4: Physical Structure of Documents Repositories

6.4 Communication Matrices

6.4.1 Meeting matrix

The following table identifies the communication requirements for project coordination.

Table 9: Project Meeting Matrix

Meeting	Objectives	Audience	Freq. / Time	Prior Notice	Chair	Medium / Location	Output
Kick-Off Meeting	Introduce the team, roles and members. Review project history, scope, objectives, planning and management approach.	All project partners	Once M1	1 month	PMO	Online	Agenda Meeting presentations Minutes - Action Plan
Interim Project Review	Evaluation of project results by European Commission.	All project partners, EC	Within 60 days after M18	Upon communication with the EC	EC, PCT	Face-to-Face or online	All deliverables to be submitted by M18

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Physical Plenary Meetings	To direct the project, ensure correct implementation of activities at all project levels, monitor the project's progress, and examine future plans	All project partners	To be held every 6 months	2 months	PCT	Face-to-Face or online	Agenda Meeting presentations Minutes Action Plan
Online plenary meetings	To direct the project, ensure correct implementation of activities at all project levels, monitor the project's progress, and examine future plans	PCT	To be held monthly	Set once for the project lifetime	PCT	Online	Agenda, minutes, action plan
WP meetings	Each WP leader will define the meeting schedule according to the needs and the coordinating actions among the involved parties for the implementation of WP activities.	WP related partners	To be held every month	15 days to 1 month	WP partici-pating partners	online	WP related issues
Ad hoc meetings	Organised in case of an emergency or a conflict resolution as specified in the escalation procedure.	PMO + relevant partners	Ad hoc		PMO	TBD per case	Agenda Decisions taken Action Plan
Final Project Review	Evaluation of project results by European Commission.	All project partners, EC	Within 60 days after project comple-tion	Upon communi-cation with the EC	EC, PCT	Face-to-Face or online	All deliverables to be submitted by M36

6.4.2 Project report matrix

The following table identifies the Project Reporting Matrix.

Table 10: Project Reporting Matrix

Meeting	Objectives	Freq / Time	Leader	Contributors	Output
Interim Progress Reports	18-month reporting progress of project achievements and effort consumption for evaluation by the European Commission.	18 months	PC	All Partners	Delivery of interim project progress report following the structure of the European Commission Horizon Europe Guidance Notes on Project Reporting .doc template and the format of the CustomAI Deliverable .doc template Upload of Form C (and Certificate of Financial

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					Statement; where needed) to the European Commission Participant Portal (ECAS system).
Deliverables	Concise document reporting the outcomes of the work for the deliverable. For deliverables which are not reports, an executive summary providing information about the deliverable should be provided.	According to 'List of Deliverables' at section 3.2.1: 'List of Deliverables' in the Annex 1 of the DoA	DL	Contributing Partners	Utilising the CustomAI Deliverable .docx template.

6.5 Communication Guidelines

6.5.1 Meeting guidelines

6.5.1.1 Meeting requests

To find the best time for all the partners who should participate in the meeting, use a Doodle (http://www.doodle.com), unless you have agreed about the time at a previous meeting. Send the Doodle link to all the partners' persons in the WP according to the mailing list.

When deciding for the best time, the most important is that the requested partners can participate, not the number of persons (as counted by Doodle).

When the best time is found, send the information about the meeting time with the meeting link to all the partners' persons in the WP according to the mailing list (like for the Doodle). Send this as a calendar invite, if possible, so it enters the receivers' calendar automatically.

6.5.1.2 Participants to meetings

All partners requested for a meeting are required to be represented by at least one person at the meeting and to participate in a cooperative manner. During the management meetings the representatives should be in the position to take decisions.

6.5.1.3 Meeting agenda

For face-to-face meetings, a draft meeting agenda will be prepared by the meeting chair and distributed 15 business days in advance of the meeting following the template that is available; the meeting agenda is also maintained within the **Google Drive**. Any partner can add an item to the original agenda by written notification to all the other partners no later than 10 calendar days preceding the meeting (7 calendar days for an extraordinary meeting). During the meeting the consortium can add new items on the agenda following a unanimous decision. Any agenda item requiring a decision from the Consortium body must be identified as such on the agenda. For Telco meetings, the same policy applies with the only exception on the meeting announcement date that may be less than a week.

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6.5.1.4 Meeting minutes

Meeting minutes must be distributed within 10 calendar days following the meeting by the chair; the meeting minutes template is maintained within the document's repository, and **all meeting minutes of all nature must be uploaded at the document repository** (CustomAI > Meetings > WPs) into the relevant WP folder or subfolder for the task in the WP.

The minutes draft (or a corrected version of them) shall be considered as accepted if, within 15 calendar days from distributing them, no partner has sent an objection in writing to the chairperson. All decisions become binding after they have been recorded in the meeting minutes and the meeting minutes are accepted.

6.5.1.5 Meeting chairperson

The Meeting Chairperson is normally the person who requested the meeting. Meeting Chairperson is responsible for distributing the meeting agenda, facilitating the meeting and distributing the meeting minutes. The Chairperson will ensure that the meeting starts and ends on time and that all presenters adhere to their allocated time frames.

6.5.2 Document formats

The following software formats and version of production tools shall be used in the project:

Table 11: Electronic file formats

Data type	File format	Tool
Word processing	.docx	Microsoft Word, google docs
Tabular spread sheet information and graphs	.xlsx	Microsoft Excel, google sheets
Presentations	.pptx	Microsoft PowerPoint
Project Planning	.xlsx	Microsoft Excel, google docs
Images	.jpeg	Any software tools that can produce .jpeg files
Portable Document Format	.pdf	Any software that can produce .pdf files
Compressed files	.zip, .rar	Any software that can produce .zip and .rar files

It is recommended that changes to draft Word documents are made with Track Changes on unless the document author requests otherwise.

The partner shall ensure that the images are suitable for printing and, especially for those images to be used for dissemination purposes, that they can be embedded in larger printing.

The use of the PDF format is limited to its capability of obtaining files that are printable with the same layout regardless of the printer. This explicitly excludes the use of any modification capability that can be offered by a PDF capable tool.

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6.5.3 Filename conventions

The partners are expected to exchange several documents between them during the project's lifetime. To facilitate document identification and differentiation between multiple versions of the same document, the following file naming convection should be used for the final version of the documents uploaded in shared repository:

CustomAI _<document name>_<version>_<date>_<company/person>.extension

<date> : dd.mm.yyyy, e.g. 30.11.2025

<document name> short (3-4 words) document name, e.g. D1.1 Handbook

<version>: increasing number with decimals between public releases

<company/person>: consortium partner short name e.g. Martel or sender initials e.g. JM for Jean Milon

e.g. "CustomAI.D1.1_PM Manual_V03_30.11.2025.docx"

When a partner makes comments or changes to a file, he/she should append his/her "_<company/person>" field just before the extension.

These filename conventions apply to other electronic objects, besides documents, that are used to exchange project information, e.g. prototype code. If such an object is composed of multiple files organised within a directory structure (e.g., source code that has not been zipped into one file), the filename convention requirement applies only to the top directory name.

6.5.4 Email convention

Syntax for the subject field:

[CustomAI] [WP9 T9.9] short title of the topic of the mail

where WP9 stands for the WP number and T9.9 for the task number to be included if the mail is about a particular task.

6.5.5 Deliverable preparation guidelines

A total of 26 deliverables will be submitted to the European Commission during the CustomAI project. To ensure smooth and timely delivery of deliverables as well as homogeneous presentation, a set of guidelines for the preparation of deliverables is presented here.

6.5.5.1 Deliverable types and confidentiality levels

The deliverables are classified according to the following types:

R: Report
D: Data
E: Ethics
O: Other

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Insofar the confidentiality of deliverables and other documents, including presentations, is concerned, the following two (2) levels of security are considered:

PU: Public Usage. No restrictions on access (in secured PDF format).
SEN: Sensitive. Restricted to other programme participants (including the Commission Services).

6.5.5.2 Deliverable preparation and peer review process

All deliverables should be formed according to the Deliverable template maintained in the document repositories. The template provides a deliverable identity sheet and specifies formatting for the most used elements of the deliverable report. The partners responsible for the deliverable are required to ensure that before releasing the first deliverable draft to partners, it is in the correct template, specified format and the identity sheet is complete. The table below shows the process to be observed for preparing deliverables.

Table 12: Deliverable Preparation Process (DL = "Deliverable Leader", BTD = "Before The Deadline")

Who	Action	To whom	Deadline
DL	• Prepares Table of Content (ToC) and Circulates for agreement by partnership • Proposes Assignments on the ToC and agrees with the contributors • Presents timetable for intermediate versions	Contributing Partners, Review Team	> 6-7 weeks BTD
DL	• Updates ToC according to gathered comments	Contributing Partners	> 1 month BTD
Contributing Partners	• Work on the document • Issue intermediate releases	Contributing Partners	Ad Hoc
DL	• Consolidates all input • Issues initial complete draft • Circulates for comments	Contributing Partners and WPL	2-3 weeks BTD
Contributing Partners and WPL	• Review the document • Provide comments	DL	2 weeks BTD
DL	• Document update addressing comments received • Consolidates all input • Issue updated complete draft • Returns document for internal Peer Review	Consortium Review	1 week BTD
Review Team	• Review the document • Provide comments	DL	1 week BTD

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DL	• Final editing: Update document addressing comments received	WPL, PM, SM	5 days BTD
PM	• Final approval (if not approved it returns immediately back to the DL for revision)		2 days BTD
	• Submits Deliverable to the European Commission • Places the submitted PDF version on the DMS under the respective WP folder	European Commission	1 day BTD

6.5.5.3 Deliverable reviewers

Due to the composition and size of the Consortium all the Partners except the DL are responsible to participate in the Review process.

Furthermore, the CustomAI consortium will take all the necessary measures to make sure that only internal members will have access to the deliverables that in Table 2 (List of Deliverables) are listed with dissemination level SEN, i.e., the deliverables listed in the following Table 13 which also shows the reviewing partner.

Table 13: Deliverable Reviewers

Del. #	Deliverable name	WP#	Lead participant	Reviewer	Type	Diss level	Delivery date
D1.1	Project Handbook	1	LTA	MARTEL	R	PU	M03
D1.2	Quality Management Plan	1	MARTEL	LTA	R	PU	M06
D1.3	Initial Report on Data Management Plan, Ethics, Fundamental Rights, and Data and Privacy Issues	1	DBC	UGR	R	SEN	M06
D1.4	Interim Report on Data Management Plan, Ethics, Fundamental Rights, and Data and Privacy Issues	1	DBC	UGR	R	SEN	M18
D2.1	Final report on Data Management Plan, Ethics, Fundamental Rights, and Data and Privacy Issues	2	DBC	UGR	R	SEN	M36
D3.1	Definition of end user requirements and use case scenarios	3	LTA	CEA	R	SEN	M08
D3.2	Toolkit framework design	3	NCI	SIMAVI	R	SEN	M18
D4.1	Toolkit framework integration and development	4	NCI	SIMAVI	R	SEN	M32
D5.1	Virtual Customs Control Office (VCCO) - first version	5	LTA	SIMAVI	R	SEN	M18

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D5.2	Design of an AI-based toolkit for the identification of goods	5	CEA	NCI	R	SEN	M18
D5.3	Pilot design	5	CEA	NCI	R	SEN	M18
D6.1	Virtual Customs Control Office (VCCO) - final version	6	SIMAVI	LTA	R	SEN	M34
D6.2	Development of an AI-based toolkit for the identification of goods - final version	6	CEA	NCI	R	SEN	M34
D6.3	Pilot implementation	6	CEA	NCI	R	SEN	M34
D7.1	AI-enhanced risk-based prediction analytics and decision support system for the VCCO	7	UGR	AVR	OTHER	SEN	M18
D7.2	CustomAI visualisation layer - interim version	7	SIMAVI	AVR	OTHER	SEN	M18
D8.1	AI-enhanced Risk-based prediction and machine learning for the VCCO	8	UGR	AVR/AEAT	OTHER	SEN	M34
D8.2	CustomAI visualisation layer - final version	8	SIMAVI	TOLD	OTHER	SEN	M34
D8.3	Tools validation	8	SIMAVI	TOLD	R	SEN	M34
D9.1	Testing, evaluation, and training	9	SIMAVI	AEAT	R	SEN	M36
D10.1	Impact Creation Strategy and Plan	10	MARTEL	CPT	R	PU	M03
D10.2	Impact Creation Report I	10	MARTEL	DBC	R	PU	M12
D10.3	Exploitation and Standardisation Roadmap	10	DBC	MARTEL/LTA	R	SEN	M12
D11.1	Impact Creation Report II	11	MARTEL	CPT	R	PU	M24
D11.2	Impact Creation Final Report	11	MARTEL	DBC	R	PU	M36
D11.3	Exploitation and Standardisation Report	11	DBC	MARTEL/LTA	R	SEN	M36

6.5.6 Scientific publications

Authors

Authors are project team members from a subset of the consortium partners (*i.e.*, from one or more, including all, partners, depending on the topic and the scope of the publication). One team member (normally the one who takes the initiative to the publication) is the main author and has the role as the *leader of the publication* (PubL) and as *corresponding author* for the publication. The main author is normally listed first in the publication's author list.

Acknowledgement to be included in all papers:

Include this text:

> Funded by the European Union (Project 101226029—CustomAI). Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Research Council Executive Agency. Neither the European Union nor the granting authority can be held responsible for them.

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This work has received funding from the Swiss State Secretariat for Education, Research and Innovation (SERI).

Internal procedures to be followed

Before a paper can be submitted for publication (e.g., to a conference or a journal) it must undergo a project-internal control procedure, managed by the Scientific and Technical Coordinator (NCI) in the role of Publication Controller (PubC).
The PubC primary contact person for this is George Bardas (georgios.bardas@netcompany.com).
When a paper is ready for starting the internal peer control procedure, the PubL must register it in the CustomAI publications tracker (direct link), upload the drafted paper, and inform the PubC by email.

The internal peer control procedure aims to:

(1) Ensure that the quality of the paper is acceptable for the project consortium. Notice that this is not the scientific check that will be done in the normal refereeing process after the submission. It is just an overall check that the contents and form appear to be good as a publication stemming from the project, including that the topic is in the scope of the project.

(2) Ensure that the paper does not disclose anything that could harm the IPR for any project partner. For instance, if a partner considers patenting a solution, or keeping it as a competitive asset, it cannot be published.

(3) Ensure not to disclose anything that may be used by professional smugglers to bypass customs controls. For instance, if the smuggler knows how the control processes are executed, they may find new ways to decrease their risk of getting captured by the control.

(4) Ensure that potential ethical or privacy issues are appropriately explained. For instance, potential personal data or bias issues.

Re (1) and (2):
The control procedure is executed by the PubC who informs all partners about the intended submission, with a reference to where the partners can find the drafted paper, and ask them to provide any feedback they may have regarding the quality issues (1) and the IPR issues (2). The check for (1) is done by the PubC, who will also consider any feedback received from partners. Partners who find potential IPR issues are expected to inform the PubC about these.

Re (3):
The PubC asks the Security Advisory Board (SAB) to check for (3). This comprises for each paper asking the SAB member Esther Salmoral, AEAT (as customs expert) plus one of the two other members of the SAB, namely Daphne Giakoumaki, DBC, and Raquel Pastor Pastor, ISDEFE (with insight in broader security issues).

(Re 4):
For the check of (4), the PubC must ask at least one of the following which we may consider as the internal Legal, ethical, and privacy advisory board, namely UGR/law (Javier Valls Pireto) and DBC (Daphne Giakoumaki).

The PubC evaluates the feedback obtained regarding the 4 issues and makes, based on this, one of the following decisions:
(a) The paper is accepted and can be submitted
(b) The feedback from the internal reviewers (regarding issues 1 – 4) must be considered in a revision of the paper.
(c) The paper is rejected, *i.e.*, it cannot be published.

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The PubC informs the PubL (the main author) about the decision.

In case of (b), the PubL is requested to provide a revised version. The revised version is sent to those that provided the feedback that requested a revision, with cc. to all other partners, for their approval. If/when the paper is in a version that is acceptable by all, the PubC informs the PubL about green light for submission. This information is communicated by email to the PubL with cc to all and a notification in the CustomAI publications tracker.

The PubL uploads the submitted paper into the repository.
When the paper has been through the publisher's refereeing process, and if it has been accepted for publication, the final version is also uploaded with a notification about the acceptance. At the same time the PubL informs Klaudia dos Santos (klaudia.dossantos@martel-innovate.com), Martel, who will then check the registration in the repository and, when the paper has been published, record it in the EC portal and promote it via project social media.

Time schedule
Contact the PubC with the final paper draft at least 1 month before the deadline by the publishing event (conference, journal, etc.).

The PubC then dispatches it for the (1) – (4) checks with a 14-days deadline for their check.

For (1) and (2): If no feedback is received from the partners after the 14 days, the paper is considered accepted by the partners concerning the (1) and (2) issues.

For (3) and (4): The response from the two boards must be received by mail before the 14-days deadline (the PubC should send a reminder if not received after the first 7 – 10 days).

In case a revision is requested, the PubL has 7 days for this, and the relevant reviewers then have 7 days for checking the revised version.

Disputes
In the (very unlikely) case of a dispute that cannot be handled by the procedure outlined above, the PC is called in to try to solve the dispute. If this is not possible the PC will call for a General Assembly meeting to reach a decision according to Sect. 6.3 of the Consortium Agreement.

Notice
If you require help to improve the English formulation of a paragraph or the drawing of a figure in the paper, you may ask, respectively, Klaudia (klaudia.dossantos@martel-innovate.com) or Galileo (galileo.disperati@martel-innovate.com), both from Martel. They may help though it is not directly part of their obligation in the project.
When you present a paper at a conference event, please take photos (or screenshots if it is an online event) and send them to Klaudia (for promotion and as attendance proof, as we must report every dissemination activity).

6.5.7 Quality control

The focus of quality control is on feedback and deviation management in the project. Quality control ensures that feedback, from internal as well as from external advisors, is taken into account and therefore positively influences the work towards project objectives. Risk Management is an integral element of quality control as the proactive notice of deviations from the DoA allows the consortium to control the consequences or even transform those consequences to opportunities.

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6.5.7.1 Quality control and security management

The focus of quality control and security management is on feedback and deviation management in the project and to assess the sensitivity of deliverables prior to their publication. Quality control ensures that feedback, from internal advisors, is considered and therefore positively influences the work towards project objectives. Security management is an integral element of quality control as proactive assessment of the sensitive information (possibly) related to the project research outputs will allow the consortium to control the content to be published as part of the deliverables. The review process is shown and explained below:

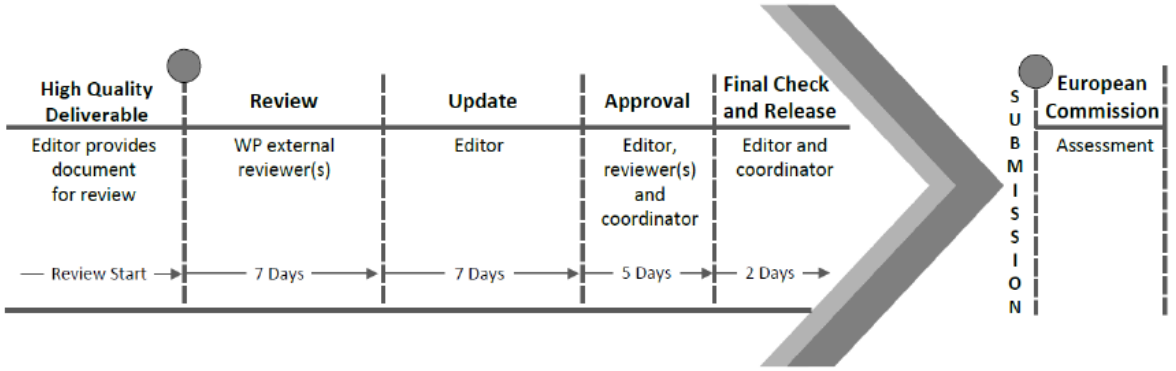
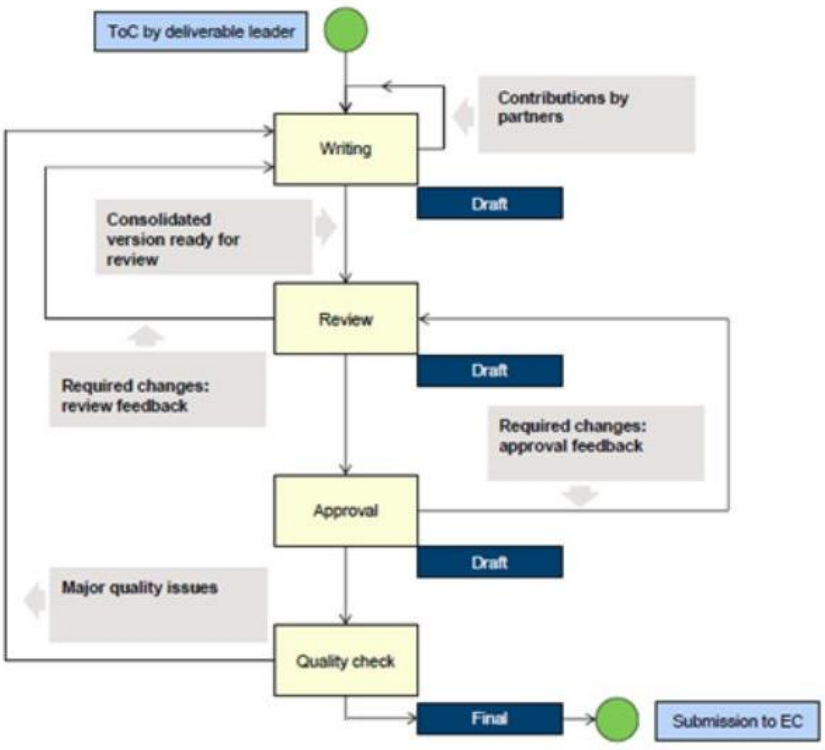


Figure 5: Review and Quality Assurance Process for Deliverables

Step1 "Review": Partners send the draft to the Project Management Team and to an internal reviewer (appointed WP external, but project internal), who was not directly involved in the deliverable work. The reviewer(s) read(s) the draft, put(s) comments into the document and compare(s) the content against its objective as defined in the work plan.



Step2 "Update": After the review, the editor must make the necessary changes and updates. For the update it is important that in general, comments are not removed. Instead, there must be first a discussion between the involved authors to update the Deliverable according to the received comments. Secondly, the author either adds text to comments how they were addressed or adds additional comments on its own.

Step3 "Approval": During the **second review (Approval)** the editor contacts again the reviewer(s) to check if the initial comments have been addressed and whether any sensitive information has been

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included that needs to be removed; if required, update review form and state if the deliverable is ready for submission.

Step4 "Final Check and Release": The editor performs the final check and informs the Coordinator that the deliverable is final. Then the Coordinator performs a final check (formatting updates and creates the final pdf. All deliverables will explicitly declare that they have received approval from the dedicated reviewer. LTA will then submit the final document to the EC.

6.5.8 Advisory board

Profile of members of the EAB

The AB comprises external experts in areas relevant to the CustomAI project, mainly in, but not limited to, the end-user domain, i.e., the customs control area, including customs control processes, customs control management, and customs risk management. It may also include specific expertise related to the CustomAI use case environments, i.e., seaports, postal/courier services, and cultural goods. Further, it may include experts in other areas as relevant for the CustomAI project, e.g., sensor technology, policy making, exploitation, and standardisation, as well as other stakeholders. The experts are individuals which must not be directly involved in the project as a member of a project partner organisation. Experts from countries other than the EU and associated countries may also be accepted.

The AB is expected to have 3 – 6 members and to be established during the first 6 project months.

Procedure for appointing AB members

The External Advisory Board (AB) is appointed and steered by the PC in collaboration with the Project Coordination Team (PCT). The contact to potential AB members is through the Project Coordinator (PC). Each PCT member can propose AB candidates to the PC. Before including a candidate as an AB member, the PC informs the PCT about the proposed AB member.

If some PCT members have objections to the choice of the proposed AB member, the PC must within 5 workdays be informed with reasons for the objections. If there are no objections within this period, the proposed candidate is appointed. If the PC does not agree with the objections, the PC calls for a General Assembly meeting for reaching a decision according to the Consortium Agreement, Section 6.3.

For each appointed candidate, the PC will ask the candidate to sign a Letter of Support (LoS) and a Nondisclosure Agreement (NDA), according to the Consortium Agreement (CA). The candidate's AB membership is first in force when both documents have been signed.

Responsibilities of the AB members

The AB members will provide their opinion and views on the project according to their area of expertise. The AB members are expected to provide an external unprejudiced view advising on strategic directions of the project in terms of detailed goals and impact, comment on economic feasibility and achieved or missed targets.

The AB member will meet with the PCT once every 3 months. Further, the PC or PCT may call for an ad hoc meeting if needed. The meetings will be online, but for some of the half-yearly plenary consortium meetings, a subset of the AB will be invited to participate F2F in the meeting or at least part of the meeting dedicated to the AB meeting. During an AB meeting, the PCT members will make notes of the AB input and subsequently send their notes and observations to the PC, who then will propose the actions to be decided as an outcome of the AB meeting. The AB meetings will be led and chaired by the PC.

Remuneration of AB members

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Since no salary is provided for the AB members, they will not be requested to review deliverables or to provide written reports. They will have Commenter access to the project repository on the Google Drive, including all deliverables. AB members' travel costs (transportation, accommodation, and allowance) will be fully covered by the project (through budget at Martel).

6.5.9 Communication tools guidelines

To support the project management of the project and facilitate the collaboration of the partners, a number of tools have been provided. This section provides guidelines for the use of these tools:

Virtual or Face-to-face meeting: Guidelines for meetings can be found in Section 6.5.1.

- **E-mail**: To facilitate e-mail mass communication for the project a mailing list (all@customai-project.eu) including all consortium members active to the project is compiled. Every email relevant to CustomAI, either sent to a CustomAI mailing list or to a number of members, must have a **subject starting with "[CustomAI]"**, see also Sect. 6.4.4 (Email convention), to easily distinguish CustomAI emails from others.

Document Management System (DMS): Due to the need for frequent exchange of documents which often exceed the file size limit of e-mail systems and the structuring of project information, a secure document management system to store and facilitate the exchange of documents is available under the **CustomAI Google Drive repository.**

Online collaboration tools: Partners are encouraged to utilize online collaboration tools (such as Zoom, Google Meet, Teams) to facilitate their day-to-day work. CustomAI project management places no restriction on the use of tools, however, strongly advices the partners to examine the terms and conditions of these tools in relation to licenses, copyright restrictions and confidentiality as inadvertently may be disseminating confidential information to the public.

CustomAI website (https://customai-project.eu/) is the publicly available website of the project.

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7 Effort and Cost Management Plan

Introduction

The **PC** with the support of the **PMO** is responsible for managing and reporting on the project's budget and effort consumption at the project level to the European Commission throughout the duration of the project. During the mid-term EC reporting, the PMO collects, presents and reviews the project's effort and cost performance for the preceding period. Performance is measured comparing actual consumption against planned. The PC is responsible for accounting for cost and effort deviations and presenting the consortium with options for getting the project back on budget.

7.1 Effort and Cost Management Approach

Effort and costs for this project will be managed at the Task level of the Work Package Structure (WPS). The financial performance of the project will be measured and managed through comparisons between the actual comparison and the effort calendar and cost baselines. Activity effort is detailed at the task level and costs at the WP level. To avoid confusion and complications due to conflicts between National and European Union reporting rules, all efforts are to be reported in Person Months. Euro amounts are to be reported in two decimals.

Effort and cost variances of **+/- 10% in the cost and effort performance** indexes will change the status of the cost to cautionary. Cost variances of **+/- 20% in the cost and effort performance** indexes will change the status of the cost to an alert stage. These will serve as input to Risk Assessment and may require corrective action by the PC to bring the cost and/or effort performance variations below the alert level. Corrective actions will require a project change request and must be approved by the PCT before it can become within the scope of the project.

7.2 Planning and Reporting Effort And Costs Consumption

7.2.1 Planning effort and costs consumption

Planning effort and cost consumption occurs through the completion of the project schedule MS-Excel file referenced in Section 8 for the entire project at the beginning of the project. Additionally, apart from the personnel costs that are reported as envisaged costs that may be consumed under each Task in person hours, all partners should provide a list of planned other direct costs (i.e. travel and other specific costs) for the whole project duration per reporting period. Finally, all partners should report on their average personnel rate, if the one used in the Annex 1 of the DoA is no longer valid. This information is consumed by the PCT to produce the Cost Baseline and Effort Schedule.

7.2.2 Reporting effort and budget consumption

The following reports are established:

- Monthly Progress Reports (internal reporting to PCT on a WP basis)
- Mid-term (M18) Periodic Progress Reports (for external reporting to EC)
- Final (M36) Periodic Progress Reports (for external reporting to EC)

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#	Steps per period	Who	To Whom	When	Tools
1	WPLs will perform a consistency check between effort and activities taken place by partners in each task and if needed adaptation/rationalisation of effort/activities reported may take place; otherwise, this information is transferred to the PCT.	WPL	PMO, PC or PCT	4 days after receipt of reports	e-mail
2	For every reporting period, WPLs should manage the collection of task reports from Task leaders. TLs (also in collaboration with the partners involved in each task) should provide a consolidated report and send this to the respective WPL. The reporting should follow the guidelines set by the European Commission for Horizon Europe Programme and the format of the CustomAI Deliverable .docx template. These reports should also reference any deviations occurred to the project time plan at Task level along with their contingency planning.	Partner TL	TL WPL	TC by each WPL and not later than the end of each reporting period	
3	PCT consolidates all information received and delivers a complete report to the European Commission following the guidelines set by the European Commission within Horizon Europe Programme and the format of the CustomAIDeliverable .docx template	PCT	European Commission	60 days after the end of the reporting period (M18 and M36)	Interim/annual deliverable, email
4	Upload of Form C (and Certificate of Financial Statement where needed) to the European Commission Participant Portal (ECAS system)	Partners	European Commission	20 days after the end of the reporting period (M18 and M36)	European Commission Participant Portal
5	WPL provides a short WP progress report before each GA physical or teleconference meeting	WPL	PMO	2 calendar days before the meeting	Word template, email

7.2.3 Guidelines for Unplanned Expenses

The Annex 1 to the Grant Agreement details a **budget** for each partner and for each task or activity in CustomAI. Any effort or cost allocation which deviates from this plan presents an unplanned expense. In general terms, unplanned expenses are not allowed. However, due to the realities of implementing a project, there is the possibility that reasonable and justifiable expenses contributing to the project and not contradicting the rules of the project may be eligible.

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If a partner has a cost which they believe falls under this category, they must obtain permission from the Project Officer before incurring the cost. To do so, they need to discuss the issue with their WPL as a first step. If they concur, they should e-mail the PCT with a justification to the cost requesting from the PCT to obtain approval from the Project Officer. Follow due diligence, the PCT may reject the justification and inform the partner or accept it and forward the justification to the Project Officer. Once the PCT receives a response from the Project Officer they inform the partner.

For **travel outside the European Union** for dissemination the procedure is particularized as follows: Partners must send a request via e-mail to the dissemination leader well in advance of the trip. The e-mail must contain the following information:

- Who is traveling?
- Destination of the trip
- Date of the trip
- The trip's relevance to the CustomAI project.

The dissemination leader will examine the request and upon approval will forward it, with the recommended action, to the PCT. In the event the request is accepted the PCT will forward the request to the Project Officer who has the final say on the matter. The partner will be informed of the decision.

7.3 Measuring Project Effort and Costs

Following each internal tri-annual management report, the PCT will use a comparison between the actual and the planned to measure variance.

If the effort and cost have a variance of between 10% and 20% of planned, the reporting Partner must report the reason for the exception. If the variance is greater than 20% the reporting Partner must report the reason for the exception and provide the PCT with a detailed corrective plan to bring the project's performance back to acceptable levels.

7.4 Effort and Cost Variance Response Process

If the variation exceeds the 20% threshold, the reporting PM must present the PCT with options for corrective actions. The PCT will meet to select the best option. The PCT will together with the partner develop a corrective action plan to bring the project back on track. Once the PCT approves the plan, the change control procedure will be activated, and the action plan will become part of the project plan.

7.5 Cost Change Control Process

The cost change control process will follow the established project change request process. Approvals for extreme project effort/cost changes may require a contract amendment.

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8 PROCUREMENT

During the project, partners may be required to acquire from third parties the following services:

- Auditing Services for partners exceeding the threshold funding value
- Software or hardware equipment (e.g. laptops, license software for additional services etc.). From the original proposal and CustomAI DoA, we do not foresee such costs. However, the consortium should investigate this possibility, in case hosting services will be necessary.
- Organisation for online or offline meetings for training, dissemination and project meetings.
- Production of dissemination material.
- Transportation and accommodation for travel.

The number of each item and budget allocation for each category is detailed in the **Annex 1 of the DoA.**

The PC and PMO have oversight of the procurement for the project through the Financial Reports. The actual management for procurement activities falls with the budget holding partner and as these activities are described analytically in the DoA (experts' procurement procedure, reputation management subcontractor). The partner assigned with a subcontracting budget is responsible for following the procedure agreed in the DoA and /or mentioned in the EC guidelines. The partners are required to strictly adhere to the Annex 1 of the DoA and Grant Agreement guidelines for purchases. For deviations in purchases, partners must obtain approval before proceeding with procurement according to Section 7.2.3.

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9 PROJECT SCOPE MANAGEMENT PLAN

INTRODUCTION

The **Scope Management Plan** provides the scope framework for this project. This section documents the scope management approach, verification and control measures. Roles and responsibilities as they pertain to project scope, scope definition, scope change control, and the project's work breakdown structure have been discussed in earlier chapters. Any project communication which pertains to the project's scope should adhere to the **Communication Management Plan** (Section 6).

9.1 SCOPE VERIFICATION

The project deliverables will need to be verified against the original scope as defined in the **Annex 1 of the Grant Agreement (DoA)** in the **'Work package description'**. The verification against the scope occurs through the peer review and approval process described in Section 6.5.5.2 of this document. The European Commission review of the deliverables during the period review meeting is the final check point of the acceptance of the deliverables.

9.2 SCOPE CONTROL

The Partners will work together to control the scope of the project. The project team will leverage the Annex 1 of the DoA using it as a statement of work for each deliverable. The project team will ensure that they perform the work described in the Technical Annex of the DoA and generate the defined deliverables keeping as ultimate guide the project vision. When the WP does not seem to serve the project vision, partners will introduce change requests through the project structure. The PC along with the PMO and the PCT will oversee the project team and the progression of the project to ensure that this scope control process is followed.

If a change to the project scope is needed the change control process for recommending changes to the project must be carried out. Any partner can request changes to the project scope. All change requests must be submitted to the PC, WPL, or TL in the form of a change request e-mail and the process in Section 5.5 will be followed.

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10 SCHEDULE MANAGEMENT PLAN

INTRODUCTION

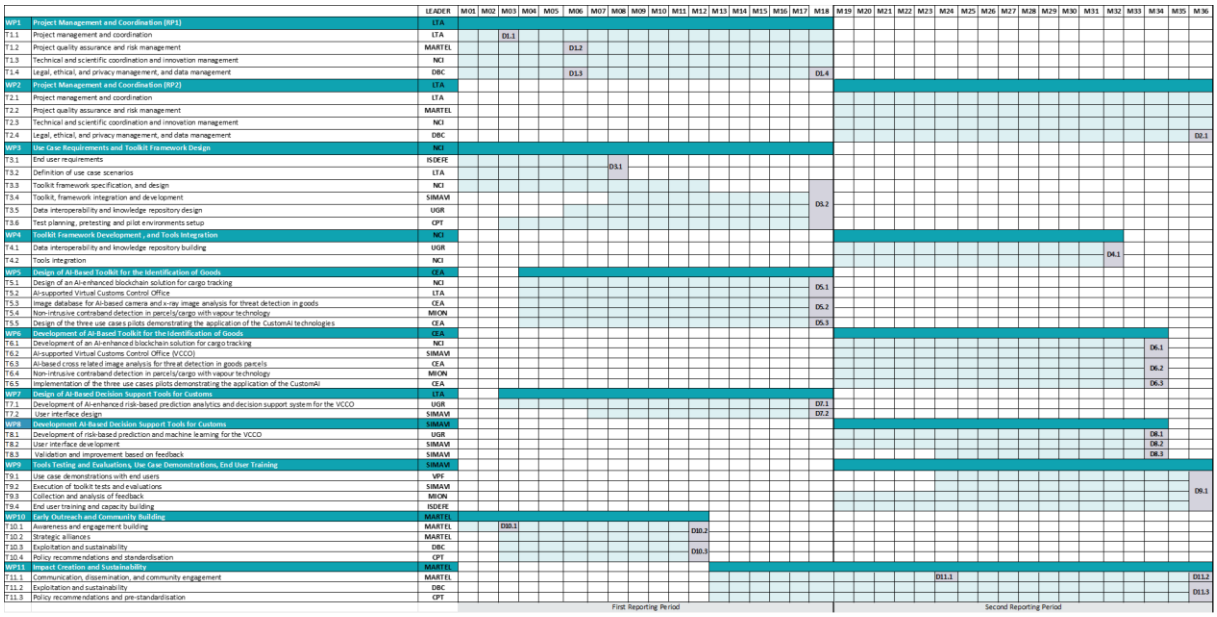
The **project schedule** is the roadmap for how the project will be executed. Schedules are an important part of any project as they provide the consortium with a clear picture of the project's status at any given time. The purpose of the **schedule management plan** is to define the approach to project schedule management including monitoring and controlling changes to the baseline. This includes identifying, analysing, documenting, prioritizing, approving or rejecting, and publishing all schedule-related changes.

10.1 SCHEDULE MANAGEMENT APPROACH

Project schedules will be in the form of **Gantt Charts**. Schedule planning occurred during the proposal stage of the project and can be found in the DoA.

A working version of the current schedule is shown in Fig. 6. The first column presents the work package and task structure of the project. The first row shows the project month. Within the area of the three-year duration, the coloured cells indicate the months where each task is active and the Deliverables that are planned for each Task and project month.

Figure 6: CustomAI Gantt Chart – Project Schedule



In the Annex 1 of the DoA, the project activities were identified and organized in work packages which were broken into tasks. The outcomes of one or more tasks are reported in one deliverable. Task sequencing was used to determine the order of tasks. Task duration estimates were performed to months required to complete tasks within the constraints of the project. Duration and resource estimates are used to assign resources to tasks to complete schedule development.

The project schedule will be reviewed by the PMO, PC and WPLs on a continuous six-month basis until the project ends. In case of deviations, project partners must agree to the proposed resources, effort

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assignments, durations, schedule, and once this is achieved the PCT will review and approve the schedule which will become the new baseline.

The PC with the support of the PMO and PCT will be responsible for facilitating the schedule development and adjustments. The PMO will also create the project schedule using MS-Excel and validate the schedule with the partners. The PC may obtain schedule approval by the Project Officer before re-baselining the schedule especially when that entails major calibrations of the agreed schedule.

The partners are responsible for participating in activity definition, sequencing, and duration and resource estimating. Partners will also review and validate the proposed schedule and perform assigned activities once the schedule is approved.

The European Commission will participate in reviews of the proposed schedule through the periodical project reviews and contract amendments as necessary.

10.2 Schedule Control

The **project schedule** will be reviewed as necessary **monthly** by the respective WPLs following recommendations and input received by the PC and TLs. Better control of the project schedule would be anyway performed during the monthly WP and/or plenary online calls, as they are foreseen to take place during the project course. If a delay of **1 month or more** is observed against the Schedule baseline at WP level, the respective WPL will inform the PCT and PMO who in turn will review the project schedule.

The **PCT members** are responsible for: discussing schedule variances during the **PCT meetings**, determining impacts, submitting schedule change requests, and reporting schedule status in accordance with the project's communications plan.

The partners are responsible for participating in schedule variance resolution activities as needed.

The PC will communicate to the European Commission of the project schedule status and review/approve any schedule change requests as necessary.

10.3 Schedule Changes and Thresholds

If any partner determines that a change to the schedule is necessary, the **change control procedure** will be initiated. The PC, PCT, WPL, and PMO must analyse the request and determine:

- Which tasks will be impacted and in what way,
- Variance due to the potential change,
- Alternatives or variance resolution activities they may employ to see how they would affect the scope, schedule, risks, quality and resources.

If analysis shows that the proposed change may affect the duration of any individual task or the overall project by 2 months, a change request is required. Any other change requests that do not meet this threshold may be submitted for consideration.

Once the change request has been reviewed and approved, the PC and PMO are responsible for adjusting the schedule and communicating all changes and impacts to the consortium and the

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European Commission. The PMO must also ensure that all change requests are documented in a change log.

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11 CONCLUSIONS

This deliverable serves as the CustomAI "Project Handbook" and is the single point of reference on the quality that will be governed during the project. It covers all aspects related to: the project concepts and main objectives, the project workplan structure, the overall project management strategy and approach, the change management plan, the reporting plan, procurement, the scope management, the schedule management plan, and the risks management plan.

This deliverable is a live document that will be updated as necessary during the lifetime of the project.

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12 APPENDIX A – PROJECT DOCUMENTS TEMPLATES

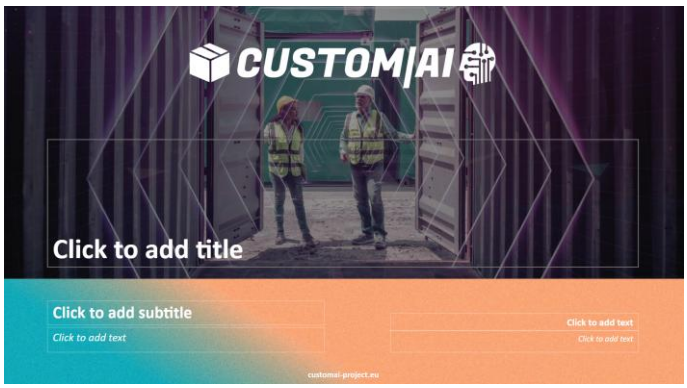
Deliverables template

CustomAI > WPs > WP10-11 - Diss & Comm > CustomAI visual identity + templates > Templates **> Deliverable template**
Direct link

Presentations template

CustomAI > WPs > WP10-11 - Diss & Comm > CustomAI visual identity + templates > Templates > Presentation template

Direct link



Online agendas and minutes

Repository links:

CustomAI > WPs > WP1-2 - Project Management> **PCT Meetings (monthly)**
Direct link: https://drive.google.com/drive/u/0/folders/1IS2jwVLmWijxyvYICXOdAQaU35ppTV_3

CustomAI > **Meetings**
Direct link: https://drive.google.com/drive/u/0/folders/12mwwTHqzbJCa5ObIC_BLNmKqZfPNW2J7

Examples of documents in these folders

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PCT - Project Coordination Team document

CustomAI online meeting

02nd PCT Call – M02

18.12.2025 10.30 CET, Telco

Connecting with Google Meet : https://meet.google.com/xkj-odwt-vau

ACCESS CODE
Time zone: Europe/Zurich Video call link: https://meet.google.com/xkj-odwt-vau PIN: 296 468 731 3136# - More phone numbers: https://tel.meet/xkj-odwt-vau?pin=2964687313136

At the meeting:

PARTNER	PARTICIPANT(S)	PARTNER	PARTICIPANT(S)
LTA	Henrik Larsen	INDRA	Anna Isabel Sivila Castellana Eduardo Valtuille
NCI	George Bardas, Flavien Massi, Athina Pnevmatikaki	ISS	Anna Isabel Sivila Castellana
ISDEFE	Victor Fuentes, Elena Lozano	IFT	Anna Isabel Sivila Castellana
CEA	Romaric Audigier, Hassane Essafi	UGR	Javier Valls Prieto Mariló Ruiz Jiménez Maria J. Martin-Bautista
AEAT	Julia Sanchez, Esther Salmoral	DBC	
VPF	Gabriela	SIMAVI	Iacob
MION		BYS	Merve Yerlikaya Temel Barış Uçar
TOLD	Niels Peter Højmark Luxhøj	AVR	Loredana Iovu, Cosmina Stefan, Gabriela Andronic, Alexandra Glont, Diana Dobrin
KVMGM	Yasemin Genç	MOT	Ceyda Alp Şağban
MARTEL	JBM, KDS	CPT	EXCUSED

1. Work-Package 1-2 - LTA

GDrive Repository:
https://drive.google.com/drive/u/0/folders/1P1IGgniORzDBktS-H_IJ-_ModMPwvSKZ
Please indicate here the people to add:

Meetings

AGENDA – CustomAI - Kick-Off Meeting01-Online

November 6th, 2025

Online participation link:
Zoom Meeting
https://us06web.zoom.us/j/88679842135?pwd=IFfKdbe2ff2aMB5nxFtbzODZGFjvTm.1
Meeting ID: 886 7984 2135
Passcode: 970252
Presentations repository:
Presentations

From	To	Topic	Speaker
09:00	09:05	**Introduction – Agenda & Actions Review**	LTA - MARTEL
09:10	09:30	**Introduction of partners (GA's order)**	All
09:30	10:00	**WP1&2 – Project Management & Coordination** - Project Repository / Mailing Lists - Project Coordination Team work	LTA, MARTEL
10:00	10:15	**WP10&11 - Outreach and Community Building** - WP structure and core team - Importance of input from all partners throughout the project (e.g., all consortium members should send their logos and role descriptions, and populate the list of targeted events) - Initial outreach and impact creation plan (selected tools and channels, planned activities)	MARTEL
10:15	**10:30**	**Coffee Break**	
		Work Packages	
10:30	11:00	**WP3&4 - Use Case Requirements and Toolkit Framework Design - Toolkit Framework Development and Tools Integration**	NCI
11:00	11:15	**WP5&6 - Design of AI-Based Toolkit for the Identification of Goods - Development of AI-Based Toolkit for the Identification of Goods**	CEA
11:15	11:30	**WP7 - Design of AI-Based Decision Support Tools for Customs**	LTA
11:30	11:45	**WP8&9 - Development AI-Based Decision Support Tools for Customs - Tools Testing and Evaluations, Use Case Demonstrations, End User Training**	SIMAVI
11:45	12:00	**F2F KOM & Next steps**	LTA

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