

SPEEDIER

SME Program for Energy Efficiency through Delivery and Implementation of EneRgy Audits

D4.8 - FINAL E-LEARNING MATERIALS, MOBILE APP, CASE STUDIES, VIDEOS, ON-LINE RESOURCES FOR (WP5, WP6) AND DISSEMINATION PHASES (WP8)

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This document corresponds to D4.8 (M26) led by Sustainable Innovations (SIE). This document contains all relevant information regarding the content definition and the development of the different elearning materials.

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Abbreviations

AEEPM Asociatia agentia pentru eficienta energetica si proteclia mediului

CTA Corporación Tecnológica de Andalucía

ECM Energy Conservation Measure

ECTS European Credit Transfer System

EE Energy Efficiency

EED Energy Efficiency Directive

EQF European Qualifications Framework

IERC International Energy Research Centre

LIT Limerick Institute of Technology

LU Learning Unit

LMS Learning Management System

Polimi Politecnico di Milano

SIE Sustainable Innovations

SME Small and Medium-sized Enterprise

WP Work Package

WP2 Literature review and needs analysis

WP3 Needs and Opportunities for SMEs

WP4 Development of content for SPEEDIER training materials

WP5 Implementation of SPEEDIER Service in SMEs and large enterprises in 4 pilot

regions

WP6 Training of SPEEDIER Experts and future Trainers on SPEEDIER guidelines

WP9 Quality Assurance



1 Executive Summary

The SPEEDIER project is a highly innovative one-stop-shop solution that applies an integrated approach to energy management, energy auditing, financing, implementation of energy efficiency solutions and monitoring of impacts.

It also aims to provide information, advice, and capacity building to SMEs, experts, and trainers. To do this, the SPEEDIER partners will develop a suite of e-Learning materials in WP4, targeting staff at the operational level and senior management level. The materials will include content for workshops, a mobile app for awareness and capacity building, case studies, presentations, evaluation surveys and simple gamification techniques.

This document describes the process followed for the definition and development of the elearning materials by addressing the needs and barriers in Energy Auditing identified in WP2 and WP3 to provide a comprehensive compendium of SPEEDIER Service programmes. These materials that include videos, presentations, and story maps, among others, aim to transfer knowledge about how to better manage energy in a business.

1.1 Context of WP4

The objectives of WP4 are to:

- Build up a service of energy management for SMEs.
- Structure the content of the capacity building to be addressed to SMEs and experts (auditors, energy managers, etc.)
- Identify the appropriate financing structure and contract with the specific cluster or SME.

1.2 Objective of Task 4.6

This task will develop a suite of e-Learning training tools and resources that will be freely available for download via the SPEEDIER website and will complement the training materials developed for SMEs, Experts and Trainers.

1.3 Objective of Deliverable 4.8

Deliverable 4.8, this document, corresponds to the development of the different e-learning materials available on the project website.



2 Content definition and development

One of the core principles on which the SPEEDIER Service is founded is the initial implementation of ECMs to generate energy savings, which can be ring-fenced and reinvested in actions that require some capital outlay. It is therefore critical for the success of the project that individual staff members employed by the participating SMEs develop an increased awareness of energy in the workplace, an understanding of the actions that they can personally take to reduce energy consumption and feel empowered and incentivised to take those actions in practice.

To do this, it was necessary to define the content that will target staff at the operational and senior management levels, considering the existing differences in climate, culture, energy policy and government incentives in the pilot countries of the project (i.e., Ireland, Italy, Romania, and Spain).

In this sense, SPEEDIER delivers two types of training and capacity building activities:

- Training for staff at SMEs, that will increase their understanding of how their
 organisation uses energy, why it is important to consider energy usage as part of their
 role, as well as actions that they can take to reduce energy consumption. The training
 content will reach employees at all levels of the organisation from management to
 operational staff.
- 2. **Training for delivery partners** (SPEEDIER Experts & SPEEDIER Trainers) on how to implement the SPEEDIER Service. For this training, the content will include the results from the SPEEDIER pilots and advice on how to engage with SMEs and landlords, how to operate the self-financing mechanism, contractual considerations, and management of the relationship between SMEs and energy managers.

A first pilot activity was carried out so it could work with an initial cohort of SMEs to test the service and materials developed in WP4. Following an extensive evaluation exercise, the feedback received was used to refine the service and materials, obtaining the updated and improved SPEEDIER Service and materials that will be used in the second pilot activity with a second cohort of SMEs.

In addition, all the content developed as part of WP4 will engage with actors from all parts of the organisation (from decision makers to employees), and will increase background knowledge of energy efficiency, and will impact on business operational costs, health and comfort of employees in compliance with national and European regulations (e.g., the EED, and Clean Energy for all Europeans).

2.1 Content development for general staff and decision makers

LIT coordinated the development of the content for the capacity building training for general staff & decision makers. They also defined the learning topics, written the training content, and reviewed additional contents provided by other partners.

LIT, in collaboration with the project partners in each of the pilot countries, defined the learning topics and structure for the training, including descriptors, an indicative syllabus and core



resources as required. The content will be translated into Italian, Romanian and Spanish by CTA, AEEPM and Polimi for use in their respective countries.

In order to engage staff at all levels in the organisation, the training content is available for the following groups covering specific topics:

- Training and capacity building for all staff: it includes a general overview of why
 organisations need to manage energy efficiency (EE); the impact of an efficient
 building on health, comfort and productivity of building users, the potential economic
 benefits of action, as well as guidance on efficient use of workplace systems e.g.,
 production lines, heating/cooling systems, ventilation, etc.
- Training and capacity building for senior managers and decision makers: it
 includes the techno-economic assessment of EE measures and evaluation of their
 impact in terms of profit margin to give decision makers enough information and
 confidence to act.

The quality of the training modules has been assured by following the Quality Assurance Plan developed in WP9.

As stated in Deliverable 4.4 "Final training and capacity building materials for general staff and decision makers", this content was developed for supporting SMEs through four key stages in the Energy Efficiency (EE) process:

- Understanding the benefits in committing the organisation to Energy Efficiency.
- Developing an Energy Culture within the SME.
- Supporting the process of behavioural change.
- Ensuring Energy Conservation Measures yield real savings.

The content has been lumped together in six different modules that will be online available via the project website and will also be delivered as on-site trainings in the pilot regions:

- 1. SPEEDIER Service & Energy Management.
- 2. Ring Fencing Mechanism, Behavioural Change & SPEEDIER App.
- 3. Energy Efficiency in Transport.
- 4. The Energy Pyramid (Energy Conservation, Energy Efficiency and Renewable Energy).
- 5. National Funding Options, Risk Management, Register of Opportunities and Verifications.
- 6. SMEngineering: Energy Conversation Measures

2.2 Content development for SPEEDIER Experts and Trainers

Polimi coordinated and developed the training content for the SPEEDIER Experts & Trainers. They have also defined the Learning Unit topics and structure for the training, including a description for each LU, an indicative syllabus, core resources required and information regarding the level of accreditation to the EQF (it was later decided not to use it).



The training content for the experts is focused on how to successfully implement the SPEEDIER Service, it is provided in English and it includes several learning units that will cover the following:

- Introduction to Energy Efficiency
- Energy efficiency technologies
- Regulatory framework
- Energy efficiency value chain
- Energy Service Companies (ESCO)
- Sustainability

The content will be translated into Italian, Romanian and Spanish by AEEPM, CTA, and Polimi for use in their respective countries.

Apart from this content, other modules will be developed and delivered at the second training event:

- SPEEDIER Energy Expert support tool
- SPEEDIER Mobile App
- SPEEDIER Impact analysis

On the opposite, the content for SPEEDIER trainers is focused on how to deliver the SPEEDIER Expert Training using pedagogical methods and techniques. Monitoring and evaluation techniques and resources will also be provided so the Trainers can follow up and assess the Experts work and SPEEDIER service roll-out. In this sense, Polimi has developed an Education Kit focused on providing teaching notes about how to effectively deliver training content to the SPEEDIER Experts.

More information regarding the different modules and their specific learning outcomes, structure, content, and assessment can be found in Deliverable 4.6 "Revised training content for SPEEDIER Experts and Trainers".



3 E-learning materials

After the content definition, SIE is in charge of coordinating the development of the suite of e-Learning tools, managing their inclusion on the project website. These materials are based on the principles of distance learning, with a particular focus on the Blended Learning approach using advanced technologies suitable for future online, classroom and on-site deliveries.

Moreover, the development of a free download mobile app by IERC is expected, aimed at raising awareness through simple gamification techniques that will serve to embed these behavioural change practices into the organisational culture of each participating organisation. It will also help to strengthen the awareness of the one-stop-shop solution, its capabilities, and the derived benefits for the SMEs.

3.1 Steps taken

Several meetings were held for discussing the content development for SPEEDIER training materials. SIE presented some of the points that needed to be considered for making decisions about the creation of the e-learning materials and their online availability: platform to be used, structure of the materials, evaluation methodology, and the certification requirements.

The first point discussed was about the materials inclusion on the website, on Polimi's platform or on a specialised online platform. It was intended that Polimi preliminary tested this e-Learning suite by leveraging its existing online platform for training, but after some discussions and for facilitating access to the different training content, it was decided not to use Polimi's platform as trainees needed to be students of Polimi.

As an alternative, it was mentioned the possibility to use an existing Learning Management System (LMS) for uploading all the content and for conducting the evaluation needed for issuing a certification. SIE proposed to use the <u>CANVAS</u> platform, and to include on the website a google form to collect the personal data and send an invitation to the platform.

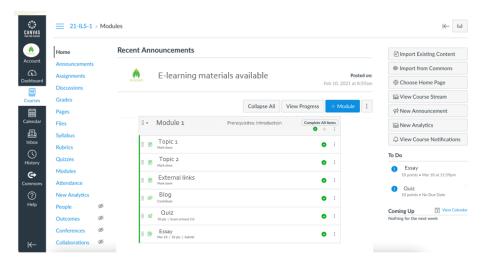


Figure 1. Example of e-learning materials in an LMS

Despite the advantages of a LMS (better structure and organisation, user's track, one-stop solution, automatically graded assignments), it was agreed not to use it as it was better to centralise all the contents on the SPEEDIER website, since users are already familiar with the platform, and it also allows the centralisation of statistics and the alignment with the rest of the content.

The last option was to include all the materials on the website; therefore, it was necessary to define how to structure it. In that sense, SIE proposed different options:

- Per target group (SMEs vs Experts & Trainers)
- Content blocks (Modules based on a syllabus task 4.4)
- Per materials included (case studies, workshops & webinars, videos & tutorials, download section)

An example of how it could look like for some of the options is found in **Error! Reference** source not found.

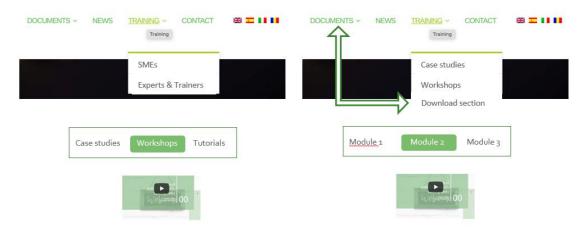


Figure 2. Example of the e-learning materials inclusion on the website

As mentioned before, Polimi needed to establish the minimum requirements to obtain the certification, including the evaluation methodology, total devoted hours, and the administrative process to follow. After the discussions, the outcome was that SPEEDIER will not try to develop training that will be certified to EQF or the ECTS system, as these systems are outside the scope of what can be achieved in SPEEDIER.

To better understand this, accreditation to the EQF does not apply to the training content that is under development by Polimi. SPEEDIER training for experts is developed based on the needs of the SPEEDIER Service and certification of this training to any national standard is outside the scope of the SPEEDIER project, and so the application of the EQF does not apply.

For the certifications' requirements, training module headings needed to be decided and they had been agreed upon by the SPEEDIER project team. For these modules, Polimi has defined in Deliverable 4.6 "Revised training content for SPEEDIER Experts and SPEEDIER Trainers", the learning outcomes, structure, content, and assessments. Taking part in the virtual training event in September 29 and 30, 2021 and successful completion of the assessment are the requirements for achieving certification as a SPEEDIER expert. This means that once Experts



have completed the training, the project will issue a certificate of completion, and this would allow them to be included on a list of SPEEDIER Experts.

3.2 E-learning suite

A suite of e-Learning training tools and resources are freely available for download via the SPEEDIER website and will be complemented with the training materials developed for SMEs, Experts and Trainers.

The e-Learning tools should include the following:

- An interactive mobile app (still under development) to be used as a virtual tool for creating awareness and capacity building for employees of organisations using the SPEEDIER Service. Content for the mobile app has been developed by LIT, IERC and ITEC drawing from the training developed for participating organisations, key facts from the research in WP2 and estimates of savings that were developed in WP3.
- Interactive training videos created to support remote learning and capacity building for the SPEEDIER Service.
- Case studies of SMEs, large enterprises and experts that have benefitted from the SPEEDIER Service.
- "SPEEDIER Service guide for trainers" document.
- PowerPoint presentations relating to the scheduled workshops.
- Evaluation surveys to allow users to give feedback on the materials provided.

305 staff at all levels are expected to be trained using the training and capacity building materials from the e-Learning suite which will be website available during and after the project. For the moment, 24 staff have been already trained and it is expected to raise this number after the launch of all the available materials and their inclusion on the project website. The content for general and management staff will be also uploaded to the <u>YouTube channel</u>.

Most of the materials are not accessible yet on the website, as SIE is still receiving input regarding the training content and it was also decided to wait until the first training in pilot regions to be developed, tested and modified if necessary. Likewise, it is expected for SPEEDIER to continue updating and completing its e learning materials throughout the project life. For the time being, the available materials can be found under a training section and the audience can choose between Workshops and Webinars, Tools or e-Learning.

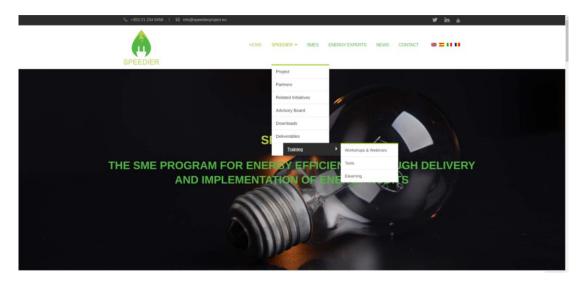


Figure 3. Materials inclusion on the website

The workshops and webinar section include the presentations and videos of two events held between October and December 2020. The first one consisted of a workshop about the "Energy Efficiency Solutions for Small and Medium-Sized Enterprises" and the second one was a two-day train the trainer event under the title "A new approach to selling energy audits and energy efficiency advice to SMEs".

Energy Efficiency Solution for Small and Medium-Sized Enterprises Workshop



Presentation



Figure 4. E-learning materials - workshop

A new approach to selling energy audits and energy efficiency advice to SMEs.

Presentations





Videos





Figure 5. E-learning materials - train the trainer event

The second section includes video tutorials for the training and the energy experts support tool. For the training tool, two videos are included targeting different audiences, the first one is focused on an admin account, and it includes information about login, feedback, suggestions, notifications, user management, energy management, etc.

Training Tool

Training tool admin user tutorial

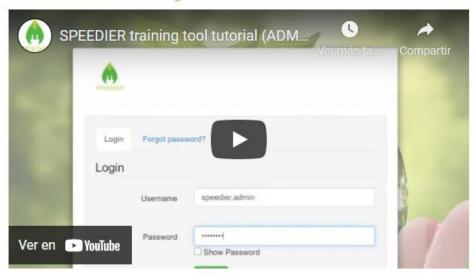


Figure 6. Admin user tutorial

The second video targets standard user accounts, so the information included covers profile edition, feedback panel use and management, energy management, notification section, rewards panel use, etc.

Training tool user tutorial

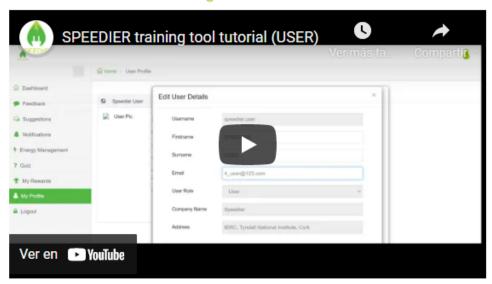


Figure 7. Standard user tutorial

The last video included corresponds to the energy experts support tool tutorial, which shows how to introduce the required information per project as use details, economic data, energy contribution or building information.



Energy expert support tool

Energy expert support tool tutorial



Figure 8. Energy expert support tool tutorial

The last section "e-learning" contains part of the training targeting SMEs providing useful information for each pilot region covering important topics as climate action plans, tools for PV and wind, and funding opportunities. All the materials were received separately as draft versions that needed to be harmonised and gathered in only one document with all the information.

Funding options & regional inputs

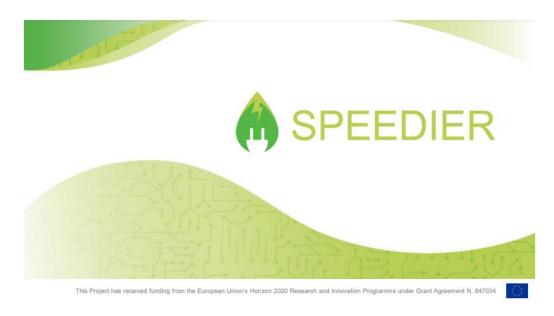


Figure 9. Document for download about funding options & regional inputs



Figure 10. Example of materials transformation & harmonisation for the Ireland region



Figure 11. Example of materials transformation & harmonisation for the Italy region



Figure 12. Example of materials transformation & harmonisation for the Romania region

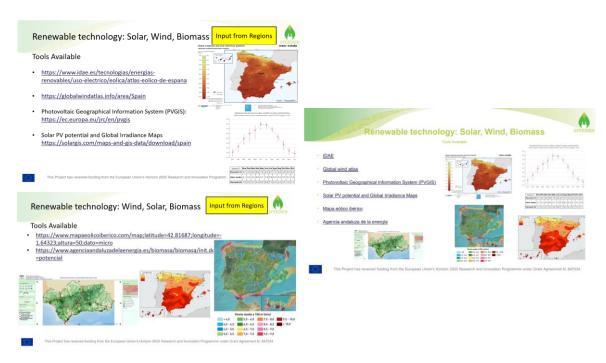


Figure 13. Example of materials transformation & harmonisation for the Spain region

4 Planned actions

The e-learning materials for the SME training will not be visible on the website until the on-site training events take place. As explained in previous sections, inside this training, the content will address both general staff and senior managers, as well as decision-makers for each of the pilot regions.

It is still needed to harmonise and gather all the individual presentations to upload them to the website in a way that is adapted to distance learning and easily accessible. For this, SIE will use 'pdf' documents, videos, and story maps to convert the 24 PowerPoint presentations into e-learning materials.

LIT has already shared with SIE, 3 pre-recorded videos that are aligned with Modules 1, 2 & 3 from the SME training module (all staff) for Ireland. SIE has transformed the ppts available for these modules into more appealing presentations and will edit the pre-recorded videos for including this updated version. An example of how the final version of the presentations will look like can be found in Annex I – SME modules (Ireland). As not all the materials will be finally transformed into presentations, for the creation of the story maps, an external software called <u>ARCGIS</u> will be used. A draft version of how the information will be used to create this type of material can be found in the following <u>link</u>.



Figure 14. Story map - draft version 1



Figure 15. Story map - draft version 2

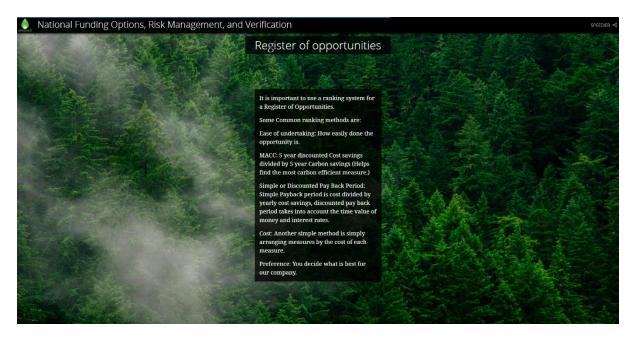


Figure 16. Story map - draft version 3

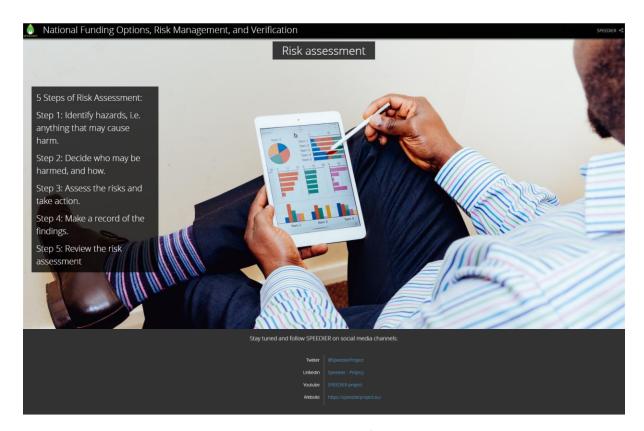


Figure 17. Story map - draft version 4

The e-learning materials section on the website will be 'live' and updated progressively with new content, extracted from all the training programmes. They will be available at this link https://speedierproject.eu/training/ and they will continue to be promoted and disseminated during the two years following the project completion.

All the content will be later translated into Italian, Romanian & Spanish, by AEEPM, CTA, and Polimi for use in their respective countries.

5 Links & Interconnections

As mentioned before, it is important for the project success that individual staff members employed by the participating SMEs develop an increased awareness of energy in the workplace, an understanding of the actions that they can personally take to reduce energy consumption and feel empowered and incentivised to take those actions in practice.

The development of e-learning materials directly contributes towards this end and to one of the main objectives of SPEEDIER: to enhance the energy culture of SMEs through a series of engagement awareness and capacity building activities leading to SMEs that are fully aware of the multiple benefits of energy auditing.

This task is highly dependent on the content definition and development carried out by Polimi and LIT. Thus, there is an interconnection with different deliverables:

- D4.3: Draft training and capacity building materials for general staff & decision makers.
- D4.4: Revised training and capacity building materials for general staff & decision makers.
- D4.5: Draft training content for SPEEDIER Experts and SPEEDIER Trainers.
- D4.6: Revised training content for SPEEDIER Experts and SPEEDIER Trainers.

Even if the content creation of these materials corresponds to WP4, there is an interconnection with WP5 and WP6 to ensure a user-centred approach, accessibility, and pedagogical fit as 305 staff at all levels will be trained using the training and capacity building materials developed in WP4 and the materials developed for the e-Learning suite.

In addition, the e-learning materials contribute to the dissemination strategy and the results exploitation as the main goal is to raise awareness and to boost knowledge transfer regarding the importance of energy audits and implementation of energy conservations measures among SMEs, large enterprises, industries, and public bodies. It will also help to increase the visibility of the project and help to build capacity as part of exploitation activities.

6 Conclusions

The SPEEDIER project aims to facilitate the uptake of energy audits and the subsequent implementation of energy efficiency measures by outsourcing all time-consuming energy management activities that require technical expertise (i.e. carrying out an energy audit, training staff in good energy practices) to a SPEEDIER Expert.

As one of the main barriers is the lack of time and expertise, this project is enhancing the energy culture of SMEs through a series of engagement awareness and capacity building activities targeting staff at the operational level and senior management level. For the successful rollout of this service, it is also required to train individuals with the ability to deliver the SPEEDIER Service (SPEEDIER Experts) and/or train others to deliver the service (SPEEDIER Trainers).

In this sense, two main capacity building programmes have been created including insights from other WPs, LIT and Polimi have been the ones in charge of developing the whole content and evaluation methodology, while SIE is transforming all the input received (ppts and videos) into more appealing website available content.

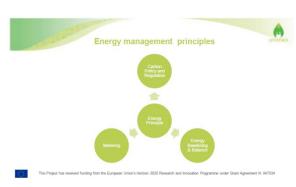
The e-learning materials section on the website will be live and updated with the final versions of the modules that are transformed with the main goal to make them attractive, accessible, and with an easy-to-use multi-media format.

As has been mentioned before, these materials act as facilitators for the dissemination, exploitation, and replication strategies, thus helping to raise awareness and understanding regarding energy management principles and the implementation of ECMs. After making them all available on the project website, they will be promoted through the official social media channels of the project.

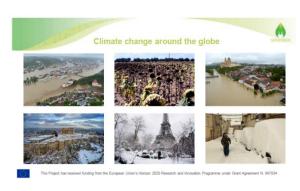


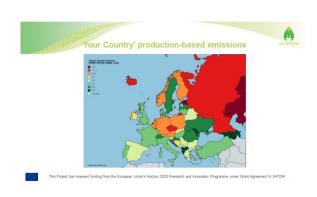
7 Annex I – SME modules (Ireland)

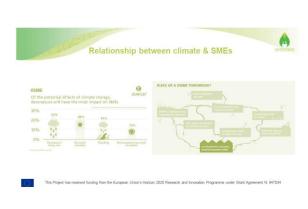


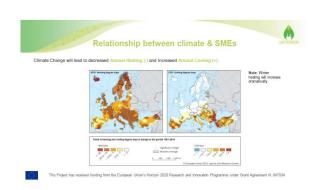


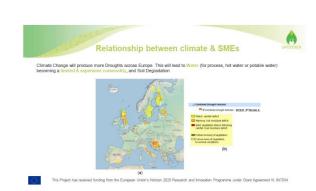




















ETS/Non-ETS	5.5 MI	9.1%	1.151
Non-ETS	2.6 MI	4.7%	0.951

Share of total GHG	13.0%	12.0%	34.4%	22.6%	19,8%
Enterprise Entersions, CCOmp.Read	121	1.11	3.71	2.41	171
Change Since 2015	-17.4%	-29.0%	-0.7%	-27.1%	-22.19

Relationship between climate & SMEs



This shows there is a great need for programmy

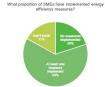






















Relationship between climate & SMEs



- SMEs account for 99.98% of European ent

- Studies estimate that only 25% of SMEs in Europe have undertaken an energy audit.

Know your Emissions (IE)

Peat Briquettes	355.9
Electricity	324.5"
Kerosene Oil	257.0
LPG	229.3
Natural Gas	204.7

Source: SEAI 2019 Carbon Conversions

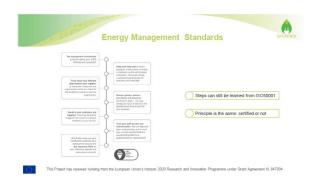
Energy Management Standards

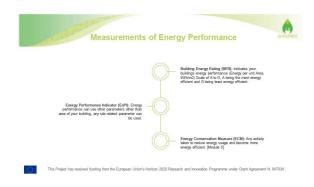


How ISO 50001 works

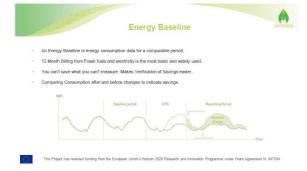


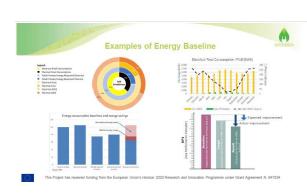
The Plan-Do-Check-Act (PDCA) cycle is the operating principle of ISO management standards. By following this cycle, you can effectively manage – and continually improve – your organizations effectiveness

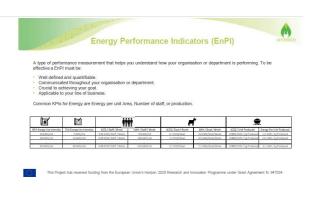


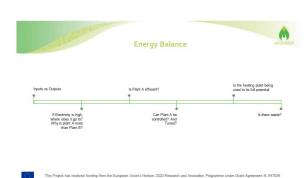


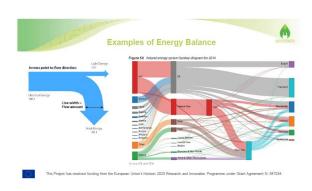










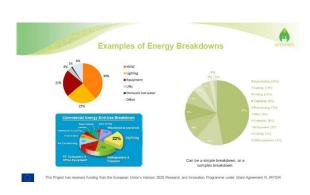






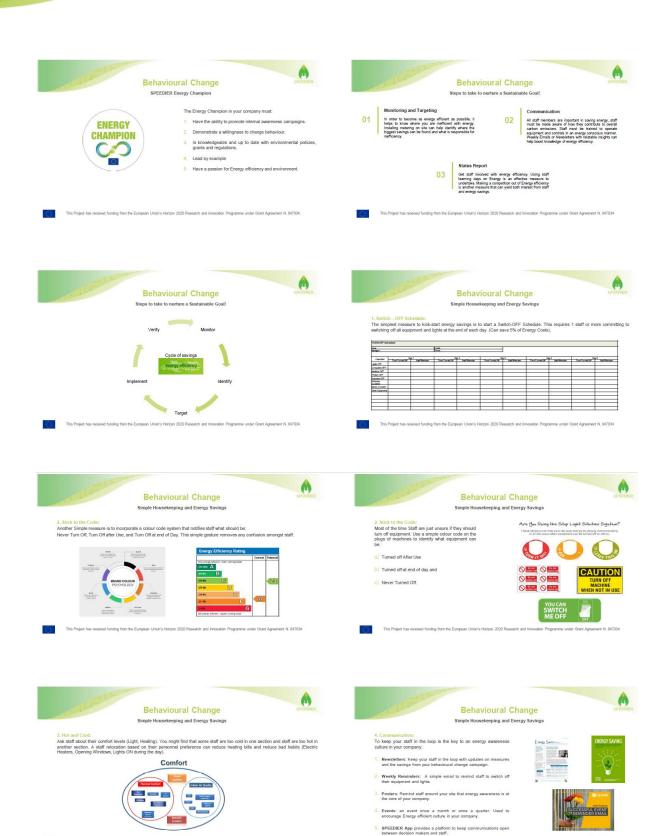








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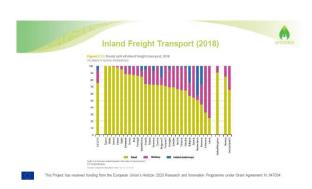


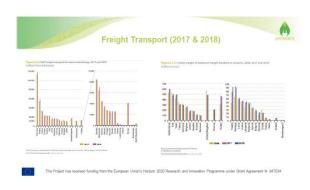


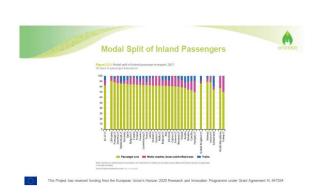


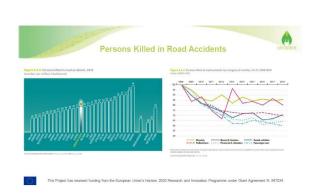


Facts and figures (2018) 3.6 1/5 75.3%



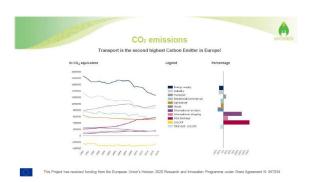


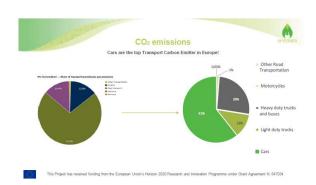




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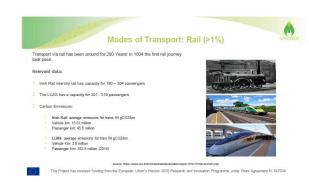




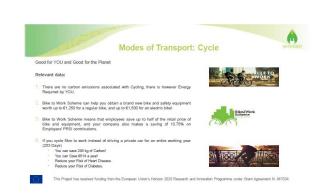












Transporting People vs Goods

Metrics	Passengers	Tonnes of Product
Performance Indicators	Passenger-km	Tonne-km
Carbon Indicators	tC02 / Passenger-km	tCo2 / Tonne-km
Carbon Efficient Mode	Cycling / Walking	Rail / Water-bourne
Ireland Statistics	48.6 billion Car Vehicle km (2016)	11.6 billion tonnes-km (2016)

Calculating Energy Required for a Journey

E = PE + KE - Fr

 $\mathit{KE} = \mathit{Kinetic} \; \mathit{Energy} = \frac{1}{2} m v^2$

Carbon Emissions for Each Mode

for 10,000km/Year

Private Car (1-Pass) Diesel	1.17	10,000	117
Private Car (1 Pass) Petrol	1.13	10,000	113
Private Car (2 Pass) Diesel	1.17	20,000	58.5
Diesel Bus (20 Pass)	8.22	200,000	41.1
Private Car (1 Pass) Hybrid	0.39	10,000	39
Hybrid Bus (20 Pass)	4.93	200,000	24.7
Train (80 Pass)	0.44	800,000	0.55
LUAS (100 Pass)	0.54	1,000,000	0.54
Private Car (1-Pass) Diesel	1.17	10.000	117

Cycling and Walking

Rail







Green and SAFE Driving Eco-friendly driving and safe driving training courses for drivers



