

www.ligise-noe.eu

n.4 - 20/12/2010

::LIAISE:: Upcoming events : Past events : Publications :: OTHER:: Upcoming events : Past events : IA &SD Policies : Links and resources

# About LIAISE

#### **Editorial**

by ALTERRA, FUB, and FEEM

This new edition of the IA Bulletin is going online together with the  $\underline{\text{new LIAISE}}$  website. We hope you will find plenty of useful information about Impact Assessment and tools for its support.

The present newsletter is in fact an extract of the most relevant information you will find on the website: both are maintained and fed by the whole LIAISE team, so it is continuously updated with items from different disciplines, policy domains and countries, etc. We collect and disseminate relevant information about innovations and developments in the field of impact assessment and sustainability which are of potential interest for researchers and practitioners

You will find information about:

- events and calls for papers
- relevant policies
- funding opportunities
- publications
- training opportunities
- and of course, news from the LIAISE consortium.

The website will host the LIAISE IA toolbox where IA practitioners will be able to access tools and information useful and relevant for implementing their impact assessment, and researchers will be invited to display their expertise. A special section 'Community' is being set up to facilitate information exchange, networking and discussion throughout the IA community.

It is our ambition to develop the website into a lively interface for all users, both LIAISE partners and external parties involved in Impact Assessment. We cordially invite you to contribute and to inform us about your organizations' initiatives, activities, views, experiences, tools and competences which you would like to share with the community of Impact Assessment researchers and practitioners

# Integration beyond LIAISE

The LIAISE network aims to distribute its work and to promote further research on Impact Assessment, for example with LIAISE sessions at international conferences. In the past, researchers of the LIAISE consortium presented findings of their research at several academic conferences and workshops. They are also frequently invited to provide findings to political decision makers. A number of academic events and several science-policy exchanges can be highlighted since the last issue of the IA Bulletin.

### Upcoming events

#### LIAISE session at the 9th International Conference of the European Society for Ecological Economics, Istanbul, June 14-17 2011

A LIAISE session on "Impact Assessment – opportunities and challenges for linking science and policy in the quest for sustainable development" will be held at the 2011 ESEE Conference, 14-17 June 2011, Istanbul, Turkey. As session convenors, Aranka Podhora (ZALF) and Sabine Weiland (FUB) kindly invite papers related to the session topic. The call for papers is open until 5 January 2011, submissions are to be made online via the Conference website. We look forward to meeting you in Istanbul! [READ MORE]

## **Past Events**

#### . Workshop Low Carbon transitions. The role of policy, business and innovation, Berlin, Nov 26

The workshop, organised by ETH Zurich and Fraunhofer Society Karlsruhe explored policy options, innovation systems and business strategies to promote the transformation of economies towards low carbon economies. Dr. Klaus Jacob from Freie Universität Berlin gave a key note lecture on the processes of policy making, highlighting options to improve the knowledge base of decision making by means of Policy Impact Assessments. [READ MORE]

### •Final Conference of the CAP-IRE project, Brussels, Nov 25-26

The aim of the conference was to disseminate the final results of the FP7 project CAP-IRE and to discuss them with a wider audience including policy makers, stakeholders, participants of the related research projects and the research community. The conference also

## Other events

### Upcoming events

 Online Learning: Adapting to Climate Change Centre of Sustainable Development, Jan 11-Mar 7 2011

In this online courses students actually develop real projects within communities. We began observing that over 40% of these projects were working to solve problems potentially linked to climate change. In response we developed a Module of 4 community-based adaptation courses. [READ MORE]

 Annual Regulatory Affairs International Symposium 'What Makes a Good Regulator?', London, Mar 30-31 2011

Effective and clearly targeted regulation plays a vital role in the protection and prosperity of economies around the world. At a time of shrinking budgets and increasing service demands, regulators face the challenge of finding more effective ways of designing and enforcing regulation, without placing unnecessary burdens on those who are regulated. Organised by the UK Centre of Parliamentary Studies, this Symposium is offers an opportunity to tackle some key questions. [READ MORE]

 17th Annual International Sustainable **Development Research Conference, New York** City, May 18-19 2011

The conference will explore how progress in the field of sustainable development can be translated into political action in preparation of the Rio+20 conference, and papers from the conference will be considered for publication in special issues of international scientific peer reviewed journals organized by the theme leaders and session chairs. [READ MORE]

 31st Annual Meeting of the International Association for Impact Assessment, Mexico City May 28-Jun 4 2011

With special attention to "Responsible Development for Infrastructure, Business and Industry" (title of the conference), IAIA11 participants will be encouraged to highlight how the various instruments of impact assessment can assist infrastructure developers, industry, decision-makers, financial institutions, retail development, development cooperation providers, and the public. Areas of interest will include issues such as energy, cultural heritage, agriculture, tourism, land use planning, trade and many others. [READ MORE]

19th European Biomass Conference & Exhibition, Berlin, Jun 6-10 2011

For over 30 years now, the European Biomass Conference and Exhibition (EU BC&E) has combined a very renowned international Exhibition (EU BC&E) has combined a very renowned international Scientific Conference with an Industry Exhibition. Since 2007 the Conference and Exhibition takes place every year. The EU BC&E is held at different venues throughout Europe and ranks on top of the world's leading events in the Biomass sector. In SUBJECT 5: BIOMASS POLICIES, MARKETS AND SUSTAINABILITY the following topics are of direct relevance for LIAISE: 5.2 Sustainability assessment and criteria; and 5.3 Assessment of secondary effects of bioenergy. [READ MORE]

#### Past events

 United Nations Climate Change Conference, Cancún, Nov 29-Dec 12

The event encompasses the sixteenth Conference of the Parties (COP) and the sixth Conference of the Parties serving as the Meeting of the Parties to the Kyoto Protocol (CMP), as well as the thirty-third sessions of both the Subsidiary Body for Implementation (SBI) and the Subsidiary Body for Scientific and Technological Advice (SBSTA), and the fifteenth session of the AWG-KP and thirteenth session of the AWG-LCA. The decisions adopted by COP16 and CMP 6 are available on the official UNFCCC web-site [READ MORE]

. High Level Round table on the outcome of the climate change conference in Cancun, Milan,

On the last day of climate change negotiations in Cancun, FEEM organised a high-level round-table to discuss future climate and energy policies from the perspectives of science, business and

aimed to contribute scientific support to the ongoing discussion on post-2013 CAP reforms. CAP-IRE is a research project financed by the Socio-economic Sciences and Humanities theme of FP7. It aims to provide a knowledge basis on mechanisms of change in rural areas to support the CAP policy design. The project has 11 case study regions in nine EU countries and a strong empirical orientation with a survey of about 2400 farm households. The focus is on the reaction of farms households to CAP reforms, with a specific attention to future policy scenarios. This reaction is analysed in terms of farm structural adjustment, investment and innovation; chain interactions between agriculture and related economic sectors; environmental sustainability; social sustainability; interactions between rural communities and the rest of the world; governance issues; the interplay of the previous aspects on a spatial basis. [READ MORE]

#### Workshop: Rio+20: Governance for Sustainable Development. Dialogue and Transparency as drivers for sustainable development?, Berlin, Nov 23

The workshop organised by Adelphi Research, the Institute for Ecological Economics and the Freie Universitaet Berlin was attended by ca. 40 researchers and practitioners of policies for sustainable development. It marked the end of a joint research project that analysed Strategies for Sustainable Development in business and politics. A policy paper by Klaus Jacob, Rainer Quitzow and Sabine Weiland was presented that outlined options to increase the relevance of sustainability in policy making. The paper highlighted the importance of enabling participation and improving the knowledge base of political decision making by means of Sustainability Impact Assessments. [READ MORE]

# •Environmental Audit Committee of the UK Parliament, London, Nov 17

Researchers from the Tyndall Centre were invited to appear in front of the Parliamentary Environmental Audit Committee (EAC) to provide evidence to the Committee's latest inquiry. Following the recent government decision to withdraw funding from the Sustainable Development Commission, MPs are reviewing the arrangements for embedding sustainable development across government. [READ MORE]

#### •Easy Eco Conference, Brussels Nov 17-19

LIAISE researchers participated in the last Easy Eco Conference in Brussels. Further, Andrew Jordan gave a key note about challenges that the unique European governance system faces when heading towards sustainable development. WP2 organised a LIAISE session for LIAISE and non-LIAISE researchers related to "Science for IA tools and procedures": Camilla Adelle presented a literature review on the practical implementation of IA in EU member states, Mat Cashmore (UEA) presented IA in the context of development cooperation, Arn Sauer (GenderCompetenceCentre) spoke about gender IA in the EC and Aranka Podhora (ZALF) presented a study on IA relevancy of European FP7 environment research. The session illustrated the wide scope of policy IA and the need for effective practical implementation became clear. [READ MORE]

#### Sustainability in politics and administration, Stuttgart, Stuttgart, Nov 10

Baden Württemberg is the first of the German Länder that introduced a Sustainability Impact Assessment of its legislation. During a conference organised by the Government of Baden Württemberg, the new procedure was presented to the public. Dr. Klaus Jacob from the Freie Universitaet Berlin was invited to comment on the newly introduced Sustainability Impact Assessment from the perspective of international experiences in Impact Assessment.

#### Sustainable Innovations 2010, Rotterdam, Nov 8-9

Stefan Werland from Freie Universitaet Berlin presented a paper on an impact assessment of possible regulatory approaches to increase the resource efficiency and the recycling of rare metals in Information and Communication Technologes (ICT). The IA study was part of a large German research project entitled MARESS, which explored technological, economic and political options to increase the resource efficiency of the German economy. Policies to increase resource efficiency and reduce the material input in the economic systems are likely to gain importance in the near future. [READ MORE]

#### FONA Conference, Berlin, Nov 3

The German Federal Ministry of Education and Research (BMBF) hold its 7th annual conference on "Research for Sustainable Development" (FONA) in November in Berlin. ZALF organised a session on "Sustainably Impact Assessment in China, Europe and Latin America". Four international experts outlined the respective grand challenges for sustainable development in China, Latin America and Europe. Experts were Nicole Dewandre (EC DG Research, Belgium), Saulo Rodrigues-Filho (Centre for Sustainable Development University of Brasilia, Brazil), Hubert Wiggering (Leibniz-Centre for Agricultural Landscape Research, Germany) and Lin Zhen (Institute of Geographic Sciences and Natural Resources Research, Chinese Academy of Sciences, China). [READ MORE]

#### OECD Conference Regulatory Policy at the Crossroads – Towards a New Policy Agenda, Paris, Oct 28-29

During the high level conference organised by the OECD, innovations and trends in regulatory policies were discussed. Dr. Klaus Jacob from Freie Universität Berlin gave a lecture on "considering environmental impacts in regulatory impact assessments". The presentation reviewed opportunities to increase the coherence of policies by assessing the impact on the environment and in particular on the energy use and the

public institutions, with the participation of the Italian press. The round table was chaired by LIAISE researcher Alessandra Goria, and, among others, saw the participation of Mr. Jos Delbeke, Director of DG Climate Action at the EC, in video-conference from Bruxelles, and of Dr. Antonio Navarra, President of the CMCC, in video-conference with Cancùn. [READ MORE]

#### SDRN Annual Sustainable Development Research Conference 2010, London, Dec 9

The conference is the Network's annual forum for the dissemination and discussion of issues prevalent within sustainable development research and policy-making. Bringing together up to 150 representatives from research, academia, policy and the business and NGO sectors, the event provides a unique networking opportunity for SDRN members. The aim of this year's conference is to explore the implications of recent changes within government for the development and delivery of sustainable development, and what this means for the research community's activities and priorities. [READ MORE]

#### Agriculture and Rural Development Day, Cancún, Dec 4

Parallel with the UN Cancún Climate Change Conference, the ARRD hosted approximately 400 participants who included representatives from governments, UN and international agencies, businesses, NGOs, academia and farmers. The event featured opening statements by Mexico's Vice-Minister for Rural Development, Ignacio Rivera Rodríguez and Inger Andersen, CGIAR Fund Council Chair and World Bank's Vice President of Sustainable Development. In addition to plenary discussions, participants also convened in five parallel roundtables and two ideas marketplace events. [READ MORE]

# 25th Anniversary of the EIA Directive: Successes – Failures – Prospects, Leuven, Dec 18-19

In June 2010, the Commission launched a wide **public consultation**. The consultation covers a broad variety of issues (e.g. quality of the EIA process, harmonisation of assessment requirements between Member States, assessment of transboundary projects or projects with transboundary effects, role of the environmental authorities, and development of synergies with other EU policies). The phase of public consultation was concluded by a **Conference for the 25th anniversary of the EIA Directive**. The European Commission organised this Conference with the Belgian Presidency. On 18/11, there was a high level panel of stakeholders, which took stock of the 25 years of implementation experience. On 19/11, the Conference concentrated on three key themes: scope of the EIA Directive, quality of the EIA process and links of the EIA with international conventions. [READ MORE]

#### Creating Breakthroughs: Green growth, Eco-innovation, Entrepreneurship and Jobs, Rotterdam, Nov 8-9

Researchers and entrepreneurs met in Rotterdam this week to debate eco-innovation and the prospects for greener growth. The conference was organised by the Centre for Sustainable Design in the UK. Presenting a case study on the ICT sector, Stefan Werland from the Freie Universitaet in Germany, complained that legislation like the EU's Weee directive on recycling electric and electronic equipment stifled innovation because it set goals by weight, not material type. [READ MORE]

#### Global Conference on Agriculture, Food Security and Climate Change Bulletin, The Hague, Oct 31-Nov 5

The Global Conference on Agriculture, Food Security and Climate Change is intended as a follow-up to the Shared Vision Statement agreed at the Seventeenth Session of the Commission on Sustainable Development (CSD-17) in May 2009 and to further develop the agriculture, food security and climate change agenda. The outcome of the Conference was a Chair's Summary, containing a Roadmap for Action. The Roadmap for Action is intended as a stepping stone to further initiate and broaden partnerships and activities with engagement by all stakeholders, such as the private sector, governments, scientists, NGOs, civil society, farmers, indigenous peoples, women and youth. [READ MORE]

# **III** IA and SD policy issues

### EU Impact Assessment Roadmap 2011

Roadmaps, which set out the planned impact assessment work, are prepared for

- -those legislative proposals which have significant economic, social and environmental impacts
- -non-legislative initiatives (white papers, action plans, expenditure programmes, negotiating guidelines for international agreements) which define future policies
- -certain implementing measures (so called 'comitology' items) which are likely to have significant impacts.

Topics addressed in the Roadmap 2011 are related to the different DGs. [READ MORE]

UNEP IEG Consultative Group makes

## Council for Sustainable Development of the **German Bundestag, Berlin, Oct 27**At a joint public hearing of the parliamentary Council for Sustainable

Development and the Council for EU Affairs of the German Bundestag experts were invited to offer their advice on options for the future development of the European Strategy for Sustainable Development. Rainer Quitzow from the Freie Universität Berlin presented findings from a comparative study on national and regional strategies for sustainable development. [READ MORE]

# Tools and methods for impact assessment of

land use policies, Arizona, 17-19 Oct On 17-19 October the Global Land Project organised an Open Science Meeting in Tempe, Arizona, USA. Katharina Helming (ZALF, Germany) and Lin Zhen (IGSNRR, China) organised a session on impact assessment tools. Examples for land use impact assessment studies in Brasil, Europe, China and USA were given that all addressed emerging conflicts of land use caused by urbanisation trends (USA), reforestation (China), deforestation (Brazil), agricultural intensification (Europe). Discussions on methodological items of impact assessment focused on the challenge to integrated qualitative, stakeholder inclusive approaches with quantitative modelling in order to make assessments legitimate and salient. [READ MORE]

•2nd workshop of the TESS project, Tallinn, Oct 7 The second workshop of the TESS project was held in Tallinn, Estonia on 7 October 2010. The workshop followed a well-attended first workshop in London in 2009 to present a database of predictive models for the management of European biodiversity, assess performance and scalability of the models, and compare the availability of models with the need for prediction at different levels of government. A total of more than 40 participants and invited speakers included experts from the 13 TESS partner institutions and from other FP6 and FP7 projects concerned with environmental prediction, as well as invited representatives from national and local governments. The workshop's report and presentations are available at the following link. [READ MORE]

#### **Publications**

- Brian S. McIntosh, Georgii Alexandrov, Keith Matthews, Jaroslav Mysiak and Martin van Ittersum (Eds) 'Special Issue of Environmental Modelling and Software', Environmental Modelling & Software, Volume 26, Issue 3, Pages 245-336 (March 2011)
- Cruciani, C. and Lanzi, E. (2010) 'Sustainability: the road not (yet) taken beyond GDP?', FEEM Policy Brief Series, 09.2010
- De Vries, W., J. P. Lesschen, D.A. Oudendag, J. Kros, J.C. Voogd, E. Stehfest and A.F. Bouwman, (2010) 'Impacts of model structure and data aggregation on European wide predictions of nitrogen and green house gas fluxes in response to changes in live stock, land cover and land management', Journal of Integrative Environmental Sciences, Vol. 7, No. S1: 145–157.
- Favero, A., and Rogate, C. (2010). 'Winter-break in Cancún: will the EU carry its leadership?', FEEM Policy Brief Series,
- Helming, K., Diehl, K., Bach, H., Dilly. O., König, B., Kuhlman, T., Perez-Soba, M., Sieber., S., Tabbush, P., Tscherning, K., Wascher, D.M. and Wiggering, H., (2010). 'Ex ante impact assessment of policies affecting land use A: Analytical framework. Ecology and Society' - ES-2010-3839 (in press)
- Hensen. A., A. Bleeker, J.W. Erisman, A. Syakila, C. Kroeze, J. Kros, W. de Vries, K. Sanders, (2010). *'Two N-visualisation tools: game versus reality'*, Journal of Integrative Environmental Sciences, Vol. 7, No. S1: 289-299.
- Kros, J., W. de Vries, G. J. Reinds, J. P. Lesschen and G.L. Velthof, (2010). . 'Assessment of the impact of various mitigation options on nitrous oxide emissions caused by the agricultural sector in Europe', Journal of Integrative Environmental Sciences, Vol. 7, No. S1: 223-234.
- Lanzi, E., and Parrado, R. (2010). 'The hidden trade-off between climate policy and sustainability: an obstacle or a source of incentives to achieve an agreement?', FEEM Policy Brief Series, 08.2010
- Manos B., Bournaris Th. and Chatzinikolaou P. (2010) 'Impact assessment of CAP policies on social sustainability in rural areas: an application in Northern Greece', Operational Research-An international Journal.
- Manos B., Bournaris Th., Papathanasiou J. and Chatzinikolaou P. (2010), 'Tobacco decoupling impacts on income, employment and environment in European tobacco regions International Journal of Business Innovation and Research, 4(4), 281-297
- Manos B., Papathanasiou J., Bournaris Th. and Voudouris K. (2010), 'A multicriteria model for planning agricultural regions within a context of groundwater rational management, Journal of Environmental Management, 91 (7),
- Marinella, D., Favero, A., and Rogate, C. (2010). 'Cancún: don't

#### recommendations to Governing Council

The Consultative Group of Ministers and High-Level Representatives on International Environmental Governance (IEG)identified the following system-wide responses to the challenges in the current IEG system: strengthening the sciencepolicy interface; developing a system-wide strategy for environment in the UN system; encouraging synergies between compatible multilateral environment agreements; creating a stronger link between global environmental policy making and financing; developing a system-wide capacity-building framework for environment; strengthening strategic engagement at the regional level to strengthen UNEP Regional Offices; and, for the Governing Council (GC), considering the contribution of UNEP to identifying the implementation of and follow up of these approaches. ([READ MORE]

- EEA warning over Europe's resource efficiency In its most recent State-of-the-Environment Report 2010, the European Environment Agency flagsEurope's continuing depletion of natural resources and ecosystem services. The assessment shows that Europe is consuming more resources than it has. In the EU-12, resource use increased by 34% between 2000 and 2007. Though there has been an encouraging partial decoupling of resource use and economic output, the overall trend is likely to undermine Europe's economy if left unchecked. The SOER 2010 concludes that a fully integrated approach to transforming Europe to a resource-efficient green economy can not only result in a healthy environment, but also boost prosperity and social cohesion. [READ MORE]
- OECD: A New Agenda for the Regulatory Policy Committee - Issues for the next three Years: 2010-12

The Regulatory Policy Committee (RPC) was created by the OECD Council on 22 October 2009 to assist member and non-member economies in building and strengthening their regulatory reform efforts. It is a platform to help countries adapt regulatory policies, tools and institutions, learning from each other's experience. The outputs of the RPC should assist in improving regulatory quality by helping governments to identify policy instruments able to be adapted to their policy objectives. Multi-level regulatory coherence and networked regulatory governance are, for example, important features to ensure that public policy is delivered more efficiently and effectively. [READ MORE]

- EC outlines plan for greener agricultural policy Future direct payments to farmers under the EU's common agricultural policy (CAP) may be tied to certain environmental practices such as crop rotation and ecological set-aside according to a policy paper unveiled by the European Commission on Thursday. This green element would complement existing cross-compliance rules linking subsidies for farmers to compliance with a range of environmental and food safety and animal welfare laws, a requirement introduced the 2003 CAP reform [READ MORE]
- MEPs approve EU environmental accounting

The EU is a step closer to a harmonised framework for environmental accounting, after MEPs expanded plans to supplement economic measurements such as gross domestic product this week. Under a current 'gentleman's agreement', member states supply EU statistics body Eurostat with regular information on emissions to air, material flows, environmental taxation and expenditure on environmental protection. [READ

UNEP: Global Outlook on SCP Policies

The United Nations Environment Programme (UNEP) is developing a Global Outlook on Sustainable Consumption and Production (SCP) Policies. Towards this end, UNEP is conducting a global survey on SCP among governments, business, and civil society organizations. The results of the survey will be presented at the 19th session of the UN Commission on Sustainable Development in May 2011. [READ MORE]

- Missing Link to Success: Women in REDD+ Presented by Norway and Women Organizing for Change in Agriculture and Natural Resource Management (WOCAN) on the occasion of the UN Conference on Climate Change in Cancun, this event discussed the role of women in successful implementation of Reducing Emissions from Deforestation and Forest Degradation (REDD+)initiatives. Noting that gender has been overlooked in global climate policymaking, Audun Rosland, Norway, stressed that gender aspects must not be forgotten in the design of REDD+ [READ MORE]
- Environmental impact assessment has been successful in Finland

The implementation of the Act on Environmental Impact Assessment Procedure in Finland has now been evaluated for the first time. On the whole, the objectives of the law have been well met. Each year, the assessment procedure is applied for about 30 to 50 projects with significant environmental impact. These projects most commonly involve waste collection, extraction of natural resources, and traffic management [READ MORE]

# Links and resources

look back in anger', FEEM Policy brief series, 07.2010

 Reidsma, P., König, H., Feng, S., Bezlepkina, I., Nesheim, I., Bonin, M., Sghaier, M., Purushothaman, S., Sieber, S., Van Ittersum, M.K., Brouwer, F., 2011. 'Methods and tools for integrated assessment of land use policies on sustainable development in developing countries. Land Use Policy'In press: DOI:10.1016/j.landusepol.2010.11.009



LIAISE - Linking Impact Assessment Instruments to Sustainability Expertise has received funding under the European Community's Seventh Framework Programme (FP7/2007-2013)
THEME 6 Environment (including Climate Change). Grant agreement n° 243826.





• The Centre for Ecology & Hydrology has just launched the CEH Information Gateway, a new web portal that provides researchers and the wider public with quick, easy and direct access to a diverse range of environmental data. The Gateway is the first major output of the Environmental Information Data Centre (EIDC), the NERC Data Centre for the Freshwater and Terrestrial Sciences. The EIDC hosts a wide variety of datasets including many nationally and often globally unique long-term datasets. It brings together data facilities such as the Biological Record Centre, the National River Flow Archive, the UK Environmental Change Network, Countryside Survey and the NERC Environmental Bioinformatics Centre. [READ MORE]

### **Updated Sustainable Society Index** SSI-2010

On December 8th, the Sustainable Society Foundation launched the new update of the Sustainable Society Index, SSI-2010. The SSI, based on 24 indicators, comprises the three wellbeing dimensions of sustainability in its broad sense: Human, Environmental and Economic Wellbeing. The SSI has been calculated, like the previous two editions, for 151 countries. All information can be found on the website: [READ MORE]

## An output of TEEB: The Economics of **Ecosystems and Biodiversity**

• Edited By Patrick ten Brink. TEEB (The Economics of Ecosystems and Biodiversity) is a major study to draw attention to the economic benefits of biodiversity and ecosystem services and to highlight the growing costs of biodiversity loss. It aims to help drawing together expertise from the fields of science, economics and policy to enable practical actions moving forward. [READ MORE]

To remove yourself from the 'LIAISE News Bulletin' email list you

To contribute to the 'LIAISE News Bulletin' write us an email