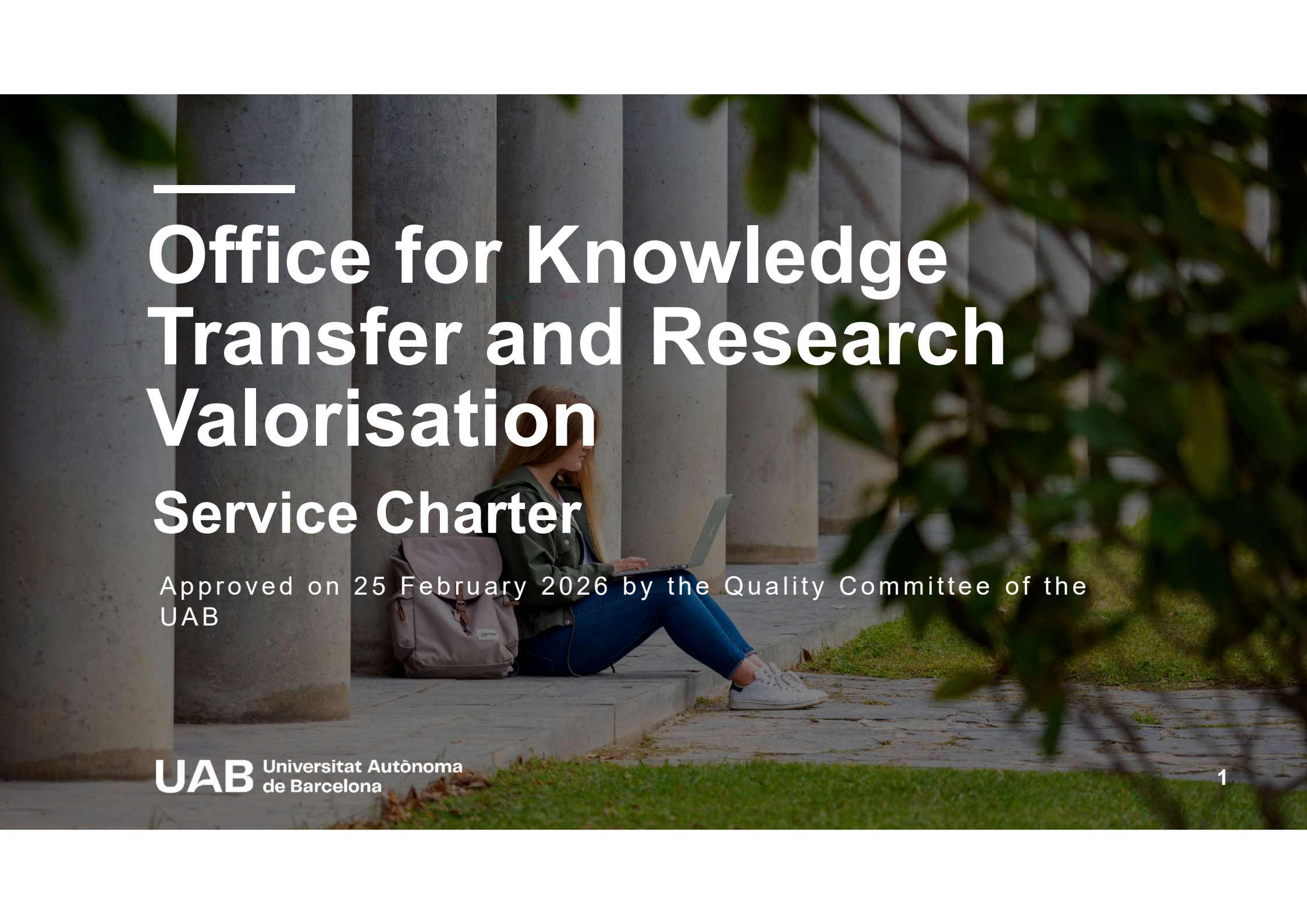




Office for Knowledge Transfer and Research Valorisation Service Charter

Approved on 25 February 2026 by the Quality Committee of the
UAB

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A background image showing a group of students walking away from the camera on a paved path. In the foreground, a student with long curly hair wears a denim jacket and a pink backpack. Next to them, a student wears a red backpack. To the left, another student has a grey backpack. In the background, a student in a blue t-shirt is visible. The path is bordered by a brick building with large windows on the left and a grassy area on the right.

01

Presentation. Scope of action and organisational data

Presentation

We present the Service Charter of the Office for Knowledge Transfer and Research Valorisation of the UAB, which defines the commitments we have to the university community and users in general, lists the available services and provides tools for monitoring compliance with the aforementioned commitments.

The central focus of our activities is to meet user expectations and carry out our mission.

To that end, a range of resources, tools along with qualified personnel are available to users to meet their needs, with a high level of effectiveness and quality.

We also have participation channels at the disposal of users which allow us to get their opinion on the services we offer, allowing us to continually improve the services and activities of the Office for Knowledge Transfer and Research Valorisation of the UAB.

Xavier Vallvé, **Director of the Office for Knowledge Transfer and Research Valorisation**

Scope of action and organisational data

The Office for Knowledge Transfer and Research Valorisation has a broad structure to support UAB researchers and research groups to carry out their activities in relation to the valorisation, protection and transfer of knowledge.

General support is provided electronically via email at o.patents@uab.cat and also in person at the Rectorate building during office hours from 10am to 2pm.

Specifically, we provide support for projects on line or in person depending on the availability of the personnel assigned to the project in question.

Knowledge Transfer and Research Valorization Office
Rectorate Building (A), plaça Acadèmica
08193 Bellaterra (Cerdanyola del Vallès)

02

Mission and values

Mission and values (1)

The mission of the Office for Knowledge Transfer and Research Valorisation (OTCVR) is to turn the knowledge and technology produced at the UAB into economic and social value.

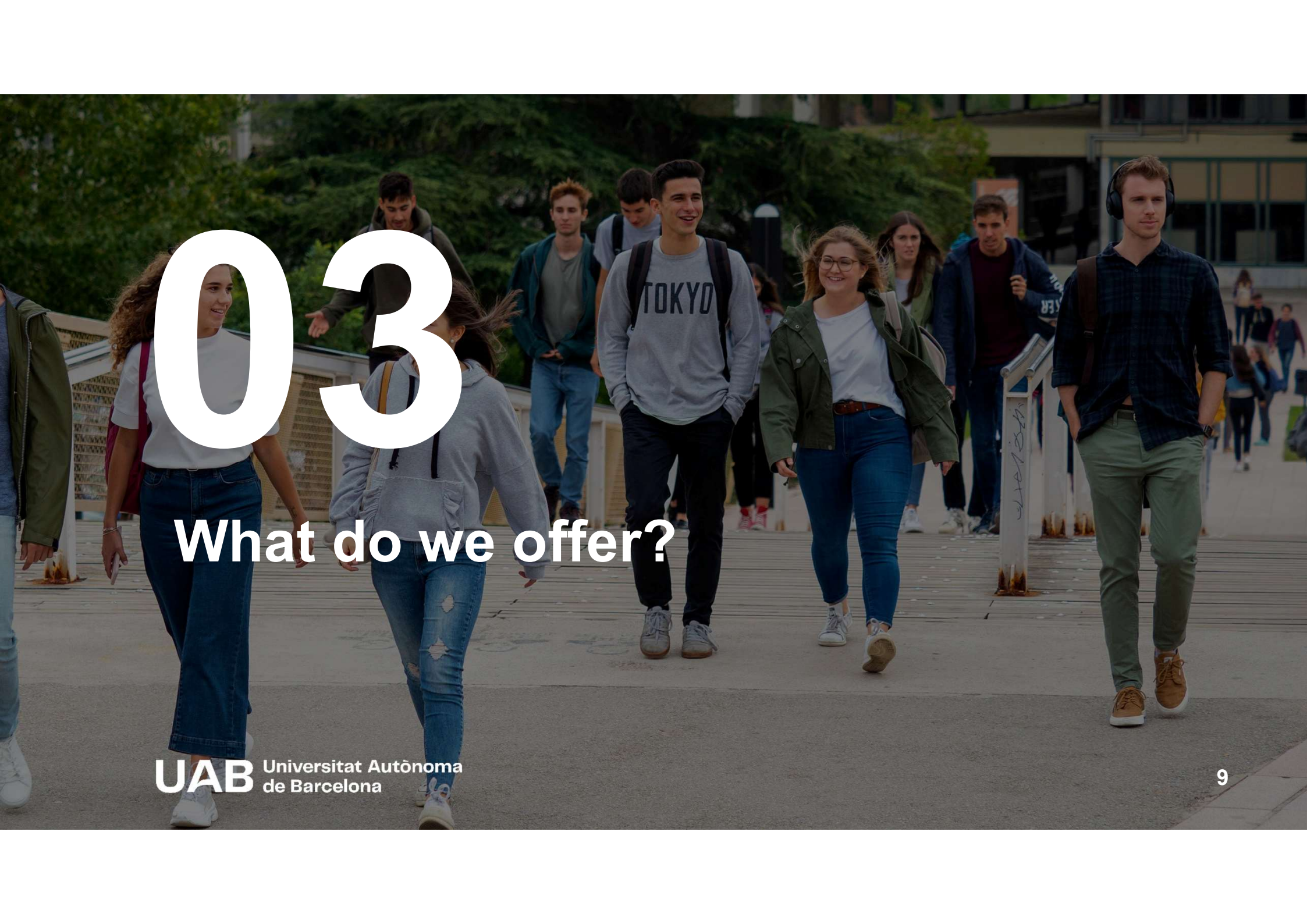
To achieve this it connects researchers, companies and administrations to promote collaborations; protects, advises and provides support for the valorisation and commercialisation of research results; supports the development of innovative projects so that they reach the market and boost the competitiveness of the region, and promotes the culture of innovation and transfer through the dissemination of scientific advances and specialised training both within and outside the university.



Mission and values (2)

The values of the Office for Knowledge Transfer and Research Valorisation are:

- **collaboration**
- **social** responsibility
- **professionalism**



03

What do we offer?

What do we offer? (1)

The services we offer to UAB research groups in the scientific and technological fields can be grouped into three main categories:

1. Dissemination, promotion and awareness-raising
2. Valorisation and transfer of research results
3. Creation of innovative technology-based companies at the UAB

What do we offer? (2)

Dissemination, promotion and awareness-raising

- Promotion and awareness-raising sessions, advice and training on research valorisation and transfer
- Generation of content for dissemination related to the success and impact of the transfer of OTCVR client research

What do we offer? (3)

Valorisation and transfer of research results

- Advice, information and technical support to university research groups, with the aim of detecting valorisable research results and patentable and transferable inventions
- Advice on the approach to and writing of valorisation projects
- Participation in project management to lead them towards obtaining market-oriented results
- Management of the process of protecting research results and advice on defining knowledge transfer strategies
- Management of the transfer of research results: search for partners, negotiation of the terms and conditions of the transfer, and the drafting and execution of contracts associated with the transfer

What do we offer? (4)

Creation of innovative technology-based companies at the UAB

- Advice and information to researchers from the UAB community on:
 - ✓ the requirements for creating an innovative technology-based company at the UAB
 - ✓ the internal approval process for the creation of a UAB company (spinoffs, EBTs)
- Review of the business plan provided by the entrepreneur
- Evaluation of the opportunity for the UAB to become a shareholder in the company
- Negotiation of membership agreements and other participation agreements with the UAB
- Support and management of the UAB's internal process for approving the creation of a technology-based company
- Management of the portfolio of companies in which the UAB has a stake

04

Rights and responsibilities

Rights and responsibilities (1)

You have the right to...

- Receive guidance and advice on the processes of valorisation, protection and transfer of research results
- Receive personalised support in the valorisation projects managed by the OTCVR
- Express your suggestions or complaints about the operation of the OTCVR and its resources and services
- Have the guarantee of confidentiality of the information and documentation managed by the OTCVR
- Be treated with respect and efficiency

Rights and responsibilities (2)

You have a responsibility to...

- Inform the OTCVR of potentially transferable research results you have generated before their publication
- Provide the necessary information, in detail and on time, to be able to carry out the valorisation, protection and transfer activities specific to the service
- Report situations, aspects or potential conflicts of interest that may affect the processes of valorisation, protection and transfer
- Collaborate in technology protection and transfer processes
- Respect current legislation on research and transfer
- Be respectful to OTCVR staff

05

Applicable regulations

Applicable regulations

The most relevant regulations that apply to our services are the following:

- [Regulations of the Universitat Autònoma de Barcelona regarding research](#)
- [Law 17/2022, of 5 September, amending Law 14/2011, of 1 June, on Science, Technology and Innovation](#)
- [Organic Law 2/2023, of 22 March on the University System](#)
- [Law 24/2015, of 24 July, on Patents](#)
- [Law 9/2022, of December 21, on Science](#)

A photograph of four students walking away from the camera on a paved path. The student on the far left has long blonde hair and wears a light grey sweater and blue jeans, carrying a tan backpack. The second student has long dark hair and wears a light blue shirt and blue jeans. The third student has long curly brown hair, wears a denim jacket and pink pants, and carries a red backpack. The fourth student is a man with short dark hair, wearing a white t-shirt and blue jeans, also carrying a red backpack. In the background, a man in a blue t-shirt is looking at his phone. The path is bordered by a brick wall on the left and a grassy area on the right, with a modern building featuring a curved roof in the background.

06

Participation mechanisms

Participation mechanisms

Users can submit their questions, suggestions, complaints or praise through :

- The email otc@uab.cat
- The UAB [Opina Service](#)
- User satisfaction surveys

A photograph of four students walking away from the camera on a paved path. The student on the far left has long blonde hair and is wearing a light grey sweater and blue jeans, carrying a tan backpack. The second student has long dark hair and is wearing a light blue button-down shirt and blue jeans. The third student has long curly brown hair and is wearing a blue denim jacket over a pink top and pink pants, carrying a pink Fjällräven backpack. The student on the far right is a young man with short dark hair, wearing a white t-shirt and blue jeans, carrying a red backpack. In the background, there is a modern building with a curved roof and large windows, and a man in a blue t-shirt is standing on a grassy area to the right.

07

Commitments and quality indicators

Commitments and indicators (1)

Commitments

- Hold at least one valorisation, awareness and/or information session per year
- Make information guides in the field available to researchers
- Generate dissemination content for each relevant transfer case or event
- Maintain regular contact with research groups to generate new cases of valorisation and transfer
- Handle all transfer cases that are received from from researchers
- Guide and assist in the planning of all scientific and technological valorisation projects that are received

Commitments and indicators (2)

Commitments

- Analyse all research results that may require protection
- Manage the UAB's patent portfolio correctly and diligently, meeting established deadlines
- Search for and contact companies potentially interested in the research results to be transferred, with at least two per project
- Offer advice to all UAB staff who have an entrepreneurial project
- Review all business plans provided and validated by entrepreneurs

Commitments and indicators (3)

Commitments

- Offer support to all entrepreneurial projects in which the UAB must participate in the company
- Attend all partner meetings of the companies in which the UAB participates
- Hold follow-up meetings with companies in which the UAB participates and spinoffs (a minimum of two per year per company)
- Carry out actions to accelerate and grow the companies in which the UAB participates

Commitments and indicators (4)

Indicators

Dissemination, promotion and awareness-raising

SERVICE	COMMITMENT	INDICATOR
Promotion and awareness-raising sessions, advice and training on the valorisation and transfer of research.	Hold at least one session per year.	- Number of sessions held per year
	Make available to researchers all updated information guides at the beginning of each year.	- Percentage of guides updated at the beginning of each year
Generation of content for dissemination related to the success and impact of the transfer of OTCVR customer research.	Generate dissemination material for each relevant transfer case or event.	- Percentage of dissemination materials generated with respect to the total number of transfer agreements in each year

Commitments and indicators (5)

Valorisation and transfer of research results

SERVICE	COMMITMENT	INDICATOR
Advice, information and technical support to university research groups, with the aim of detecting possible valorisable research results and patentable and transferable inventions.	Maintain regular contact with research groups to generate new cases of valorisation and transfer (minimum one contact per group per year in at least 25% of research groups in scientific and technological fields).	- Number of annual meetings with researchers - Percentage of attendance at departmental meetings about transferable research results out of the total number of meetings for which information is available
	Handle all cases that are received from researchers	- Percentage of complaints of cases not attended to annually less than 1%
Advice on the approach and writing of valorisation projects.	Guide and assist in the planning of all scientific and technological valorisation projects that are received.	- Percentage of complaints of cases not attended to annually less than 1%
		- Percentage of number of projects awarded where advice has been provided in relation to the percentage of those awarded without advice - A minimum score of 3 out of 5 in all questions of the satisfaction survey on the advice provided

Commitments and indicators (6)

Indicators

Valorisation and transfer of research results

SERVICE	COMMITMENT	INDICATOR
Management of the transfer of research results: search for partners, negotiation of the conditions and terms of the transfer, drafting and execution of contracts associated with the transfer.	Search for and contact companies potentially interested in the research results to be transferred, with at least two per project.	- Number of contacts with companies per project to be transferred (minimum 2)
Management of the process of protecting research results and definition of knowledge transfer strategies.	Analyse all search results that can potentially be protected	- Percentage of annual claims for unanalysed projects less than 1%
	Manage the UAB's patent portfolio correctly, diligently and within the established deadlines.	- Percentage of annual incidences in patent portfolio management (number of further processings, re-establishments, surcharges, etc.) less than 5%

Commitments and indicators (7)

Indicators

Creation of innovative technology-based companies at the UAB

SERVICE	COMMITMENT	INDICATOR
Advice and information for entrepreneurs in the UAB community about: - the requirements for creating an innovative technology-based company at the UAB - the internal approval process for the creation of a UAB company (spinoffs, EBTs).	Offer advice to all researchers who have an entrepreneurial project.	- Percentage of complaints about projects for which advice has not been given less than 1%
Advice and information for entrepreneurs in the UAB community about: - the requirements for creating an innovative technology-based company at the UAB - the internal approval process for the creation of a UAB company (spinoffs, EBTs).	Review all the business plans validated and provided by entrepreneurs.	- Percentage of complaints for projects which have not been analysed less than 1%

Commitments and indicators (8)

Indicators

Creation of innovative technology-based companies at the UAB

SERVICE

Evaluation of the opportunity for the UAB to become a shareholder in the company, negotiation of partner agreements and other participation agreements with the UAB, and support and management of the UAB's internal process for approving the creation of a technology-based company.

Management of the portfolio of companies in which the UAB has a stake

COMMITMENT

Offer support for all entrepreneurial projects in which the UAB must participate in the company.

Attend all partner meetings of companies in which the UAB participates.
Hold follow-up meetings with companies in which the UAB participates and spinoffs (minimum two per year per company).
Carry out actions for the acceleration and growth of companies in which the UAB participates (with a minimum of one meeting per year, and a minimum of three meetings with private investors per year).

INDICATOR

- Entrepreneur satisfaction survey in cases of creation of a company with a stake with a minimum satisfaction level 3 out of a total of 5
- Publication of average management times for the company creation process (once a year)
- Percentage of attendance at partner meetings
- Annual number of follow-up meetings with companies in which the UAB participates and spinoffs
- Number of annual meetings or events for the companies in which the UAB participates
- Number of annual meetings with private investors

08

Complaints procedures and corrective measures

Complaints procedures and corrective measures

To submit complaints for breach of the commitments assumed in the Service Charter, write by email to otc@uab.cat.

When any of the commitments in this service charter are not fulfilled, the Director of the OTCVR will analyse the causes and will implement the necessary corrective actions to prevent it from happening again, in accordance with circumstances and competences.

The OTCVR Director will send a written explanation informing the measures taken to correct the deficiency in the service provided, using the same email, within a period not exceeding 15 days.

Failure to comply with service commitments will not result in the financial liability of the university.



09

Validation, approval and updating of the Service Charter

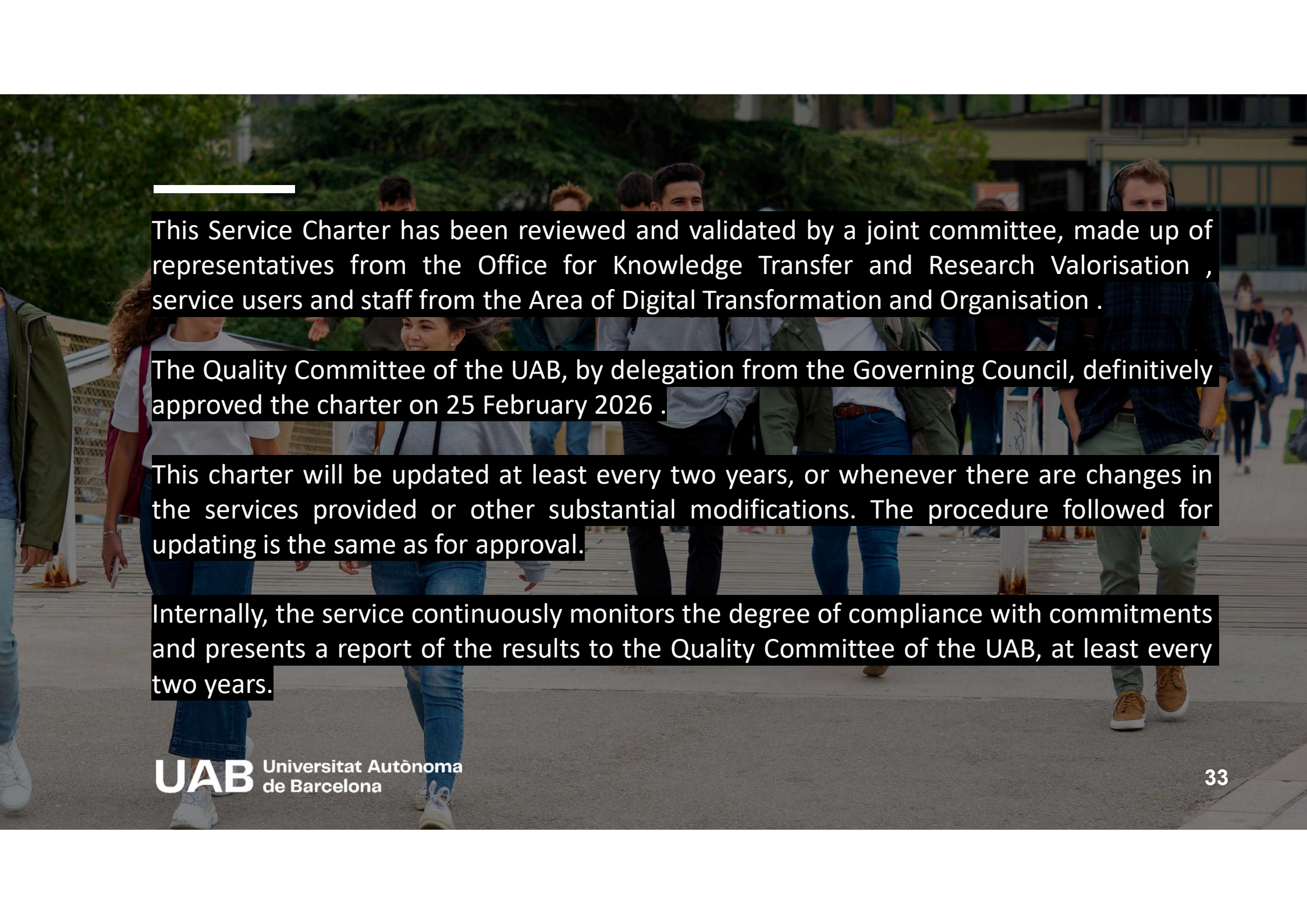
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This Service Charter has been reviewed and validated by a joint committee, made up of representatives from the Office for Knowledge Transfer and Research Valorisation , service users and staff from the Area of Digital Transformation and Organisation .

The Quality Committee of the UAB, by delegation from the Governing Council, definitively approved the charter on 25 February 2026 .

This charter will be updated at least every two years, or whenever there are changes in the services provided or other substantial modifications. The procedure followed for updating is the same as for approval.

Internally, the service continuously monitors the degree of compliance with commitments and presents a report of the results to the Quality Committee of the UAB, at least every two years.

