



MIGRANTS IN BUSINESS

GOOD PRACTICES CATALOGUE

**BIC EURONOVA
PERSPEKTIVA
TECNOPOLIS**





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INTRODUCTION



INTRODUCTION

01 Introduction

The **Migrants in Business (MIB)** project is a result of the global changes implied by immigration. The European continent is one of the geographical areas that receives most migrants every year. The reception of these migrants has always had a high media profile. However, the dissemination of measures to enable migrants to develop their own business is often not as widespread as desired because the difficulties migrants often encounter in adapting are often not taken into account.

For this reason, Migrants in Business has set itself the following **objectives**:

- ✿ Identify the profile of the local migrant entrepreneur.
- ✿ Design, develop and implement a new approach to the creation of support measures for foreign entrepreneurship.
- ✿ To make the procedures for setting up new companies more accessible.
- ✿ Facilitate the integration of migrant entrepreneurs with other local entrepreneurs.

The key to the project is to ensure that migrants can prosper with their business ideas by providing them with the necessary knowledge to do so.

The aim is to improve the adaptation of migrant entrepreneurs to the different elements that condition local entrepreneurship. In order for the project to achieve the maximum possible dissemination, the materials and tools developed will be disseminated through the consortium members' own media.

The project consortium is composed of the following organisations: BIC EURONOVA, Spain; Perspektiva Inkubator, Slovenia; Tecnopolis, PST.





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BACKGROUND



BACKGROUND

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It is not news that more and more migrants are arriving in **Europe**, partly due to the favourable welfare policies promoted in the majority of countries on the continent. However, the quality of life that these migrants may enjoy beyond the fact of residing in the country concerned is often not taken into account.

But, who is really considered a migrant? Well, usually it is considered that migrants are any people that left their countries because they find themselves in the need to do so, it could be because they want a better job, they are in danger and fear for their lives, or simply they are just looking to improve their living standards. Nevertheless, migrants are also people that face language or accent barriers, that suffer with the complexity of the bureaucracy, that have problems getting finance and support... These are the people that Migrants In Business wants to address to.

There is currently a lot of support for this group of people (not only financial), but sometimes it is not very specific and becomes meaningless. In the case of this paper, we will focus on providing a number of ideas that **promote** good practices for migrants to enter the world of entrepreneurship in a foreign country. Some of the reasons are:

- ✿ The know-how acquired in the countries of origin can be fully exploited.
- ✿ Sometimes migrants have more initiative to set up their own business.
- ✿ Entrepreneurial migrants open the door to those who often face language barriers when looking for work.
- ✿ Like any venture, they can provide goods and services that do not exist to date or improve existing ones.
- ✿ It can contribute to improving the experience of other migrants through multicultural input.
- ✿ It promotes employment generation in the country.
- ✿ It can foster future partnerships with migrants' countries of origin.



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However, more than reasons are needed to promote migrant entrepreneurship, a set of policies needs to be put in place to enhance the benefits outlined above and many more.

Some experts tend to create a separation between community orientation and orientation towards business institutions. However, they are factors that can create a great symbiosis when combined.

It is a fact that migrants have the right to receive information and training regarding which institutions they should attend in order to start their entrepreneurship. Furthermore, it would be ideal to facilitate a series of inclusive policies in which migrants get a level playing field with other entrepreneurs, as it would probably be very difficult for them to compete with local entrepreneurs due to the fact that aid to these groups has requirements such as national identification documents, a certain number of years of living in the country, etc. It is far from being the intention to incite a bad perception of the local population towards migrant entrepreneurs, so some measures that could be applied are:

- ◆ Promote Access to finance and facilities.
- ◆ Designate institutions or sections to contact directly on foreign entrepreneurship.
- ◆ Design social campaigns to promote migrant entrepreneurship.
- ◆ Adapt existing procedures and regulations to create level playing field with local entrepreneurs.

The development of migrants' own technical skills should also be promoted. Some of the following measures that could be implemented:

- ◆ Promote the learning of local culture and language.
- ◆ Provide legal and regulatory consultation.
- ◆ Networking. Promote integration activities with other entrepreneurs.
- ◆ Promote group/individual support to train migrant entrepreneurs in business skills, idea development, resource mobilisation, risk, etc.

It should be borne in mind that these measures to assist entrepreneurial migrants cannot stand alone, but must be accompanied by other policies, such as those related to migrants' access to work or housing.





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**GOOD
PRACTICES**

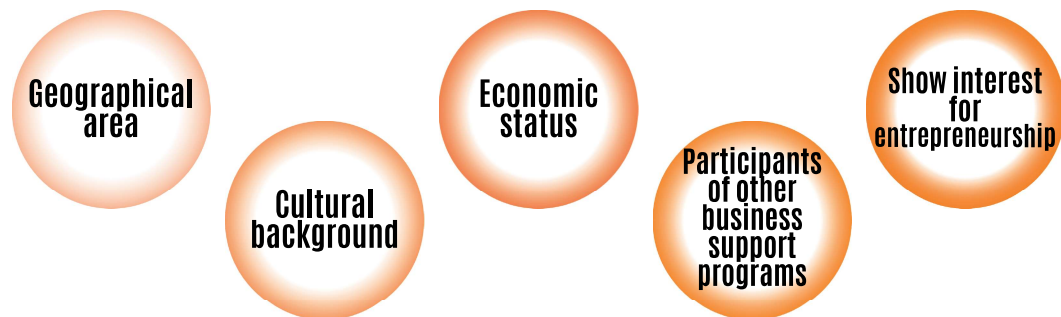


ABOUT GOOD PRACTICES

03 Good practices

Good Practices are strategies, approaches and/or activities that have been shown through research and evaluation to be effective, efficient, sustainable and/or transferable, and to reliably lead to a desired result.

The Good Practices catalogue will include an analysis of migrants profiles and the determining of their needs.



These activities are recommended for business consultants that deal everyday with thinking how to offer suitable business support to migrants that want to undertake where they live.

In the catalogue, business consultants will find different practices that have been proved as successful for encouraging entrepreneurship among different migrants profiles.



Partners taking part in the Migrants in Business project will exchange existing practices to create a document full of past experiences that took place in Spain, Slovenia and Italy. It will also include Good Practices from other countries within Europe.

SPAIN - BIC EURONOVA

03 Good practices



Who is BIC Euronova?

BIC Euronova, Business Innovation Centre, is a company created with public and private capital, founded in 1991 through a European Community Commission initiative, to support the creation of innovative SME's, to promote the initiation of innovative activities of existing SME's and public administrations.



Profile of entrepreneur in Spain

Entrepreneurs in Spain have a defined profile, as almost 70% of the country's entrepreneurs are aged between 25 and 44. Furthermore, out of every 10 entrepreneurs, 6 are men and 4 are women.

Foreign immigrants who opt for entrepreneurship in Spain have a high level of training, offering similar figures to national entrepreneurs. A large proportion of foreign entrepreneurs admit to having started their projects with their own funds (as do Spanish entrepreneurs) and this is partly due to the fact that the business models of the companies they intend to set up are barely developed.

According to a report by the Spanish Confederation of Business Organizations (CEOE), the majority of migrant entrepreneurs in Spain come from countries such as China, Pakistan, Morocco, and Romania.

The sectors where most foreign entrepreneurship can be found are:

Retail: Many migrant entrepreneurs in Spain start businesses in the retail sector, such as small grocery stores, clothing shops, and specialty food shops.

Hospitality: Another popular sector for migrant entrepreneurs is the hospitality industry, including restaurants, cafes, and bars.

Personal services: Migrants in Spain also start businesses providing personal services, such as hair salons, beauty shops, and cleaning services.

Construction: Some migrant entrepreneurs in Spain start businesses in the construction industry, such as contracting and remodeling companies.

Technology: A growing number of migrant entrepreneurs in Spain are starting businesses in the technology sector, including software development, e-commerce, and digital marketing.

SPAIN - BIC EURONOVA

03 Good practices



What facilities does Spain offer for foreign entrepreneurship ?

Spain has recently passed the Entrepreneurs Law, which aims to promote entrepreneurship in the country. Some of the measures to be highlighted are:

- 1.Reduced flat rate during the first months of the company's operation.
- 2.Increase in the variety of residence visas for foreign entrepreneurs.
- 3.Speeding up the processing of entrepreneurial visas (10 days).
- 4.Speeding up the bureaucratic procedures for setting up a company.



How does BIC contribute for foreign entrepreneurship?

BIC EURONOVA can be particularly helpful for migrant entrepreneurs in Spain, who may face unique challenges in starting and growing their businesses. Here are some ways that BIC EURONOVA can help migrant entrepreneurs in Spain:



Language support

Many migrant entrepreneurs in Spain may face language barriers when trying to start a business. BIC can provide language support services, such as translation or interpretation, to help these entrepreneurs navigate the legal and administrative requirements of starting a business with companies located on its building .



Access to finance

Migrant entrepreneurs in Spain may have limited access to financing due to factors such as lack of credit history or limited collateral. A business incubator can help these entrepreneurs access financing by connecting them with investors, public aids, or other sources of funding.



Cultural sensitivity

BIC understands the cultural nuances and unique challenges that these entrepreneurs face. They can provide culturally sensitive support and mentorship that takes into account the specific needs and experiences of migrant entrepreneurs.



Networking opportunities

Providing migrant entrepreneurs with valuable networking opportunities, such as events and workshops, that allow them to connect with other entrepreneurs, investors, and potential customers.



Business coaching and mentorship

Providing coaching and mentorship services that help migrant entrepreneurs develop business plans, refine their products or services, and navigate the challenges of starting and growing a business in a new country.

SPAIN - BIC EURONOVA

03 Good practices



What results have been achieved for the region?

Migrant entrepreneurship has been on the rise in Malaga, a city located in the southern region of Andalusia in Spain. According to a report by the City Council of Malaga, the number of migrant entrepreneurs in the city has increased significantly in recent years, with migrants accounting for approximately 30% of new businesses in the city.

The City Council of Malaga has recognized the importance of supporting migrant entrepreneurship and has implemented several initiatives to help these entrepreneurs succeed. For example, the city offers language support services, mentorship and coaching programs, and access to financing through partnerships with banks and other financial institutions.

In addition, the city has established a network of business incubators and accelerators, including the Andalucía Emprende Foundation and the Malaga Business Club, which provide resources and support to new and early-stage businesses.



What are the region's plans for the future?

Today, Malaga is considered a benchmark for entrepreneurship and both the city and the national government will continue to invest in it. Although the most recent reports suggest that the city's path will be linked to technology, we cannot rule out the rest of the services.

The central government has approved new regulations that promote the inclusion of migrant entrepreneurs, providing them with greater facilities to start their activity than they have had until now. Some of these measures include the creation of new types of visas, modification of existing visas, tax measures and housing aid, among many others.

Both the region of Malaga and Andalusia are focused on promoting an entrepreneurial profile based on digitalisation, ambition and demand. For their part, the region's public institutions will ensure that public-private partnerships with entrepreneurs are improved, as this was one of the factors that companies considered critical when deciding to set up in Malaga.

Overall, migrant entrepreneurship has become an important part of the business ecosystem in Malaga, contributing to the city's economic growth and cultural diversity. Through support and resources from the City Council and other organizations, migrant entrepreneurs in Malaga have the opportunity to start and grow successful businesses, creating jobs and making valuable contributions to the local economy.



What resources are considered necessary to achieve future objectives?

To continue supporting migrant entrepreneurs in Malaga, several tools and resources may be necessary in the future. Here are some examples:

Migrant entrepreneurs in Malaga may face challenges accessing financing due to factors such as lack of credit history or limited collateral. Providing access to financing through partnerships with banks and other financial institutions can help these entrepreneurs get the resources they need to start and grow their businesses.

Continuing to invest in business incubators and accelerators can provide valuable resources and support to migrant entrepreneurs. These organizations can provide access to mentorship, coaching, networking opportunities, and other resources that can help new and early-stage businesses succeed.

Migrant entrepreneurs in Malaga may face legal challenges related to their immigration status. Providing legal support services that are sensitive to the needs of migrant entrepreneurs can help them navigate these challenges and focus on growing their businesses.

Migrant entrepreneurs in Malaga may face difficulties accessing local markets due to factors such as language barriers or lack of connections. Providing access to local markets through partnerships with local businesses, organizations, and government agencies can help migrant entrepreneurs reach new customers and grow their businesses.

SPAIN - BIC EURONOVA

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Describe the Good Practices (for migrants entrepreneurs and Support Organizations for migrants entrepreneurs)

Social support program for migrant or refugee entrepreneurs

BIC Euronova took part in the amazing **Better Incubation** project, in which their activities were aiming to help entrepreneurial migrants. But more specifically, the story of Marta Guzmán will be the chosen one for this section.

Bic Euronova was glad to be able to help Marta to achieve her goals. She is a woman that loves cooking and has motivation about showing her cooking skills to the Spanish hostelry, but she found herself with some difficulties and obstacles to get her business to grow.

Marta reached her goal of growing her **Mexican restaurant in Malaga** with the help and support that Bic euronova offered her. Financial support was not high but it was possible to offer her certain actions that led her to the goal.

Firstly, mentors were able to introduce Marta into catering events in which she started to get to know people and gain visibility, not only that, from those events she got 3 clients. Marta also offered some food sampling at Bic Euronova office, received coaching in her restaurant to manage some problems and assisted to Smart-agro food congress.

Bic Euronova also offered a redesign of her official Facebook page and trained her to use powerful marketing tools of instagram so she could be able to measure her impacts through KPI's.

For more and deeper information, it is recommended to watch the final video of the project related to Taco Factory restaurant. [Link here](#)



SPAIN - BIC EURONOVA

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Malaga investor Office

The city of Malaga has a commitment with international companies, investors and entrepreneurs in which the Investor Office helps them to invest and start running their business activities in the city.

The Investor Office has the collaboration of other government institutions, financial entities, organizations and, in particular, with the Consular Corps accredited in Malaga.

This office also provides support services to the foreign communities, including tourists and residents. The services they provide are mostly useful for companies, since they are related to help getting financial support, getting to know other major businesses, provide potential partners contact, getting a workspace, etc.

In the **website**, it can be found a guide in different languages (Spanish, English, German and Chinese) and also a book about living an investing in Malaga, which is only available in English.

The meetings can be scheduled online in the same website, the only steps to follow are filling up a form providing them some basic information about the company and waiting for an answer. It is also possible to directly contact them via email and phone number.

Social Challenges

The project was about making a Social Challenges Innovation Platform which aims to create an online ecosystem to match pressing social challenges with innovative solutions. One of the cities involved in this project was Malaga. The problem presented by **Bancosol Alimentos** was that Malaga is rapidly increasing its number of refugees and migrants, and that they do not arrive with the required skills or language to be able to get a job to sustain themselves. All of this creates the need to integrate them in the labor market and help the employers to get use to work with them through the use of instruments to better understand how to integrate migrants in their companies.

The selected solution **To The Tenth Power** was proposed by **Christar International** and it aimed to create a movement of micro enterprises in the immigrant community that creates ten jobs per enterprise. The goal was to create new jobs and business instead of competing with the existing job market. This solution not only reduced the reported 64% unemployment among immigrants but also potentially reduced the unemployment among Spanish nationals as well.

SLOVENIA - PERSPEKTIVA

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Who is Perspektiva Inkubator?

The Perspektiva Business Incubator (PBI) is a part of a public institute Zavod Znanje Postojna. Since 2018 it manages business buildings owned by three Municipalities of Primorsko-notranjska region and offers consulting, trainings, support with public financing calls and other business development activities to SMEs nationally and internationally. The PBI is one of the 20 nationally funded incubators and technology parks included in a so-called Slovenian Innovative Environment network, which enables it a reach of several thousand business in Slovenia and abroad. It is also supported by six municipalities in the Primorsko-notranjska region, Slovenia. In addition to SMEs the PBI provides also services to other organizations, thus contributing to enhancement of regional business support ecosystem (investors communication, support to youth entrepreneurship, regional business support network, specialized business programs etc.).



Profile of entrepreneur in Slovenia

In the Republic of Slovenia, the sector where most foreign entrepreneurs are engaged may vary based on factors such as migration patterns, economic conditions, and individual preferences. However, one sector that has historically attracted foreign entrepreneurs in Slovenia is the hospitality industry.

The hospitality sector, which includes restaurants, cafes, hotels, and other related businesses, often presents opportunities for foreign entrepreneurs to establish their ventures. These businesses not only cater to the local population but also serve as a gateway for showcasing diverse cuisines, cultural experiences, and tourism offerings.



What facilities does Slovenia offer for foreign entrepreneurship ?

Slovenia offers several facilities and support mechanisms to attract and assist foreign entrepreneurs in establishing and operating businesses in the country. Some of the key facilities and support programs include:

1 Entrepreneurship Support Institutions

Slovenia has various institutions dedicated to supporting entrepreneurship, both for domestic and foreign entrepreneurs (such as [SPIRIT](#), [Slovene Enterprise Fund](#) etc.). These institutions provide guidance, counseling, and training programs to help foreign entrepreneurs navigate the local business landscape and establish their ventures successfully.

2 Business Incubators and Accelerators

Slovenia has numerous business incubators and accelerators that provide physical infrastructure, shared office spaces, and a supportive environment for startups and entrepreneurs. These facilities offer access to networking opportunities, mentorship, funding resources, and business development services. Also, Perspektiva Business Incubator is a part of this network, called [Slovenian Business Point](#).

3 Investment incentives

Slovenia offers various investment incentives to attract foreign entrepreneurs. These incentives may include grants, subsidies, tax benefits, and financial support programs aimed at encouraging foreign direct investment and entrepreneurial activities (see [Slovenia Invest](#), [Slovene Enterprise Fund](#), [Business Angels of Slovenia](#) etc.). The specific incentives available may depend on the sector, location, and nature of the investment.

4 Access to Funding and Financial Support

Slovenia provides access to a range of funding options for foreign entrepreneurs. These include venture capital funds, public and private investment funds, and financial institutions offering business loans and credit facilities. Additionally, European Union funding programs and grants may be available to eligible businesses operating in Slovenia.

SLOVENIA - PERSPEKTIVA

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5 International Business Networks and Platforms

Slovenia actively participates in international business networks and platforms, providing foreign entrepreneurs with opportunities to connect with local and international partners, investors, and customers. One of the most visible in this area is the Slovenia Business Link, an initiative by the [Chamber of Commerce and Industry of Slovenia](#). Participation in trade fairs, business forums, and industry-specific events helps foreign entrepreneurs expand their networks and gain visibility in the Slovenian and European markets.

6 Legal and Regulatory Framework

Slovenia has a well-established legal and regulatory framework that provides protection and support for businesses. The country has robust intellectual property rights laws, competition regulations, and a transparent legal system that fosters a favorable business environment for foreign entrepreneurs.



How does Perspektiva contribute for foreign entrepreneurship?

As a fairly new incubator, the Perspektiva Business Incubator does not yet have much experience in promoting entrepreneurship among migrants. However, in cooperation with the Municipality of Postojna, it has set up so-called safe points for migrants, where newcomers receive support in integrating into the local social and cultural environment, as well as administrative and organisational assistance in integrating into the local environment. The Perspektiva in this initiative, called ARRIVALS REGION, offers migrants the opportunity to explore entrepreneurship as a job option in a new place. Within this programme, interested people receive free support to develop their idea, to solve administrative obstacles and to establish links at regional and national level, in order to set up new migrant businesses.



What results have been achieved for the region?

At the level of the Primorje-Notranjska region and more broadly at the national level, the integration of migrants has not yet received as much attention, which makes the transfer of good practices from other countries all the more important. While at the level of the Primorje-Notranjska region we do not observe any targeted strategic document encouraging the establishment of support systems for migrant entrepreneurs, at the national level the impetus in this area is still modest.

Only four strategic documents have been produced in Slovenia since 2010, regarding dealing with migrants:

Economic Migration Strategy 2010-2020 (2010)

It focuses primarily on third-country nationals who come to Slovenia for temporary or permanent employment and potential highly skilled workforce. It states that in order to open business, in addition to the required one-year residence, foreigners must also show their own financial resources and the ownership or lease of business premises or premises where they have their registered office.

Employment, Self-Employment and Work of Foreigners Act (2015)

It follows the principle that the entire procedure is regulated in one place ("Everything in one place") and that a residence and work permit in the Republic of Slovenia is issued as a single permit.

Strategy on the field of Migration 2020-2030 (2020)

It aims at promoting immigration of foreign labour, providing fast and efficient procedures for determining entitlement to international protection, detecting and preventing illegal migration at both the external and internal Schengen borders of the Republic of Slovenia, effective implementation of return agreements, elimination and restriction risks to national security arising from or related to migration movements, ensuring synergies between different actors in the formulation and implementation of integration policy, addressing the causes of migration and protecting the lives, dignity and basic human rights of migrants

Amendments to the Foreigners Act (ZTuj-2F) and the Employment, Self-Employment and Work of Foreigners Act (ZZSDT-C) (2021)

Stricter conditions for foreigners. A two-years stay of a foreigner in the Republic of Slovenia for family reunification is also being introduced. Knowledge of the Slovene language is also required for foreigners residing in Slovenia for a longer period of time (A2 of Common European Framework of Reference for Languages). The way of proving the receipt of the necessary means of subsistence is also changing.



What are the region's plans for the future?

The Primorsko-notranjska region has not shown evidence of considering this issue, which is why the Perspektiva Business Incubator has taken an initiative of preparing and testing pilots for encouraging migrants to enter entrepreneurship.



What resources are considered necessary to achieve future objectives?

To continue supporting migrant entrepreneurs in Primorsko-notranjska region, several tools and resources may be necessary in the future. First of all, there is a strong need to strengthen cooperation among different organizations, who are directly or indirectly involved in solving problems of migrants, upon their entering the region. A few examples of the obstacles they face are listed as follows:

1

Language Barrier

The Slovenian language can be a significant challenge for foreign entrepreneurs, especially those who do not have proficiency in the language. Communication barriers may arise during interactions with government officials, clients, suppliers, and employees, making it difficult to navigate the business environment effectively.

2

Complex administrative procedures

Foreign entrepreneurs often encounter complex administrative procedures and bureaucratic processes when starting a business in Slovenia. These procedures may involve obtaining various permits, licenses, and registrations, which can be time-consuming and require a thorough understanding of local regulations.

3

Limited access to finance

Access to finance can be a challenge for foreign entrepreneurs in Slovenia. While there are funding options available, such as venture capital funds and business loans, foreign entrepreneurs may face difficulties in securing financial support due to unfamiliarity with the local financial system, lack of collateral, or limited credit history in Slovenia.

SLOVENIA - PERSPEKTIVA

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4 Cultural differences and networking challenges

Adapting to a new cultural and business environment can pose challenges for foreign entrepreneurs. Building networks, establishing relationships, and understanding local business practices and customs may require additional effort and time.

5 Market size and competition

Slovenia has a relatively small market size compared to larger economies. This can pose challenges for foreign entrepreneurs seeking to establish businesses with significant scale or market reach. Moreover, competition from local businesses and established players can present obstacles to market entry and growth.

6 Limited international visibility

Slovenian business environment may be less familiar to foreign entrepreneurs, leading to limited international visibility and awareness. This can make it challenging to attract foreign clients, investors, or partners who may be more inclined to operate in well-known business hubs.

7 Regulatory and tax environment

Adhering to regulatory requirements and tax obligations can be complex for foreign entrepreneurs. Understanding and complying with Slovenian tax laws, accounting practices, and reporting obligations may require professional assistance to avoid potential legal and financial issues.



Describe the Good Practices (for migrants entrepreneurs and Support Organizations for migrants entrepreneurs)

Within the framework of the "Arrivals Region" project, co-financed under the Interreg Central program, the Municipality of Postojna developed the "Starting Point Postojna", representing the first information center for migrants in the region. The center offered comprehensive support to migrants in various areas, such as learning the Slovenian language, handling administrative matters, creating a social network, participating in workshops and events, and fostering opportunities to enter the labor market. The center operated in close cooperation with a network of local stakeholders and was designed based on the needs of migrants, local stakeholders, and the native population. Among others, the Perspektiva Business Incubator participated in the program, providing migrants with basic information about the possibilities for developing their businesses.

SLOVENIA - PERSPEKTIVA

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This practice has proven to be extremely effective in providing support for migrants and highlights an important element of providing effective support for them to integrate into a foreign environment: **the interconnectedness of all support services, reducing confusion for the individual and offering a comprehensive service.** While many activities provided by support organizations have not been designed specifically for foreigners, many organizations who offered such services and supported Starting Point Postojna showed the willingness to adapt to foreign participants (in terms of language, organizational design etc.). However, this practice has also shown the potential shortcomings: when the Interreg Central funding ended, the range of activities that Starting Point Postojna can offer was significantly reduced, and consequently the comprehensiveness of the support for migrants was also diminished. Today, only a fraction of the established links are present in the region, which also affects the effectiveness of the support. It is therefore important that, when planning strategies to attract and integrate foreigners into the regional environment, adequate financial support is also provided for the implementation of a comprehensive range of services that have proven to be successful. Only on the basis of the latter can the strategic integration of foreign companies and entrepreneurial initiatives into the regional economy be discussed.

Among the participants of the Starting Point Postojna, who also sought support at the Perspektiva Business Incubator, was Popal Zai, an 18-year-old from Afghanistan who came to Slovenia two years prior to that as an unaccompanied minor. He has started as a minor who visited the school program, but quickly showed some practical skills, especially in woodworking. With the help of the programmes offered, he developed his own trade and thus entered the labour market. His main goal was to generate enough income to bring his remaining brothers and sisters to Slovenia, who were left alone by the war in Afghanistan. He has also become a "junior ambassador" for UNICEF and is a good example of integration into the local environment with appropriate support.



ITALY - TECNOPOLIS

03 Good practices



Who is Tecnopolis?

Tecnopolis Science and Technology Park is a public company fully owned by the University of Bari. Tecnopolis offers personalized support and acceleration paths to innovative start-ups in the priority areas of innovation of the regional strategy for research and innovation. Tecnopolis has rich references in dealing with the entrepreneurs in the Puglia region and approaches for innovation boosting in the traditionally oriented companies.



Tecnopolis offers information, orientation and education on the opportunities of creating a company, coaching during the whole period of development of the company, technical assistance and strategic advice in the business plans preparation, assistance to search and selecting financial partners able to sustain an effective startup and the final juridical configuration of the new companies and assistance in the technological development and in the search of financing opportunities etc.



Profile of entrepreneur in Italy

From a survey of 200 entrepreneurs, Cnel (Consiglio Nazionale dell'Economia e del Lavoro) has obtained the identikit of the immigrant entrepreneur: he is 40 years old and on average has more children than his Italian counterpart, a fairly good school education (more than 12 years of study in the country of origin). He has been living in Italy for 18 years and the worsening economic conditions in his country of origin is the main reason for his emigration.

He started his own business in Italy in order to be autonomous, earn more money and make the most of his skills. In most cases he is the owner of the business in which he employs around five workers, mostly Italians.

Therefore, entrepreneurs with a migration background make up the 14.6% of the entrepreneurs in our country.

The 81% come from a non-EU country and 23% are women. In addition, 71.9% of these entrepreneurs have employees and 60% of their businesses have been active for more than three years. These data are surprising if it is customary to attribute little action power to the figure of the migrant.

Most of the entrepreneurial projects managed by migrants in Italy are developed in the North (the 53%, especially placed in Lombardy where 81.355 entrepreneurs present in the territory are born abroad) and less in the South (4%); but there is already someone who is trying to work on a change in this regard.

Even in latest years, still characterized by the Covid health emergency, immigrant entrepreneurship in Italy continued to grow. In Puglia there are almost twenty-three thousand (22,929) businesses managed by foreign-born entrepreneurs, with a 5.5% incidence on the regional total of businesses, which increased in the decade from 2011 to 2021 by 31.9% and 3.4 % from 2020 to 2021.



What facilities does Italy offer for foreign entrepreneurship ?

Foreign citizens who intend to start a self-employed activity in Italy, as an individual entrepreneur or as a partner/manager of a partnership or capital company, must have a residence permit for self-employment.

By "foreign" citizen we mean a non-EU citizen and citizen of countries with which there are no recognition agreements (e.g. Schengen Area).

The non-EU citizen, without a residence permit or with an unsuitable residence permit (e.g. study, tourism), who intends to reside in Italy to carry out a self-employed work activity, must possess the authorization and certification of the economic and financial capacity parameters for carrying out the activity.

The Italian Government has recently implemented a new legislation package to favor the setting up and development of innovative startups by foreign investors. This includes the introduction of significant benefits in areas such as immigration, tax, labor, company law, access to bank loans etc. Particularly, the Italia Start-up VISA grants to non-EU entrepreneurs that intend to set-up a start-up company in Italy the possibility to obtain an Italian self-employment VISA for up to 5 individuals within only 30 days through a fast-track procedure.

- Facilitated taxation regime for 'newly domiciled' persons (flat tax for income generated abroad).
- Visa for foreign investors.
- Tax benefits for 'repatriated' workers.
- Visa with elective residence for foreigners.
- Tax benefits for non-EU foreign pensioners.



How does Tecnopolis contribute for foreign entrepreneurship?

As incubator, Tecnopolis does not yet have much experience in promoting entrepreneurship among migrants. However, in cooperation with the University of Bari, it has set up so-called safe points for migrants, where newcomers receive support in integrating into the local social and cultural environment, as well as administrative and organisational assistance in integrating into the local environment.

Tecnopolis, in particular, has been involved in the Orientation process for the students migrants organized by the CAP, a service of the University of Bari aimed at promoting lifelong learning processes and the certification and accreditation of skills acquired in formal and informal contexts.



What results have been achieved for the region?

Within the framework of the P.I.U. project Su.Pr.Eme. (Percorsi Individualizzati di Uscita dallo Sfruttamento), co-financed by the Ministry of Labour and Social Policies, Directorate General for Immigration and Integration Policies and by the European Union, PON Inclusione - European Social Fund 2014-2020, which sees a partnership composed of the Apulia Region in the role of Lead Partner together with the Regions of Basilicata, Calabria, Campania and Sicily and Nova consorzio nazionale per l'innovazione sociale, notices were issued for the implementation of activities promoting the cultural, social, employment and housing integration of third-country nationals who are victims or potential victims of labour exploitation present on the regional territory and strengthening the collaboration between the regional administration and all the actors, both public and private social, who are engaged in promoting the inclusion and participation of foreign citizens. The notices issued by the Region concerned the identification of third sector actors willing to co-design and manage social innovation interventions for the cultural, social, employment and housing integration of third country nationals who are victims or potential victims of labour exploitation and concerned the Municipality of Bari and the provinces of Foggia and Taranto.

ITALY - TECNOPOLIS

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The participation of the Third Sector in the processes of co-planning and management of interventions for socio-economic inclusion and to combat emergency situations is fundamental to make the available responses more effective and appropriate. The co-planning tool therefore sees the Region and the Third Sector synergistically committed to finding effective answers to real social demands, making resources available and promoting networks for the qualitative development of interventions.

A special agreement scheme was also signed with the Municipality of Brindisi, through which the Region promoted the implementation of a social, work and housing integration programme for third-country nationals resident and/or domiciled in the municipality with a regular residence permit who live in situations of marginality.

Following a request submitted by the Municipality of Nardò, in order to cope with the housing emergency, the Region has financed, with resources from the autonomous budget, the refitting at "Masseria Boncuri", owned by the municipality, of the guest quarters intended for the reception of regular seasonal migrant workers.

Below are some photos from the closing conference of the Su.Pr.Eme project held in Bari in October 2022 with over 500 participants from the partner regions and numerous speeches and multimedia content.

During the closing conference, prizes were awarded to the creative and ethical companies who won the second edition of the contest *"Beyond the ghetto. Ethical companies against labor exploitation"*.





What are the region's plans for the future?

The Apulia Region confirms and reinforces in this delicate phase its commitment to the implementation of integration and inclusion interventions for migrants victims of labour exploitation present on the regional territory aimed at:

- ✿ Promoting the prevention, contrast and emergence of situations of serious labour exploitation.
- ✿ Supporting the implementation of interventions and the management of individualised pathways for the cultural, social, housing and employment emergence and integration of migrants present on the territory.
- ✿ Providing decent accommodation solutions for foreign citizens who are victims or potential victims of labour exploitation.
- ✿ Increasing the participation of the migrant population legally present in Italy in active labour and social integration policies;
- ✿ Combating poverty and social exclusion among long-term migrants with dependents.
- ✿ Promoting social and labour integration programmes aimed at particularly vulnerable targets, such as applicants for/holders of international protection and unaccompanied foreign minors nearing the age of majority.
- ✿ Promoting programmes aimed at young people coming from a migratory background through measures aimed at combating school drop-out and linking training and the world of work.
- ✿ Supporting the entrepreneurial aptitudes of migrant citizens through the enhancement of their skills.

Moreover, several local authorities usually include migrants in their welfare actions, also deriving from policies for the conversion of properties confiscated from the mafia for social purposes. In this way, in recent years, important experiences have been started such as "Amaranta", the first day center for victims of human trafficking, inaugurated in the city of Bari or "Artemisia", a hospitality complex with inside a bed & breakfast, a bistro and spaces for socializing animated by the work of Italian and foreign young people without family networks".



What resources are considered necessary to achieve future objectives?

Tecnopolis as a company owned by the University of Bari works on the migrants issue together with other structures of the same University. In particular, the University has a database of talents, which aims to enhance the cultural capital of the migrant resource and to promote processes of academic/professional integration and social inclusion. As far as training is concerned, we also contributed to the design and implementation of this program.

The main purpose of the Master is to provide, on the one hand, an in-depth knowledge of the theoretical debate for the study of the migratory phenomenon in an interdisciplinary perspective and, on the other, to allow the acquisition of operational and professionalizing tools that can be used in services for the integration of migrants in Italy. For this purpose the Labs for the enhancement of skills, training, introduction to employment and self-employment for migrants and a training have been established.



Describe the Good Practices (for migrants entrepreneurs and Support Organizations for migrants entrepreneurs)

Below is a selection of good practices implemented in recent years in Puglia region to help migrants and foreign entrepreneurs to succeed in their business so as to increase their integration within local communities and to improve the quality of their lives. Good practices mentioned are also well known and widespread at local level in order to motivate migrants communities and to aggregate them by identification of successful role player. This approach can be easily transferred in other regions and included as part of institutional policies to face the challenge of integration.

1

The first best practice is about the successful entrepreneurial experience started by Ana Estrela in the city of Bari several years ago.

Ana Estrela is originally from Salvador De Bahia and also thanks to her childhood in her country of origin and her large family she has always cultivated an idea of welcome and community.

When she was a little girl, her mother and grandmother, to overcome the harsh economic difficulties, set up a real fast food take away consisting of transporting a complete lunch in "marmitas" (metal containers divided into several compartments and equipped with lids).

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And while her mother and grandmother become entrepreneurs in the gastronomic field, Ana becomes a dance teacher and works with children at risk. She meets her ex-husband, a man from Bari, and later they moved to Italy to the city of Bari where she started working with kids at risk, collaborating with an important psychiatrist from Bari, visiting schools and building and creating through dance.

In Bari Ana found a friendly homeland, an opportunity to make her extraordinary culture known, but above all a place to resume her great culinary heritage, through Ethnic Cook, the now successful restaurant she started with so much effort and ambition several years ago. Through her activities, Ana Estrela promotes diversity, Brazilian culture and exchange with other cultures present in the area and is a point of reference for both local and migrants citizens / entrepreneurs in the city.

Her experience also led to a book "Ethnic cook. Flavors and stories from the world". Below is Ana Estrela in her restaurant Ethnic Cook with typical dishes being part of the menu and together with her staff serving a catering during a local event.



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2

Maimouna Guissè, a Senegalese student at the free Italian school for migrants in Bari, opened a shop called "Jubbo" (friendship in Senegalese) at the beginning of 2023 where she sells African crafts. The activity also aims to be a space to build good relationships with the migrant community and local citizens.

"It is a small miracle, a virtuous experience, which shows how it is possible, by working in a network, to promote positive processes of integration and cultural exchanges" says his Italian language teacher Rosalina Ammaturo. "Little by little, trust grew between us, I didn't limit myself to teaching her Italian the two times we saw each other at school, but I encouraged her to participate in the life of our city" – adds Ammaturo -. "So Maimouna collaborates in various experiences that I propose to her: she accompanies tourists and people from Bari on multicultural walks through the streets of the city; she also meets students in various schools giving testimony on the condition of women in Africa. During the lockdown period you collaborated with other students from other countries and some volunteers from the school to write an ebook aimed at educating Italian students on hospitality through knowledge of different cultures".

From the opening to today, many have approached "Jubbo", the network has gradually expanded to include the neighborhood who has been invited to celebrate and to accompany and protect this young woman. The hairdresser who has his shop next door and the nuns who have their house nearby went to wish her well.

Maimouna has a degree in marketing and business management. Her entrepreneurial experience started from attending a training course in migrant entrepreneurship at the Bari Chamber of Commerce as part of the FUTURAE project described below.

Thanks to a network of people and associations with whom she comes into contact, her dream of opening a multi-ethnic shop in which to showcase African craftsmanship gradually takes shape. She obtains a microcredit from Banca Etica. She was accompanied by the tutor Rosi Cascella and supported by a network of people of good will and associations such as "Eduriamoci alla Pace" of which she became a member and her dream came true.



When it comes to institutional good practice, Chambers of Commerce role is crucial as they are delegated to favor the creation, development and consolidation of businesses and each activity carried out by the institution sets these objectives in its own territorial area.

At local level, the Chamber of Commerce of Bari, in particular, which has always been sensitive to the issues of socio-economic inclusion of migrant citizens, has implemented several projects to encourage the creation of new businesses.

In February 2020, it joined the FUTURAE project, financed by the National Migration Policies Fund, born from an agreement between the Ministry of Labor and Social Policies and Unioncamere.

"FUTURAE" aims to encourage the creation and growth of businesses of non-EU citizens, through information, orientation, training, technical assistance for the drafting of the business plan, consultancy for the opening of entrepreneurial activities, as well as an accompaniment phase for the development of the new business.

Beyond support path for people with a migration background focusing on business creation, the project also fostered the creation of a network of stakeholders focusing on economic integration of migrants (engaging i.e. local authorities, employers' and category associations, trade unions, universities, representatives of the diaspora, the third sector, etc.) and targeted:

1. The creation of an Observatory on the socio-economic and financial inclusion of businesses managed by migrants and the publication of a report.
2. The interactive Dashboard on migrant businesses.

The Observatory report and the interactive Dashboard were presented in December 2021 and can be consulted online (integrationmigranti.gov.it; www.unioncamere.gov.it).

The support and accompaniment path for people with a migration background implemented in Bari ended in November 2022.

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The process involved several phases:

PHASES	NUMBER OF PARTICIPANTS
Information	68
Entrepreneurship orientation	50
Training	32
Assistance in drafting the business plan	28
Assistance in setting up the new business and in accessing credit	6
Mentoring in the business start-up phase	5

In all actions, particular attention was paid to the gender component with the aim of promoting the development of female entrepreneurship.

Thanks to the FUTURAE project, six new businesses were born in Bari. All those who have applied for a bank loan have obtained it.

Of these six new businesses, four are sole proprietorships, three of which are created by women (in the sector of clothing, accessories and ethnic fabrics, gift items and sartorial alterations).

The other two are companies (in the export of local products and import of cereals sector) and one of the two has a female director.

Another good news is that a new edition of the FUTURAE project will soon start and it will be focused on migrant women.

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EXTRAORDINARY ENTREPRENEURS

Business in Italy is increasingly multi-ethnic.



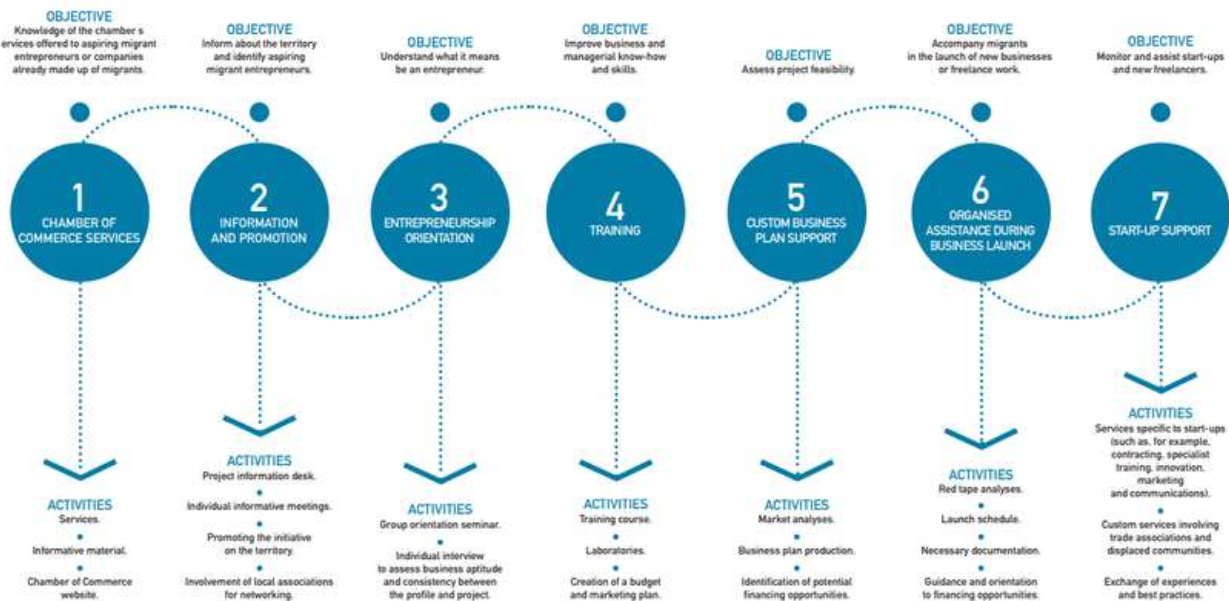
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START UP GUIDANCE.

Futurae is the project promoted by the Ministry of Labour and Social Policies, carried out with the support of Unioncamere and the Chambers of Commerce to promote the establishment of new businesses or freelance activities by migrants through orientation, training and support to start-ups, with particular attention to businesswomen.

The program aims to facilitate the access of migrants to the Chambers of Commerce through targeted services and tools and information and awareness activities. In addition, it wants to support migrant entrepreneurs in accessing credit, also including guidance and support services for financing opportunities at the national, regional and local levels.



Enhancing the work of migrants in Italian companies was also the goal of DIMICOME project managed by the Union of Italian Chambers of Commerce (Unioncamere). As part of its task to promote local economies and support the business system, Unioncamere has focused in recent years on the issue of migrants. In the face of an increasingly significant immigrant presence in the Italian workforce, both in terms of employees and entrepreneurs, Unioncamere's engagement and direct promotion of initiatives and projects aimed at their enhancement and work integration has intensified.

The project "DIMICOME" (Diversity Management and Integration: the skills of migrants in the labor market) was promoted by ISMU Foundation (Initiatives and Studies on Multiethnicity) and funded by FAMI (Asylum, Migration, Integration Fund), in which Unioncamere participated from 2018 to 2022, together with Piemonte Agency for Internationalization Scpa (Ceipiemonte), University of Verona, Mondinsieme Intercultural Center, University of Bari "Aldo Moro" (Puglia region), Casa di Carità Arti e Mestieri Onlus Foundation, Francesco Realmonte Onlus Association.

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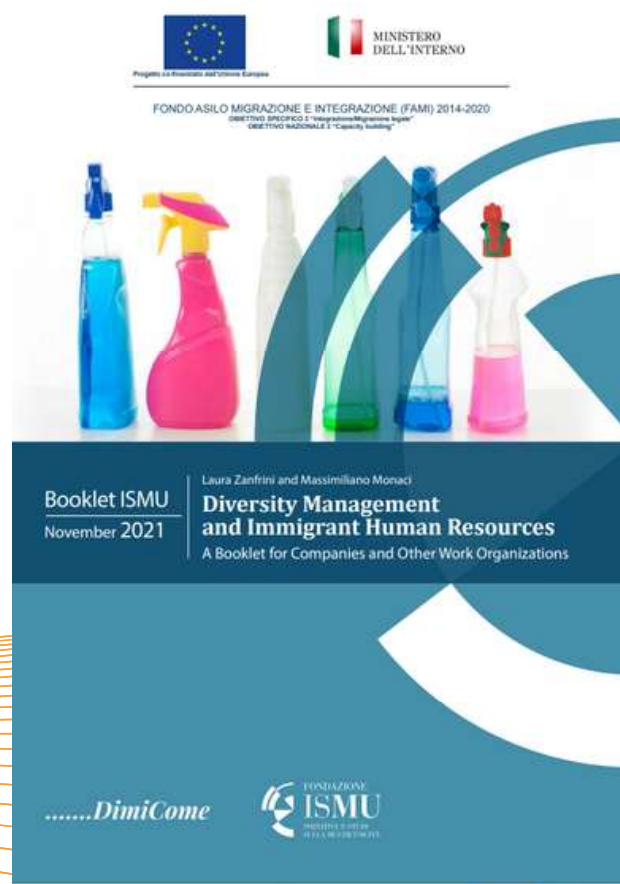
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The project captures a crucial aspect of inclusion policies: diversity management in Italian companies. The purpose of DIMICOME was, in fact, to identify companies familiar with enhancing the involvement of migrants in the workforce, mapping existing diversity management practices in business contexts (in particular, in business models combining inclusiveness and competitiveness), promoting training and capacity building activities in companies wishing to strengthen the role of migrant personnel in the production cycle, and disseminating good practices, tools and procedures specifically implemented within the project.

Thanks to its widespread outreach, Unioncamere has been able to provide an important contribution in finding best practices in the regions covered by the survey (Piedmont, Lombardy, Veneto, Emilia-Romagna and Puglia), identifying companies willing to undergo a training course aimed at reinforcing diversity management strategies and disseminating project activities and results.

Among the points covered by the project that provide elements of reflection, enhancement of skills is fundamental, an area on which Unioncamere is strongly committed, through the certification of skills acquired in informal and non-formal paths. The project has emphasised soft skills, in particular those related to a migratory background and dual status, on the issue of their identification and assessment in business contexts, through management mechanisms able to optimize them.

Finally, the issue of implementing in our companies diversity management as a catalyst for a new business culture remains topical, in the belief that inclusion and enhancement and developing of skills can be strategic levers for corporate competitiveness.



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easyRights -Helping (Im)migrants Better Understand Their Rights

easyRights is an European H2020 project with the aim of combining co-creation and AI technology to make it easier for immigrants to understand and access the services they are entitled to.

Bringing together immigrants, the public sector, and private organisations, easyRights has developed solutions that provide personalised, context-aware information to its users, taking into account background, demographics, and language skills. The tools support immigrants in their search for responses to different needs in a manner that saves time for both migrants and for social service staff and cutting costs for the public administration

The easyRights solutions were co-created and developed in four pilot locations ([Birmingham](#), [Larissa](#), [Palermo](#), and [Malaga](#)).

The easyRights Agent provides a comprehensive and easy gateway to a range of (im)migration services



The Agent is a text-based bot designed to help (im)migrants more easily access crucial services by cutting through public services bureaucracy to only extract the exact information and forms they need.

Check out the prototype:

- Scan the QR code above or access the [easyRights Agent](#) here on Telegram - note, you will need to download the Telegram app on your phone
- To use/test the Agent follow just 3 steps:
 - **Step 1: choose a country** - to filter actions based on country services and laws where the service is needed.
 - **Step 2: select action** - select needed service area e.g., residency permit, family reunification, income, housing etc.
 - **Step 3: creation** - automated AI processing extracts from the country service portals the main requirements (HOW, WHERE, WHEN) needed to access the service.

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The user is quickly presented with a direct web link to the service application to be filled, or the address of the office to visit without having to search through several confusing websites and pages themselves. This automated action saves time, cost and stress for all.

Added Value: Additional support services can also be accessed via the Agent to help users better understand the forms and services they are accessing so they can better communicate their needs and situation to public services. The training will help migrants learn to pronounce important service-related words correctly, achieve a sense of familiarity and self-confidence whilst on the website and converse with the service providers.



CALST Pronunciation Training - Helps pronounce challenging sounds that often hamper communication. Pronunciation training is currently available for English, Greek, Italian, Spanish, and Norwegian and is tailored to a user's native language. More information can be found [here](#).



Capeesh Language Training - Provides app-based topic-specific language training with terms targeted toward specific services.

Note: You can access these tools through the easyRights agent by scanning the QR code above. But note that people who don't already have Telegram might not do this and abandon the site.

For more information about easyRights, [here](#).

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[More information in their website](#)

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