



Study on Support Services for SMEs in International Business

Final Report

Client: DG Enterprise and Industry

Rotterdam, March 22, 2013

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Within the Framework Contract for Industrial Competitiveness and Market Performance – ENTR/90/PP/2011/FC

Final Report

Client: DG Enterprise and Industry

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Rotterdam, March 22, 2013

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Section I Report

Preface

On 25th of July 2012 the contract between DG Enterprise and Ecorys Nederland BV was signed to conduct a study on support services for EU SMEs in international business.

The web survey for this study was executed by Ros Grimes and Duleepa Panadura-Acharige from the Ecorys UK Survey Team. Dr David Regeczi assisted with producing the support fiches from the online database.

Dr Geert Steurs of IDEA Consult did the quality control of the reporting for Ecorys Nederland BV. Dr Viera Spanikova did the quality checks of the data on the support services submitted to the online database.

During the study, the study team received guidance from Mr Christian Siebert, Christos Kyriatzis, Carmen-Raluca Ipate, Wojciech Sopinski, and Nikoletta Nagy. The study team has appreciated this guidance.

Summary

Background

Growth in the EU has been under pressure for almost five years now. Relatively few SMEs in the EU are doing business beyond Europe. As SMEs are the backbone of the European economy, they could potentially be the vehicle to restoring growth in the EU, provided they enter the markets of fast growing economies such as those of the BRICs.

Based on the argument that supporting SMEs to internationalise is in the public interest, a key action of industrial policy is to provide support services to SMEs in order to make it easier for them to do international business with priority third country markets.

Among the objectives of the Commission's strategy in the Communication on 'Small Business, Big World' were: to provide SMEs with easily accessible and adequate information on how to expand their business outside the EU, improve the coherence of the activities and fill the gaps in the existing services.

The present study on mapping and analysing the existing support services comes directly from the above strategy. This study serves two purposes:

- Collect the material for a new portal to be developed for EU SMEs seeking support services for internationalisation;
- Assist with identifying gaps and overlaps in existing support services.

The study aims to assess the scope and availability of support services for EU SMEs, both inside and in 25 countries outside Europe. The outcome of the study should be an inventory of the support measures and an analysis of gaps and overlaps in existing services being offered so as to identify the needs for any future additional action.

Methodology and approach

Scoping, contracting and instructing local country experts

During the inception phase the scope of support services was set. Support services were defined as private and public measures and initiatives taken at local, regional, national and EU level offered in Europe and abroad to help the European SMEs do business in third country markets.

The collection of support services within the EU has been done by a network of local country experts. In the third countries the consultant had either an own country expert or the EU delegation was approached. The first task of the local country experts was to identify contact persons administering support services within the EU and in the selected third countries.

Preparation of the web survey

The design of the online survey was carefully done in consultation with the client. A piloting phase of the survey was conducted before it was completely rolled out to the 27 Member States and 25 priority third country markets.

Implementation of the survey

During the implementation of the survey the response rate was monitored and a number of reminders were sent to contact persons who had not filled out the survey yet. The data collected were quality checked among other things for completeness and double entries. Also a final check

was carried out to see whether all main support service players at EU- and member state level were included.

Findings from the survey

In total, around 1,197 organisations have been identified by the local experts, EU delegations in third countries, European business associations and Ecorys affiliate offices in third countries. Of these 1,197 organisations, there were 658 organisations from the EU-27 and 539 organisations from the 25 third countries. All of these organisations have received an invitation to participate in the survey. In total, these 1,197 organisations provided 1,542 support services (993 in the EU-27 and 549 in third countries).

Respondents had the time until December 1st, 2012 to complete the survey. In total, after the quality check and addition of support services through publicly available information, 1,156 support services have been documented in the accompanying database and analysed in the gap analysis. Since 215 organisations had replied in the EU-27 and 124 organisations in third countries, this implies a response rate of 33% in the EU-27 and a response rate of 23% in third countries, as compared to the initial number of organisations identified.

The most important reason for the contact persons in the EU-27 who had not completed the survey was a lack of interest in the survey (28% of all non-respondents). Another important reason for the non-response was the fact that contact persons often forwarded requests to a central contact within an organisation that would then fill out the survey for the entire organisation (24%).

Gap analysis

The gap analysis was done in Excel. Matrices were produced classifying the countries and support programmes. By filtering the data, further insights into the existing support services were obtained.

The data collected appeared to have limitations for the gap analysis. Nevertheless the gap analysis in the first place illustrates that in all countries, both in the EU and priority third countries, there are support services for internationalisation of SMEs. In both the EU and priority countries most programmes are non-financial support services. The main findings with respect to eligibility, types of services and target market are summarised as follows.

Eligibility

In all countries, both Member States and third countries, most services are open to: companies of all sizes, companies of all sectors and companies with or without prior internationalisation experience. In terms of eligibility, there seems to be relatively few services that are targeted to size class, sector or experience.

Type of services

The complete range of services for international activities is covered by the member states, including exporting, importing, technical cooperation, setting up a subcontract, and foreign direct investment. Most services have multiple characteristics, mainly non-financial support services. The number of participants is highest for financial and other support services. In quite some third countries there is no coverage of types of services.

Target markets

All member states have support services that are for all third countries, however, the services targeted at specific countries are mostly aimed at the BRIC countries and third countries nearby (Ukraine and Turkey). In the third countries there are many types of support organisations, whereas

in some countries many bilateral chambers of commerce from European Member States operate, which may indicate to overlap of services.

In terms of duplication, the highest number of support services from EU countries are targeted to Ukraine, Turkey and China.

Conclusions and recommendations

Conclusions

This report is an inventory of instruments, measures and services to support EU SMEs in their internationalisation efforts beyond the EU. The primary focus of the report was to take stock of the supply side of support activities for EU SMEs.

For the supply side, it can be concluded that there is an abundance of support services for SMEs in all countries covered by this mapping exercise. The web based survey collected 1,156 support services, of which included 734 in the EU-27 and 422 in the 25 third countries. The consultant is convinced that there should be another few hundred support services not yet covered by this study.

In the Member States there is hardly any focus of support services in terms of firm size, starting or existing firms and sector coverage.

In the priority third countries the support services have even less focus. In terms of openness, the support service organisations in third countries are relatively more open to SMEs from all Member States. On the other hand, a slightly higher share of support services in the third countries as opposed to the EU requires users to provide an own contribution.

Recommendations

Because quite a number of support services could not be covered by the present study, it is recommended to make it possible for the support services that are still out there to send them to the administrator of the portal.

For the EC a monitoring role is foreseen with respect to the evaluations of the public support services, for which a uniform set of performance indicators could be offered. A uniform set of indicators would allow a better comparison of all the evaluation results. The Commission could then request the Member States to make available their evaluation reports. This would enable to making a meta-analysis, from which benchmarks could be developed as well as lessons learned.

In quite a number of third countries certain, or all types of, support services are not available to EU SMEs. More research would be needed to assess whether there are real gaps. For example, in many third countries there are few types of financial services, but the question is whether EU companies are able to use financial services in the target market, or if they are more likely to use these services in their home country. Although this will partly depend on the type of internationalisation (e.g. exporting firms are more likely to look for financial services in their home country than firms investing abroad), an analysis of demand and supply of these services in third countries could help answer this type of questions.

Many Member States have support services geared to the same third countries. Member States of course do have their national interests but certain support services such as on IPR and on regulatory issues could be shared by the Member States. For example, Bulgaria, Latvia, Poland, Slovakia and Spain all mentioned in the survey they have legal support services for the Chinese market.

Once the portal goes online, the possibility of making periodical updates of the support measures already included in the database are recommended. SME support programmes are changing continuously, which necessitates frequent updates. Furthermore, services not included in the mapping exercise could be added, completing the database. This could be achieved via an additional mapping exercise planned for 2014 and/or subsequent years.

1 Introduction

1.1 Background to the study

A recent report on internationalisation of European SMEs¹ showed that export oriented SMEs feature higher growth of turnover and employment than SMEs catering the domestic market. In addition, export oriented SMEs are also more innovative. Hence supporting SMEs to internationalise is in the public interest.

The Small Business Act of 2008 already requires that SMEs have to be supported in doing business on third country markets. The internationalisation principle of the SBA expects from the “EU and Member States they should support and encourage SMEs to benefit from the growth of markets outside the EU in particular through market specific support and business training activities.”

At the start of this decennium the following related dilemma for European SMEs was recognised:

- There are support services at different levels;
- Between Member States there are different support systems;
- There seems to be a lack of coordination in supporting SMEs.

One of the seven flagship initiatives of the Europe 2020 strategy is a strategy for smart, sustainable and inclusive growth², which mentions that at EU level, the Commission will work to promote the internationalisation of SMEs. Another flagship initiative is an integrated industrial policy for the globalisation era³. One of the key actions under this industrial policy of 2010 is to help SMEs go international. This Communication argues that on this point there is potential for more synergies between the efforts of the EU, Member States and business organisations.

From May 16, 2011 until July 12, 2011 a public consultation was held based on a consultation document including a proposal for an online portal that has business information on third countries and guiding principles for actions in target markets. A summary of responses indicated that stakeholders would appreciate an online portal on public support services for third country markets, acting as a one-stop-shop. Furthermore, the stakeholders saw a complementary role for the EU, additional to the business support services already carried out by Member States and private organisations. The stakeholders finally saw a coordinating role for the EU for the efficient use of resources devoted to support services⁴.

In the Communication ‘Small Business, Big World - a new partnership to help SMEs seize global opportunities’⁵, dated 9 November 2011, the Commission stated that the crisis in Europe can be tackled by exporting to expanding third markets and that SMEs need to be supported in doing international business beyond the EU.

¹ EIM (2009), Report on Internationalisation of SMEs;
http://ec.europa.eu/enterprise/policies/sme/market-access/internationalisation/index_en.htm.

² COM(2010) 2020 final, Brussels 3.3.2010.

³ COM(2010) 614.

⁴ European Commission, Public Consultation Small Business, Big World, Summary of responses. Brussels, 5 August 2011.

⁵ COM(2011) 712.

The objectives of the new EU strategy as stated in this press release were:

- To provide SMEs with easy accessible and adequate information on how to expand their business outside the EU;
- To improve the coherence of support activities;
- To improve the cost-effectiveness of support activities;
- To fill existing gaps in support services;
- To establish a level playing field and provide equal access for SMEs from all EU Member States.

One of the Commission's actions under this new strategy was to launch the current study on mapping and analysis of existing support services in order to identify gaps and overlaps in the support services. Based on the gap analysis, this study also needed to present implications for improving the support system available to European SMEs in non-EU markets.

According to the technical specifications for the study, the mapping will serve two purposes:

1. *The raw material collected in doing the mapping will form the backbone and key information for a new portal to be developed for European SMEs seeking such support services for internationalisation;*
2. *It will assist in identifying any gaps and overlaps in existing services being offered, which will serve as the basis for assessing the need for any additional future actions.*

Furthermore the information collection on support services in priority third countries should include:

- *A description of the nature of the support measure (e.g., training, counselling/advice/mentoring, mission-related costs or other financial support, market research or other information services, brokerage/partenariat events, trade fairs, etc.), how the service is provided (on-line, in person, etc) and of the support service provider (public, private, for profit, etc.);*
- *The target countries, markets and recipients of the support;*
- *Overall budget available for the programme or for each recipient, as applicable;*
- *Eligibility terms or restrictions on recipients (e.g., by business size, sector, nationality, etc.);*
- *Indication of any reviews or evaluation of the measure, if such exists.*

The Terms of Reference mentioned as the Priority Markets:

- *Australia, India, Chile, China, Canada, Russia, Brazil, Indonesia, Saudi Arabia, South Africa, Mexico, Japan, United States, South Korea, Thailand, Taiwan, Turkey, Ukraine, Egypt, Israel, Morocco, Vietnam, Serbia, Malaysia and Tunisia.*

This report aims to meet the above technical specifications. The structure of the report is as follows. After this background chapter, Chapter 2 presents the findings of the in-depth mapping exercise, starting with a methodological section. Chapter 3 deals with the gap analysis and chapter 4 closes with conclusions and policy recommendations. Finally, section II contains the web survey questions (Annex 1); the last annex of the report includes all the fiches of support services that have been covered by the online survey.

1.2 Methodology and approach

In this section, we shortly describe the approach adopted in order to reach the desired aim of the study, which is described at the start of the chapter. In short, the study has been conducted in four phases, as shown in Table 1.1.

Table 1.1 Study phases

Phase	Scope	Activities
Phase 1	Inception	Contracting local experts, scoping of the study
Phase 2	Pilot phase	Design web survey, testing survey in pilot countries
Phase 3	Implementation	Roll out of the survey, follow up experts, quality control
Phase 4	Gap analysis	Analysis of gathered results

1.2.1 The right methodology

Before a detailed gap analysis of existing support services in the EU-27 and selected third country markets can be conducted, detailed information about the support services and initiatives has to be obtained. Several approaches can be followed for acquiring the necessary information. The study team weighed the pros and cons of three main approaches⁶: *desk-based research*, *telephone interviews* and an *online survey*. In the table below (Table 1.2), these options are presented with the accompanying advantages and disadvantages.

Table 1.2 Pros and cons of three study approaches

Option	Approach	Advantage	Disadvantage
1.	Desk-based study	+ Affordable + Not dependent on time and cooperation from stakeholders	- Dependent on already available information - Information available often not detailed enough
2.	Telephone interviews	+ Obtain very detailed information + Obtain information on services not well promoted online	- Very time consuming - Expensive - Dependent on finding the right contacts to talk to - No flexibility for respondent
3.	Online survey	+ Obtain very detailed information + Collecting information in a standardised format + Flexibility for respondent	- Dependent on respondent for completing the survey - Dependent on respondent for providing the right information

Since both the online portal is developed from the collected data and the gap analysis conducted based on the collected information, it was key in this project that the information was collected in a standardised and digital manner. Combined with the available time and budget for this project, the *online survey* option was the preferred methodological approach for the study. In order to mitigate the risks and overcome the disadvantages listed in the table, Ecorys assembled a network of local country experts in the EU-27 and selected third countries to follow up on all initial survey requests. In addition, thorough quality checks of the collected data have been performed in Phase 3 of the study. The activities undertaken in each of the phases is explained in more detail in the paragraphs below.

1.2.2 Phase 1: Inception and contracting local country experts

In the inception phase support services were defined as:

⁶ Of course, more options are available, but these three options are among the most common approaches for this type of assignment.

- Private and public measures and initiatives taken at local, regional, national and EU level offered in Europe and abroad with the aim to improve the conditions of European SMEs to explore and enter markets outside the EU;
- Support services are broader than services that simply help to export; the services should include all forms of possible cooperation (export, FDI, technology transfers, cooperation agreements, etc.) and covering different aspects, i.e. initial market information, IPR, export clusters, etc.;
- Besides existing measures, also initiatives are useful to collect. An initiative should be considered a concrete plan for a measure to be introduced during 2012 and 2013, mentioned in a programmatic document, or already in adoption procedure.⁷

Also in the inception phase the subcontracting of the local country experts was concluded. The collection of support services has been done in the EU by the Ecorys network of country experts in the Member States. In the selected third countries Ecorys either had an own country expert, or the EU Delegation, or a reputable business association, an Ecorys affiliate office, or a combination of those channels was used to collect the basic information (contact details etc.) on existing support services and initiatives. Together, this network of trusted experts identified the organisations offering support services for internationalisation to EU SMEs in all 27 EU Member States and the 25 third countries. The contact details provided by these experts were used in the next phases for the roll out of the online survey.

1.2.3 Phase 2: Design web survey and pilot phase

Quite some time was spent on preparing the mapping exercise and minimising the risks in its implementation. The Ecorys UK Survey Team developed the online web-based survey. The survey questions were designed by Ecorys Netherlands in close cooperation with the task manager of the Commission. The web survey questions are included in Annex 1.

To test the approach of identifying contact persons as well as the online survey (and questions), a pilot was executed. Contact persons were first identified in China, India and the US as well as in the Netherlands and Slovakia. These contact points received an email with a link to the online survey and a recommendation letter of DG Enterprise. These countries had been selected to start with the mapping before this exercise would be rolled out to all 27 Member States and the 25 target countries outside the EU. The selection of pilot countries was based on pragmatic reasons.

Among the contact points were those who had been provided by the European Commission although the country experts were also asked to use their own network and contacts.

1.2.4 Phase 3: Implementation of web survey and quality control

After the pilot phase, the survey was rolled out to all contact points identified. A number of reminder e-mails have been sent to the contact persons who did not respond after they had received the e-mail with the link to the survey. By November 21, 2012 the study team had collected 964 support services in the online database. Ecorys decided, together with the Steering Committee, to leave the survey open until 1 December 2012 in order to allow respondents as much time as possible to complete the survey, while still having enough time to process their response. On 5th of December 2012 the data were extracted from the survey. The data were quality checked for completeness and duplication of the same support services through double entries. In addition, all fiches had been

⁷ In practice it turned out that support organizations were reluctant to provide their initiatives as they were afraid not to be able to update the information later on.

checked against the objective of the project. In case the support service entered did not comply with the objective of the mapping, the entry was deleted. Obvious mistakes in the answers to questions were also corrected. If the quality manager had any questions or doubts on the data filled out, this Ecorys staff member went back to the country experts. The country experts had to contact the respective contact persons and come back to the Quality Manager with the improved answer. Lastly, a final check was made whether the main support service players at the level of the EU, the Member States and the third countries were included in the online database. In the event that large and important support organisations were missing in the database, the local country experts and Ecorys included the support services from this organisation based on information publicly available.

1.2.5 Phase 4: Gap analysis

The data collected were first provided in Excel sheets to make this information easier to analyse for the gap analysis. Matrices were produced classifying countries and support programmes. Filtering of the data set was done to make further analysis possible of the evaluation results of the support services that had been evaluated, in order to assess their effectiveness in addressing the needs of SMEs.

1.2.6 Gap analysis

The data collected were first provided in Excel sheets to make this information easier to analyse for the gap analysis. Matrices were produced classifying countries and support programmes. Filtering of the data set was done to make further analysis possible of the evaluation results of the support services that had been evaluated, in order to assess their effectiveness in addressing the needs of SMEs.

2 Findings

The following chapter covers the findings of the conducted assignment. Before advancing to the gap analysis of the results of the survey, this chapter presents an overview of the collected information. First, an overview of the scope and breadth of organisations and support services that have been targeted for the online survey is presented. Secondly, basic information on the characteristics of the organisations and support services that have participated in the survey is given. Chapter 3 will go into more detail regarding the gaps and overlaps between the support services that have been identified. Also included is an overview of the information on support services that operate on an EU-wide level. Lastly, an overview of the feedback received from respondents as well as non-respondents to the survey is shortly presented.

In short, the following topics are discussed in this chapter:

- **Section 2.1** Scope and breadth of organisations identified;
- **Section 2.2** General description of support services collected;
- **Section 2.3** Support services at EU-level;
- **Section 2.4** Feedback given on the mapping exercise.

2.1 Scope and breadth of type of organisations identified

The current section presents an overview of the number and the type of organisations and support services⁸ that have been identified by the local experts and by Ecorys that provide services to help EU SMEs internationalise into the 25 target countries. All of the identified organisations and support services have been approached with a request to participate in the survey. However, as explained in section 2.2, not all organisations and support services identified have filled out the survey or are otherwise included in the gap analysis of this report⁹. However, since these organisations and support services are also relevant for the objective of the study¹⁰, this section (2.1) shortly presents the details and nature of the organisations that have been *identified* during the first phase of the study. The details of the support services that have been *documented in the database* accompanying this report are thoroughly discussed in Chapter 3. As such this section discusses a larger amount of support services than are included in the gap analysis.

At the start of the project, local experts identified relevant organisations and support services that provide services to SMEs wishing to internalise. In selected third countries (in which Ecorys did not use a local expert) support services have been identified either by the EU delegation, an established European business association in the country or Ecorys offices. The total number of support services that have been identified amounts to 1,542 services in EU-27 and third countries. These contacts represented 1,197 different organisations within the EU-27 and the 25 selected target countries. This information is summarised in Table 2.1.

⁸ The number of support services identified in the EU-27 and third countries are approximated by the amount of contact persons identified per country. Since one contact was often responsible for one support service, the amount of contacts serves as good proxy for the amount of support services.

⁹ As explained in Section 2.2, the gap analysis and accompanying database includes information from selected organizations and support services that has been collected by Ecorys based on publicly available information.

¹⁰ The objective of the study is to identify and map existing internationalization support services for EU SMEs.

Table 2.1 Number of identified support services and organisations

Targeted support services and organisations		
	Support services	Organisations
EU-27	993	658
Third countries	549	539
Total	1542	1197

The information presented in this section is based on the information of these targeted organisations, which are presented by EU-27 member state and third country in Annex 3.

There is a possibility that the mapping exercise might include information from contacts that had not initially been identified by the study team. Throughout the project, organisations were also encouraged to forward the survey link to related organisations or other contacts that were eligible to receive the survey link. Since we do not know to whom the organisations have forwarded the survey link until the recipient completes the survey, we cannot show to how many organisations the survey link had been forwarded. To cross check whether the organisations that responded to the survey are relevant to the study (i.e. whether the organisation provides SME support services to EU SMEs), an extensive quality control process was performed. Every support service in the database has been checked against the relevancy for this project, i.e. it has been checked whether the support service listed provides services for the internationalisation of EU SMEs into third countries.

In the following, the identified support services are discussed in two groups, the support services identified in EU-27 member states and in third countries.

2.1.1 EU-27 Member States

The study identified a variety of SME support organisations in the EU-27. **Figure 2.1** shows that the split of types of organisations identified and contacted is relatively even among the eight categories described in the figure. The graph shows that a rich variety of organisations have been contacted with the aim to document as much support services as possible from different types of organisations. Only EU initiatives and embassies take minor shares (2 and 0 percent respectively). EU initiatives seem to be much less present in the EU-27 as compared to national and regional service providers. The “Other” category mostly resembles private initiatives such as consulting and training services, but also research and educational facilities that could not be clearly assigned to one of the other categories.

Figure 2.1 Number of organisations identified in EU-27 member states, by type

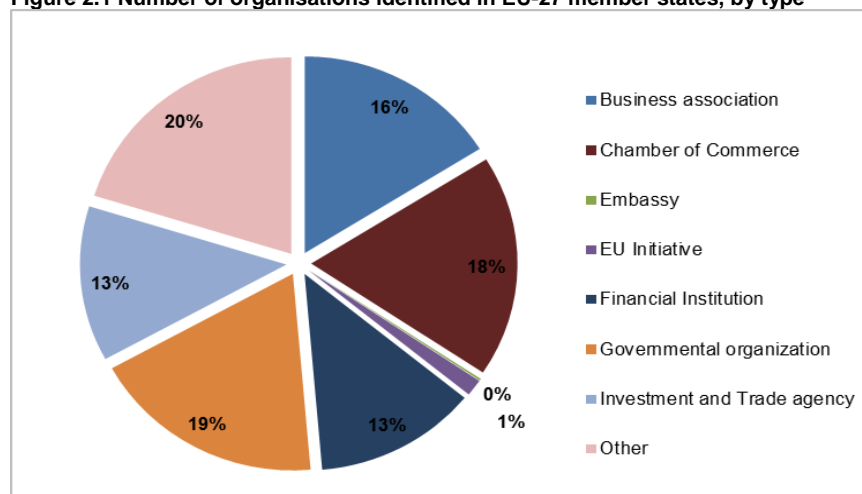


Figure 2.1 showed that there is a healthy mix of organisations targeted in the EU-27 as a whole. Also disaggregated by individual Member States, a good mix of different type of organisations have been identified per country. However, the *number* of identified organisations and support services differs across the individual Member States. The amount of identified SME support organisations depends, amongst others, on the size of the country, the size of the country's economy, the size of the public sector and the efforts of the local contact. When any of these increases, one would expect more SME support organisations to be identified in a country. Moreover, in some Member States SME support services are more combined in a few large organisations (such as OSEO and UBIFRANCE in France and Advantage Austria in Austria), whereas in other countries there are more SME support organisations that offer only one or two SME support services.

Thus in order to show the total number of support services identified in EU-27 countries, categorised by the type of organisation that they belong to, we refer to Table 2.2 below. The table shows both the differences among identified support services in EU Member States and the representation of the different type of organisations under which these support services fall. Since in Cyprus, for example, the size of the public sector, the total economy size and the number of SMEs is relatively small compared to other EU countries, the amount of SME support services available in these countries is lower.

Moreover, it can also be seen that in almost each country there is one type of organisation where relatively more support services have been identified compared to other types of support service organisations. This is likely a result of the fact that in almost every member state, there is a 'flagship' institution that provides the main support services for SMEs that wish to internationalise.

Table 2.2 Support services identified and approached in EU-27 Member States, by type of organisation

	Business association	Chamber of Commerce	Embassy	EU Initiative	Financial Institution	Governmental organization	Investment and Trade agency	Other	Total
Austria	1	4			5	3	29		42
Belgium	14	2			5	1	25	2	49
Bulgaria	6	2			6	5	2	9	30
Cyprus	10	5				6	1	1	23
Czech Republic		23		1	3	1		3	31
Denmark	6	1			7	3	5	18	40
Estonia	1	2			21	3	1	16	44
Finland	5	3			8	10	6	3	35
France	1	21			15		11		48
Germany		5			7	7	3	9	31
Greece	8	6			7		1	4	26
Hungary	7	4			8	6	5	8	38
Ireland	3	1					29	1	34
Italy	4	11			2	1	7	8	33
Latvia	2	6		2	9	12	2	21	54
Lithuania	2	6			7	11	3	11	40
Luxembourg	2	6		5	5	5	2	7	32
Malta		7	1		2	7	13	2	32
The Netherlands	1	6		2	1	11	5	8	34

	Business association	Chamber of Commerce	Embassy	EU Initiative	Financial Institution	Governmental organization	Investment and Trade agency	Other	Total
Poland		7		1	1	22	3	1	35
Portugal	32	7				6	3	1	49
Romania	10	3			1	15	1		30
Slovakia	2	9			4	8	4	9	36
Slovenia	3	5			2	4	12	4	30
Spain	6	13		1	3	4	25	6	58
Sweden	4	3		1	3	12	2	6	31
UK		1			1	2	23	1	28
Total	130	169	1	13	133	165	223	130	993

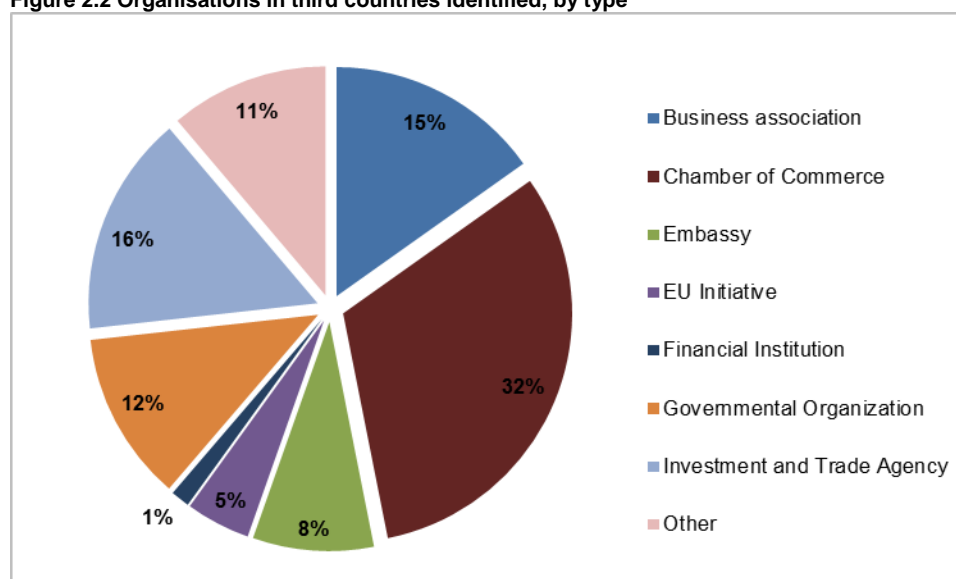
Source: EU-27 local experts identified contact persons.

2.1.2 Third countries

Organisations that provide support services for EU SMEs in third countries have been identified through a variety of channels. For some third countries (as explained in the methodology), Ecorys used local experts in the same manner as in the EU-27. For all remaining countries, Ecorys communicated with the trade sections of EU delegations, European business associations, Ecorys' offices or a combination of these. These institutions had been asked to provide the contact details of organisations in their country that offer support to European SMEs that wish to do business with that country. The list of organisations and support services offering support to EU SMEs that have been identified and approached with a survey request is presented in Annex 3. In total, some 549 support services in all 25 target markets had been identified and targeted. These support services were distributed over 539 institutions. This implies an average of nearly 22 support services per third country and on average 1 support service per organisation.

Figure 2.2 below shows the total number of organisations identified (and contacted) in third countries, by type of organisation. In contrast to the EU based organisations, the dominant agent of service provision targeted in third countries is the Chamber of Commerce. Especially bilateral chambers of commerce (to certain EU-27 member states) are very prominent in offering internationalisation services to EU SMEs. Business associations also constitute an important channel for internationalisation in third countries. The difference with EU-27 organisations is most visible through the difference in presence of investment & trade agencies and governmental organizations that are often centrally established in EU countries to support the internationalisation process of their SMEs.

Figure 2.2 Organisations in third countries identified, by type



Similarly to the EU-27, a (natural) spread regarding the number of support services identified in third countries can also be observed (as shown in Table 2.3 below). External factors such as the size of the country and its economy, as well as project specific factors such as the presence of a local expert and willingness to cooperate by EU delegations and business associations determined the amount of support organisations identified. In most countries, the (bilateral) chambers of commerce are the dominant mode of service providers¹¹.

Table 2.3 Support services identified and approached in third countries, by type of organisation

	Business association	Chamber of Commerce	Embassy	EU Initiative	Financial Institution	Governmental Organization	Investment and Trade Agency	Other	Total
Australia	2	11		1			3		17
Brazil		12							12
Canada	3	12	1				1		17
Chile	1	18		1	1	4	4	1	30
China	11	12		11		5	10	1	50
Egypt	10	7					6	1	24
India		3		3			6		12
Indonesia	5	6							11
Israel		22							22
Japan*	1	5	7	1		1	9		24
Malaysia	3	3	6	1		1	3		17
Mexico		7	2				4	1	14
Morocco	2	7			1		1	1	12
Russia	11	5		1			5	1	23
Saudi Arabia			2			1	11	1	15
Serbia	3	2		2	2	2	1	13	25

¹¹ In Israel, the EU Delegation provided only bilateral chambers of commerce since the remainder of the institutions in Israel only supported Israeli SMEs to do more business abroad according to the Delegation. In Brazil, a similar situation applied.

	Business association	Chamber of Commerce	Embassy	EU Initiative	Financial Institution	Governmental Organization	Investment and Trade Agency	Other	Total
South Africa	1	5	8			1	1	4	20
South Korea		4		1			7		12
Taiwan	3	2			1	7	4	6	23
Thailand		10	18	1					29
Tunisia	3	9	3				2	1	18
Turkey	2	6			1	12			21
Ukraine	3	4					4	4	15
United States	7		1		1	28	8	5	50
Vietnam	11	1		1		2	1	20	36
Total	82	173	48	24	7	64	91	60	549

**The listed contacts for Japan are obtained from the database supplied by the EU-Japan Centre for Industrial Cooperation.*

2.2 General description on support services collected

As explained in the methodology section, Ecorys decided, together with the Steering Committee, to allow contact persons to fill out the survey until December 1st 2012 in order to give them as much time as possible to complete the survey, while leaving sufficient time to process all the answers for the report. Ultimately, the survey data had been extracted on the 5th of December, so that respondents who completed the survey until this time were included in this study.

A thorough quality check of the dataset was performed which included removing entries that did not comply with the objective of the mapping, verifying answers given to certain questions and ensuring consistency for selected questions. After an initial assessment of the data collected, both the EC and Ecorys showed the clear ambition to further include important support organisations for SMEs that did not reply to the survey. In case the organisations decided not to participate in the project, the support services from these selected organisations have been included based on publicly available information. In total, 184 support services had been added to the database based on publicly available data. The information of these support services has been included in both the gap analysis and the fiches.

Together with the number of support services collected through the online survey, the total number of collected support services in the EU-27 amounts to 734 and the number of support services in third countries amounts to 422, as shown in the summary statistics table below.

Table 2.4 Number of support services and organisations in the database

Support services and organisations in the database		
	Support services	Organisations
EU-27	734	215
Third countries	422	124
Total	1156	215

In the sections below, the basic characteristics of the support services that have been documented in the database are described. Since these support services will be analysed thoroughly in Chapter 3, this section only presents an overview of the number of support services collected.

2.2.1 Support services in EU-27 member states

In total, 734 support services have been documented that are offered in all EU-27 member states combined¹². Together, they represent 215 different organisations. Hence, comparing with the initial number of organisations contacted (658), this implies an overall response rate of 33%¹³.

Due to a variety of (external and internal) factors the spread of support services documented in EU Member States is large. Table 2.5 shows the number of documented support services per EU Member State. The last column shows how many of the documented support services in the database have been included in the database using publicly available information.

¹² Including 2 organisations with three support services offered at EU-wide level.

¹³ Calculated by dividing the number of organizations that completed the survey (215) through the number of organisations initially identified (658).

Table 2.5 Number of support measures and organisations by EU-27 Member State¹⁴

	Organisations identified	Organisations collected	Support services identified	Support services collected	<i>of which based on publicly available information</i>	Response rate ¹⁵
Austria	13	4	42	15	2	31%
Belgium	19	8	49	36	5	42%
Bulgaria	26	9	30	43	5	35%
Cyprus	17	4	23	15	5	24%
Czech Republic	31	3	31	8	6	10%
Denmark	29	11	40	33	1	38%
Estonia	32	6	44	25	0	19%
EU	n.a.	2	n.a.	3	0	n.a.
Finland	20	10	35	35	5	50%
France	4	4	48	21	0	100%
Germany	30	12	31	34	8	40%
Greece	11	7	26	23	5	64%
Hungary	33	8	38	23	7	24%
Ireland	9	3	34	14	0	33%
Italy	31	12	33	44	9	39%
Latvia	30	16	54	68	0	53%
Lithuania	26	5	40	15	4	19%
Luxembourg	13	7	32	16	4	54%
Malta	10	5	32	20	7	50%
Poland	28	3	34	12	0	11%
Portugal	34	7	35	25	5	21%

¹⁴ This table excludes the "EU" as a country, resulting in a total number of 213 organisations and 731 collected support services.

¹⁵ Calculated by dividing the number of organisations collected in the database by the number of organisations identified.

	Organisations identified	Organisations collected	Support services identified	Support services collected	<i>of which based on publicly available information</i>	Response rate ¹⁵
Romania	49	8	49	21	0	16%
Slovakia	20	7	30	21	5	35%
Slovenia	32	12	36	32	5	38%
Spain	18	18	30	67	0	100%
Sweden	57	10	58	26	5	18%
The Netherlands	30	5	31	15	0	17%
UK	6	9	28	24	1	150%
Total	658	215	993	734	94	
Average	24.4	7.7	36.8	26.2	3.4	32.7%

The table shows that for some countries the response rate was higher than 100%, which implies that ultimately more support services organisations responded to the survey than had been identified or additional organisations had been added to the database using publicly available data.

2.2.2 *Support services in third countries*

The database accompanying this report includes information on 422 support services in the 25 selected third countries. This number includes 95 support services sourced from publicly available information and from the database supplied by the EU Japan Centre for Industrial Cooperation. The 422 support services in third countries are operated by 124 different organisations. This implies an overall 'response rate' of 23% when comparing the number of organisations approached (539) and the number of organisations that are included in the database (124). The lower response rate in third countries as compared to EU-27 countries could be due to a variety of reasons. Due to the methodology of the study, less local experts were available in third countries to follow up on requests. Other reasons are explained in section 2.3 (such as the small size of the offices in third countries, which leads to inadequate capacity to respond).

Table 2.6 below shows the number of organisations and support services collected in the database in the 25 identified target countries, as compared to the amount of services and institutions identified. Countries with a high number of services are China and the USA, which are attractive locations for international business from a European point of view. In Taiwan, no support services could be documented, despite numerous efforts. Both the EU delegation and a European business association provided a relevant list of organisations. However, none of the targeted organisations completed the survey.

Table 2.6 Number of organisations and support services in third countries

	Organisations identified	Organisations collected	Support services identified	Support services collected	<i>of which based on publicly available information</i>	Response rate ¹⁶
Australia	15	3	17	13	0	20%
Brazil	12	3	12	12	8	25%
Canada	17	4	17	21	11	24%
Chile	30	3	30	7	0	10%
China	48	9	50	30	0	19%
Egypt	22	3	24	11	8	14%
India	12	4	12	9	6	33%
Indonesia	11	4	11	13	0	36%
Israel	22	2	22	6	0	9%
Japan*	24	24	24	24	24	n.a.
Malaysia	17	8	17	32	0	47%
Mexico	14	3	14	11	7	21%
Morocco	12	4	12	18	0	33%
Russia	22	4	23	20	11	18%
Saudia Arabia	15	2	15	10	0	13%
Serbia	25	11	25	53	0	44%
South Africa	20	5	20	20	0	25%
South Korea	12	2	12	9	0	17%
Taiwan	22	0	23	0	0	0%
Thailand	29	5	29	16	0	17%
Tunisia	18	3	18	14	0	17%
Turkey	21	3	21	23	11	14%

¹⁶ Calculated by dividing the number of organisations collected in the database by the number of organisations identified.

	Organisations identified	Organisations collected	Support services identified	Support services collected	<i>of which based on publicly available information</i>	Response rate ¹⁶
Ukraine	14	3	15	13	5	21%
United States	49	10	50	33	0	20%
Vietnam	36	2	36	4	4	6%
Total	539	124	549	422	95	
Average	21.6	5.0	22.0	16.9	3.8	23.0%

* Data from Japan is sourced from the database from the EU Japan Centre for Industrial Cooperation.

2.3 Support services at EU level

SME support organisations are not only organised through national governments, private organisations and associations. The European Union itself supports the internationalisation process of EU SMEs by financing and or running dedicated support organisations. Although depending on their characteristics, most of the support services organised at EU level are available to SMEs in all EU Member States. Ecorys has identified various EU-wide organisations and approached them with a survey request. Details of five organisations (*EU SME Centre in China*, *China IPR SME helpdesk*, *EU Project Innovation Centre (China)*, the *Market Access Database* and *Eurostars*) have been collected in the database and are thus included in the mapping exercise (see also Chapter 3).

However, there are more organisations relevant for SME internationalisation support at EU level. Table A1 in Annex 2 lists these main organisations. Some organisations are specifically aimed at a particular region, while others establish a more general framework. In the following, the highlights of some of the support services and organisations are presented, categorised by the four groups indicated in the table:

- Overall (framework) programmes
- EU Business centres and bilateral programmes
- Financial services
- EU sponsored cluster/network initiatives

For more information about the various programmes, the reader is referred to the websites indicated in the last column of the table. More information on the five EU support services entered that are documented in the database can be found in Annex 4.

1. Overall (framework) programmes

Two of the most important and largest general programmes available for EU SMEs are the *Your Europe Business Portal* and the *Enterprise Europe Network (EEN)*. The Enterprise Europe Network (EEN) is the largest network of business and innovation support organisations for the benefit of EU SMEs. Even though, a large share of the EEN services are tailored towards supporting EU SMEs growing their business in the EU and allowing them to benefit from EU legislation, funding opportunities and EU programmes, there are also specific services for entering third country markets. The *Going International* service has been specifically designed for realising gains in non-domestic markets using, among others, matchmaking events. The EEN can also rely on a large network of contact points in third countries to help EU SMEs expand into these markets. The EEN operates through business support organisations in approximately 50 countries (of which many among the selected third countries) and hence can also be used for the selected third countries in this study. This study has targeted many business support organisations that are member of the EEN. In the list of identified contacts (Annex 3), it is indicated whether an organisation is member of the EEN by highlighting the identified organisation/support service green.

Secondly, the European Commission manages the *Your Europe Business Portal* and the *European Small Business Portal*, which both contain a large and comprehensive amount of information for all European SMEs. Both portals are broad in nature, which implies that they offer information on support services available in the EU in all types of areas, from rules and regulations to environment to expanding business abroad. This last category of information is most relevant for this project. Both portals mainly offer links and contacts to the support organisations that are present in the EU and do not provide direct support to SMEs going abroad.

Moreover, the EC offers a variety of online services specifically focused on trading issues, which make these services especially relevant for SMEs wishing to internationalise. The online databases

and websites contain information about import conditions in non-EU markets (*Market Access Database*), tariffs (*Online customs tariff database*), technical barriers to trade in non-EU countries (*Technical Barriers to Trade (Enquiry Point)*) and taxation issues (*European Customs Information Portal*).

Lastly, another large general SME support organisation is EUREKA, which manages the *Eurostars* programme. This is an EU programme that offers financial support, but specifically target SMEs in Europe (that devote 10% of their turnover or total FTEs to research) with funding for international research. It focuses on the development of new products and access to markets. Since *Eurostars* is included in the database, this support service is taken into account in the mapping exercise. More information on this service can also be found in Annex 4.

2. EU Business centres and bilateral programmes

Several EU-wide support institutions exist with the aim of providing a broad range of SME support services in specific countries or regions. The EU has initiated some influential EU-wide support organisations especially in Asia. The three EU Business centres in China, India and Thailand are providing support to EU SMEs that would like to do business in these countries. The *EU SME Centre* (China), the *European Business and Technology Centre* (EBTC, India) and the *European ASEAN Business Centre* (Thailand) act as stepping stones for EU SMEs. They offer various types of services, but focus more on non-financial support instruments such as information provision, business matching, seminars and information. Both the *EU SME Business Centre* in China and the *EBTC* in India have responded to the survey request. Their details can be found in Annex 4.

Japan and South Korea also receive particular interest from EU-wide organisations. The *EU – Japan Centre for Industrial Cooperation*, for example, offers various training and mission programmes for European companies in Japan, but also offers support for foreign direct investments into Japan. The *EU Gateway programme* is another EU-initiative (2008-2015), which aims to introduce European manufacture in the Japanese and South Korean markets. It does so for example by organising business events in South Korea and Japan. Lastly, the *European Business Council* in Japan offers more indirect help to EU SMEs by caring for an improved trade and investment climate through trade policy.

In China, as large emerging economy offering enormous potential for European SMEs, also some specific EU-wide support organisations are located. The *China IPR helpdesk* supports SMEs both to protect and enforce their Intellectual Property Rights and *Understanding China* has been founded to improve the knowledge about China for European businesses and specifically targets EU SMEs by ‘SME Roundtables’ and training programmes, among others.

3. Financial services

A few EU wide institutions focus on providing financial support to EU SMEs. The European Bank for Reconstruction and Development (EBRD), for example, manages an *SME Finance Facility* for SMEs in Eastern European member states. The programme amounts to €847 million (with 130 million Euro financed by the EC), which is channelled to EU SMEs through partner banks. Hence, SMEs cannot apply directly at the EBRD for funding. Next to the financial support, the EBRD also manages two non-financial support programmes: the Turn Around Management Programme and the Business Advisory Services programme.

The European Investment Bank (EIB) offers two different financing programmes. The first is the *JEREMIE programme*, which offers indirect support through national and regional authorities. This support contains, for example, guarantees, micro-loans, credit insurance and funds. The second programme is *Loans for SMEs*, which are loans offered via partner banks to EU SMEs.

4. EU sponsored cluster/network initiatives

Among the EU sponsored cluster and network initiatives, the *European Business & Innovation Centre* network is among the largest and most important. It offers various business incubation services to EU SMEs wishing to internationalise, such as the soft landing club. The *ANIMA Investment Network* is a consortium of partners (partly financed by the EC) that supports the internationalisation of innovative high-growth ventures in the Mediterranean region and acts as a regional springboard between business support organisations in the South Mediterranean (Algeria, Egypt, Turkey, Palestine, Israel, Jordan, Lebanon, Morocco, Syria and Tunisia) and European Mediterranean. Similarly, the *East Invest* programme supports regional investment and trade facilitation for SMEs from Armenia, Azerbaijan, Georgia, Moldova and Ukraine. Both of these programs can help EU SMEs doing business in these countries through their network of local contacts and networking services.

Details on the remainder of the EU-level support services can be found on the websites provided in the last column of Table A1.

2.4 Feedback given on the mapping exercise

As explained in the previous section (2.1), Ecorys identified and contacted more organisations and support services for EU SMEs than have finally been included in the database. This section presents some feedback that was given on the survey and the mapping exercise. Some of this feedback could explain why the response rates described in the previous section were not higher. This section first outlines the nature of main feedback received from respondents to the survey. Section 2.4.2 then continues with a short overview of reasons why identified contact persons did not always complete the survey (based on the input received in EU-27 member states).

2.4.1 Feedback from respondents

Ecorys has received feedback from contact persons that responded to the survey through three main channels:

1. The 'Comments' box in the survey;
2. The feedback that local experts received from contact persons;
3. Direct emails from the respondents.

In the paragraphs below, we shortly elaborate on the type of feedback received from respondents to the online survey.

Structure and length of the survey

The feedback from respondents mostly concerned the structure and content of the survey itself. The comment most often received concerned the length of the survey, which was considered long by the majority of the respondents that voiced their opinion. The consequence of too long surveys could be that questions at a later stage of the survey will be filled in more quickly and thereby not considered well enough, which affects the quality of the answers. Secondly, as explained in section 2.4.2, the length of the survey has also caused many contact points not to complete the survey.

Secondly, respondents were often concerned about the sustainability and accuracy of the portal (later on) since the survey did not indicate that respondents could update their service offerings over time. Often, these would expire or the information might become outdated. As explained in

section 2.4.2, the static nature of the survey in its current form has also resulted in participation declines.

Lastly, some contacts have also notified Ecorys that parts of the questionnaire did not apply to their organisational structure. Especially fully private firms sometimes had difficulties answering particular questions, especially with regard to financial questions or the number of users.

Feedback on particular questions

Ecorys received much feedback on some particular questions. Especially the questions concerning the **budget available for the support service, the number of months that the service is available, number of participating companies and the date until which the service is available** were often troublesome for respondents to complete. The respondents often gave two reasons why they could not fill out this question:

1. Information is unavailable in such detail

Not all companies and institutions know exactly how many firms they have serviced, or how many months their support services have been running in case they already exist for a long time. In case the service is not expected to terminate in the near future, the respondents also did not want to fill out an expiry date for the service. Concerning the budget, some mentioned that budgets are flexible and changing often over time and hence filling in a fixed number does not reflect reality.

2. The information is confidential

Especially for the **budget** question, organisations were often hesitant to provide financial details. In case of private companies, this information is often confidential and they would not like to share it. In case of public institutions, respondents often only knew the information on the budget available for the entire company and not for specific support services. Moreover, also representatives from (quasi-) public institutions could not always share the budget information due to confidentiality.

In both cases, respondents have often made up arbitrary numbers to continue in the survey. A quality check on the side of Ecorys has identified most of these instances. However, the budget question has only been corrected in the most obvious cases since it is very difficult to judge whether the budget is correctly stated or whether the number is an estimate (in which case the answer contains useful information). The entry on the 'number of months available' question has been corrected for obvious mistakes. In case the number of months that a service was available was very high, the entry has been changed into service is 'long established'.

2.4.2 Feedback from non-respondents

As stated at the start of the report, the main aim of the project is to map the existing support services for European SMEs in EU-27 member states and selected third countries and conduct a gap analysis. Section 2.2 indicated that Ecorys had identified 1,542 support services in EU-27 and third countries. However, the amount of documented services in the database is lower. The response rates of 33 and 23 percent in the EU-27 and third countries indicate that many more support services exist in these markets, but have not been documented in the database. This subsection provides some insights into why identified contacts did not always complete the online survey. In the following the insights from local experts in the EU-27 and third countries provide some reasons why identified organisations did not always complete the survey.

Feedback from non respondents in EU-27 member states

Ecorys has asked every local expert to follow up repeatedly on all contacts that did not complete the survey and provide Ecorys with progress reports on the feedback from their contact points. In the final progress reports local experts categorised the reason for non-response for contact points that did not complete the survey yet.

Approximately a quarter of the non-respondents informed the local experts that they had forwarded the survey request to a colleague in their organisation who would complete the survey for them. A small part of the non-respondents (some 5%) work in organisations that do not provide support services for the internationalisation of SMEs and hence the filling out the survey would not comply with the objective of this study.

A very minor share (around 1%) of the respondents did not fill out the survey, because they had difficulties with the English language. Despite the fact that this is an unfortunate result, we deem this share as acceptable since it has initially been a concern that in certain countries contact persons would not be able to fill out the survey due to language difficulties. However, this factor played a more important role in third countries.

Lastly, the remaining part of the non-respondents was either not interested to fill in the survey or had other reasons for not responding. Among the largest problems in the “other” category was that contact points promised local experts to fill out the survey, but ultimately never did. All local experts have followed up on these contacts repeatedly and reminded them, but not always with success. Still other reasons for non-response in this category were difficulties with the practical side of the initial contact approach, such as full mailboxes, a wrong email address, a contact that does not work for the organisation anymore etc.

Lastly, the documentation of support services identified in governmental organisations has sometimes also suffered from inefficient official communications. Ecorys has experienced in some countries that officials were instructed from the top not to participate in the project. Since lower ranked contact persons often lacked the authority to complete the survey, local experts were sometimes referred to higher officials. When higher officials were reached, they claimed that they were unaware of the mapping exercise conducted by the EC and wanted to have an official confirmation from the Commission. However, the Commission had informed all Member States at the start of the project and hence some internal miscommunications within these governmental organisations led to a troublesome process.

Feedback from third countries

In third countries, less local experts were available and Ecorys used other channels, such as EU delegations, European business associations, Ecorys offices and publicly available information, to identify and approach support services for EU SMEs. As a result, the initial identification of SME support organisations was often through central contacts that were not in the position to fill out the survey. Consequently, new invitations had to be sent to the relevant contact persons. In addition, Ecorys noticed that institutions in third countries are often smaller in size and contacts referred to the president or head of the institution to get authority for filling out the survey. However, these directors were often away or had no time.

Secondly, in third countries the language barrier constituted a bigger problem for completing the survey compared with the EU-27. In countries such as Vietnam, Tunisia, Morocco and some South American countries respondents often informed us that they had difficulties understanding the questions and expressing the right information in English. Since they wanted the information to be

published, they had to be extra careful with their formulations which often made them more hesitant when filling out the survey.

3 Analysis of survey results and gap analysis

This chapter assesses the availability of services to EU SMEs to support their internationalisation. This assessment is based on the survey developed for this study as well as on additional desk research of publicly available information. It assesses the number and type of services that are provided, how they are provided and to whom, and the export markets at which they are targeted. The analysis is done both for the services provided in the EU27 Member States and for the services provided to EU SMEs in third countries. In the assessment, we particularly focus on the overlap and gaps in the services offered.

This mapping analysis includes all support services documented in the accompanying database (1,156 in total), of which:

- a. 184 support services have been based on publicly available information of support services from the most important organisations in the EU-27 and third countries
- b. 24 support services are based on the information provided by the EU Japan Centre for Industrial Cooperation

3.1 Number of services, organisations and users

3.1.1 EU 27

Number of organisations and services

Table 3.1 provides an overview of the number of organisations involved in the internationalisation of SMEs, and the number of services they provide. To put the data in context, the table also includes information on the share of a country in the EU's total extra-EU exports, the importance of extra EU exports relative to GDP by Member State, and the number of SMEs by Member State.

Table 3.1 Number of organisations, number of services and contextual indicators in the EU-27

Country	Number of organisations	Number of support services	Share in total extra EU exports, % (2011)	Extra EU exports as share of GDP, % (2011)	Number of SMEs (2012)
Austria	4	15	2.4	42%	294,733
Belgium	8	36	6.1	92%	500,873
Bulgaria	9	43	0.5	53%	310,527
Cyprus	4	15	0.0	7%	46,014
Czech Republic	3	8	1.3	75%	938,909
Denmark	11	33	1.8	33%	200,768
Estonia	6	25	0.3	75%	52,778
EU	2	3	-	-	-
Finland	10	35	1.6	30%	211,125
France	4	21	10.7	21%	2,452,986
Germany	12	34	27.6	41%	2,097,464
Greece	7	23	0.7	11%	758,701
Hungary	8	23	1.2	81%	570,307
Ireland	3	14	2.4	57%	150,001
Italy	12	44	10.6	24%	3,789,039
Latvia	16	68	0.2	47%	77,715

Country	Number of organisations	Number of support services	Share in total extra EU exports, % (2011)	Extra EU exports as share of GDP, % (2011)	Number of SMEs (2012)
Lithuania	5	15	0.5	65%	104,397
Luxembourg	7	16	0.2	37%	28,244
Malta	5	20	0.1	48%	30,028
Poland	3	12	1.9	37%	1,393,419
Portugal	7	25	0.7	25%	746,465
Romania	8	21	0.8	34%	530,242
Slovakia	7	21	0.6	83%	67,903
Slovenia	12	32	0.5	69%	106,670
Spain	18	67	4.7	21%	2,454,266
Sweden	10	26	3.8	35%	579,727
The Netherlands	5	15	7.1	80%	630,090
UK	9	24	11.5	21%	1,646,307
Total EU	215	734	100	35%	20,769,698
Average EU	8	26	3.7	46%	76,924.8

Note: data for the latter three columns is most recent data taken from Eurostat.

Table 3.1 shows that we collected information of in total 215 organisations in the EU, which together provide 734 support services. This means that on average, there is information on 8 support organisations providing 26 services in each Member State.

The number of organisations and number of services in Table 3.1 differ strongly by country. There are several explanations for these differences. First is the response rate. For example, the relatively high number of services and organisations in Latvia can partly be explained by the fact that in this country there are relatively more services that do not primarily focus on internationalisation, but still have an internationalisation element (e.g. the Latvian Technology Centre providing services on business acceleration, which also includes some international components). Other countries have only included (part of) the organisations and services that have internationalisation of business as main or primary focus.

Secondly, in some countries there is a relatively large number of regional organisations involved in providing internationalisation support. This can be seen, for example in Belgium, where there are two FDI and export promotion organisations, one for Walloon (AWEX) and one for Flanders (FIT). Also in Italy and Spain, we see a relatively large number of regional organisations, like the Umbria Trade Agency (Italy) or Aragón Exterior (Spain). This is a reflection of the regional governance structure in these countries.

A possible third explanation is that in some countries there may be relatively more focus on establishing a so called "single window" for business support services. This is, for example, the case in the Netherlands, where the organisation Agentschap NL is providing a relatively large number of services.

The contextual factors provided in table 3.1 do not provide a clear explanation pattern. It could be expected that more services are offered if the total extra-EU exports are larger and the number of SMEs is bigger (valid especially for larger Member States), or if exports are relatively important for a country (small open economies). But this is not clearly confirmed by the data: for some countries these contextual factors seem to explain the number of services, for other countries this is not the

case. Annex 2 contains diagrams looking at the correlation between the number of services and the contextual indicators (both for identified services (see chapter 2) and for services in the database (table 3.1) which show weak correlation (Figure A1).¹⁷ This is due to the fact that there are often several explanatory factors working at the same time, being different in importance depending on the country's specific circumstances.

There is less dispersion in the average number of services provided per organisation across Member States. Most of the organisations provide several support services (between 2-5 with some organisations providing more than 10 services). A high average may point to the existence of a "single window" for business support as mentioned above. Where this average number is low in a country (e.g. below 3), there are often a number of organisations included that either provide very specialised support (like the Swedish Export Guarantee Board), or do not have internationalisation support as their core business and therefore only offer one or two services.

Types of services

The services provide support for various ways of internationalisation, as presented in Table 3.2 below. Multiple answers were possible to this question, therefore the totals do not add up to (are higher) than 734.

Table 3.2 Number of services in the EU supporting various ways of internationalisation

EU Member State	Exporting (1)	Importing (2)	Technical co-operation (3)	Setting up a subcontract (4)	Becoming a subcontractor (5)	FDI (6)	All ways of internationalisation (7)
Austria	5	2	5	2	3	8	4
Belgium	19	6	6	5	2	5	16
Bulgaria	11	5	13	1	7	5	14
Cyprus	5	3	0	0	0	1	9
Czech Republic	3	0	0	3	3	3	5
Denmark	20	2	8	11	11	7	10
Estonia	17	2	6	7	7	7	7
EU	3	2	2	2	2	0	0
Finland	19	9	12	10	13	4	10
France	14	1	7	9	3	6	5
Germany	25	10	10	3	4	7	8
Greece	17	2	1	1	1	7	4
Hungary	8	8	5	1	1	6	11
Ireland	11	2	0	5	0	0	3
Italy	22	8	14	12	12	8	18
Latvia	28	13	22	11	12	7	31
Lithuania	7	5	5	4	5	6	12
Luxembourg	7	1	8	3	2	2	4
Malta	5	1	5	2	7	2	13
Poland	5	3	2	3	2	2	6
Portugal	18	5	7	6	9	2	6

¹⁷ In some cases, even a negative relationship is found, although given the weak correlation, this has no real meaning.

EU Member State	Exporting (1)	Importing (2)	Technical co-operation (3)	Setting up a subcontract (4)	Becoming a subcontractor (5)	FDI (6)	All ways of internationalisation (7)
Romania	12	5	7	6	6	5	9
Slovakia	4	3	2	3	5	4	13
Slovenia	15	9	8	3	3	3	13
Spain	39	6	31	17	20	13	16
Sweden	11	1	4	3	0	3	10
The Netherlands	2	0	1	0	1	0	13
UK	18	9	4	4	4	3	6
Total EU	370	123	195	137	145	126	276
Average EU	13	4	7	5	5	5	10

Table 3.2 above shows that from a total of 734 support services for which information was collected in the EU, 276 services support all means by which SMEs can internationalise, with an average of 10 support services per Member State. So 38% of the support services in the EU support all ways in which SMEs can internationalise.

Of the services that focus only on some specific way(s) of internationalisation, most focus on exporting. This pattern holds across most of the Member States. The total number of support services offering exporting support is 370 as shown in the first column, but if we look in more detail, out of these 370, 261 offer support to other forms of internationalisation as well (this cannot be derived from the table). In 86 of these 261 cases 86 combine it with one other type of internationalisation, notably importing (32) and technical co-operation (21). All other services combine support to exports with support to at least two other areas.

After exporting, the type of internationalisation most supported by the collected services is technical co-operation.

At first sight, some gaps are observed in columns 2-6 for the Cyprus, Czech Republic, Ireland, and the Netherlands. However, the last column shows that these four Member States have services covering all ways of internationalisation.

The main characteristics of the provided services are presented in Table 3.3. Multiple answers were possible to this question, therefore the totals do not add up to (are higher) than 734.

Table 3.3 Number of services in the EU by business characteristics

EU Member State	Non-financial support							Financial support				Other			
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentives	Low interest credits	Insurance services	Other
Austria	10	10	10	9	11	7	13	11	5	8	1	0	2	2	0
Belgium	19	8	12	15	14	9	16	12	8	6	17	8	7	8	2
Bulgaria	30	27	16	20	23	22	28	31	19	11	5	0	4	4	0
Cyprus	11	8	8	9	6	6	8	6	3	3	4	5	3	3	0
Czech Republic	2	1	1	1	1	1	1	1	0	3	0	0	1	2	0
Denmark	13	8	10	18	20	17	24	23	12	1	4	0	0	0	1
Estonia	12	8	7	7	10	10	14	12	3	12	3	3	1	7	0
EU	0	0	0	1	0	0	2	2	0	0	2	0	0	0	0
Finland	12	8	10	5	10	5	19	14	1	0	11	0	0	0	5
France	12	10	12	12	12	9	12	12	12	7	10	5	5	5	1
Germany	21	5	20	17	21	19	19	20	10	2	5	2	3	2	0
Greece	10	2	10	5	8	10	8	10	6	9	3	4	3	4	0
Hungary	7	5	5	8	7	6	13	6	2	4	8	5	6	2	5
Ireland	10	5	3	1	3	0	7	2	0	0	2	0	0	0	1
Italy	25	22	26	24	26	23	25	22	19	6	6	3	6	7	3
Latvia	33	14	23	19	31	23	44	46	15	8	10	8	9	5	0
Lithuania	5	6	6	8	6	5	11	6	4	3	6	3	4	3	0
Luxembourg	7	6	5	5	7	4	8	9	4	1	1	0	0	1	0
Malta	8	6	7	9	5	5	10	7	6	3	4	4	2	2	0
Poland	6	4	4	9	10	6	2	4	3	3	3	3	3	3	0

EU Member State	Non-financial support							Financial support					Other		
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentives	Low interest credits	Insurance services	Other
Portugal	19	6	9	13	17	12	14	16	9	3	8	2	1	0	0
Romania	14	11	15	11	12	11	9	11	10	2	1	1	1	2	0
Slovakia	7	3	9	6	9	9	10	10	4	6	4	3	6	2	0
Slovenia	16	9	14	14	11	14	15	18	3	2	2	0	2	1	2
Spain	45	29	38	37	35	36	46	38	31	11	17	15	8	11	1
Sweden	9	5	11	6	15	11	16	15	2	1	2	0	0	0	0
The Netherlands	13	1	11	11	9	10	11	10	3	0	7	0	1	0	1
UK	18	13	11	16	14	8	16	9	3	5	3	5	1	5	0
Total	394	240	313	316	353	298	421	383	197	120	149	79	79	81	22
Average	14.1	8.6	11.2	11.3	12.6	10.6	15.0	13.7	7.0	4.3	5.3	2.8	2.8	2.9	0.8

When looking at the numbers for the total EU in Table 3.3, it can be observed that most services are non-financial support services, and this holds true across Member States. Within this category, advice & consultancy is most often mentioned: 57% of all services provided have an advice & consultancy component, followed by seminars & workshops (54%) and business co-operation and networking (52%). Disregarding the category “other” services (last column), the support services in the EU27 for which we have detailed information do not often provide low interest credits, tax incentives, and insurance services.

It is remarkable to see that from all non-financial support services in the total EU, sectoral programmes are least mentioned to be offered by the support services, while we would expect that internationalisation barriers faced by SMEs are partly sector specific.

Number of users

To assess the outreach of and interest in the support services, Table 3.4 presents the number of users by Member State. Since the number of users depends on the time the service is operational, we also present the average number of users per month in order to increase comparability. In addition, we show the size of the SME population in each country to put the numbers into perspective.

Before presenting the table, it is important to note that the number of users should be interpreted with caution, as the response does not seem to be reliable in all cases. The answer was not filled out for all services, and some answers suggest that a number was only filled in to go to the next question (e.g. 9999).¹⁸ These answers are not included in the table below. Also, some organisations seem to have filled in their total number of clients (e.g. the total membership of a Chamber of Commerce) for each service separately, while the users of a specific service may actually be lower. It should also be noted that the figures reported are not likely to be “unique” users, and that some services are also available to non SMEs, e.g. also to large companies or research institutes. The answers suggest that many organisations do not seem to have detailed information readily available on the number of business that use a specific service.

Table 3.4 Number of users of support services by Member State

EU Member State	Total number of services	No. of services with information on users	Total number of users(businesses participated)*	Average number of users per month	Number of SMEs (2012)
Austria	15	13	285,350	89	294,733
Belgium	36	16	32,583	14	500,873
Bulgaria	43	37	30,772	13	310,527
Cyprus	15	9	5,627	5	46,014
Czech Republic	8	2	1,100	9	938,909
Denmark	33	27	351,440	188	200,768
Estonia	25	21	111,737	27	52,778
EU	3	3	31,650	17	-
Finland	35	24	11,479	8	211,125
France	21	21	546,500	459	2,452,986
Germany	34	13	2,779,930	10.887	2,097,464
Greece	23	16	29,396	18	758,701

¹⁸ For the analysis, we have removed all answers which were obviously incorrect (like 'aaa' or 9999) and have checked questionable answers to the extent possible.

EU Member State	Total number of services	No. of services with information on users	Total number of users(businesses participated)*	Average number of users per month	Number of SMEs (2012)
Hungary	23	12	511,720	129	570,307
Ireland	14	9	2,820	12	150,001
Italy	44	34	259,289	48	3,789,039
Latvia	68	59	25,813	10	77,715
Lithuania	15	11	14,975	15	104,397
Luxembourg	16	6	4,328	2	28,244
Malta	20	15	4,495	9	30,028
Poland	12	12	125,741	166	1,393,419
Portugal	25	13	10,110	1	746,465
Romania	21	19	73,767	275	530,242
Slovakia	21	13	14,661	3	67,903
Slovenia	32	23	16,091	14	106,670
Spain	67	67	3,994,666	2.854	2,454,266
Sweden	26	20	4,860	2.854	579,727
The Netherlands	15	14	736,226	378	630,090
UK	24	23	61,970	1.123	1,646,307
Total EU	734,0	552,0	10,079,096	19.627	769,248
Average EU	26,2	19,7	359,968	701	20,769.698

*this is the total number of user for a certain reference period. As the reference period differs per organisation (some have been in operation for a few months, others for a number of years), the next column shows the average number of users per month to increase comparability.

Table 3.4 shows large variation in the number of users between Member States. Although the total number of SMEs in a country may explain to some extent these differences in users (e.g. higher number of users in Germany and Spain), this is not a sufficient explanation. For example, the number of users is still relatively low in Italy but relatively high in Denmark compared to the total number of SMEs in these countries.

Another explanation may be found in the relation between the type of service and the number of participants. For example, it is easier to have a very high number of visitors to a website with information on rules and regulations than to have a very high number of companies participating in a trade mission. Table 3.5 presents the number of users by type of service. A breakdown of the number of users by Member State and type of services is available in Annex 2, Table A2.

Table 3.5 Number of users of support services in the EU by service characteristic

Type of service	Total number of services	Number of users (businesses participated)	Average number of users by Member State	Average number of users per month
Seminars, workshops	394	4,625,565	165,199	898
Staff training	240	4,891,270	174,688	1,560
Trade missions, trade fairs and matchmaking events	313	2,437,048	87,037	398
Information on rules and regulations	316	6,311,287	225,403	1,358

Type of service	Total number of services	Number of users (businesses participated)	Average number of users by Member State	Average number of users per month
Information on market opportunities	353	4,138,578	147,806	601
Identifying and arranging meetings with potential clients	298	3,139,606	112,129	673
Advice and consultancy	421	5,433,243	194,044	1,007
Business cooperation and networking	383	3,757,308	134,190	558
Sectoral programs	197	5,587,395	199,550	1,610
Credit guarantee scheme	120	4,197,683	149,917	2,425
Subsidies, grants	149	3,524,517	125,876	1,449
Tax incentives	79	3,419,292	122,118	3,286
Low interest credits	79	3,452,574	123,306	2,668
Insurance services	81	3,467,450	123,838	3,117
Other	22	2,518	90	6

As can be seen from Table 3.5, the non-financial services have a higher number of total participants than the financial services. This can largely be explained by the fact that the number of non-financial support services is higher than the number of financial support services. In addition, there are differences in the number of participants, because this number also depends on the time a support service has been in operation. Therefore the last column presents the average number of users per month, to allow better comparison between services. This shows that on this basis, the number of participants is actually highest for financial and other services, compared to non-financial services.

3.1.2 Third countries

Number of organisations and services

For 25 third countries, we collected information on the services that provide support to EU companies (Table 3.6).¹⁹

It should be noted that the extent to which these organisations and/or services focus on EU SMEs differs. Some specifically target all EU countries, like the EU SME Centre in China, or target a specific EU country, like some embassies of EU Member States. Others provide support to all companies active in the market in that country, which can thus include companies from the country itself or from other countries, including EU countries. While the latter do not specifically focus on EU SMEs, they are open to EU SMEs and can support them in their international activities.

Table 3.6 Number of organisations, services and users in third countries

Country	Number of organisations	Number of services
Australia	3	13
Brazil	3	12
Canada	4	21
Chile	3	7

¹⁹ Although we collected information for 25 countries, the table only shows 24 countries, as no services have been identified for Taiwan.

Country	Number of organisations	Number of services
China	9	30
Egypt	3	11
India	4	9
Indonesia	4	13
Israel	2	6
Japan	24	24
Malaysia	8	32
Mexico	3	11
Morocco	4	18
Russia	4	20
Saudi Arabia	2	10
Serbia	11	53
South Africa	5	20
South Korea	2	9
Thailand	5	16
Tunisia	3	14
Turkey	3	23
Ukraine	3	13
USA	10	33
Vietnam	2	4
Total	124	422
Average	5	18

Table 3.6 shows that, based on the collected information, there are 124 organisations providing support services to SMEs in the selected third countries. On average, this is five organisations per country. These 124 organisations together provide 422 support services, which means that an average organisation in a third country provides about three to four support services.

The number of organisations per country in our database differs from two in Israel, Saudi Arabia, South Korea and Vietnam to 11 in Serbia and 24 in Japan. This variation may be because of the reasons provided in the previous section, like differences in (i) the response rate²⁰, (ii) number of regional organisations, and (iii) existence of “single windows” in some countries.

Type of services

Table 3.7 shows the services that provide support to different modes of internationalisation. Multiple answers were possible to this question, hence the totals do not add up to (are higher than) 422.

Table 3.7 Number of services in third countries supporting various ways of internationalisation

Third country	Exporting	Importing	Technical co-operation	Setting up a subcontract	Becoming a subcontractor	FDI	All of these
Australia	1	0	0	0	0	0	12
Brazil	5	0	5	5	5	3	4
Canada	5	0	5	5	5	0	10

²⁰ Of the 549 services identified in third countries, we have only been able to collect information for 422 services. While in some countries we have gathered for all countries identified (e.g. Brazil), on other countries it was more difficult to collect the information for the services identified ((e.g. Vietnam). More information on the response rate is provided in chapter 2.

Third country	Exporting	Importing	Technical co-operation	Setting up a subcontract	Becoming a subcontractor	FDI	All of these
Chile	2	0	3	1	1	1	3
China	9	5	6	1	0	7	20
Egypt	6	0	6	6	6	1	2
India	5	2	7	3	3	0	0
Indonesia	4	4	1	1	0	1	9
Israel	0	0	0	0	0	0	6
Japan	22	22	13	0	0	22	0
Malaysia	12	0	10	9	10	12	20
Mexico	7	2	6	5	5	3	1
Morocco	3	1	2	2	0	3	13
Russia	6	1	7	5	5	0	6
Saudi Arabia	0	0	0	0	0	0	10
Serbia	18	6	17	8	6	6	24
South Africa	1	3	2	0	1	2	16
South Korea	4	0	4	4	4	0	5
Thailand	14	14	1	0	0	14	2
Tunisia	0	0	0	0	0	0	14
Turkey	19	7	18	11	14	3	2
Ukraine	0	0	4	0	0	0	8
USA	8	7	7	4	5	17	16
Vietnam	1	1	2	1	1	0	0
Total	152	75	126	71	71	95	203
Average	6	3	5	3	3	4	9

As can be seen from the table above, most countries have services that support all forms of internationalisation. Based on the collected information, India and Vietnam have no services for FDI and Japan has no services in the field of subcontracting. As in the EU, most services that only focus on parts of the internationalisation process focus on exporting, although the relative attention for export support is lower in these countries than in the EU. FDI and technical co-operation are relatively more important than in the EU.

Table 3.8 below shows the services by characteristics. As multiple characteristics are possible for one service, the totals are higher than the total number of services identified in the third countries. The table shows that, like in the EU, non-financial services account for the largest share. The service characteristics that are most often mentioned are similar to those in the EU: advice & consultancy, information on market opportunities, business co-operation and networking and information on rules and regulations, are most prevalent. There are several countries that do not seem to provide any financial or other support services at all.

Table 3.8 Number of services by service characteristic and third country

Country	Non-financial support									Financial support			Other		
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentives	Low interest credits	Insurance services	Other
Australia	7	3	10	9	7	9	13	10	8	4	4	4	2	4	0
Brazil	9	4	9	12	12	12	12	12	9	3	3	3	3	3	0
Canada	10	6	12	8	9	9	16	13	5	0	0	0	0	0	0
Chile	5	2	3	3	5	3	4	6	1	0	0	0	0	0	1
China	22	12	16	24	22	18	23	21	19	0	0	0	0	0	0
Egypt	8	0	9	10	8	9	9	8	5	0	0	0	0	0	0
India	2	0	4	3	4	6	7	5	1	0	0	0	0	0	0
Indonesia	6	0	8	7	9	9	7	9	0	0	0	0	0	0	0
Israel	5	3	5	4	5	4	6	5	5	4	0	0	0	5	0
Japan	18	8	20	21	23	19	9	23	0	0	8	4	0	0	2
Malaysia	18	6	16	23	20	15	23	20	11	5	9	9	5	0	0
Mexico	7	0	6	7	8	7	9	7	7	0	0	0	0	0	0
Morocco	2	1	1	3	2	1	15	2	0	0	0	2	0	0	0
Russia	12	7	17	18	18	17	17	17	16	0	0	0	0	0	0
Saudi Arabia	8	0	7	2	8	7	4	2	7	0	0	0	0	0	0
Serbia	30	25	21	28	27	24	32	35	24	8	18	7	9	2	0
South Africa	12	9	15	13	14	14	15	15	8	4	6	4	5	3	0
South Korea	5	0	6	5	6	6	7	6	4	0	0	0	0	0	0
Thailand	10	1	9	10	13	14	10	7	2	0	0	0	0	0	0

Country	Non-financial support								Financial support			Other			
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentives	Low interest credits	Insurance services	Other
Tunisia	0	0	0	1	0	0	8	3	0	0	0	1	0	0	1
Turkey	14	2	14	14	14	12	13	15	6	1	6	0	6	0	0
Ukraine	5	4	8	9	9	8	12	8	3	0	0	0	0	0	0
USA	18	20	22	26	29	21	31	21	12	4	20	24	15	5	0
Vietnam	1	0	3	2	2	2	2	4	0	0	1	0	0	0	0
Total	234	113	241	262	274	246	304	274	153	33	75	58	45	22	4
Average	9.8	4.7	10.0	10.9	11.4	10.3	12.7	11.4	6.4	1.4	3.1	2.4	1.9	0.9	0.2

Number of users

With respect to the number of users, the same remarks apply as to the EU analysis (Table 3.4).²¹ In addition, for third countries the number of users is likely to include also non-EU companies.

Table 3.9 Number of users of support services in third countries

Country	Number of services	No. of services with information on users	Total number of users	Average number of users per month
Australia	13	13	222,273	73
Brazil	12	4	4,120	2
Canada	21	9	770	5
Chile	7	7	27,956	30
China	30	28	136,500	62
Egypt	11	2	10,000	35
India	9	3	12,012	105
Indonesia	13	13	4,554	8
Israel	6	6	17,130	17
Japan	24	0	n.a.*	n.a.*
Malaysia	32	32	22,169	6
Mexico	11	4	6,500	n.a.*
Morocco	18	8	440	3
Russia	20	9	10,019	15
Saudi Arabia	10	10	150,060	1
Serbia	53	53	44,872	27
South Africa	20	15	4,463	34
South Korea	9	4	17	0
Thailand	16	12	1,212	8
Tunisia	14	10	5,500	46
Turkey	23	12	2,311,875	854
Ukraine	13	5	4,500	75
USA	33	33	108,245	105
Vietnam	4	0	n.a.*	n.a.*
Total	422.0	292.0	3105187	1512
Average	17.6	12.2	141145	72

*Not available due to missing data on number of participants and/or number of months.

Just like in the EU27 survey results, the number of users of the services varies a lot across countries and organisations. As already mentioned in the previous section, these data should be treated with caution and the differences in numbers are probably related to the way in which the service is provided. For example, South Korea has a total number of 17 users only from four services, but from the survey answers it can be concluded that these organisations provide their clients with tailor-made advice, which may in the end be more effective than the provision of general information about internationalisation on a website. In contrast, the three organisations in Turkey provide a wide range of services to on average 854 businesses per month, covering all types of SMEs in all sectors. As large governmental bodies, they operate as a single window to many SME needs.

²¹ The answer was not filled out (correctly) for all services, some organisations seem to have filled in their total number of clients for each service separately, while the users of a specific service may actually be lower, the figures reported are not likely to be “unique” users, and that some services are also available to non SMEs.

Table 3.10 presents the number of users by service characteristic. It shows a similar picture as for the EU: while the total number of participants is higher for non-financial services, the average number of participants per month is higher for financial and other services, with the exception of insurance services.

Table 3.10 Number of participants by service characteristics in third countries

Type of service	Total number of services	Total number of participants	Average number of participants	Average number of participants per months
Non financial services				
Seminars, workshops	234	2,718,755	113,281	57
Staff training	113	941,890	39,245	68
Trade missions, trade fairs and matchmaking events	241	2,601,262	108,386	54
Information on rules and regulations	262	2,743,506	114,313	66
Information on market opportunities	274	2,778,124	115,755	63
Identifying and arranging meetings with potential clients	246	1,171,362	48,807	63
Advice and consultancy	304	1,406,644	58,610	55
Business cooperation and networking	274	2,715,949	113,165	64
Sectoral programs	153	1,153,683	48,070	87
Financial services				
Credit guarantee scheme	33	847,914	35,330	120
Subsidies, grants	75	935,596	38,983	99
Tax incentives	58	219,477	9,145	68
Low interest credits	45	1,008,374	42,016	269
Other services				
Insurance services	22	137,844	5,744	47
Other	4	105	4	4

3.2 Target groups of services

3.2.1 EU 27

The services differ by type of companies targeted, which is reflected in the eligibility criteria. In this section we look at different eligibility criteria: size of the company, the (international) experience of a company, sector and the availability of the service to companies from other EU Member States.

Size of the company

Table 3.11 presents the extent to which the support services cover companies of a specific size class (micro, small, medium or large). Multiple answers were possible to this question, hence the totals do not add up to (are higher than) 734.

Table 3.11 Number of services in the EU by company size

EU Member State	Micro	Small	Medium	Large	To all
Austria	2	2	2	0	13
Belgium	9	9	13	1	27
Bulgaria	31	30	23	0	12
Cyprus	7	7	11	1	8
Czech Republic	6	6	6	6	8
Denmark	20	20	17	0	12
Estonia	1	6	6	4	19
EU	0	0	0	0	3
Finland	9	9	13	0	21
France	8	9	9	3	11
Germany	16	16	15	8	26
Greece	2	2	1	0	21
Hungary	13	13	13	7	17
Ireland	0	7	7	7	7
Italy	14	21	17	4	25
Latvia	8	7	7	2	58
Lithuania	4	4	4	0	11
Luxembourg	1	1	7	0	15
Malta	8	7	7	0	12
Poland	0	0	0	0	12
Portugal	3	3	10	0	20
Romania	5	5	6	1	15
Slovakia	10	8	13	0	11
Slovenia	12	12	14	0	18
Spain	22	27	28	1	40
Sweden	6	5	4	1	19
The Netherlands	2	2	2	0	13
UK	3	3	5	0	21
Total EU	222	241	260	46	495
Average EU	8	9	9	2	18

Of the 734²² services in our database, a majority (495, or 67 percent) is provided to companies of all sizes. Of the remaining services, most (171, or 23 percent) are open to micro, small and medium sized companies (SMEs), while 48 services are open to smaller subcategories of firm size (see details in bullets below). This means that all services are practically available to all SMEs. There are only 31 services that exclude micro companies, of which 7 also exclude small companies. The countries with services that are only provided to small, medium and large firms often have services specifically focused on micro and/or small companies. There are no services that are only provided to large firms.

Looking in more detail at these subcategories, we see the following picture:

- 6 services are open only to micro companies (Latvia (1), Malta (1), Slovakia (2), Sweden (2));
- 21 services are open to only micro and small companies (Bulgaria (8), Denmark (3), Finland (1), France (1), Germany (1), Greece (1), Italy (1), Latvia (2) and Slovenia (3));
- 6 services are open to only small companies (in Italy (2), Spain (3) and Sweden (1));
- services are open to small and medium sized companies (in Estonia (1), Italy (2) and Spain (2));
- services are open only to medium size companies (in France(1) and Portugal (2));
- 3 services are open only to medium and large companies (in Latvia (2) and Romania (1));
- 13 services are open only to small, medium and large companies (in Estonia (4), France (1), Italy (1) and Ireland (7)).

Although the fact that companies of all sizes are eligible for most of the services is in itself positive, there could be a risk that the programmes do not pay sufficient attention to the specific needs of smaller companies. It is however not possible to assess the extent to which this is the case on the basis of this research, as the services may include sub-activities focused on companies of a specific size class.

When we distinguish between the service characteristics of the different types of support services (whether they exclusively serve micro, small, medium, large or all enterprises), it can be observed that different services are rather well covered in all categories. In line with the bigger picture, financial services are often less available for any type of company. Micro and small enterprises do not have access to significantly more or less types of services than companies of other sizes.

Company experience

Table 3.12 shows if the services are offered to new or existing business and if services are offered to companies with internationalisation experience or not.

Table 3.12 Number of services in the EU by general and international experience of a company

EU Member State	General experience of company			International experience of company		
	Existing business	New business	Both	Business starting to internationalise	Business with international experience	Both
Austria	0	0	15	0	0	15
Belgium	1	0	34	1	1	33
Bulgaria	4	0	39	5	0	38
Cyprus	0	0	15	0	0	15
Czech Republic	0	0	8	0	0	8

²² For 8 services, we have no information on the eligibility according to firm size.

EU Member State	General experience of company			International experience of company		
	Existing business	New business	Both	Business starting to internationalise	Business with international experience	Both
Denmark	9	1	23	3	0	30
Estonia	2	1	22	1	1	23
EU	0	0	3	0	0	3
Finland	6	2	27	5	1	26
France	4	0	17	0	2	19
Germany	0	0	34	1	0	33
Greece	2	0	21	0	1	22
Hungary	3	0	20	5	0	18
Ireland	2	0	12	0	0	14
Italy	14	0	30	2	1	41
Latvia	6	3	59	5	1	62
Lithuania	0	1	14	0	1	14
Luxembourg	2	0	14	1	0	15
Malta	1	1	18	0	0	20
Poland	2	0	10	0	0	12
Portugal	0	0	25	0	0	25
Romania	1	0	20	0	1	20
Slovakia	1	1	19	1	0	20
Slovenia	4	1	25	2	2	28
Spain	11	1	55	9	3	55
Sweden	4	4	17	2	2	21
The Netherlands	0	0	15	0	1	14
UK	0	0	24	2	0	22
Total EU	79	16	635	45	18	666
Average EU	3	1	23	2	1	24

A large majority of the support services is offered both to existing and new businesses, with some 11 percent of the support services being provided only to existing business and around 2 percent only for new business. Denmark, Italy, and Spain require companies to be in existence relatively often, whereas in Latvia and Sweden there is relatively more attention to new business.

With respect to the international experience of a company there is even less distinction being made between companies in terms of their eligibility. Only 3 percent is specifically targeted to companies with international experience, and 6 percent is specifically targeted to companies starting to internationalise. Bulgaria, Finland, Hungary, Latvia, and Spain have relatively more support services exclusively for companies starting to internationalise.

Sectors

Table 3.13 presents the sectors that are covered by the support services. Multiple answers are possible to this question, hence the total do not add up to (are higher than) 734.

Table 3.13 Number of services in the EU by sector

EU Member State	Agriculture	Manufacturing	Services	Wholesale and retail	All
Austria	0	2	2	2	13
Belgium	0	0	0	0	34
Bulgaria	4	17	13	5	25
Cyprus	7	2	8	5	10
Czech Republic	0	0	0	0	8
Denmark	1	11	12	10	21
Estonia	0	5	5	0	20
EU	0	0	0	0	3
Finland	7	15	12	3	14
France	0	0	0	0	21
Germany	6	10	9	8	30
Greece	6	6	2	7	14
Hungary	0	9	9	9	14
Ireland	0	0	0	0	14
Italy	7	11	13	6	25
Latvia	0	11	11	3	57
Lithuania	0	7	4	3	8
Luxembourg	0	2	2	1	14
Malta	0	4	7	0	13
Poland	0	0	0	0	12
Portugal	0	9	9	3	10
Romania	5	2	2	5	14
Slovakia	0	3	2	0	17
Slovenia	0	0	0	0	30
Spain	0	0	3	0	64
Sweden	2	2	2	2	24
The Netherlands	0	0	0	0	15
UK	0	0	0	0	24
Total EU	45	128	127	72	568
Average EU	1.6	4.6	4.5	2.6	20.3

A large majority of the services are open for all sectors (568 of the 734 services, or 78 percent). There is a large variety of combinations of sectors for the remaining services. Manufacturing and services are targeted most, although again this is often in combination with other sectors. For manufacturing, only 16 of the 128 services are exclusively focused on manufacturing (in Bulgaria (5), Lithuania (3), Portugal (6), Slovakia (1) and Germany (1)). The rest focuses also on one (mostly combining manufacturing and services) or two other sectors (mostly combining agriculture, manufacturing and services).

Out of the 127 support services focusing on services sectors, 18 do so exclusively (1 in Bulgaria, 3 in Cyprus, 1 in Denmark, 1 in Greece, 3 in Malta, 6 in Portugal, and 3 in Spain). The remaining services combine the focus on those with one other sector (especially manufacturing), or two other sectors (especially combining manufacturing and wholesale and retail trade).

The services focusing on wholesale and retail trade are more limited: 72 in total of which only 1 focus exclusively on this sector, in Greece. The sector with least focus on is agriculture, with in total 45 services, of which only two are exclusively focused on agriculture (in Greece and Finland). Others are open to agriculture and one other sector (13 in total, of which 5 combine agriculture and manufacturing), while the remaining are open to agriculture and two other sectors (mainly combining agriculture, manufacturing and services).

In terms of focus on specific subsectors, for manufacturing most services focus on all subsectors and only exclude some sectors (like arms or tobacco), or the services base the eligibility on the export potential of a sector. If the services are focused on specific subsectors, these are often high-technology sectors. Examples of services for specific manufacturing subsectors are metallurgy (Spain), automotive, (Portugal and Slovakia), electric/mechanical engineering (Slovakia) and environmental technology (Denmark, Bulgaria). It should however also be noted that the sector focus can sometimes be explained by the type of organisations included in the database. E.g. the focus on automotives in Portugal can be explained by the fact that one of the organisations in this country that filled out the survey is the Portuguese Association of Automotive Suppliers (AFIA). The same picture emerges for the services sectors, with general availability to all service sectors and a focus on technology-related services. Specific subsectors also include for example tourism (Italy, Greece), and engineering (Bulgaria, Romania).

A similar remark for the sector coverage applies to the eligibility depending on firm size. While in itself the broad coverage is positive, there could be a risk that the programmes do not pay sufficient attention to the specific needs of companies depending on the sector they are in. The fact that out of 568 services that target all sectors, only 150 indicate having sectoral programmes further pointing to this risk.

Availability of services to companies from other EU Member States

Table 3.14 shows if the services are only open to companies in the country where the service provider is based, if it is open to companies in other countries, and if it is open to companies in all EU countries.

Table 3.14 Service availability to business from the EU Member State or from other countries

EU Member State	Business in this country	Business in other countries	All EU countries	Total
Austria	15	0	0	15
Belgium	30	0	6	36
Bulgaria	36	5	7	43
Cyprus	11	3	7	15
Czech Republic	8	2	0	8
Denmark	32	0	1	33
Estonia	22	10	12	25
EU	0	0	3	3
Finland	32	3	6	35
France	17	7	9	21
Germany	32	7	2	34
Greece	19	6	4	23
Hungary	15	3	9	23
Ireland	14	0	1	14
Italy	29	4	15	44
Latvia	43	14	30	68

EU Member State	Business in this country	Business in other countries	All EU countries	Total
Lithuania	13	2	4	15
Luxembourg	15	4	1	16
Malta	20	4	1	20
Poland	8	0	4	12
Portugal	18	9	6	25
Romania	17	3	5	21
Slovakia	12	5	9	21
Slovenia	21	8	9	32
Spain	61	14	15	67
Sweden	16	5	5	26
The Netherlands	9	8	7	15
UK	20	4	3	24
Total EU	585	130	181	734
Average EU	20.9	4.6	6.5	26.2

Of the 734 services, there are 130 open to businesses in other countries. More than half (471, or 64%) of the support services are open only to business in the country, while 70 services (10%) indicate to be open to business in this country and business in other countries but not to all EU countries. 181 support services are available to all EU countries. Austria, Malta, Poland, Denmark, Germany, and Finland have a relatively high percentage of services that are only provided to businesses in their country, while Cyprus, the Netherlands, Latvia, Estonia, and Hungary have a relatively high percentage of services provided to all EU countries.

It is also interesting to assess to what extent services open to all EU companies are only theoretically open to EU Member States, or also in practice. If we look at the language in which the service is provided, of the 181 services open to all EU countries, 113 are provided in English. For the remaining services, there is either no information or the service is only provided in local language (in 48 cases). Of the 113 services also provided in English, 74 also offer other languages, next to English and the language of the home country. The other languages are mainly Russian (51 services), German (33 services), French (34 services) and Spanish (25 services).

At the same time, it will be true that in practice few companies make use of support services in other Member States, also due to factors like distance. However, the fact that out of the 181 services open to all EU companies, 91 provide their services (also) online largely eliminates the distance barrier.

Table 3.15 further disaggregates the services open to all EU Member States by type of service. This shows that all types of services are available to companies from all EU countries, hence there is no obvious gap in the services available to EU SMEs. Linking this information to Table 3.3, we find that for each type of service, on average between 22 percent (staff training) to 34 percent (identifying and arranging meetings with potential clients and subsidies/grants) are open to all EU companies.

Table 3.15 Number of services open to all EU companies, by Member State and type of service

EU Member State	Non-financial support							Financial support				Other			
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentives	Low interest credits	Insurance services	Other
Austria	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Belgium	4	4	4	3	2	2	3	2	2	1	1	1	1	1	0
Bulgaria	3	3	7	7	7	7	7	7	7	4	4	0	4	4	0
Cyprus	6	4	4	4	4	3	3	3	3	3	3	3	3	3	0
Czech Republic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denmark	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0
Estonia	4	2	5	3	5	5	6	8	2	3	2	2	1	2	0
EU	0	0	0	1	0	0	2	2	0	0	2	0	0	0	0
Finland	1	0	2	1	2	2	4	2	0	0	1	0	0	0	0
France	2	0	2	2	2	0	0	2	2	2	3	1	0	0	1
Germany	1	1	1	0	1	1	1	2	0	0	1	0	0	0	0
Greece	3	1	3	2	1	1	2	1	2	3	2	3	2	3	0
Hungary	4	1	3	3	4	4	4	3	0	0	6	3	4	1	5
Ireland	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Italy	12	10	11	9	12	10	12	12	12	5	2	1	0	1	0
Latvia	15	6	14	11	19	15	19	28	9	4	6	5	4	3	0
Lithuania	2	3	4	2	4	4	4	3	1	1	1	1	1	1	0
Luxembourg	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0
Malta	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Poland	3	3	3	3	3	4	1	0	0	0	0	0	0	0	0

EU Member State	Non-financial support							Financial support					Other		
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentives	Low interest credits	Insurance services	Other
Portugal	6	1	0	2	6	5	2	5	2	0	0	0	0	0	0
Romania	5	2	3	2	4	3	3	2	2	0	0	0	0	0	0
Slovakia	3	1	5	4	5	5	4	6	2	1	2	1	1	1	0
Slovenia	4	4	5	5	1	5	5	6	0	0	0	0	0	0	1
Spain	12	4	11	12	13	12	14	11	10	6	6	1	1	6	0
Sweden	3	1	3	2	5	5	1	5	0	0	0	0	0	0	0
The Netherlands	7	0	7	7	6	6	7	5	0	0	6	0	0	0	0
UK	2	1	2	2	2	2	1	2	0	1	1	1	0	1	0
Total	102	52	100	90	110	101	106	119	56	34	50	23	22	27	7
Average	3.64	1.86	3.57	3.21	3.93	3.61	3.79	4.25	2.00	1.21	1.79	0.82	0.79	0.96	0.25

Other eligibility criteria

There are also a number of other criteria that organisations apply, although this applies to less than half of the services in the database. Various criteria are provided by the survey respondents. Some organisations require membership (e.g. Chambers of Commerce) or charge a higher fee to non-members. Others have indicated that the services are only available if there is sufficient interest for the country. In some cases, companies have to have a growth or export capacity in the coming years.

3.2.2 Third countries

Size of the company

Table 3.16 presents the extent to which the support services in third countries cover companies of a specific size class. Multiple answers were possible to this question.

Table 3.16 Number of services in third countries by company size

Country	Micro	Small	Medium	Large	To all
Australia	0	0	0	0	13
Brazil	0	0	0	0	9
Canada	0	0	0	0	15
Chile	3	3	4	1	3
China	10	10	10	0	20
Egypt	0	0	0	0	8
India	6	6	6	0	3
Indonesia	0	0	5	0	13
Israel	0	0	0	0	6
Japan	0	0	0	0	0
Malaysia	0	0	3	0	29
Mexico	0	0	0	0	9
Morocco	0	0	0	0	18
Russia	0	0	0	0	14
Saudi Arabia	0	0	0	0	10
Serbia	27	27	22	0	26
South Africa	0	0	0	0	20
South Korea	0	0	0	0	9
Thailand	4	4	0	0	12
Tunisia	0	0	0	0	14
Turkey	12	11	11	0	5
Ukraine	0	5	5	5	3
USA	0	0	5	0	33
Vietnam	0	0	0	0	4
Total	62	66	71	6	296
Average	2.6	2.8	3.0	0.3	12.3

Of the 422 support services provided in the third countries, 296 are available to firms of all size classes, which is about 70% of all support services in third countries. Other observations include²³:

- there is only one service directed exclusively towards micro-enterprises (an entrepreneur support programme in Turkey);

²³ For 55 services this information was not available.

- there are no services directed exclusively to small enterprises;
- there are 11 services focusing on micro and small enterprises (7 in Serbia and 4 in Thailand);
- There are 16 services focusing exclusively on medium-size enterprises (3 in Malaysia, in Indonesia, 2 in Serbia, 1 in Chile and 5 in the USA);
- there are 50 services that focus on micro, small and medium enterprises (3 in Chile, 10 in China, 6 in India, 20 in Serbia and 11 in Turkey);
- there are no services focusing exclusively on large enterprises;
- there is one service focusing on medium and large enterprises (a private equity investment fund in Chile).

The type of services provided mostly to the SMEs are information on market opportunities, information on rules and regulation, advice and consultancy, business co-operation and networking, seminars and workshops and identifying and arranging meetings with potential clients. This is in line with the picture for all services.

Respondents from Australia, Brazil, Canada, Egypt, Israel, Mexico, Morocco, Russian Federation, Saudi Arabia, South Africa, South Korea, Tunisia and Vietnam do not report specific services for SMEs (or smaller subgroups, e.g. only micro enterprises, or only medium enterprises). The support services for which information was collected in these countries apply to companies from all size classes.

As mentioned in the previous section, although companies of all size classes have access to the support services in these third countries, there may be a risk that they do not focus on the specific needs of SMEs for internationalisation support, which differ from the needs of larger firms (see section 3.4 for an elaboration on this).

Company experience

Table 3.17 below shows if the support services in the selected third countries are offered to new or existing business and if services are offered to companies with or without internationalisation experience.

Table 3.17 Number of services in third countries by general and international experience of a company

EU Member State	General experience of company			International experience of company		
	Existing business	New business	Both	Business starting to internationalise	Business with international experience	Both
Australia	0	0	13	0	0	13
Brazil	0	0	12	0	0	12
Canada	0	0	15	0	0	15
Chile	1	1	5	2	0	5
China	0	0	30	0	0	30
Egypt	0	0	8	0	0	8
India	0	3	6	3	0	6
Indonesia	0	0	13	0	0	13
Israel	0	5	1	0	0	6
Japan	n.a.*	n.a.*	n.a.*	n.a.*	n.a.*	n.a.*
Malaysia	0	1	31	3	0	29
Mexico	0	3	6	0	0	9
Morocco	1	1	16	0	0	18

EU Member State	General experience of company			International experience of company		
	Existing business	New business	Both	Business starting to internationalise	Business with international experience	Both
Russia	2	0	12	0	1	13
Saudi Arabia	0	0	10	0	0	10
Serbia	3	0	50	9	1	43
South Africa	0	0	20	0	0	20
South Korea	0	0	9	0	0	9
Thailand	0	0	16	0	0	16
Tunisia	0	1	13	0	0	14
Turkey	5	1	11	2	0	15
Ukraine	0	0	8	0	0	8
USA	0	1	32	0	1	32
Vietnam	0	1	3	1	0	3
Total	12	18	340	20	3	347
Average	0.5	0.8	14.2	0.8	0.1	14.5

*Data for Japan not available in EU Japan database.

With regard to the general experience of companies, the majority of the services (340) in the selected third countries in the database offer support to both existing and new businesses. In total, only 12 services are especially for existing businesses (in Turkey, Russia, Serbia, Morocco and Chile) and 18 target new businesses (in Israel, Mexico, India, USA, Chile, Malaysia, Morocco, Tunisia, Turkey, Vietnam). For 52 services this information was not available (Egypt, Japan, Mexico, Ukraine, Canada, Russia, Turkey).

When looking at international experience of companies, the majority of the support services (347 out of 422, or 82 percent) is again for both starting and experienced businesses. In total, 20 of the support services are specifically meant for businesses starting to internationalise (in Serbia, Malaysia, India, Chile, Turkey and Vietnam), and only 3 support services specifically target businesses with international experience (in Russia, Serbia and the USA). For 52 services this information was not available.

These results are remarkable, as it can be expected that (generally and internationally) inexperienced and experienced firms face different internationalisation barriers and they may need more targeted support. It could be that there are different sub-activities of the service that allows for more targeted support, which has not been picked up by the survey.

Table 3.18 presents the sectors that are covered by the support services that are offered in third countries.

Table 3.18 Number of services in third countries by sector

Country	Agriculture	Manufacturing	Services	Wholesale and retail	All
Australia	0	0	0	0	13
Brazil	0	0	0	0	9
Canada	0	0	0	0	15
Chile	3	0	3	0	4
China	0	0	0	0	30

Country	Agriculture	Manufacturing	Services	Wholesale and retail	All
Egypt	0	0	0	0	8
India	0	3	3	0	6
Indonesia	0	0	0	0	13
Israel	0	0	0	0	6
Japan	0	1	1	0	23
Malaysia	0	0	0	0	32
Mexico	0	0	0	0	9
Morocco	0	0	0	0	18
Russia	0	0	3	0	11
Saudi Arabia	0	0	0	0	10
Serbia	1	0	0	0	52
South Africa	1	0	1	0	19
South Korea	0	0	0	0	9
Thailand	0	0	0	0	16
Tunisia	0	0	0	0	14
Turkey	0	7	7	3	10
Ukraine	0	0	0	0	8
USA	5	6	6	0	27
Vietnam	0	0	0	0	4
Total	33	40	47	26	366
Average	1.4	1.7	2.0	1.1	15.3

Just like in the European Union, almost all services are open for companies from all four sectors (366 of 422, being about 87% of the total number of collected services, and on average 15 services per country). The services that target specific sectors are still relatively broad (e.g. they cover both manufacturing and services, or even three sectors at the same time). There is only one service that exclusively focuses on agriculture (an audit organisation in Serbia), and three services that exclusively focus on services (all from one organisation in Russia). There are no support services that exclusively targets the manufacturing sector. The same holds true with respect to the wholesale and retail sector.

Thus while the overall picture shows limited sector focus, it should also be noted that out of the 366 services that provide services to all sectors, 143 services offer sectoral programmes, suggesting some kind of sectoral sub-activities.²⁴

Availability of the service to all EU Member States

Table 3.19 shows if support services offered in the selected third countries are only open to companies in the country where the service provider is based, if this service is open to other countries, and if it is open to all EU countries.

²⁴ This information cannot be derived from the table, it combines the information in table 3.17 with the information in table 3.8.

Table 3.19 Service availability in third countries to business from EU Member States or other countries

Third country	Business in this country	Business in other countries	All EU countries	Total number of services
Australia	7	8	13	13
Brazil	7	7	5	12
Canada	16	10	5	21
Chile	4	0	6	7
China	10	1	23	30
Egypt	5	8	6	11
India	1	1	8	9
Indonesia	7	7	13	13
Israel	6	6	5	6
Japan	n.a.*	n.a.*	n.a.*	24
Malaysia	28	27	5	32
Mexico	5	4	0	11
Morocco	18	2	0	18
Russia	14	12	12	20
Saudi Arabia	4	8	1	10
Serbia	48	27	22	53
South Africa	20	15	0	20
South Korea	9	5	0	9
Thailand	16	9	0	16
Tunisia	14	5	10	14
Turkey	23	11	6	23
Ukraine	3	8	13	13
USA	6	12	33	33
Vietnam	1	1	3	4
Total	272	194	189	422
Average	11.8	8.4	8.2	17.6

*Data for Japan not available in EU Japan database.

Of the 422 support services provided in third countries, there are 189 services open to all EU countries. The majority of services (272) of the support services are open to business in the home country. This does not only include domestic companies but also businesses that operate in the country but that are of EU origin. Other services are open to a (number of) specific Member States, and/ or target specific other countries.²⁵

Table 3.20 presents the services that are open to companies from all EU Member States by type of service. If we compare this table to the total number of services (also by type of service and by third country, Table 3.8), the average share of services open to companies from all EU Member States is between 44 percent (seminars and workshops) to 82 percent (insurance services). There are clearly some gaps: in all third countries, except Australia, Brazil, Serbia and the USA certain types of services are not provided to all EU companies, or are not provided at all (see also section 3.6).

²⁵ Based on the information in the database, we cannot distill which specific Member States are targeted, nor the number of services.

Table 3.20 Number of services open to all EU Member States by third country and type of service

Country	Non-financial support								Financial support			Other			
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentives	Low interest credits	Insurance services	Other
Australia	7	3	10	9	7	9	13	10	8	4	4	4	2	4	0
Brazil	2	2	2	5	5	5	5	5	2	2	2	2	2	2	0
Canada	5	5	0	0	2	2	5	2	0	0	0	0	0	0	0
Chile	5	2	3	3	5	3	3	5	1	0	0	0	0	0	0
China	15	9	12	17	15	11	16	14	12	0	0	0	0	0	0
Egypt	3	0	4	5	3	4	4	3	0	0	0	0	0	0	0
India	2	0	3	2	3	5	6	4	1	0	0	0	0	0	0
Indonesia	6	0	8	7	9	9	7	9	0	0	0	0	0	0	0
Israel	5	3	5	4	5	4	5	5	5	4	0	0	0	5	0
Japan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Malaysia	4	4	1	4	2	4	5	5	3	0	4	4	0	0	0
Mexico	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Russia	6	6	12	12	12	12	11	12	11	0	0	0	0	0	0
Saudi Arabia	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Serbia	14	11	13	14	16	10	12	16	12	5	10	4	3	2	0
South Africa	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
South Korea	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Country	Non-financial support									Financial support			Other		
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentives	Low interest credits	Insurance services	Other
Thailand	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tunisia	0	0	0	0	0	0	5	3	0	0	0	1	0	0	1
Turkey	6	0	6	6	6	6	6	6	0	0	0	0	0	0	0
Ukraine	5	4	8	9	9	8	12	8	3	0	0	0	0	0	0
USA	18	20	22	26	29	21	31	21	12	4	20	24	15	5	0
Vietnam	1	0	2	1	1	1	1	3	0	0	1	0	0	0	0
Total	104	69	111	124	129	114	148	131	70	19	41	39	22	18	1
Average	4.3	2.9	4.6	5.2	5.4	4.8	6.2	5.5	2.9	0.8	1.7	1.6	0.9	0.8	0.0

3.3 Way of service provision

Services are provided by different kinds of organisations, and in different ways. For example, for some services users have to pay, while other services are free. This section looks at the different ways of service provision.

3.3.1 EU27

Organisations and level of service provision

We first look at the type of organisations that provide the services. This is presented in Table 3.21.

Table 3.21 Number of services in the EU by type of organisation

EU Member State	Government	Special public agency	Special private agency	Chamber of Commerce	Trade Association	Other
Austria	0	2	3	10	0	0
Belgium	10	14	0	9	0	3
Bulgaria	11	14	4	1	3	10
Cyprus	9	0	0	5	1	0
Czech Republic	0	6	0	0	0	2
Denmark	8	10	1	0	4	10
Estonia	2	7	6	5	0	5
EU	0	0	0	0	0	3
Finland	13	14	2	0	1	5
France	6	7	0	5	0	3
Germany	10	13	4	3	0	4
Greece	0	3	6	0	14	0
Hungary	8	1	0	4	0	10
Ireland	5	5	0	4	0	0
Italy	8	24	0	6	0	6
Latvia	2	32	4	8	0	22
Lithuania	3	3	0	4	0	5
Luxembourg	0	4	0	6	0	6
Malta	5	6	0	4	5	0
Poland	5	3	0	4	0	0
Portugal	0	7	1	5	9	3
Romania	14	0	0	4	1	2
Slovakia	0	10	0	5	0	6
Slovenia	5	4	4	9	0	10
Spain	2	43	8	6	0	8
Sweden	6	6	0	4	5	5
The Netherlands	1	3	0	6	0	5
UK	9	3	2	7	1	2
Total EU	142	244	45	124	44	135
Average EU	5.1	8.7	1.6	4.4	1.6	4.8

Most services are provided by support organisations which are special public agencies. Government organisations and chambers of commerce also play a significant role. The category “other” is also important and includes notably non-profit organisations, banks and other financial organisations, private companies, universities and employer organisations.

In order to study whether there are particular services that are more often offered by private organisations as compared to public organisations, Table 3.22 shows the share of the different type of services offered in third countries and EU-27 Member States. The information in the table shows that there are no significant differences between the type of service offering between the public and private services in the EU-27 (the percentage differences are very small).

Table 3.22 Type of service offered by public and private organisations in the EU-27

EU-27	Public		Private	
	Support services	Share in total	Support services	Share in total
Seminars, workshops	355	12%	39	10%
Staff training	214	7%	26	7%
Trade missions, trade fairs and matchmaking events	280	9%	33	9%
Information on rules and regulations	286	9%	30	8%
Information on market opportunities	308	10%	45	12%
Identifying and arranging meetings with potential clients	264	9%	34	9%
Advice and consultancy	370	12%	51	14%
Business cooperation and networking	338	11%	45	12%
Sectoral programs	180	6%	17	5%
Credit guarantee scheme	105	3%	15	4%
Subsidies, grants	133	4%	16	4%
Tax incentives	73	2%	6	2%
Low interest credits	75	2%	4	1%
Insurance services	69	2%	12	3%
Other	21	1%	2	1%
Total		100%		100%

Table 3.23 looks at the level at which the services are provided.

Table 3.23 Number of services in the EU by level at which support services is offered

EU Member State	EU level	National	Regional	Local
Austria	0	10	0	5
Belgium	3	10	22	1
Bulgaria	6	26	8	3
Cyprus	0	14	1	0
Czech Republic	0	8	0	0
Denmark	1	14	18	0
Estonia	2	16	5	2
EU	1	2	0	0
Finland	3	21	11	0
France	4	12	0	5

EU Member State	EU level	National	Regional	Local
Germany	1	12	18	3
Greece	4	17	2	0
Hungary	9	14	0	0
Ireland	1	10	3	0
Italy	7	15	18	4
Latvia	30	36	2	0
Lithuania	4	9	2	0
Luxembourg	1	15	0	0
Malta	1	19	0	0
Poland	4	8	0	0
Portugal	6	19	0	0
Romania	5	16	0	0
Slovakia	9	10	2	0
Slovenia	9	17	6	0
Spain	14	24	29	0
Sweden	5	12	5	4
The Netherlands	7	4	4	0
UK	2	13	7	2
Total EU	139	403	163	29
Average EU	5	14	6	1

By number, most services are provided at national level in the EU (403 of 734 services, or 55%). The number of services at regional level comes second (163, or 22%) which is a little more than the number of services provided at EU level (19 %).²⁶ Only a small number of services is provided at local level: 29, or 4% of all services.

If we look at the levels at which services are provided in specific countries, we observe that Slovakia, the Netherlands and Latvia have a relatively high proportion of services provided at EU level (over 40 percent). Czech Republic, Malta, Luxembourg, Cyprus, Romania, Portugal, Greece and Ireland have a relatively high proportion of national services (more than 70 percent). Germany, Denmark, Spain, Belgium and Italy have a relatively high share of services provided at the regional level. This is largely a reflection of the importance of the regions in the governance structure of these countries, as also noted in section 3.1. Austria, France, and Sweden have a relatively large share of local services, although again here the number of services at local level is so small, that one organisation providing local services can have a significant impact on this share (e.g. the Vienna Chamber of Commerce in Austria that provides 5 services).

Funding of services

Table 3.24 presents the source of funding for each of the services. Multiple answers were possible to this question, therefore the totals do not add up to (are higher than) the 734 support services.

²⁶ It seems that this question had not been properly understood by all respondents. Corrections were therefore made: all services that are open to all EU companies have been adjusted in that they are provided at EU level.

Table 3.24 Number of services in the EU by source of funding

EU Member State	EU	National government	Regional Government	Municipality	Other
Austria	1	8	0	0	10
Belgium	3	4	22	0	5
Bulgaria	27	18	0	2	12
Cyprus	7	5	1	1	1
Czech Republic	0	6	0	0	2
Denmark	16	22	14	6	6
Estonia	13	12	0	0	4
EU	3	2	0	0	0
Finland	16	32	0	3	2
France	4	21	11	9	0
Germany	1	11	15	0	9
Greece	3	3	5	0	9
Hungary	6	4	0	0	10
Ireland	0	10	0	0	4
Italy	7	13	28	4	12
Latvia	38	34	6	6	22
Lithuania	8	10	2	2	1
Luxembourg	6	11	0	0	7
Malta	5	17	0	0	8
Poland	9	8	0	0	0
Portugal	6	8	1	1	7
Romania	1	11	5	0	5
Slovakia	7	17	5	5	8
Slovenia	9	12	3	3	8
Spain	20	20	38	2	23
Sweden	0	10	0	5	8
The Netherlands	1	6	1	1	9
UK	0	8	1	0	13
Total EU	217	343	158	50	205
Austria	1	8	0	0	10

The table shows that based on the collected information, national governments are the most important source of funding, these (co-) fund 343 of the 734 services, or 47%. The EU and the category “other” also support a large number financially, each contributing to around 28 percent of all services. The funding from other sources comes mostly from private sources and includes the following: membership fees (e.g. for Chambers of Commerce), services fees (or projects and sales), shareholders/ private funding, donations, and NGOs or other specific organisations.

482 services have only one source of funding. Most of these services (183) are funded by the national government, 142 from other sources, 83 by the regional government, 70 by the EU, and 4 by the municipality.

The remaining services (252) are funded by 2 or more sources of funding. There are even 8 services that are funded from all five different sources. For 125 of these 252 services, the sources include at least the national government and the EU.

Poland, Bulgaria, Latvia, Lithuania, and Estonia benefit relatively most of EU funding (more than 50 percent of their services are funded from EU sources), while regional funding is relatively important in countries with many regional support organisations as indicated above (France, Belgium, Italy and Spain). The UK, Austria, and the Netherlands have the largest share of other funding (more than 50 percent).

There are also differences in the total budget for the services provided. Table 3.25 shows the average budget per service as well as the total budgets for all collected services, based on the services for which this information is provided. Annex 2, Table A3 provides an overview of budgets by type of services by Member State.

Table 3.25 Budget by service characteristics in the EU

Type of service	Average budget	Total budget
Seminars, workshops	14,485,592	429,491,743
Staff training	16,738,282	477,785,200
Trade missions, trade fairs and matchmaking events	10,439,751	333,465,963
Information on rules and regulations	6,960,004	223,883,846
Information on market opportunities	13,802,987	350,119,428
Identifying and arranging meetings with potential clients	10,949,735	282,943,531
Advice and consultancy	15,814,221	398,147,754
Business cooperation and networking	13,674,811	357,154,897
Sectoral programs	6,377,597	171,464,780
Credit guarantee scheme	8,285,663	208,956,904
Subsidies, grants	8,595,552	218,025,253
Tax incentives	847,719	20,910,251
Low interest credits	29,904,888	717,842,306
Insurance services	747,884	18,049,215
Other	3,458,542	83,005,000

The information that is provided has some of the same problems as the number of participants per service. It should be noted that information on the budget is not available for all services, and the number is not always filled out correctly. For example, it seems that some respondents have filled in a membership fee, or a service fee, rather than the budget for a service. In addition, it should be kept in mind that most services have multiple characteristics. The figures should therefore be interpreted cautiously. Nevertheless, the table shows that services providing low interest credits have by far the largest average budget, followed at a distance by, staff training, advice & consultancy, information on market opportunities and business co-operation and networking. The average budgets for tax incentives and insurance services are relatively low.

It is also interesting to see the extent to which an own contribution is asked from the users of the services. We first present this by EU Member State (Table 3.26) and after that by type of service (table 3.27). For the services that ask for an own contribution, the average maximum share of co-financing available for that service is provided.

Table 3.26 Number of services and the share of available co-financing, by Member State

EU Member State	Total number of services	Number of services for which a contribution is asked of the participants	Number of services for which details are provided on contribution of participants	Average maximum share of co-financing available (%)
Austria	15	11	2	22.22
Belgium	36	15	11	91.80
Bulgaria	43	19	13	56.43
Cyprus	15	5	1	8.00
Czech Republic	8	5	0	0.00
Denmark	33	15	10	29.33
Estonia	25	23	7	20.75
EU	3	2	2	75.00
Finland	35	19	13	30.00
France	21	17	10	23.93
Germany	34	18	5	10.83
Greece	23	11	3	18.00
Hungary	23	11	3	11.43
Ireland	14	11	8	48.18
Italy	44	17	10	31.18
Latvia	68	46	26	25.52
Lithuania	15	8	7	72.80
Luxembourg	16	9	5	84.00
Malta	20	7	7	54.29
Poland	12	4	3	56.25
Portugal	25	12	7	30.83
Romania	21	10	5	9.20
Slovakia	21	13	10	30.00
Slovenia	32	13	5	50.00
Spain	67	33	21	38.84
Sweden	26	18	9	53.85
The Netherlands	15	7	4	26.43
UK	24	18	8	80.00
Total	734	397	215	n.a.
Average	26.2	14.2	7.7	38.9

For a little more than half of the services an own contribution is asked from the users (business).

Countries that relatively often ask an own contribution are Estonia, France, Ireland, UK, Austria, Sweden, Latvia, and the Czech Republic. Countries where for relatively few services an own contribution is asked are the Cyprus and Poland. The height of the co-financing available from the support service (a higher percentage indicates a lower contribution from participants) varies a lot across Member States. Based on the data available, in Belgium, Luxembourg, the UK, Lithuania, Bulgaria, Poland, Sweden Malta, and Sweden the support services provide a relative large share of co—financing, on average more than 50 percent (i.e. users pay less than 50 percent).

Not all organisations have filled in the percentage of co-financing that is available. This could be due to the fact that they do not want to disclose the information, or because they have no information on this. For example, if a membership contribution is asked it is difficult to specify the percentage of co-financing for a specific service. It also seems that some organisations have misinterpreted the questions, because they say that an own contribution is requested, while they still indicate the available co-financing share is 100 percent. There is large variation in the co-financing percentage, which is partly related to the type of services. For example, banking services often provide no co-financing, they only attach conditions to ensure that loans and credits are repaid. In contrast, there are several other support services that more often require the users to make a contribution, e.g. when identifying and arranging meetings with potential clients.

Table 3.27 therefore presents the co-financing percentage by service characteristics.

Table 3.27 Number of services and the share of available co-financing by type of service in the EU

Type of service	Total number of services	Number of services for which a contribution is asked	Number of services for which maximum contribution is provided	Average maximum share of co-financing available (%)
Seminars, workshops	394	191	29	38.75
Staff training	240	127	24	46.70
Trade missions, trade fairs and matchmaking events	313	173	14	32.61
Information on rules and regulations	316	144	18	38.10
Information on market opportunities	353	181	20	33.15
Identifying and arranging meetings with potential clients	298	157	13	31.46
Advice and consultancy	421	217	27	37.05
Business cooperation and networking	383	211	18	28.65
Sectoral programs	197	103	13	32.18
Credit guarantee scheme	120	71	10	32.39
Subsidies, grants	149	67	7	45.33
Tax incentives	79	36	6	48.50
Low interest credits	79	45	6	37.56
Insurance services	81	48	9	43.75
Other	22	8	0	4.63

This shows that the services covering tax incentives, staff training, subsidies and grants, and insurance services ask relatively less contribution than the other services. For business co-operation and networking, sectoral programs, and identifying and arranging meetings with potential clients, a larger contribution is asked from the participant. These latter services often have relatively more direct benefits to firms and they will also be willing to pay for these services.

Information on services and way of service provision

The way how the users are approached also differs. Table 3.28 shows how information on the service is made available to potential users, and the way in which the service is provided.

Table 3.28 Number of service in the EU by information and service provision

EU Member State	Information on service			Service provision		
	Brochure	Website	Other	Online	In person	Other
Austria	8	14	7	3	8	5
Belgium	28	36	8	15	32	1
Bulgaria	26	42	1	14	40	0
Cyprus	15	15	0	1	15	0
Czech Republic	7	8	0	3	7	0
Denmark	25	33	6	7	31	0
Estonia	15	25	1	9	22	4
EU	2	3	0	3	0	0
Finland	29	35	6	18	27	7
France	17	20	0	12	20	0
Germany	33	33	15	7	32	0
Greece	8	23	9	9	23	0
Hungary	16	23	6	14	20	2
Ireland	9	14	0	3	12	1
Italy	31	44	2	21	37	9
Latvia	29	63	14	23	58	3
Lithuania	7	15	2	7	9	3
Luxembourg	13	16	5	3	16	0
Malta	10	19	7	9	20	7
Poland	7	12	0	8	11	0
Portugal	13	22	6	11	22	0
Romania	12	21	1	8	15	4
Slovakia	14	21	0	12	20	0
Slovenia	14	29	1	10	29	2
Spain	44	67	12	21	59	9
Sweden	15	25	1	4	18	3
The Netherlands	8	15	1	11	11	0
UK	19	24	0	18	21	2
Total EU	474	717	111	284	635	62
Average EU	16.9	25.6	4.0	10.1	22.7	2.2

Information on a specific service is available for almost all services on a website. Over 60 percent (also) has a brochure. Other means of providing information on the service include newsletters,

workshops or other types of meetings, the media, letters, in person, and special advertising campaigns.

The service provision itself takes place through different channels. A large majority (87 percent) is provided in person, while 39 percent is provided online. 235 services are provided through multiple channels (two or more). The other ways of service provision include e-mail, phone, and external consultants, through commercial banks.

3.3.2 Third countries

Table 3.29 shows information about the types of organisation that provide support services in the selected third countries.

Table 3.29 Type of organisation that provides support services in third countries

Country	EU institution	Government	Special public agency	Special private agency	Chamber of Commerce	Trade Association	Other
Australia	0	0	0	5	8	0	0
Brazil	0	0	8	0	4	0	0
Canada	0	0	5	5	5	0	6
Chile	0	0	0	4	3	0	0
China	9	3	0	1	9	1	7
Egypt	0	3	5	0	3	2	0
India	0	1	1	4	3	0	0
Indonesia	0	0	0	2	11	0	0
Israel	0	0	0	0	6	0	0
Japan	n.a.*	n.a.*	n.a.*	n.a.*	n.a.*	n.a.*	n.a.*
Malaysia	0	15	0	0	13	4	0
Mexico	0	0	7	0	4	0	0
Morocco	0	0	0	5	5	0	8
Russia	0	4	5	0	0	5	6
Saudi Arabia	0	5	0	0	5	0	0
Serbia	0	0	18	35	0	0	0
South Africa	0	5	0	1	10	4	0
South Korea	0	0	4	0	5	0	0
Thailand	0	5	3	0	4	4	0
Tunisia	0	0	0	4	0	0	10
Turkey	0	12	5	0	0	0	6
Ukraine	0	0	0	0	0	5	8
USA	0	17	11	0	0	0	5
Vietnam	0	1	0	0	0	3	0
Total	9	71	72	66	98	28	56
Average	0.4	3.1	3.1	2.9	4.3	1.2	2.4

*Data for Japan not available in EU Japan database.

The table shows that in the third countries, most of the services are provided by chambers of commerce (98 of 422, which is about 23%). This high number may be explained by the fact that chambers of commerce are often specifically set up by EU Member States to, amongst others, cater for the internationalisation needs of European SMEs. The share of services provided by special public agencies is relatively small in third countries in comparison to the EU.

Table 3.30 Type of services offered by public and private organisations in third countries

Third countries	Public		Private	
	Support services	Share in total	Support services	Share in total
Seminars, workshops	203	10%	31	8%
Staff training	92	5%	21	5%
Trade missions, trade fairs and matchmaking events	211	11%	30	8%
Information on rules and regulations	222	11%	40	10%
Information on market opportunities	234	12%	40	10%
Identifying and arranging meetings with potential clients	206	11%	40	10%
Advice and consultancy	226	12%	78	20%
Business cooperation and networking	219	11%	55	14%
Sectoral programs	130	7%	23	6%
Credit guarantee scheme	26	1%	7	2%
Subsidies, grants	66	3%	9	2%
Tax incentives	44	2%	14	4%
Low interest credits	40	2%	5	1%
Insurance services	21	1%	1	0%
Other	2	0%	2	1%
Total		100%		100%

Similar to the analysis done for the EU-27 Member States, Table 3.30 shows the share of the different type of services offered in third countries by private and public support service organisations. The information in the table shows that advice and consultancy services are offered relatively more by private organisations in third countries, as compared to public organisations in these countries. Most likely, these are commercial consultancies that provide advice for EU SMEs on entering foreign markets. For the remainder of the services, the information in the table shows that there are no significant differences between the type of service offering between the public and private services in the EU-27 (the percentage differences are very small).

Table 3.31 shows the level at which the services are provided.

Table 3.31 Number of services in third countries by level at which the support services offered

Country	EU level	National	Regional	Local
Australia	10	3	0	0
Brazil	5	6	0	1
Canada	5	16	0	0
Chile	3	4	0	0
China	14	8	4	4
Egypt	5	6	0	0
India	8	1	0	0
Indonesia	8	5	0	0
Israel	5	1	0	0
Japan	n.a.*	n.a.*	n.a.*	n.a.*
Malaysia	5	27	0	0
Mexico	6	5	0	0
Morocco	0	10	4	4
Russia	11	8	1	0

Country	EU level	National	Regional	Local
Saudi Arabia	1	9	0	0
Serbia	22	26	3	2
South Africa	0	15	5	0
South Korea	0	5	0	4
Thailand	0	10	3	3
Tunisia	10	4	0	0
Turkey	6	17	0	0
Ukraine	13	0	0	0
USA	28	5	0	0
Vietnam	3	1	0	0
Total	168	192	20	18
Average	7.3	8.3	0.9	0.8

*Data for Japan not available in EU Japan database.

Most support services from the selected third countries are offered at the national level (192 of 422, which is about 45%). Only the USA does not have support services at regional level. At EU level,²⁷ there are 168 support services (40%), at regional level 20 (5%), and at local level 18 services are provided (4%). South Africa, China, Morocco, Thailand, Serbia and South Korea have the highest number of support services at regional and local level.

Table 3.33 below presents the source of funding for each of the services that are offered in the third countries. For this question, multiple answers were possible, hence the totals do not add up to (are higher than) 422.

Table 3.32 Number of services in third countries by source of funding

Country	EU	National government	Regional Government	Municipality	Other
Australia	0	0	5	0	8
Brazil	0	5	0	0	4
Canada	0	10	0	0	10
Chile	3	3	3	0	4
China	8	13	3	8	13
Egypt	2	10	0	0	0
India	3	1	0	0	1
Indonesia	0	0	0	0	13
Israel	0	5	0	0	6
Japan	n.a.*	n.a.*	n.a.*	n.a.*	n.a.*
Malaysia	0	15	0	0	17
Mexico	0	8	0	0	3
Morocco	8	5	0	0	5
Russia	1	5	4	0	11
Saudi Arabia	10	5	5	5	0
Serbia	30	36	15	26	17
South Africa	1	11	0	0	10
South Korea	5	4	0	0	0

²⁷ It seems that this question had not been properly understood by all respondents. Corrections were therefore made: all services that are open to all EU companies have been adjusted in that they are provided at EU level.

Country	EU	National government	Regional Government	Municipality	Other
Thailand	0	15	0	0	6
Tunisia	12	2	0	0	0
Turkey	0	17	0	0	6
Ukraine	0	5	0	0	5
USA	0	1	28	1	0
Vietnam	0	1	0	0	3
Total	83	177	63	40	142
Average	3.6	7.7	2.7	1.7	6.2

*Data for Japan not available in EU Japan database.

Most services are funded by the national governments and/or by other sources. Out of the 422 support services, 316 have only one source of funding (this cannot be derived from the table). Of this group, 120 services are funded by other sources, 114 by the national government, 42 by regional government, 35 by the European Union, and 1 by a municipality (from Serbia). The other 106 support services have two or more sources of funding.

In Indonesia, there are only other sources funding the support services. In Tunisia has a relatively large share of EU funded services: 86% of the support services mentioned by the respondent(s) were funded by the EU and the remaining 14% by the national government.

In absolute numbers, Serbian support services benefit most from EU sources, followed by support services from Tunisia, Saudi Arabia, and China.

Differences in the total budget for the support services are shown in Table 3.33 below.

Table 3.33 Number of services and average budget in third countries

Country	Total number of services	Number of services for which budget information is provided*	Average budget per service
Australia	13	12	113,500
Brazil	12	4	250,000
Canada	21	10	705
Chile	7	7	3,940,714
China	30	17	710,154
Egypt	11	3	n.a. ¹
India	9	0	n.a. ¹
Indonesia	13	4	1,875
Israel	6	5	n.a. ¹
Japan	24	0	n.a. ¹
Malaysia	32	10	82,000
Mexico	11	0	n.a. ¹
Morocco	18	13	430,769
Russia	20	5	33,000,000
Saudi Arabia	10	5	500,000
Serbia	53	23	90,528
South Africa	20	8	41,888
South Korea	9	0	n.a. ¹

Country	Total number of services	Number of services for which budget information is provided*	Average budget per service
Thailand	16	0	n.a. ¹
Tunisia	14	10	14,900
Turkey	23	8	5,240,588
Ukraine	13	0	n.a. ¹
USA	33	9	4,942,000
Vietnam	4	0	n,a, ¹
Total	422	153	49,359,621
Average	17	6	3,290,641

¹ Not available due to missing data on budget. *The values 0,1,2,3 and blanks have not been considered for the calculation of this column.

For less than half of the support services from third countries in the database, budget information is provided by the respondents. The results in the table above should be treated with caution because of the reasons provided in the previous section about the EU27. The variation in average budget per service between countries is very large, but since this question is answered only selectively, we are not able to draw conclusions from this table.

Table 3.34 provides information about the extent to which an own contribution is asked from the users of the support services.

Table 3.34 Number of services and the average share of available co-financing

Type of service	Total number of services	Number of services for which a contribution is asked	Number of services for which maximum contribution is provided	Average maximum share of co-financing available (%)
Seminars, workshops	234	104	9	27.18
Staff training	113	61	6	30.95
Trade missions, trade fairs and matchmaking events	241	95	8	23.87
Information on rules and regulations	262	97	10	24.28
Information on market opportunities	274	101	10	25.68
Identifying and arranging meetings with potential clients	246	100	6	22.89
Advice and consultancy	304	142	10	22.40
Business cooperation and networking	274	111	10	25.56
Sectoral programs	153	67	8	26.61
Credit guarantee scheme	33	24	2	27.27
Subsidies, grants	75	37	8	45.52
Tax incentives	58	27	2	19.00
Low interest credits	45	25	3	37.27
Insurance services	22	14	1	38.46

Type of service	Total number of services	Number of services for which a contribution is asked	Number of services for which maximum contribution is provided	Average maximum share of co-financing available (%)
Other	4	1	0	0.00

For 43% of the support services in third countries, a contribution is asked from the users. It is remarkable to see that for all 33 support services from the USA, no contribution is asked, which could be explained by the large amount of state-financed organisations. Moreover, the type of services provided could also influence the need for co-financing. Providing information online might be free, whereas personal advice or matchmaking activities could require a payment. As can be seen from the table above, financial services (except tax incentives) and insurance services offer a higher co-financing contribution (i.e. users have to pay less) than for most other services.

Table 3.35 below shows the way in which information about the service is made available to potential users, and how the services are provided.

Table 3.35 Number of services in third countries by type of information and service provision

Country	Information on service			Service provision		
	Brochure	Website	Other	Online	In person	Other
Australia	8	13	0	12	13	0
Brazil	9	9	0	1	9	0
Canada	10	10	0	1	14	0
Chile	6	7	2	5	7	1
China	23	30	2	16	24	1
Egypt	5	5	0	0	8	0
India	0	9	0	1	3	0
Indonesia	7	13	6	2	11	0
Israel	5	5	6	5	6	0
Japan	n.a.	n.a.	n.a.	24	0	0
Malaysia	22	32	5	21	31	0
Mexico	9	9	0	0	9	0
Morocco	14	18	0	0	17	1
Russia	14	14	0	2	13	0
Saudi Arabia	10	10	3	5	10	0
Serbia	25	41	25	13	53	0
South Africa	11	20	5	6	15	0
South Korea	4	9	0	5	9	0
Thailand	10	12	4	4	16	0
Tunisia	5	13	0	0	14	0
Turkey	15	17	0	12	10	0
Ukraine	5	8	0	0	3	5
USA	19	25	13	20	33	11
Vietnam	0	4	0	0	0	0
Total	236	333	71	155	328	19
Average	10.3	14.5	3.1	6.5	13.7	0.8

Not all support services from third countries have information about the service on a website; 79% of all support services are promoted on a website. 56% of the support services have a brochure with which they inform customers about their offerings. Most of the support services provide their offerings through a website as well as a brochure (53% of all support services). 71 support services from third countries make use of these other ways of approaching potential users (e.g. e-mail, letters, etc.).

The service provision itself takes place through different channels. 44% of the services is provided online, while the majority (78%) is provided in person. Since many third countries are developing countries where internet penetration rates are relatively low, personal contact could still be the preferred way of servicing SMEs. 26 percent of the support services are provided through both channels (personal and online). The other ways of service provision, constituting 5% of the total, are mentioned in the previous section.

3.4 Effectiveness of support services

3.4.1 Evidence on the effectiveness of support services and the needs of SME

Although information on the quantity of support services and the number of users as presented in 3.1 is in itself interesting, it is equally important to have information on the *effectiveness* of the support services. The effectiveness of support services will depend on different factors, like the quality of the service provider, the way in which the service is provided, and the type of services. In addition, given that SMEs as a group are very heterogeneous, and companies' demand for support services differ, depending on their size, sector, age, nationality and other factors (European Parliament, DG External Policies, 2012), it can be expected that the effectiveness of support services differs across SMEs, depending on their needs.

Although the survey contained questions on evaluations of the services, the information provided is limited. Moreover, only positive results are recorded, which raises doubts about the representativeness of the information. Therefore we carried out a short literature review, focusing on studies that evaluate the effectiveness and impact of support services for SMEs in international business and/or the needs of SMEs. This section presents a summary of this literature.

Literature

EIM (2011) conducted a meta-analysis on effectiveness based on the evaluations of eight internationalisation support services. The authors conclude that the highest impacts can be expected from support services that combine aspects of advice in designing internationalisation plans and strategies, provision of market information and support in establishing business contacts in the target country. Capacity building elements of support services are mostly responsible for the positive effects of these services. Because the learning curve and internationalisation strategy of the company is very important, the international competences should in particular be trained. Part of the companies using the evaluated support services sees a positive effect on the number of their export clients, exports, and turnover. Others see no economic result and may be freeriding on the service. Despite that, all support services seem to realise "intangible" effects, being mostly responsible for reaching durable economic effects.²⁸

An OECD/APEC paper from 2008, which is based on a 45 country survey, notes that SMEs new to international activity need information about markets and opportunities, and they also need

²⁸ EIM (2011), Opportunities for the Internationalisation of SMEs, Background Document 2a.

assistance for the clarification and understanding of the challenges they face. SMEs that already have some internationalisation experience tend to have more problems that are more specific to the business and the competitive environment. According to this OECD study, government support services should pay more attention to these experienced companies, and also focus on more types of internationalisation than exporting alone.²⁹

According to Kuivalainen et al (2008), who reviewed the key support organisations in Finland and focused on software producers, the currently existing support services are viewed as capable to assist internationalising firms only in the early stages of internationalisation. For the later stages of internationalisation, venture capitalists and international consultants operating in the target markets are seen as more important.³⁰

Dimitratos and Jones (2003) find on the basis of other research t direct or indirect evidence for tailor-made SME support services. They recommend support services to be sub-categorised and customised more in order to use the scarce resources of internationalisation promotion initiatives in a more efficient way.³¹

Fischer and Reuber (2003) use survey data from 188 Canadian SME exporters and pre-exporters and find that segmentation of export support programmes based on the decision-makers' level of export experience can make support services more effectively targeted to SMEs.³²

An overview of different evaluations of UK Trade & Investment (UKTI) programmes is provided in BIS Economics Paper No. 5 (2010). One of the general findings is that innovative firms derive greater benefit from UKTI's support services. According to the 2009 NAO Value for Money Report on UKTI services, inexperienced internationalising companies benefit most from general support services, while more experienced and larger firms see the support from senior diplomats as more important. The general value for money for support services in 2009 is £16:£1 benefit to cost ratio (UKTI's PIMS trade services user survey). More than 50% of the clients claim improved business performance, which is attributable to overcoming barriers to new markets or to learning effects which lead to changes in behaviour. The 2006 Study of the Relative Economic Benefits of the UKTI Support for Trade and Investment reports that "Export Marketing Research Scheme", "Passport" (strategy development), "Tradeshaw Access Programme (TAP)" (grants for visiting overseas trade events), and outward missions generate an average benefit cost ratio of £17:£1. The TAP, separately evaluated in 2009 by London Economics, has an overall benefit cost ratio of £5:£1. International Trade Teams in the English Regions (internationalisation and sector experts present in local offices in the UK, who can provide tailored support) achieve a benefit cost ratio of £25:£1 (SQW Evaluation, 2006).

Zain and Ng (2006) perform case studies on the internationalisation of SMEs from the Malaysian software industry. They find that their network relationships have a positive influence on, amongst others, motivations to internationalise, initial credibility, access to additional relationships and established channels. It also helps in lowering costs and the reduction of risks. Finally, network relationships influence the pace and pattern of SMEs' internationalisation. So this study highlights

²⁹ Lloyd-Reason, L. and T. Mughan (2008), Removing Barriers to SME Access to International Markets: OECD-APEC Global Study, OECD/APEC.

³⁰ Kuivalainen et al (2008), Use and Impact of Internationalization Support Services – The Case of Finnish Software SMEs. Proceedings of the 3rd European Conference on Management of Technology & Innovation, September 17-19, Nice – Sophia Antipolis, France.

³¹ Dimitratos, P. and M.V. Jones (2003), Public Policy for International Entrepreneurial Small Firms: A Plea for Customised Support Measures (Editorial), *Journal of International Entrepreneurship*, 1, p. 335-337.

³² Fischer, E. and A.R. Reuber (2003), Targeting Export Support to SMEs: Owners' International Experience as a Segmentation Basis. *Small Business Economics*, 20, p. 69-82.

the importance of the understanding of impact and the potential of network relationships. Support services could definitely contribute to the establishment of such networks.³³

Lindstrand and Lindbergh (2010) studied the importance of banks during international expansion from SMEs using data from 318 Swedish SMEs. The authors showed that the majority of the respondent SMEs perceive banks' knowledge and financial services of no value for them when expanding abroad. The SMEs see newspapers and magazines and government agencies as more important information sources, despite the fact that these sources may deliver less customised information.³⁴

Summary of findings

As could be expected, the effectiveness of support services is found to be neutral to positive in the literature. It seems that the impact of the specific services heavily depends on the characteristics and needs of the firms that make use of the services, so a comparison cannot easily be made. SMEs in sector X with target market Y face different export barriers than other firms, and also differences in impact exist across starting exporters and more experienced firms. Ideally, resources of support programmes should be allocated towards the companies that can generate the highest, additional, returns with these resources.

The above-mentioned arguments support targeted and tailor-made support services instead of general support services to generate a high effectiveness and be better able to meet the specific needs of SMEs in international business. In addition, a combination of different support services will also increase the effectiveness of support.

3.4.2 *Linking the evidence on needs and effectiveness to the identified support services*

What do these lessons from the literature tell us about the effectiveness of EU support services as identified in this study?

In terms of different needs of companies depending on their size, experience, sector, etc. we have already shown in section 3.2 that the large majority of programmes targets companies of all sizes, in all sectors, and with or without (international) experience. This suggests that the services offer little tailor-made support. It is difficult to fully confirm this, as many services could have sub-activities that focus on companies with certain characteristics. Despite this note of caution, the results of our research clearly point to possible risks in this regard. The low number of services that have sectoral programmes (see Table 3.3 for the EU and Table 3.8 for third countries) provide a case in point.

The above mentioned OECD study identified the need to focus on more than exporting alone to provide effective support for internationalisation. Our findings show that all EU countries (see table 3.2) and the large majority of third countries (where Japan, India and Vietnam offer support for various ways of internationalisation but not all, see table 3.7) have services that address six different types of internationalisation: 1) exporting; 2) importing; 3) technical co-operation; 4) setting up a subcontract; 5) becoming a subcontractor; and 6) FDI.

³³ Zain, M. and Ng, S. I. (2006), The impacts of network relationships on SMEs' internationalization process. *Thunderbird International Business Review*, 48: 183–205.

³⁴ Lindstrand, A. and J. Lindbergh (2010), *Bank Dependency During SMEs' International Expansion*, Volume 61 of Perspectives, World Savings Banks Institute.

It was also found that the highest effectiveness impacts can be reached if the support service provides broad services for SMEs in early stages of internationalisation. This means that for the firms starting to export, ideally a support service should have several service characteristics from the table 3.2 in section 3.1.1. On average, in the EU each service has about 4.5 different characteristics. Most services thus combine several characteristics, and 29 percent even has 7 characteristics or more. Just over 30 percent have only 1 or 2 different characteristics. France, Austria, Italy, Spain and the Netherlands have a relatively high share of services that have 7 or more characteristics. These combine mostly the non-financial support services, with especially advice & consultancy, information, business networking, and workshops and seminar often being combined.

3.5 Target markets of instruments

This section looks at the countries targeted, either in the EU27 or the third countries themselves (see Table 3.36).

Table 3.36 Number of services by target market, in the EU and third countries

Target country	Number of services provided in the EU27 targeting a country	Number of EU Member States that target this market specifically	Number of services provided to EU SMEs in third countries
Australia	81	21	13
Brazil	123	23	12
Canada	99	24	21
Chile	97	22	7
China	150	25	30
Egypt	106	22	11
India	144	23	9
Indonesia	92	22	13
Israel	128	22	6
Japan	91	21	24
Malaysia	78	22	32
Mexico	107	21	11
Morocco	106	20	18
Russia	192	24	20
Saudi Arabia	78	19	10
Serbia	132	24	53
South Africa	85	21	20
South Korea	87	20	9
Taiwan	76	20	0
Thailand	79	22	16
Tunisia	106	22	14
Turkey	152	24	23
Ukraine	162	23	13
USA	135	25	33
Vietnam	82	22	4
All countries outside EU	454	28 ¹	422 (total)
Other	50	9	-

¹ 27 EU Member States and the support organisations at EU level

All EU countries are targeting with some of their services the EU priority markets (included in all countries outside the EU). Many services (430 out of 788, or 55 percent) cover all countries outside the EU.

If we look at the specific targeting of countries (column 1 in Table 3.36), we see that most support services are targeted towards the BRIC countries (Brazil with a total of 123 services, Russia 192, India 144, China 150), the USA (135 services) and a set of nearby countries including Ukraine (162) and Turkey (152). There are relatively fewer services for internationalisation towards countries that are far away (e.g. Australia), and/or that have smaller markets (like Malaysia, Taiwan, and Saudi Arabia). The category “other” comprises services focusing on Balkan countries, all countries, or some specific countries. For example, Portugal has a service specifically focused on Angola and Mozambique, its former colonies.

As could be expected, there is a strong correlation between the total number of support services targeting a specific third country and the number of EU member states that provide a specific service (column 2 in Table 3.32), i.e. if there are more services focusing on a specific third country, there are also more Member States that focus on these countries. The large majority of EU countries (varying from 20 Member States targeting Morocco, South Korea and Taiwan to 25 in the case of China and the USA) have services focusing on each of the identified target markets.

Annex 2, table A4 includes an overview of the 27 EU Member States and their targeting of specific third countries. This shows there is large variation across countries. Some countries do not have services targeting specific countries at all (Ireland and Hungary, where the services are targeted toward all third countries), or mainly target countries that are close (e.g. Bulgaria with specific services targeting Serbia, Ukraine, Israel, Russia and Turkey). If we look at the BRIC countries, most EU Member States have services targeted towards these markets, but there are no clear common characteristics of countries that do not have these services (e.g. these are not only small countries, Eastern or Southern EU Member States), e.g. countries with no services targeted to India include Bulgaria, Malta, Ireland, Portugal and Hungary.

Also in the third countries themselves there are support services for EU companies (column 3 in Table 3.36). The extent to which these are national/regional/local organisations that also provide support to EU business, or whether these are bilateral service providers like embassies or bilateral chambers of commerce strongly differs by country. For example, the database contains many bilateral organisations for Malaysia (e.g. the Malaysian-Danish Business Council) while the support organisations in the US are mainly state-level organisations (e.g. Washington State Department of Commerce). Most of the services are available to companies based in the third country (whether they are originally from the EU or not), while some bilateral organisations (e.g. the German bilateral chambers) are available to all EU countries. These differences also partly explain the differences in the number of services between countries. E.g. in Serbia we collected information on many services that provide support for internationalisation and are open to companies from the EU as well, but do not have this as primary target, while in other countries, only services that focus on international relations between the EU (or EU Member State) and the third country are included. Based on the collected information, the US, China, Serbia and Malaysia provide most support services to EU SMEs.

Table 3.37 presents the characteristics of the services provided in the EU 27 that are targeted towards third countries. This shows that the type of services do not differ much between target markets.

Table 3.37 Number of services in the EU27 by target country and type of service

Target country	Non-financial support								Financial support				Other		
	Seminars. Workshops	Staff training	Trade missions. trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies. grants	Tax incentives	Low interest credits	Insurance services	Other
Australia	49	29	42	42	50	47	53	53	30	14	11	9	10	9	0
Brazil	81	48	70	68	74	67	82	79	38	17	18	10	12	14	1
Canada	60	37	51	48	63	58	66	65	41	16	13	9	10	10	0
Chile	61	37	53	56	61	55	69	62	39	21	18	12	12	18	0
China	88	49	84	77	93	81	98	96	46	28	31	17	20	22	3
Egypt	65	44	57	62	63	60	69	65	40	19	17	11	10	16	1
India	90	56	78	77	88	73	94	94	53	28	26	22	22	24	3
Indonesia	55	33	51	51	60	53	62	58	36	21	16	13	14	16	1
Israel	83	50	72	74	76	69	88	86	50	29	29	18	22	23	0
Japan	59	39	49	49	56	51	62	60	40	20	14	11	11	14	0
Malaysia	48	29	44	44	52	46	57	49	32	17	12	8	9	13	0
Mexico	69	44	59	61	64	59	72	64	42	19	16	11	13	16	1
Morocco	69	44	60	59	62	58	72	62	41	18	17	10	10	15	1
Russia	127	83	113	102	113	103	138	133	66	41	35	22	27	29	1
Saudi Arabia	45	29	45	43	47	43	50	48	32	16	9	7	8	13	0
Serbia	87	65	68	70	72	71	86	78	44	27	16	12	13	16	1
South Africa	48	30	45	44	52	47	55	50	32	16	10	8	9	13	2
South Korea	56	36	47	48	55	50	60	54	36	19	14	11	12	16	0
Taiwan	48	29	47	41	52	47	55	50	29	16	14	8	9	12	0

Target country	Non-financial support								Financial support				Other		
	Seminars. Workshops	Staff training	Trade missions. trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies. grants	Tax incentives	Low interest credits	Insurance services	Other
Thailand	46	30	44	42	51	44	55	47	32	16	10	8	9	12	1
Tunisia	67	45	58	62	66	58	72	64	43	17	16	11	10	14	1
Turkey	104	68	77	81	87	75	96	93	59	35	32	19	21	24	0
Ukraine	106	65	88	85	98	81	113	106	52	39	32	22	25	28	1
USA	86	53	76	75	81	78	85	83	51	23	26	13	16	19	1
Vietnam	46	29	47	45	54	48	58	50	34	20	14	8	13	16	2
All countries outside EU	223	147	190	196	219	187	265	211	130	74	95	49	51	47	13
Other	32	18	25	28	23	22	33	33	18	12	13	2	6	7	2

3.6 Concluding: identifying gaps and overlaps

Looking at the internationalisation support measures provided in the EU Member States and in third countries, it can be concluded that in all countries there is support for internationalisation to SMEs.

In the EU we have collected information on 215 organisations that together provide 734 support services for internationalisation. In the EU's priority markets, we have identified 124 organisations, which together provide 422 support services.

We summarise the main findings on possible gaps and overlaps by looking at three criteria: eligibility, types of services, and target market.

Eligibility

Most services for which information has been collected are open to companies of all sizes, for companies in all sectors, and for companies with or without previous (internationalisation) experience. This is the case both in the EU and in third countries. In terms of eligibility, there seem to be no obvious gaps in internationalisation support services. What could be noted from the analysis of eligibility criteria is that there seem to be very few services for specific target groups (be it a sector, size class, or relating to experience), while section 3.4 on effectiveness showed that tailor-made support is found to be more effective. This may imply a risk of not having services that sufficiently respond to the specific needs of a company, while the needs may strongly differ, depending for example on the experience of the company or the sector it is working in. It is not possible to assess the extent to which this risk materialises because although a service may be targeted to all sectors for example, it can still have specific activities targeted towards a specific sector involving sector experts (e.g. trade missions focused on companies of a specific sector). The survey results show, however, that there are relatively few services that have sectoral programmes, which affirms the risk of not having sufficiently tailored services.

Types of services

In terms of the different services provided, all EU Member States have services that cover the complete range of internationalisation activities: exporting, importing, technical co-operation, setting up a subcontract, becoming a subcontractor and foreign direct investment. This is important to effectively support internationalisation. In third countries, this is true for all countries except Japan (no services for setting up or becoming a subcontract (or)) and India and Vietnam (no services promoting FDI).

When looking at the service characteristics most services have multiple characteristics (e.g. combining seminars, trade missions, matchmaking events), especially non-financial services. According to findings in literature (see section 3.4), the combination of multiple type of services contributes to the effectiveness of different internationalisation support measures, especially for companies that start to internationalise. Companies with more experience would need other types of support (e.g. venture capital), but it is not clear from the survey results to what extent their specific needs are addressed by the support services, as most services target both companies with and without experience.

Thus, based on a comparison of our findings with the literature, there are no real obvious gaps in service provision. At the same time, it should be noted that we can say very little about the effectiveness of each of the services in this study. Many respondents have included information on evaluation of the service. According to the information provided, however, the results are all positive, but usually no details are provided. It is therefore impossible to distract a best practice from this, and assess what the deviation from this best practice is.

There are a number of EU countries that lack specific service characteristics, although it should be kept in mind that this may be explained by the survey response rate. If we take into account the fact that other EU Member States offer services that are open to all EU companies (Table 3.15), all EU SMEs should have access to all types of services. There is therefore no obvious role for EU level organisations to play to address gaps in service provision. For the services that are open to all EU SMEs, one may look at the extent to which it is possible to reach efficiency gains, e.g. by sharing information, division of work or joint activities. Distance between countries and service providers as well as country specific interests will have to be kept in mind in this analysis as well.

In third countries, not all types of services are available to EU companies, especially if we only look at the services that are open to EU companies (Table 3.20). More research would be needed to assess whether there are real gaps. For example, in many countries, there are few types of financial services, but the question is whether EU companies are likely to use financial services in the target market or if they are more likely to use these services in their home country. Although this will partly depend on the type of internationalisation (e.g. exporting firms are more likely to look for financial services in their home country than firms investing abroad), an analysis of demand and supply of these services in third countries could help answer this type of questions.

Target markets

The data on the third countries show that all member states have services that are targeted towards all third countries. Looking at services targeted towards specific countries, most services are targeted towards the BRIC countries, the USA and a set of nearby countries (Ukraine, Turkey). There are less services focusing specifically on smaller countries (with smaller markets) and/or countries at a large distance (e.g. Vietnam, South Korea, Saudi Arabia). There are clear differences between EU countries with respect to the extent to which they target certain third countries. There is no clear pattern in these differences, and various explanations may play a role, like historic, political or existing relations with a country.

Also in the third countries there is variance in the type of organisations. In some countries there are many bilateral organisations of EU member states. For example, for the 17 bilateral chambers of commerces for which there is information on the availability of support to all EU Member States, only 7 indicate that the companies of all EU countries can make use of their services, and another 2 have some (but not all) services that are open to all Member States.

The survey results and additional data gathering show that there may be overlap between services of different organisations in a specific target country, as there are often multiple services with the same characteristics. In the case of bilateral organisations, there may be hesitation or resistance to co-operate with organisations of other Member States, or to make their services available to companies from all EU Member States, as most countries are particularly interested in the international performance of its own business. However, there are various areas in which co-operation or joint service provision would have efficiency gains, like in collecting information on rules and regulation in a country. However, from our data we cannot tell if these organisations already co-operate with each other to increase efficiency. This should be further investigated.

4 Conclusions and policy recommendations

4.1 Conclusions

The web survey of this study collected 1,156 support services. The gap analysis has been based on 734 support services for EU SMEs in the Member States and 422 support services for EU SMEs in the priority third countries.

Not included in the web based survey are another 42 support measures provided by national governments to DG Enterprise, which are listed in Annex 3 of this report. The Consultant is convinced that yet not all support services have been collected and that there still are another few hundred services out there.

Nonetheless, the following concluding answers can be given on the following five main questions:

1. *What programmes are available for EU SMEs in third country markets?*

In the EU most programmes provide non-financial support services, mainly advice & consultancy, followed by workshops and seminars, business cooperation and networking. In the third countries the picture is rather similar. Financial- and other support services are less available for EU SMEs in third country markets.

2. *Which third country markets are targeted by individual Member States?*

According to the survey respondents, the support services in the Member States are mostly targeted towards the BRIC countries and a number of nearby countries, such as Ukraine and Turkey. In case specific third countries are targeted, most Member States direct their services to China and USA.

The third countries for which there are the least support services targeted by EU Member States are Saudi Arabia, Morocco and Taiwan. Still the latter three third countries have each 19 to 20 Member States that target their markets specifically.

In terms of duplication, the highest numbers of support services from EU countries are targeted to Ukraine (162), Turkey (152) and China (150). For these third countries Member States may have unnecessarily duplicated support services, e.g. several bilateral chambers of commerce.

3. *What programmes developed at national(or regional) level are opened to SMEs (all or individual Member States)?*

In the EU about 64% of the support services are only open to business of the same country. No more than 25% of the support services in the EU are open to SMEs from all EU countries. Austria, Malta, Poland, Denmark, Germany and Finland have a relatively high percentage that are only provided to businesses in their country, whereas Cyprus, the Netherlands, Latvia, Estonia and Hungary have a relatively high percentage of services provided to all EU countries. In terms of types of services open to all EU Member States, it is shown that on average between 21 percent and 32 percent depending on the type of service are open to all EU companies; hence there is no gap in the services available to EU SMEs in the EU.

4. *What programmes developed by third countries are opened to EU SMEs (all or individual Member States)?*

A majority of the support services in the third countries are open to businesses in the home country. Nevertheless 189 out of 422 support services in third countries (45%) are open to SMEs from all EU countries. If one looks at the types of services open to companies from all EU Member States there are clear gaps: Except for Australia, Brazil, Serbia and USA either certain types of services are not available to all EU companies, or nothing is provided at all, e.g. in Mexico, Morocco, South Africa, South Korea and Thailand.

5. *What are the current gaps in the support services' provision for SME internationalisation?*

There are hardly any gaps in the number of support services for the 25 priority third country markets from the side of the EU.

In terms of the service characteristic of support services, it is shown that the Member States have relatively low numbers of financial support services. On the other hand, the number of participants is actually highest for financial and other services. The same situation applies to the number of users of support by service characteristic in third countries: a low number of financial support services, which are highly used. This finding may point to a relative shortage of financial support services.

Based on the survey responses, other conclusions regarding the support services in the Member States are:

- The Member States have on average each 8 support service organisations, administering 27 services;
- Concerning the kind of support services the most frequent types are to assist SMEs with exporting, technical cooperation, becoming a subcontractor, setting up a subcontract and FDI and importing;
- By service characteristic the top three of most frequent support services are for advice& consultancy, seminars and workshops, business cooperation and networking. The non-financial support services outnumber the financial support services;
- The support services are mostly provided by special public agencies and government organisations.

For the priority third countries it can be concluded that:

- These countries have on average each 5 support service organisations, which administer 18 support services;
- About 70% of all support services in these countries are for firms of all sizes (as against 67% in the Member States).

4.2 Policy implications

In quite a number of third countries certain, or all types of, support services are not available to EU SMEs. More research would be needed to assess whether there are real gaps. For example, in many third countries there are few types of financial services, but the question is whether EU companies are able to use financial services in the target market, or if they are more likely to use these services in their home country. Although this will partly depend on the type of internationalisation (e.g. exporting firms are more likely to look for financial services in their home

country than firms investing abroad), an analysis of demand and supply of these services in third countries could help answer this type of questions.

Many Member States have support services geared to the same third countries. Member States of course do have their national interests but certain support services such as on IPR and on regulatory issues could be shared by the Member States. For example, Bulgaria, Latvia, Poland, Slovakia and Spain all mentioned in the survey they have legal support services for the Chinese market.

With respect to the bilateral organisations, this study found that not all EU countries can make use of their services. With the exception of about one fifth of the bilateral organisations, the openness of these organisations to serve all EU SMEs should be further explored.

The support services provided by EU Member States are insufficiently focused on the most promising groups of export oriented SMEs as well as on the most promising growth markets. Too many support services (62%) are for all countries outside the EU, 38% of all support services in the EU support all ways in which SMEs can internationalise, 68% of all support services in the EU support companies of all sizes to internationalise, a large majority of the support services are open for all sectors.

According to best practice lessons for business support services, the effectiveness of support services will increase when they shift from the above mentioned broad coverage towards a more targeted coverage and an in-depth approach. Most of the support services in the EU appear to be too broadly oriented. More tailoring is recommended.

As to the EC there could be a coordinating role in the area of evaluating the support services. By suggesting a uniform set of evaluation indicators to support service organisations, their evaluation results can be better compared across the Member States. This could lead to the identification of best practice in addressing the support needs of SMEs.

The number of internationalisation support services for EU SMEs is larger than has been collected by this mapping exercise. Once the portal goes alive, it should be possible to send to the administrator of the portal the support services not yet incorporated in the online database generated by this mapping exercise.

Finally, given that many support services have a short to medium term duration, it is recommended this mapping exercise should not be a one-off effort. A next mapping exercise ought to be planned for in 2014.

The present report was based on a selection of 25 third markets, which are difficult to approach and obtain market information and support for. In a next mapping exercise the focus could better be on the top 25 most important target markets for the EU, e.g. defined by:

- Export value of the last five years;
- Export growth over the last five years;
- Ease of doing business based on World Bank doing business reports.³⁵

³⁵ www.doingbusiness.org/rankings.

Section II Annexes

Annex I Web survey questions

web survey

The European Commission, under the lead of the Directorate-General for Enterprise and Industry, has retained the services of Ecorys to perform a mapping of the support services for the internationalisation of EU SMEs provided at EU level, at national and local level and in the following third countries: Australia, India, Chile, China, Canada, Russia, Brazil, Indonesia, Saudi Arabia, South Africa, Mexico, Japan, United States, South Korea, Thailand, Taiwan, Turkey, Ukraine, Egypt, Israel, Morocco, Vietnam, Serbia, Malaysia and Tunisia.

Please click next to start the survey.

a

Please enter the name of your organisation and the country.

Name of your organisation

Country

There is space for you to provide the information for up to 5 support services on the next screen. If you wish to give information of more than 5 services there will be an option to do so at the end of the survey.

q1a

We would like you to provide the details of up to five services.

- Service 1
- Service 2
- Service 3
- Service 4
- Service 5

q1b

Please indicate here whether you give consent for the service details you provided to be placed on the future EU portal.

	Yes	No
Service 1	<input type="radio"/>	<input type="radio"/>
Service 2	<input type="radio"/>	<input type="radio"/>
Service 3	<input type="radio"/>	<input type="radio"/>
Service 4	<input type="radio"/>	<input type="radio"/>
Service 5	<input type="radio"/>	<input type="radio"/>

q2a

At what level is this service offered?

	Service 1	Service 2	Service 3	Service 4	Service 5
EU level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

q2b

Until what date will the service be available? Please give month and year.

Service 1	<input type="text"/>	▼	/	<input type="text"/>	▼
Service 2	<input type="text"/>	▼	/	<input type="text"/>	▼
Service 3	<input type="text"/>	▼	/	<input type="text"/>	▼
Service 4	<input type="text"/>	▼	/	<input type="text"/>	▼
Service 5	<input type="text"/>	▼	/	<input type="text"/>	▼

q2c

Is this service for.... ?

	Service 1	Service 2	Service 3	Service 4	Service 5
New businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Established business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Both	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

q2d

And is it for ?

Service 1	Service 2	Service 3	Service 4	Service 5
-----------	-----------	-----------	-----------	-----------

Businesses just starting to conduct international business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Businesses who already conduct international business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Both	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

q2e

If the service provides support to businesses who wish to conduct commercial activities in markets outside the EU, please indicate which markets are covered?

	Service 1	Service 2	Service 3	Service 4	Service 5
Australia					
Brazil					
Canada					
Chile					
China					
Egypt					
India					
Indonesia					
Israel					
Japan					
Malaysia					
Mexico					
Morocco					
Russia					
Saudi Arabia					
Serbia					
South Africa					
South Korea					
Taiwan					
Thailand					
Tunisia					
Turkey					
Ukraine					
United states					
Vietnam					
All countries outside EU					
Other					

q2f

Does the service offer support for...

	Service 1	Service 2	Service 3	Service 4	Service 5
--	-----------	-----------	-----------	-----------	-----------

Exporting
Importing
Technical co-operation
Setting up a subcontract
Becoming a subcontractor
Foreign Direct Investment
All of these

q3

Please indicate which of the following are characteristics of the service

	Service 1	Service 2	Service 3	Service 4	Service 5
Seminars, workshops					
Staff training					
Trade missions, trade fairs and matchmaking events					
Information on rules and regulations					
Information on market opportunities					
Identifying and arranging meetings with potential clients					
Advice and consultancy					
Business cooperation and networking					
Sectoral programs					
Credit guarantee scheme					
Subsidies, grants					
Tax incentives					
Low interest credits					
Insurance services					
Other					

q4a

Please explain the objectives of the service.

<%~q1a%>

Service 1:

q4b

Service 2:

q4c

Service 3:

q4d

Service 4:

q4e

Service 5:

q5a

And please give a brief description of the service.

<%~q1a%>

Service 1:

q5b

Service 2:

q5c**Service 3:**

q5d**Service 4:**

q5e**Service 5:**

q6a**Is there a cost to the beneficiary for using the service?**

	Service 1	Service 2	Service 3	Service 4	Service 5
Yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

q6b**(If yes) What is the maximum percentage available from co-financing?**

Service 1	<input type="text"/>
Service 2	<input type="text"/>
Service 3	<input type="text"/>
Service 4	<input type="text"/>
Service 5	<input type="text"/>

q7a**How is the service provided?**

	Service 1	Service 2	Service 3	Service 4	Service 5
Online					
In person					

Other
(Please
indicate
below)

q7b

If online, can you tell us more about the online provision. Is a specific IT tool used? If a link is provided please give it here.

q7b1

Service 1:

q7b2

Service 2:

q7b3

Service 3:

q7b4

Service 4:

q7b5

Service 5:

q8a

Please tell us more about how businesses become eligible to receive support.

Is the service available to certain sizes of business or to all?

	Service 1	Service 2	Service 3	Service 4	Service 5
Micro (0 – 9 employees)					
Small (10 – 49					

employees)
Medium
(50 – 249
employees)
Large
(250+
employees)
All

q8b

Is the service available to businesses in certain sectors or to all sectors?

Service 1 Service 2 Service 3 Service 4 Service 5

All sectors
Wholesale
and retail
Agriculture
Manufacturing
Services

q8m1

If manufacturing please tell us which manufacturing sub sectors.

Service 1:

q8m2

Service 2:

q8m3

Service 3:

q8m4

Service 4:

q8m5

Service 4:

q8s1

If services please tell us which types of services.

Service 1:

q8s2

Service 2:

q8s3

Service 3:

q8s4

Service 4:

q8s5

Service 4:

q8c

Is the service available only to businesses in your country or to businesses from other countries too?

	Service 1	Service 2	Service 3	Service 4	Service 5
Businesses in this country					
Businesses in other countries					
All EU countries					

q8d1

Are there any other factors which determine the eligibility of an enterprise to receive support? If yes, please explain.

<%~q1a%>

Service 1:

q8d2

Service 2:

q8d3

Service 3:

q8d4

Service 4:

q8d5

Service 5:

q9a

How many months has the service been available in the current phase?

Service 1

Service 2

Service 3

Service 4

Service 5

q9b

How many businesses have participated in this time?

Service 1	<input type="text"/>
Service 2	<input type="text"/>
Service 3	<input type="text"/>
Service 4	<input type="text"/>
Service 5	<input type="text"/>

q10

Which is the executing agent/institution:

	Service 1	Service 2	Service 3	Service 4	Service 5
EU institution					
Government					
Special public agency					
Special private agency					
Chamber of commerce					
Trade association					
Other (Please explain below and indicate if public or private)					

q11

How is information on the service made available?

	Service 1	Service 2	Service 3	Service 4	Service 5
Brochure					
Website					
Other					

q12a

Please mention in which other languages, if any, the services provided.

<%~q1a%>

Service 1:

q12b

Service 2:

q12c

Service 3:

q12d

Service 4:

q12e

Service 5:

q13

What is the total budget for the service in euros?

Service 1	<input type="text"/>
Service 2	<input type="text"/>
Service 3	<input type="text"/>
Service 4	<input type="text"/>
Service 5	<input type="text"/>

q14

And what has been the source of the funding?

	Service 1	Service 2	Service 3	Service 4	Service 5
EU					
National government					
Regional government					
Municipality					
Other					

q15

Is there any evaluation of the service?

	Service 1	Service 2	Service 3	Service 4	Service 5
Yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(q15_1 = 1) or ((q15_2 = 1) or ((q15_3 = 1) or ((q15_4 = 1) or (q15_5 = 1))))

Condition

Routing [lastone](#)

q17

Has the outcome of the evaluation been.....?

	Service 1	Service 2	Service 3	Service 4	Service 5
Mainly positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mainly negative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

q17b

Could you briefly summarise what the evaluation has shown?

q17b1

Service 1:

q17b2

Service 2:

q17b3

Service 3:

q17b4

Service 4:

q17b5

Service 5:

lastone

Thank you. That is all the information for these services. If you wish to tell us about additional services please indicate here, and we'll send you a new link.

- Yes, I wish to provide more information
- No further services

letter

comments

Are there any other comments that you wish to make?

end1

That's all the questions we have to ask. Thank you very much for your time for participating.

Annex II Additional tables and figures

Table A1. Identified EU-wide SME support organisations

Organisation	Support service	Service focus	Country focus	Website
Overall (framework) programmes				
European Commission	Your Europe Business Portal	Information and interactive services	No	http://europa.eu/youreurope/business/
European Commission	European Small Business Portal	Information portal	No	http://ec.europa.eu/small-business/index_en.htm
European Commission	Market Access Database	Information for EU exporters on import conditions in non-EU markets.	No	http://madb.europa.eu/madb/
European Commission	Trade Defence SME helpdesk	Defence of European production against international trade distortions such as unfair subsidisation or dumping.	No	http://ec.europa.eu/trade/contact/#trade-defence
European Commission	Technical Barriers to Trade (Enquiry Point)	Respond to requests for information on TBT	No	http://ec.europa.eu/enterprise/tbt/
European Commission	European Customs Information Portal	Information on customs and taxation issues for countries outside the EU also	No	http://ec.europa.eu/ecip/
European Commission	Online customs tariff database	TARIC, information on tariffs outside the EU	No	http://ec.europa.eu/taxation_customs/dds2/taric/
Enterprise Europe Network	Going International	Information and services about potential business partners	No	http://een.ec.europa.eu/services/going-international
	Technology Transfer	Information on research and their applications	No	http://een.ec.europa.eu/services/technology-transfer
	Access to finance	Information on fundings for enterprises	No	http://een.ec.europa.eu/services/access-finance
	Research funding	Advice and services on EU-funding	No	http://een.ec.europa.eu/services/research-funding
	EU Law and Standards	Information on EU laws and regulations	EU	http://een.ec.europa.eu/services/advice-eu-law-and-standards

Organisation	Support service	Service focus	Country focus	Website
	Intellectual Property	Information and advice on intellectual property	No	http://een.ec.europa.eu/services/ipr
Competitiveness and Innovation Programme	Partnering events	Matchmaking opportunities for clusters	Japan, Brazil, India, Korea, (China)	http://ec.europa.eu/cip/
	Promoting Cluster international activities in Europe	Trainings, guidelines for internationalising outside the EU	No	http://ec.europa.eu/cip/
	Cluster Excellence and cross-sectoral cooperation	Training measures	No	http://ec.europa.eu/cip/
Eureka	Eurostars	Stimulate R&D SMEs in research and innovation projects	No	http://www.eurostars-eureka.eu/
MedAlliance	Invest in Med*	Sustainable trade relationships, investments and enterprise partnerships between the two rims of the Mediterranean	Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, Palestinian Authority, Syria and Tunisia	http://www.invest-in-med.eu/en/invest-in-med-project-2.html
EU Business centres and bilateral programmes				
EU - Japan Centre for Industrial Cooperation	Foreign Direct Investment Programme	Investment promotion from both sides	Japan	http://www.eu-japan.eu/global/foreign-direct-investment.html

Organisation	Support service	Service focus	Country focus	Website
	Human Resources Training Programme	Information course about Japanese industrial structure and business practices	Japan	http://www.eu-japan.eu/global/business-training/human-resources-training-programme.html
	World Class Manufacturing Programme	Training course about Japanese manufacturing methodology	Japan	http://www.eu-japan.eu/global/business-training/world-class-manufacturing.html
	Distribution & Business Practices Programme	Information course about Japanese distribution system	Japan	http://www.eu-japan.eu/
EU SME Centre	Advice, networking and free hot desking service	Information about market, technical standards, human resources and law	China	http://www.eusmecentre.org.cn/
China IPR helpdesk	IPR and IP services	Free advice and services on IPR	China	http://www.china-iprhelpdesk.eu/
Understanding China	Training Programme	Training about Chinese business and culture	China	http://www.understandingchina.eu/
	SME Roundtable	Information about potential problems	China	http://www.understandingchina.eu/
	Policy Dialogue, China Advisory Council, China Ideas Community	Advice and recommendations	China	http://www.understandingchina.eu/
European Commission	Executive Training Programme	European executives and companies to expand their businesses in Japan and Korea through active learning combining business and language training	Japan and South Korea	http://www.euetp.eu/
European Business and Technology Centre	Market Access	Market entry support for EU cleantech firms	India	http://www.ebtc.eu/
	IPR Helpdesk	Information and support about IPR issues	India	http://www.ebtc.eu/
European ASEAN Business Centre	Market Access	Networking and promoting business opportunities	Thailand	http://www.eabc-thailand.eu/
	Advocacy	Trade advocacy information and recommendation to support members'	Thailand	http://www.eabc-thailand.eu/

Organisation	Support service	Service focus	Country focus	Website
		interests		
	Workshops and events		Thailand	http://www.eabc-thailand.eu/
EU Gateway Programme	Business missions	Networking for EU SMEs	Japan and South Korea	http://www.eu-gateway.eu/
EU Project Innovation Center	EU - China Project Cooperation	Networking, identifying partners, incubation	China	http://www.eupic.org.cn/
SWITCH Asia Network	SWITCH Asia Programme	Grant funding and dissemination of knowledge for (EU) SMEs in Asia, fostering sustainable production and consumption	Asia	http://www.switch-asia.eu/
European Business Council	Trade policy	Improve trade and investment environment	Japan	http://www.ebc-jp.com/
Financial services				
European Bank for Reconstruction and Development (EBRD)	SME Finance Facility	Funding and technical assistance	Eastern Europe & Central Asia	http://www.ebrd.com/
	TurnAround Management Programme	Helps small businesses develop new business skills	Eastern European transition economies	http://www.ebrd.com/
	Business Advisory Services	Helps small businesses develop new business skills	Eastern European transition economies	http://www.ebrd.com/

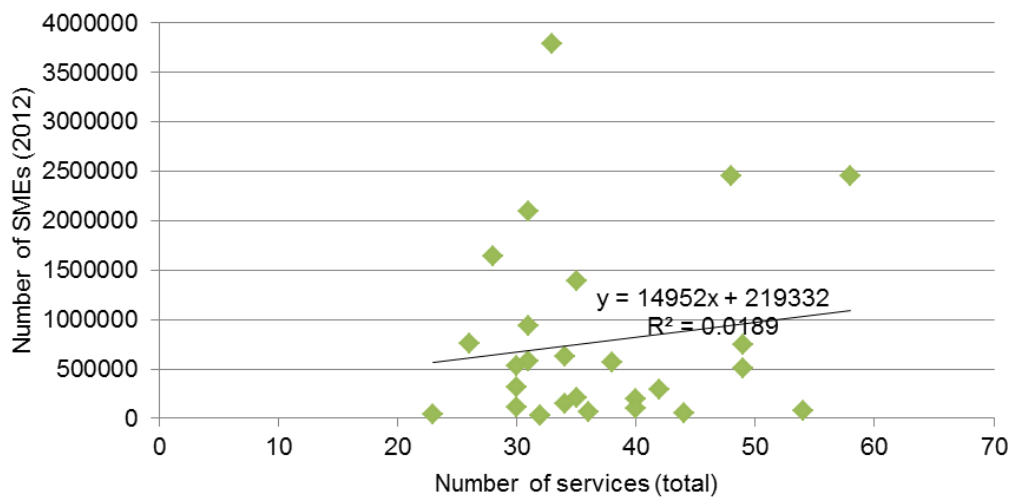
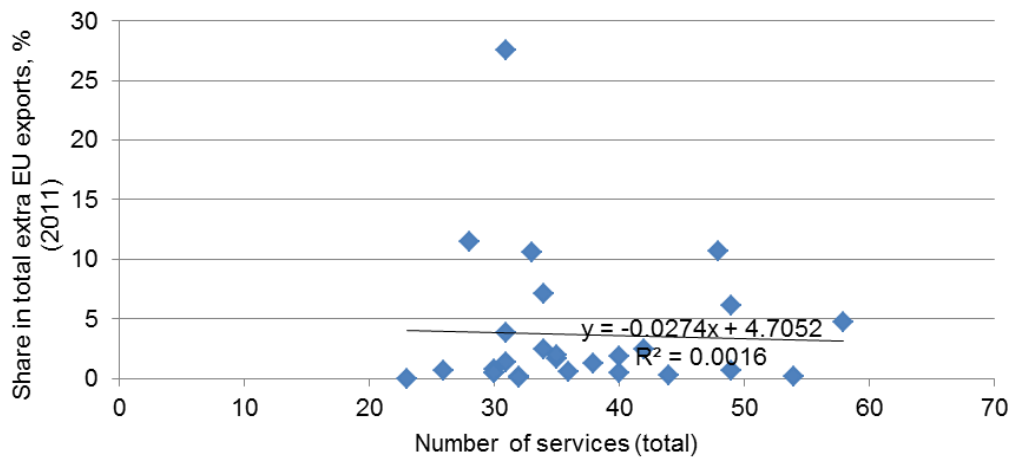
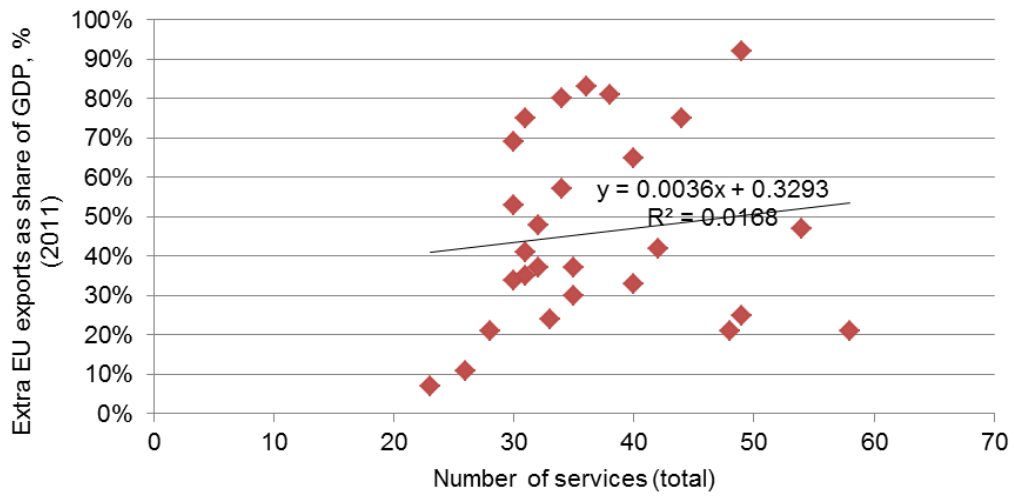
Organisation	Support service	Service focus	Country focus	Website
European Investment Bank	JEREMIE programme	Indirect financing for SMEs through national and regional authorities	No	http://www.eib.org/products/jeremie/index.htm
	Loans for SMEs	Indirect (through partner banks) loans for EU SMEs	No	http://www.eib.europa.eu/projects/topics/sme/intermediaries/index.htm
EU sponsored cluster/network initiatives				
European Business & Innovation Centre Network	Business incubation & networking	Incubation and networking services, specifically in space, cleantech, food, maritime and ICT	No	http://www.ebn.be/
	Feasibility studies and technical reports	Visits, audits, and assistance in quality assurance	No	http://www.ebn.be/
	Project opportunities	EBN monitors tenders within the EU	No	http://www.ebn.be/
ENPI Information and Communication Support Project	Information on 40 projects and programmes in the MEDA East region	Business opportunities in the MEDA East area	Armenia, Azerbaijan, Belarus, Georgia, Moldova, Ukraine, Russia	http://www.enpi-info.eu/list_projects_east.php?lang_id=450
	Information on 40 projects and programmes in the MEDA South region	Business opportunities in the MEDA East area	Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, Occupied	http://www.enpi-info.eu/list_projects_med.php?lang_id=450

Organisation	Support service	Service focus	Country focus	Website
			Palestinian Territory, Syria, Tunisia,	
ANIMA Investment Network	Business networking economic intelligence, economic information		Algeria, Egypt, Israel, Jordan, Lebanon, Libia, Morocco, Occupied Palestinian Territory, Syria, Tunisia, Turkey	http://www.animaweb.org/
East Invest	Networking	Supporting networking and business opportunities with East Invest partner countries	Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine	http://www.east-invest.eu/

* Programme running until 2011

Figure A2. Scatter plots related to Table 3.1 (section 3.1)

Scatter plots based on the number of identified support services



Scatter plots based on the number of support services documented in the database

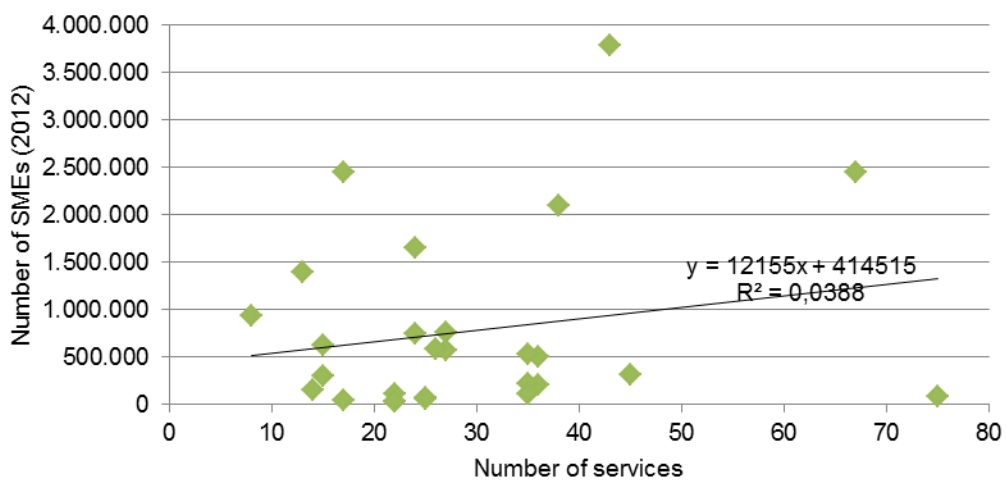
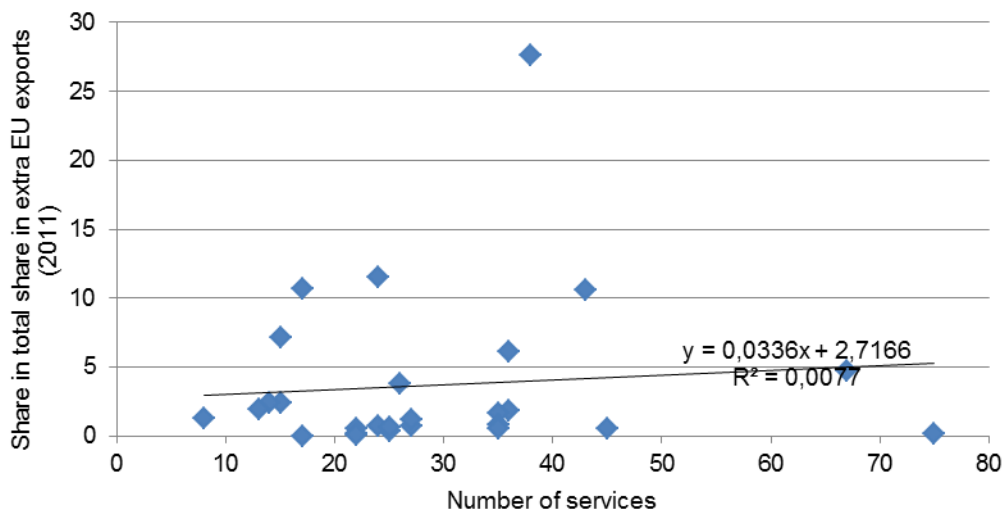
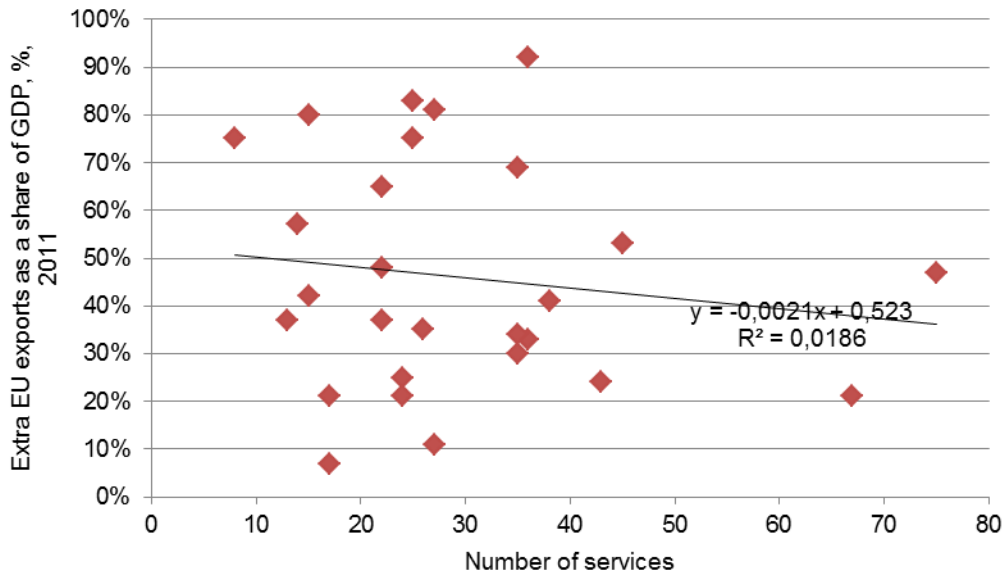


Table A3. Total number of participants by Member State and service characteristics

EU Member State	Non-financial support									Financial support			Other		
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentive	Low interest credits	Insurance services	Other
Austria	234,700	185,200	232,650	234,500	234,850	204,650	285,350	282,650	202,000	222,000	n.r.	n.r.	10,000	20,000	n.r.
Belgium	5,763	30	20,526	9,020	28,966	376	6,193	1,099	8,830	500	29,673	4,800	4,800	1,000	n.r.
Bulgaria	17,450	14,398	21,361	20,998	14,828	13,899	15,128	21,271	14,478	16,750	16,150	n.r.	10,150	10,150	n.r.
Cyprus	407	207	5,277	5,300	5,350	5,200	5,200	5,200	200	200	5,200	5,200	200	200	n.r.
Czech Republic	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	1,100	n.r.	n.r.	n.r.	1,100	n.r.
Denmark	12,410	5,730	8,610	329,180	109,220	12,220	116,580	112,340	16,770	10,000	770	n.r.	n.r.	n.r.	500
Estonia	8,677	3,962	2,165	105,466	6,216	6,033	109,377	8,216	5,100	7,721	5,100	5,100	1,000	1,360	n.r.
EU	n.r.	n.r.	n.r.	30,000	n.r.	n.r.	1,650	1,650	n.r.	n.r.	1,650	n.r.	n.r.	n.r.	n.r.
Finland	2,400	1,400	3,850	990	2,370	1,630	5,680	6,300	n.r.	n.r.	3,659	n.r.	n.r.	n.r.	n.r.
France	522,400	522,000	522,400	532,000	532,000	515,000	522,500	522,400	522,400	252,000	252,650	192,150	242,000	242,000	1,100
Germany	2,474,215	2,464,715	408,715	2,459,500	626,415	625,215	2,470,415	925,215	600,000	600,000	613,930	600,000	600,000	600,000	n.r.
Greece	23,820	1,190	27,252	14,441	9,819	12,635	17,548	13,601	14,431	17,848	14,291	17,848	14,291	17,848	n.r.
Hungary	10,080	11,080	10,050	10,060	10,250	10,050	11,350	10,110	10,250	510,280	10,050	50	10,250	10,000	10

EU Member State	Non-financial support									Financial support			Other		
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentive	Low interest credits	Insurance services	Other
Ireland	2,320	1,570	1,000	n.r.	1,000	n.r.	2,250	1,000	n.r.	n.r.	1,000	n.r.	n.r.	n.r.	n.r.
Italy	177,885	145,885	79,679	213,861	205,267	136,207	199,370	99,226	178,889	4,936	5,500	32,600	31,250	31,330	n.r.
Latvia	2,362	1,852	15,148	14,441	15,820	15,622	17,818	21,372	7,215	333	317	104	339	73	n.r.
Lithuania	5,427	5,582	5,495	3,777	5,495	3,695	5,675	5,520	3,780	7,600	7,430	3,630	5,130	3,630	n.r.
Luxembourg	4,028	4,000	n.r.	1,000	4,000	300	4,328	4,300	4,000	n.r.	300	n.r.	n.r.	n.r.	n.r.
Malta	1,250	330	1,720	1,498	1,418	1,100	1,677	1,150	250	n.r.	40	1,328	n.r.	n.r.	n.r.
Poland	1,987	237	237	125,287	125,537	291	318	1,500	24,200	24,200	24,200	24,200	24,200	24,200	n.r.
Portugal	2,055	920	1,075	6,140	6,140	2,140	2,160	2,175	6,020	6,000	6,160	6,000	n.r.	n.r.	n.r.
Romania	52,177	68,375	73,367	52,075	52,027	51,827	51,001	51,926	51,826	50,000	50,000	50,000	50,000	50,000	n.r.
Slovakia	1,204	1,167	1,008	400	1,508	1,520	11,508	1,508	393	12,220	393	393	11,835	5,000	n.r.
Slovenia	14,584	4,435	14,287	13,982	13,102	14,037	14,022	14,750	3,315	n.r.	3,040	n.r.	40	n.r.	514
Spain	297,443	1,438,274	266,950	1,381,046	1,398,000	1,396,948	1,435,820	1,466,118	3,825,563	2,429,295	2,439,559	2,450,889	2,426,389	2,424,859	394
Sweden	2,975	1,410	1,825	345	3,250	1,310	4,100	4,010	35	n.r.	45	n.r.	n.r.	n.r.	n.r.
The Netherlands	711,226	21	661,181	711,160	696,160	81,181	86,205	126,181	85,000	n.r.	31,160	n.r.	10,000	n.r.	n.r.

	Non-financial support									Financial support			Other		
EU Member State	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentive	Low interest credits	Insurance services	Other
UK	36,320	7,300	51,220	34,820	29,570	26,520	30,020	46,520	2,450	24,700	2,250	25,000	700	24,700	n.r.
Total EU	165,199	174,688	87,037	225,403	147,806	112,129	194,044	134,190	199,550	149,917	125,876	122,118	123,306	123,838	90
Average EU	4,625,565	4,891,270	2,437,048	6,311,287	4,138,578	3,139,606	5,433,243	3,757,308	5,587,395	4,197,683	3,524,517	3,419,292	3,452,574	3,467,450	2,518

n.r. = no response to this question, no information available in the database

Table A4. Total budget by Member State and service characteristics (section 3.3)

EU Member State	Non-financial support									Financial support			Other		
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentive	Low interest credits	Insurance services	Other
Austria	3,000	4,000	3,000	2,000	4,000	3,000	5,000	3,000	1,000	1,000	n.r.	n.r.	n.r.	n.r.	n.r.
Belgium	7,053,801	440,001	6,563,501	5,106,302	5,106,301	6,603,501	4,836,002	5,081,001	4,786,001	100,000	1,582,000	415,000	125,000	100,000	n.r.
Bulgaria	74,780,746	75,622,442	75,595,442	51,585,442	13,587,442	13,293,381	13,615,442	23,625,442	13,615,442	10,000,000	10,000,000	n.r.	n.r.	n.r.	n.r.
Cyprus	n.r.	n.r.	750,000	150,000	150,000	250,000	150,000	250,000	n.r.	n.r.	150,000	150,000	n.r.	n.r.	n.r.
Czech Republic	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	100,000,000	n.r.	n.r.	700,000,000	n.r.	n.r.
Denmark	26,960,000	14,100,000	18,800,000	38,530,000	35,830,000	37,800,000	35,130,000	41,130,000	28,066,000	266,000	16,800,000	n.r.	n.r.	n.r.	n.r.
Estonia	56,493,334	56,187,334	111,000	732,334	720,334	53,690,150	56,629,834	782,984	400,000	56,200,000	400,000	400,000	100,000	100,000	n.r.
EU	n.r.	n.r.	n.r.	1,300,000	n.r.	n.r.	80,000,000	80,000,000	n.r.	n.r.	80,000,000	n.r.	n.r.	n.r.	n.r.
Finland	23,565,000	138,000,000	21,655,000	10,070,000	120,335,000	1,250,000	24,675,000	21,535,000	n.r.	n.r.	29,100,000	n.r.	n.r.	n.r.	n.r.
France	500,000	n.r.	500,000	500,000	500,000	n.r.	700,000	500,000	500,000	n.r.	1,450,000	250,000	n.r.	n.r.	n.r.
Germany	3,700,000	3,000,000	5,300,000	700,000	8,400,000	4,800,000	6,600,000	4,850,000	n.r.	n.r.	6,750,000	n.r.	n.r.	n.r.	n.r.
Greece	15,200,000	50,000	21,900,000	3,900,000	15,000,000	10,000,000	1,800,000	19,703,000	7,400,000	150,000	100,000	150,000	100,000	150,000	n.r.
Hungary	2	18,001	1	1	1	1	30,001	2	1	2	1	1	1	n.r.	3,000
Ireland	10,085,000	10,300,000	8,000,000	n.r.	8,000,000	n.r.	8,785,000	8,000,000	n.r.	n.r.	8,000,000	n.r.	n.r.	n.r.	n.r.

EU Member State	Non-financial support									Financial support			Other		
	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentive	Low interest credits	Insurance services	Other
Italy	42,070,122	26,390,122	42,520,122	37,550,000	18,030,100	27,920,100	16,630,122	21,430,000	21,185,122	9,160,000	8,715,000	900,000	755,000	895,000	n.r.
Latvia	123,652	503,700	335,313	116,264	467,263	225,813	3,729,264	468,364	41,211	21,374,902	3,217,250	3,010,250	3,017,305	5,004,215	n.r.
Lithuania	n.r.	25,000,000	25,000,000	n.r.	25,000,000	25,000,000	25,000,000	n.r.	n.r.	n.r.	30,000,000	n.r.	n.r.	n.r.	n.r.
Luxembourg	27,550,000	27,500,000	n.r.	4,900,000	27,500,000	n.r.	27,500,000	27,500,000	27,500,000	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.
Malta	157,000	138,000	122,000	238,000	200,000	122,000	222,000	122,000	100,000	n.r.	5,000	n.r.	n.r.	n.r.	n.r.
Poland	84,000	35,000	35,000	101,000	101,000	56,000	10,000	49,000	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.
Portugal	475,000	n.r.	475,000	450,000	452,000	452,000	450,000	477,000	n.r.	n.r.	450,000	n.r.	n.r.	n.r.	n.r.
Romania	9,167,502	9,186,500	9,185,002	9,236,000	9,136,002	9,135,002	137,501	9,165,001	9,135,001	10,000	10,000	10,000	10,000	10,000	n.r.
Slovakia	20,000	n.r.	170,000	7,000	152,000	154,000	152,000	152,000	20,000	20,000	20,000	20,000	20,000	n.r.	n.r.
Slovenia	61,850,100	1,500,100	2,681,500	1,971,500	3,971,500	2,001,500	3,971,500	4,681,500	1,500,000	n.r.	3,500,000	n.r.	2,000,000	n.r.	60,000,000
Spain	57,051,480	51,460,000	55,661,480	51,836,000	52,195,480	53,535,480	54,686,480	50,999,000	53,715,000	10,475,000	14,775,000	14,405,000	10,215,000	10,590,000	2,000
Sweden	1,150,001	27,700,000	29,150,602	1,050,003	1,850,005	27,100,603	26,850,605	27,100,603	2	n.r.	2	n.r.	n.r.	n.r.	n.r.
The Netherlands	7,252,003	6,450,000	7,252,000	802,000	501,000	7,251,000	802,003	7,250,000	300,000	n.r.	801,000	n.r.	300,000	n.r.	23,000,000
UK	4,200,000	4,200,000	1,700,000	3,050,000	2,930,000	2,300,000	5,050,000	2,300,000	3,200,000	1,200,000	2,200,000	1,200,000	1,200,000	1,200,000	n.r.

	Non-financial support									Financial support			Other		
EU Member State	Seminars, workshops	Staff training	Trade missions, trade fairs and matchmaking events	Information on rules and regulations	Information on market opportunities	Identifying and arranging meetings with potential clients	Advice & consultancy	Business co-operation and networking	Sectoral Programmes	Credit guarantee scheme	Subsidies, grants	Tax incentive	Low interest credits	Insurance services	Other
Total EU	14,485,592	16,738,282	10,439,751	6,960,004	13,802,987	10,949,735	15,814,221	13,674,811	6,377,597	8,285,663	8,595,552	847,719	29,904,888	747,884	3,458,542
Average EU	347,654,196	401,718,757	250,554,020	167,040,102	331,271,685	262,793,649	379,541,310	328,195,454	153,062,337	198,855,904	206,293,253	20,345,251	717,717,306	17,949,215	83,005,000

n.r. = no response

Table A538. Number of service targeting a specific third country by Member State (section 3.5)

	Australia	Brazil	Canada	China	China	Egypt	India	Indonesia	Israel	Japan	Malaysia	Mexico	Morocco	Russia	Saudi Arabia	Serbia	South Africa	South Korea	Taiwan	Thailand	Tunisia	Turkey	Ukraine	United States	Vietnam	All countries outside EU	Other
Austria	7	8	7	8	8	8	8	8	8	7	8	8	8	8	8	8	8	8	8	8	8	8	8	7	8	12	5
Belgium	1	3	1	0	2	3	5	3	0	0	3	1	3	5	3	3	3	0	0	3	3	3	0	4	0	32	6
Bulgaria	0	0	0	0	4	0	0	0	9	0	0	0	0	14	0	22	0	0	0	0	0	24	14	4	4	11	0
Cyprus	5	5	5	5	5	5	8	0	6	5	0	5	5	9	0	6	0	5	0	0	5	9	12	5	0	3	0
Czech Republic	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	8	0
Denmark	1	1	1	0	3	2	3	2	1	0	1	0	2	1	0	2	2	0	0	2	2	2	3	1	2	28	0
Estonia	2	2	2	3	3	3	2	2	3	4	2	3	3	10	2	3	2	3	2	2	3	3	8	4	2	15	0
EU	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	0
Finland	1	9	6	5	10	5	10	5	1	1	5	5	5	6	1	5	5	1	1	5	5	5	5	1	5	21	4
France	5	5	5	3	5	9	5	5	10	5	5	4	5	5	5	5	5	5	5	5	9	10	5	5	5	14	0
Germany	11	12	8	9	11	8	12	11	10	9	10	10	8	14	9	11	8	8	8	8	8	8	11	9	8	25	3
Greece	8	7	8	6	8	7	8	5	6	7	5	5	6	9	8	6	7	5	5	5	5	6	6	9	6	18	0
Hungary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	23	0
Ireland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14	0
Italy	5	8	9	5	9	6	9	6	6	8	5	8	6	11	8	8	7	6	6	6	6	8	7	8	6	34	2
Latvia	1	4	6	2	6	2	16	7	12	6	2	2	2	29	2	2	2	2	4	2	2	12	30	8	2	29	5
Lithuania	2	2	2	2	6	3	3	2	6	4	2	2	2	7	2	2	2	3	2	2	3	3	6	4	2	6	0
Luxembourg	0	1	2	1	3	2	1	1	1	1	1	1	2	2	1	2	2	2	1	1	2	1	2	2	1	13	0
Malta	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	17	0

	Australia	Brazil	Canada	China	China	Egypt	India	Indonesia	Israel	Japan	Malaysia	Mexico	Morocco	Russia	Saudi Arabia	Serbia	South Africa	South Korea	Taiwan	Thailand	Tunisia	Turkey	Ukraine	United States	Vietnam	All countries outside EU	Other
Poland	1	4	2	5	6	7	6	3	6	5	1	6	2	5	1	5	1	5	2	1	7	7	5	8	2	4	1
Portugal	0	8	1	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	4	5
Romania	5	10	5	10	5	6	10	6	6	6	5	10	11	11	6	6	5	5	4	6	10	5	6	5	5	13	0
Slovakia	2	0	1	1	8	0	3	5	1	1	2	1	0	2	0	2	0	0	2	3	1	2	7	1	2	12	0
Slovenia	0	1	1	1	2	5	1	1	6	2	1	0	0	7	0	8	1	1	1	1	0	2	2	7	2	14	0
Spain	1	14	4	13	14	7	10	3	13	3	3	17	19	18	4	9	4	7	2	2	10	17	8	14	2	41	0
Sweden	5	1	5	1	5	0	6	1	0	1	1	1	0	2	0	1	4	3	1	1	0	1	1	5	1	12	0
The Netherlands	2	2	2	1	7	1	3	1	2	1	1	2	2	2	1	1	2	3	7	1	1	1	1	2	2	12	0
UK	9	9	9	8	8	9	8	8	8	8	8	9	8	8	9	8	8	8	8	8	8	8	8	11	8	17	0
Average	2.9	4.4	3.5	3.5	5.4	3.8	5.1	3.3	4.6	3.3	2.8	3.8	3.8	6.9	2.8	4.7	3.0	3.1	2.7	2.8	3.8	5.4	5.8	4.8	2.9	16.2	1.1
Total	81	123	99	97	150	106	144	92	128	91	78	107	106	192	78	132	85	87	76	79	106	152	162	135	82	454	31

Annex III List of contacts for EU-27 and third countries

Organisations and support services highlighted **green** are a member of the Enterprise Europe Network.

4.3 EU-27

4.3.1 Austria

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Go International	Export-Kompetenzwerkstätten	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Exportberatung – Wissenstransfer aus einer Hand	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Exportbegleitung – Erfahrung im Office	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Export-Angels – ein Freund in der Fremde	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Netzwerk Projekte International (NPI)	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich	+43 (0) 5 90 900 60 100	http://www.go-international.at

					(WKÖ)		
Go International	Neue Märkte erkunden Sie am besten mit uns	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Zukunftsreisen in High-Tech-Zentren	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Nachbarschaftsmessen – Ihr internationales Schaufenster	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Exportscheck für Europa	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Exportscheck für Fernmärkte	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Exportscheck für Technologiefirmen	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Operative Studies – individueller geht es nicht	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Österreichische Gruppenausstellungen und Kompetenz/Imageauftritte im Ausland	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Fachkongresse – geballtes Wissen abholen	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Cluster Mobilisierung – eine Plattform für den Export	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich	+43 (0) 5 90 900 60 100	http://www.go-international.at

					(WKÖ)		
Go International	Exportkooperationen - gemeinsam ins Ausland	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Incoming Mission - zeigen Sie Ihre Referenzanlage	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Tech-Network – eine strategische Zukunftsfrage	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Tech-Approach – Datenbanken, Profile und Partner	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Fokus Bildungsexport	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Praktika - Internationalisierung von Human Resources	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Training für Auslandsniederlassungen	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Fokus Dienstleistungsexport	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Crossborder Cooperation in Services - Förderungen für Dienstleister	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Projekte kofinanzieren lassen	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich	+43 (0) 5 90 900 60 100	http://www.go-international.at

					(WKÖ)		
Go International	Rechts- und Steuerberatungskosten im Ausland	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Risikoanalysen – Wissen gibt Sicherheit	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	Inkubatorbüro – ein erster Brückenpfeiler	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Go International	www.advantageaustria.org - DAS österreichische Wirtschaftsportal im Ausland	Investment and Trade agency	Austria	contact@advantageaustria.org	Austrian Federal Economic Chamber / Wiedner Hauptstraße 63 Wirtschaftskammer Österreich (WKÖ)	+43 (0) 5 90 900 60 100	http://www.go-international.at
Aussenwirtschaft Austria	Chamber of Commerce (financed largely by members fees); all types of soft export promotion	Chamber of Commerce	Austria		Wiedner Hauptstraße 631045 Wien	+43 (0)5 90 900 4178	www.wko.at/awo
Österreichische Kontrollbank (OeKB)	Export guarantees	Financial Institution	Austria	oeffentlichkeitsarbeit@oekb.at	Oesterreichische Kontrollbank Aktiengesellschaft, Am Hof 4; Strauchgasse 3, 1011 Vienna, Austria	0043 1 53127-0	http://www.oekb.at/
Österreichische Kontrollbank (OeKB)	bill guarantees and refinancing commitments	Financial Institution	Austria	oeffentlichkeitsarbeit@oekb.at	Oesterreichische Kontrollbank Aktiengesellschaft, Am Hof 4; Strauchgasse 3, 1011 Vienna, Austria	0043 1 53127-0	http://www.oekb.at/
AWS ERP Fonds - ERP-INTERNATIONALISIERUNGSPROGRAMM in the ERP SME Programme	soft loans for SMEs setting up a subsidiary in a foreign country	Financial Institution	Austria				http://www.awsg.at/
AWS/ Garantien für Internationalisierungsfiananzierungen	guarantees for setting up a subsidiary in a foreign country	Financial Institution	Austria				https://www.awsg.at
Österreichischer Exportfonds /Exportfondskredit, Markterschließungskredit	export financing, soft loans, loans and guarantees	Financial Institution	Austria	exportfonds@exportfonds.at		+43 1 712 61 512948	http://www.exportfonds.at/
WIRTSCHAFTSAGENTUR WIEN.	cash grants for internationalisation activities (market studies etc.), run by government of Vienna	Governmental organization	Austria	info@wirtschaftsagentur.at	Ebendorferstraße 2, 1010 Wien	+ 43 1 4000 8670	http://www.wirtschaftsagentur.at
Land Niederösterreich	Small cash grants for	Governmental	Austria	post.landnoe@noel.gv.at	3109 St.Pölten, Landhausplatz	02742/90050	http://www.noel.gv.at/

(Region of Lower Austria)	internationalisation activities (market studies etc.), run by government of region of Tyrol	organization				1	
Land Tirol (Region of Tyrol)	Small cash grants for internationalisation activities (market studies etc.), run by government of region of Lower Austria	Governmental organization	Austria	post@tirol.gv.at	Amt der Tiroler Landesregierung Eduard-Wallnöfer-Platz 3 6020 Innsbruck, Austria	+43 (0)512 508	http://www.tirol.gv.at/
Economic Chamber Vienna	Chamber of Commerce (financed largely by members fees); all types of soft export promotion	Chamber of Commerce	Austria	office@wko.at		43 (0)5 90 900	http://portal.wko.at/
Economic Chamber Lower Austria	Chamber of Commerce (financed largely by members fees); all types of soft export promotion	Chamber of Commerce	Austria	wknoe@wknoe.at	Landsbergerstraße 1 3100 St. Pölten	+43 02742 8510	http://portal.wko.at/
ICS Steiermark	Regional internationalization service	Business association	Austria		Körblergasse 117, 8010 Graz, Austria	+43 316 601400	http://www.ic-steiermark.eu/
Economic Chamber of Vorarlberg	Chamber of Commerce (financed largely by members fees); all types of soft export promotion and regional programmes of go internat	Chamber of Commerce	Austria				http://portal.wko.at/

4.3.2 Belgium

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
AWEX		Investment and Trade agency	Belgium	d.badot@awex.be	Place Saintelette 2, 1080 Bruxelles		http://www.awex.be
AWEX	Geographical Services Philippines	Investment and Trade agency	Belgium	m.butaye@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 84 99	http://www.awex.be
AWEX	Projects Entreprises	Investment and Trade agency	Belgium	m.dantine@awex.be	20, Rue du Pitteurs, 4020 Liège	04 366 50 34	http://www.awex.be
AWEX	Islamic Finance and Halal Certification	Investment and Trade agency	Belgium	m.deschamps@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 85 02	http://www.awex.be
AWEX		Investment and Trade agency	Belgium	c.ghilmot@awex.be	Place Saintelette 2, 1080 Bruxelles		http://www.awex.be

AWEX	International Finance, Relations Africa	Investment and Trade agency	Belgium	c.holemans@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 84 86	http://www.awex.be
AWEX		Investment and Trade agency	Belgium	J.jadoul@awex.be	Place Saintelette 2, 1080 Bruxelles		http://www.awex.be
AWEX	Information on Opening an Office Abroad	Investment and Trade agency	Belgium	s.kabayiza@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 85 68	http://www.awex.be
AWEX	Geographical Services Hong Kong	Investment and Trade agency	Belgium	m.kempeneers@awex.be	Place Saintelette 2, 1080 Bruxelles	08 133 29 01	http://www.awex.be
AWEX	Country and Sector Information	Investment and Trade agency	Belgium	g.leclercq@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 85 55	http://www.awex.be
AWEX	Financial Incentives	Investment and Trade agency	Belgium	p.leroy@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 87 93	http://www.awex.be
AWEX		Investment and Trade agency	Belgium	m.michez@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 84 87	http://www.awex.be
AWEX	Cooperation SOFINEX - AWEX, Financial Support Services	Investment and Trade agency	Belgium	f.mullers@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 85 26	http://www.awex.be
AWEX	International Economic Cooperation	Investment and Trade agency	Belgium	s.romans@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 85 32	http://www.awex.be
AWEX	Trade Missions and Invitation Trade Fair	Investment and Trade agency	Belgium	c.servais@awex.be	Place Saintelette 2, 1080 Bruxelles	02 421 85 67	http://www.awex.be
AWEX		Investment and Trade agency	Belgium	m.thiry@awex.be	Place Saintelette 2, 1080 Bruxelles		http://www.awex.be
BECI		Business association	Belgium	jpm@beci.be			http://www.beci.be/nl/
BECI		Business association	Belgium	sso@beci.be			http://www.beci.be/nl/
BECI		Business association	Belgium	elt@beci.be	Louizalaan 500, 1050 Brussel	02 643 78 06	http://www.beci.be/nl/
Belgian Foreign Trade Agency		Investment and Trade agency	Belgium	Christelle.charlier@abh-ace.be	Montoyerstraat 3, 1000 Brussel	02 206 35 78	http://www.abh-ace.be/nl/
BMI-SBI		Financial Institution	Belgium	info@bmi-sbi.be	Avenue de Tervueren 168, bte 9, 1150 Brussel	02 776 01 00	http://www.bmi-sbi.be/en/index.html
Brussel Invest & Export	Foreign Investments	Investment and Trade agency	Belgium	edebeughem@mbhg.irisnet.be	Louizalaan 500/4, 1050 Brussel	02 800 40 64	http://www.invest-export.irisnet.be/nl/
Brussel Invest & Export	Communication and economic monitoring	Investment and Trade agency	Belgium	sdecoster@mbhg.irisnet.be	Louizalaan 500/4, 1050 Brussel	02 800 40 50	http://www.invest-export.irisnet.be/nl/

Brussel Invest & Export	Brussels Young Exporters Program	Investment and Trade agency	Belgium	jhannick@mbhg.irisnet.be	Louizalaan 500/4, 1050 Brussel	02 800 40 43	http://www.invest-export.irisnet.be/nl/
Brussel Invest & Export	Actions and Economic Sectors	Investment and Trade agency	Belgium	ilaverge@mbhg.irisnet.be	Louizalaan 500/4, 1050 Brussel	02 800 40 85	http://www.invest-export.irisnet.be/nl/
Brussel Invest & Export	Network of Economic and Commercial Attachés	Investment and Trade agency	Belgium	dplahiers@mbhg.irisnet.be	Louizalaan 500/4, 1050 Brussel	02 800 40 36	http://www.invest-export.irisnet.be/nl/
CCIBW	PEPS International	Chamber of Commerce	Belgium	dominique.verleye@cci bw.be		067 89 33 32	http://www.ccibw.be/
Ernst & Young		Other	Belgium	info@be.ey.com	avenue Marcel Thiry laan 204, 1200 Brussel	02 774 91 11	www.ey.com
Federation of Belgian Chambers of Commerce and Industry		Chamber of Commerce	Belgium	agiromini@belgianchambers.be	Louizalaan 500, 1050 Brussel	02 209 05 50	http://www.belgianchambers.be/
FIT		Investment and Trade agency	Belgium	johan.malin@fitagency.be	Gaucheretstraat 90, 1030 Brussel	02 504 87 58	http://www.flandersinvestmentandtrade.be/
FIT		Investment and Trade agency	Belgium	claire.tillekaerts@fitagency.be	Gaucheretstraat 90, 1030 Brussel	02 504 87 63	http://www.flandersinvestmentandtrade.be/
FIT		Investment and Trade agency	Belgium	pascal.walrave@fitagency.be			http://www.flandersinvestmentandtrade.be/
Foreign Affairs, Foreign Trade and Development Cooperation		Governmental Organization	Belgium	chantal.leonard@dipobel.fed.be			www.interex.be
Interex SA		Other	Belgium	l.latham@interex.be	122, avenue Charles de Gaulle, F-92522 Neuilly sur Seine	00 33 (0) 1 41 92 17 18	http://www.ondd.be/
Ducroire/ONDD	Business Development and Products at ONDD	Financial Institution	Belgium	g.vanmelkebeke@ondd.be	Montoyerstraat 3, 1000 Brussel	02 788 85 37	http://www.ondd.be/
ONDD		Financial Institution	Belgium	m.vdts@ondd.be			http://www.ondd.be/
PMV		Financial Institution	Belgium	tim.lievens@pmv.eu	Oude Graanmarkt 63, 1000 Brussel	02 229 52 50	http://www.pmv.eu/nl
SOFINEX		Financial Institution	Belgium	info@sofinex.be	Avenue Maurice Destenay, 13, 4000 Liège	042 37 01 69	www.sofinex.be
UNIZO		Business association	Belgium	gijs.kooken@unizo.be	Lange Steenstraat 10, 8500 Kortrijk	056 26 44 88	http://www.unizo.be/international
UNIZO		Business association	Belgium	jan.sap@unizo.be			http://www.unizo.be/international
UWE		Business association	Belgium	etienne.collin@uwe.be	Chemin de Stocquoy 3, 1300 Wavre	010 47 19 75	http://www.uwe.be/uwe
VBO		Business association	Belgium	edw@vbo-feb.be			http://vbo-feb.be/
VBO		Business	Belgium	ls@vbo-feb.be	Ravensteinstraat 4, 1000	02 515 08 11	http://vbo-feb.be/

		association			Brussel	(General VBO phonenummer)	
Voka		Business association	Belgium	anneliese.daelemans@voka.be			http://www.voka.be/
Voka	Plato Sales and marketing	Business association	Belgium	Els.demuynck@voka.be	Koningsstraat 154-158, 1000 Brussel	056 23 50 49	http://www.voka.be/
Voka	PLATO International Food	Business association	Belgium	catherine.dreesen@voka.be	Koningsstraat 154-158, 1000 Brussel	011 56 02 32	http://www.voka.be/
Voka	BRIC Intensive	Business association	Belgium	hilde.nuyts@voka.be	Koningsstraat 154-158, 1000 Brussel	011 56 02 34	http://www.voka.be/
Voka	Compass Project Russia and Ukraine	Business association	Belgium	nathalie.vandekerchove@voka.be	Koningsstraat 154-158, 1000 Brussel	09 266 14 43	http://www.voka.be/
Voka	International Entrepreneurship and Europe	Business association	Belgium	jan.vandoren@voka.be	Koningsstraat 154-158, 1000 Brussel	Koningsstraat 154-158, 1000 Brussel	http://www.voka.be/

4.3.3 Bulgaria

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Ministry of Economy, Energy and Tourism	Operational Programme "Development of the Competitiveness of the Bulgarian Economy 2007 - 2013"	Governmental organization	Bulgaria	k.geratliev@mee.government.bg	Str. "Lege", No 2-4	Tel: +359 (0)2 9329 220	www.opcompetitivness.bg
Ministry of Economy, Energy and Tourism	Directorate Business Environment and SME Policy	Governmental organization	Bulgaria	i.grancharov@mee.government.bg	Str. "Slavianska" No 8	Tel: +359 (0)2940 74 89	www.mee.government.bg
Ministry of Economy, Energy and Tourism	Foreign Economic Policy Directorate	Governmental organization	Bulgaria	d.naidenova@mee.government.bg	Str. "Slavianska" No 8	Tel: +359 (0)2 940 7761	www.mee.government.bg
Bulgarian Small and Medium Sized Promotion Agency	Promoting the Internationalization of SMEs	Investment and Trade agency	Bulgaria	office@sme.government.bg	Str. "Lege", No 2-4	Tel: +359 (0)2 940 7940/ Tel: +359 (0)2 9329 211	www.sme.government.bg
Bulgarian Development Bank AD		Financial Institution	Bulgaria	office@bdbank.bg, ayagodin@bdbank.bg	Str. "Stefan Karadja" No 10	Tel: +359 (0)2 9306333	www.bbr.bg/bg/
Bulgarian Development Bank AD	Guarantee Scheme	Financial Institution	Bulgaria	kalaptchiev.d@bdbank.bg	Str. "Stefan Karadja" No 10	Tel: +359 (0)2 9306 218	http://www.bbr.bg/bg/контанти.html
Bulgarian Development Bank		Financial Institution	Bulgaria	office@bdbank.bg, ayagodin@bdbank.bg	Str. "Stefan Karadja" No 10	Tel: +359 (0)2 9306333	www.bbr.bg/

AD							
InvestBulgaria Agency	Investment project support	Governmental organization	Bulgaria	b.stefanov@investbg.gov.bg	Str. "Aksakov" No 31	Tel: +359 (0)2 985 5500	www.investbg.government.bg
JEREMIE Bulgaria AD	Financial Instrument: Entrepreneurship Acceleration and Seed Financing Instrument	Financial Institution	Bulgaria	s.tzalov@eif.org	Str. „Saborna" No 2A	Tel: +359 (0)2 926 4 294	http://jeremie.bg
Bulgaria Mezzanine Capital	Financial Instrument: Mezzanine Fund	Financial Institution	Bulgaria	office@mezzanine.bg	Str. "Slavianska" No 13	Tel: +359 (0)2 915 80 10	www.mezzanine.bg
Bulgarian Chamber of Commerce and Industry		Chamber of Commerce	Bulgaria	simeonov@bcc.bg	Str. "Iskar" No 9	Tel: +359 (02) 987 78 26	www.bcci.bg
Ministry of Labour and Social Policy		Governmental organization	Bulgaria	efipp@mlsp.government.bg	Str. "Triadica" No 2	Tel: +359 (02) 811 96 00	http://ophrd.government.bg/
Bulgarian Export Insurance Agency (BAEZ)		Financial Institution	Bulgaria	baez@baez-bg.com	Bld. "Al. Stamboliiski" No 55	Tel: +359 (02) 923 69 11	www.baez-bg.com
Bulgarian Industrial Association		Business association	Bulgaria	office@bia-bg.com	Str. "Alabin" No 16-20	Tel: +359 (02) 980 03 03	www.bia-bg.com
Confederation of the Employers and Industrialists in Bulgaria KRIB		Business association	Bulgaria	office@ceibg.bg	Str. "Han Asparuh" No 8	Tel: +359 2 981 9169	www.ceibg.bg
Bulgarian Association of Management Consulting Organizations (BAMCO)		Business association	Bulgaria	bamco@bamco.bg	Bld. "Makedonia" No 1	Tel: +359 886 72 38 06	www.bamco.bg
Bulgarian Association of Regional Development Agencies and Business Centres		Other	Bulgaria	mtodorova@barda.bg	Str. "Triadica" No 6, fl. 4, office 401	Tel: +359 886 46 26 96	www.barda.bg
Agency for regional and economic development - Vratza		Other	Bulgaria	arir.vr@gmail.com	Bld "Hristo Botev" No 24	Tel: +359 92 665 509	http://www.barda.bg/
Business Support Centre for Small and Medium Enterprises – Ruse (BSC SME)		Other	Bulgaria	bsc@smebg.net; d.fileva@smebg.net	Str. "Kresna" No 14	Tel: +359 82 821 472	www.bsc.rousse.bg
Regional Business Centre for Small and Medium-sized Enterprises Support - Pernik		Other	Bulgaria	rbc_pk@abv.bg	Str. "Raiko Daskalov" No 4	Tel: + 359 76/640425, Tel: +359 76/ 630426	http://www.rbc-pernik.org
Regional Development Agency		Other	Bulgaria	office@rda-bg.org, rda@plov.net	Bld. "Zar Boris III Obединitel" No 37	Tel: +359 32 903 777	http://www.barda.bg/

with Business Support Centre for Small and Medium-sized Enterprises							
Regional Enterprise Support Centre, Pleven		Other	Bulgaria	bgoz.rz@infotel.bg, pspasova2001@yahoo.com	Str. "Al. Stamboliiski" No 11, office 302	Tel: +359 64 882 831	http://www.barda.bg/
German - Bulgarian Industrial Chamber		Chamber of Commerce	Bulgaria	info@ahk.bg	Str. "Frederik Jolio Kuri" No 25 A	Tel: +359 2 81630 10	http://bulgarien.ahk.de/bg/za-nas/
National Association of Small and Medium Business (NASMB)		Business association	Bulgaria	nasmb@abv.bg	Str. "Nikolai V. Gogol" No 14 A	Tel: +359 2 491 42 12	http://nasmb-bg.org/
Economic Initiative Union		Other	Bulgaria	office@ssi-bg.net	Str. "Mihail tenev" No 12, Business Center "Eurotur"	Tel: +359 2 970 48 40	http://www.ssi-bg.net
Bulgarian Industrial Capital Association		Business association	Bulgaria	bica@bica-bg.org	Str. "Fr. J. Kuri" № 20	Tel: +359 2 963 37 52	http://www.bica-bg.org
Association Business Information and Consulting Centre-Sandanski		Business association	Bulgaria	office@bicc-sandanski.org	Str. "Skopie" No 5	Tel: +35974630549	http://www.bicc-sandanski.org
Stara Zagora Regional Economic Development Agency		Other	Bulgaria	rumyana@szeda.eu; office@szeda.eu	Bldv. "General Stoletov" No 127	Tel: +359 42 605007, Tel: +359 087 9 021 999	http://www.szeda.eu/index.html
Varna Economic Development Agency (VEDA)		Investment and Trade agency	Bulgaria	office@veda-bg.eu	POB 566	Tel: +359 52 606 274, Tel: +359 887 / 934 526	www.veda-bg.eu
ICT CLUSTER	ICT CLUSTER	Other	Bulgaria	peter_statev@ictalent.org; krasimira_shindarova@ictalent.org	Business Park Sofia, Building 11, enter B, floor 1	Tel: +359 2) 489 97 44;	http://www.ictalent.org /

4.3.4 Cyprus

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Cyprus Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Cyprus	andand@ccci.org.cy	38, Grivas Dhigenis Ave. & 3, Deligiorgis Str., P.O.Box 21455, 1509	00357 22889737	http://www.ccci.org.cy/
Ministry of Commerce Industry and Tourism		Governmental organization	Cyprus				
Trade Service of the Ministry of Commerce, Industry and Tourism, Promotion of Agricultural Products Section	Promotion of Agricultural Products	Governmental organization	Cyprus	aiordanou@mcit.gov.cy	6 Andrea Araouzou str, 1421	00357 22867234	http://www.mcit.gov.cy
Cyprus Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Cyprus	stalo@ccci.org.cy	38, Grivas Dhigenis Ave. & 3, Deligiorgis Str., P.O.Box 21455, 1509	00357 22889752	http://www.ccci.org.cy/
Cyprus Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Cyprus	petsides@ccci.org.cy	38, Grivas Dhigenis Ave. & 3, Deligiorgis Str., P.O.Box 21455, 1509	00357 22889800	http://www.ccci.org.cy/
Cyprus Employers and Industrialists Federation (OEB)		Business association	Cyprus	cchristofides@oeb.org.cy	2, Acropoleos Ave. & Glafkou, P.O Box 21657, 1511	00357 22665102	http://en.oeb.org.cy/home
Cyprus Employers and Industrialists Federation (OEB)		Business association	Cyprus	afrangoudis@oeb.org.cy	2, Acropoleos Ave. & Glafkou, P.O Box 21657, 1512	00357 22665102	http://en.oeb.org.cy/home
Cyprus Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Cyprus	marios@ccci.org.cy	38, Grivas Dhigenis Ave. & 3, Deligiorgis Str., P.O.Box 21455, 1509	00357 22889890	http://www.ccci.org.cy/
Trade Service of the Ministry of Commerce, Industry and Tourism, Promotion of Industrial Products Section		Governmental organization	Cyprus	cshekkeris@mcit.gov.cy	6 Andrea Araouzou str, 1421	00357 22867325	http://www.mcit.gov.cy/
Trade Service of the Ministry of Commerce, Industry and Tourism		Governmental organization	Cyprus	ts@mcit.gov.cy	6 Andrea Araouzou str, 1421	00357 22867123 (secr)	http://www.mcit.gov.cy/
Trade Service of the Ministry of Commerce, Industry and Tourism		Governmental organization	Cyprus	tpapasolomontos@mcit.gov.cy	6 Andrea Araouzou str, 1421	00357 22867131	http://www.mcit.gov.cy/
Cyprus Association of Research and Development Pharmaceutical		Business association	Cyprus	jacqueline_anastassiades@merck.com	The Chanteclair House, 2 Sophoulis str., 9th floor, 1096	00357 22 676060	http://www.kefea.com.cy/

Companies (KEFEA)							
Cyprus Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Cyprus	marianne@ccci.org.cy	38, Grivas Dhigenis Ave. & 3, Deligiorgis Str., P.O.Box 21455, 1509	00357 22889800	http://www.ccci.org.cy/
Cyprus Investment Promotion Agency		Investment and Trade agency	Cyprus	info@cipa.org.cy	Severis Building, 9 Makariou III Ave. 4th Floor, 1065	00357 22 441133	http://www.cipa.org.cy/
Cyprus-Russian Business Association, associated with the Cyprus Chamber of Commerce and Industry		Business association	Cyprus	info@cyruba.org	Cyprus-Russian Business Association, C/o Cyprus Chamber of Commerce and Industry Department of Trade P.O.Box 21455, 1509	00357 22889830	http://www.cyruba.org/
Cyprus-American Business Association, associated with the Cyprus Chamber of Commerce and Industry		Business association	Cyprus	cyaba@cyaba.com.cy	P.O. Box 21455, CY-1509	00357 22 889830	http://www.cyaba.com.cy/
Cyprus-French Business Association, associated with the Cyprus Chamber of Commerce and Industry	Non-financial services	Chamber of commerce	Cyprus	info@cyfba.com	Chamber Building, 38, Grivas Digenis Avenue & 3 Deligiorgis Street	00357 22889830	http://www.cyfba.com
Cyprus International Businesses Association	Non-financial services	Chamber of commerce	Cyprus	ciba@ciba-cy.org	Iris House, 8th Floor, John Kennedy Street	00357 25583400	http://www.ciba-cy.org/
Cyprus-Polish Business Association		Business association	Cyprus	wans@cytanet.com.cy	1 Costakis Pantelides Avenue, 1010	00357 22 427077 or 00357 22 674141	http://www.cpba.org.cy
Cyprus-Syrian Business Association, associated with the Cyprus Chamber of Commerce and Industry		Business association	Cyprus		Chamber Building, 38, Grivas Digenis Avenue & 3 Deligiorgis Street	00357 22889830	http://www.cysyba.com
Cyprus-Romanian Business Association	Non-financial services	Business association	Cyprus	themis@cylink.com.cy	Libra Tower, 4th Floor, 23, Olympion Street	00357 25363665	http://www.nicosia.mae.ro/
RTD TALOS LTD		Other	Cyprus			0035722559555	www.talos-rtd.com
Ministry of Agriculture, Natural Resources and Environment		Governmental organization	Cyprus	estyliaopoulou@environment.moa.gov.cy	Louki Akrita Avenue, Nicosia	00357-2230-3865	

4.3.5 Czech Republic

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
BusinessInfo.cz	BusinessInfo.cz	Other	Czech Republic	radek.jezdik@czechtrade.cz	Dittrichova 21	+420 224907573	www.businessinfo.cz
Czech Trade Promotion Agency (CzechTrade)	Advice and consultancy	Governmental organization	Czech Republic	zdenek.valis@czechtrade.cz	Dittrichova 21	+420 224 907 505	www.czechtrade.cz
EGAP	Financial services	Financial Institution	Czech Republic	vesselinova@egap.cz	Vodičkova 34/701	+420 222 842 003	www.egap.cz
KUPEG	Financial services	Financial Institution	Czech Republic	najman@kupeg.cz	Na Pankráci 1683/127	+420 261097575, 505	www.kupeg.cz
Enterprise Europe Network	EEN business support service, export-import support	EU Initiative	Czech Republic	vachova@tc.cz	Ve Struhách 27	+420 234 006146	www.enterprise-europe-network.cz/en/
Czech Export Bank	Webinars (online training programmes)	Financial Institution	Czech Republic	karel.petrak@ceb.cz	Vodičkova 34	+420 222 843 385	www.ceb.cz
Economic Chamber of the Czech Republic		Chamber of Commerce	Czech Republic	zelenkova@komora.cz	Freyova 27	+420 296646112, +420 266 721 300	www.komora.cz
Czech Middle Asian Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	csok@csok.cz	Václavské nám. 66	+420 296 348 804	www.csok.cz
Czech Afghan Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	svancara@obchodnikomora.cz	Myslíkova 25	+420 224 828 905, +420 733 538 852	www.obchodnikomora.cz
Mixed Chamber of Commerce Czech Republic - Sub-Saharan Africa	Non-financial services	Chamber of Commerce	Czech Republic	chamber@crgchamber.com	Staroměstské nám. 15	+420 255 706 022, 224 237 118	www.crgchamber.com
Czech - Angolean Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	info@info-panzo.eu; info@komora-ceskoangola.cz	Mařatková 916	+420 724 172 316	www.komora-ceskoangola.cz
Czech Arab Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	karraa@czaok.cz	Freyova 27/82	+420 773 131 858, +420 777 966 511	www.czaok.cz
Czech-Brazilian Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	petr.polakovic@czbrcham.org	Gorazdova 20	+420 602 326 558	www.czbrcham.org
Czech-Georgian Chamber of	Non-financial services	Chamber of Commerce	Czech Republic	info@czech-georgia.eu	Polní 430	+420 721 459 811, +420 777	www.czech-georgia.eu/cz

Commerce						983 608	
Czech-Indian Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	vozdek@czechindia.com	Prvního pluku 20/224	+420 251 038 111, +420 775 869 606	www.czechindia.com
Indo-Czech Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	info@komoraczind.cz, vivek-ojha@rosh.cz	Táborská 7/752	+420 596 514 097, +420 596 514 098	www.komoraczind.cz
Czech-Iranian Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	zolal@zolal.cz	Americká 20	+420 377 270 084, mobil: +420 608 182 986, +420 739 512 029	www.zolal.cz/Ciok
Czech-Israeli Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	trade@ciok.cz, sarka.stegbauerova@ciok.cz	Václavské náměstí 802/56, Office Nr. 504	+420 224 032 161	www.ciok.cz
Czech-Cuban Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	puzik@ccchamber.cz	Tusarova 57	+420 251 109 310	www.ccchamber.cz
Czech Moroccan Trade and Industry Chamber	Non-financial services	Chamber of Commerce	Czech Republic	rachid.sbouli@cmopk.org, rachid.sbouli@ccistm.org	Břevnovská 3	+420 776 611 212	www.cmopk.org www.ccistm.org
Czech Mongolian Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	cemok@cemok.org	U Technoplynu 1/1572	+420-728730395	www.cemok.org
International Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	icc@icc-cr.cz, stastna@icc-cr.cz	Thunovská 12	+420 257 217 744	www.icc-cr.cz
Czech-Turkish Joint Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	komora@ctsok.eu, eppinger@ctsok.eu	V Závěťří 4	+420 220 877 658, +420 266 791 555, + 420 221 506 300	www.ctsok.eu
Czech - Ukrainian Joint Chamber of Trade and Industry	Non-financial services	Chamber of Commerce	Czech Republic	obchodnikomory@volny.cz	Purkyňova 22	+420 776 190 506, + 420 371 651 239	cuspok.webnode.cz
Czech-Vietnamese Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Czech Republic	czeviet@czeviet.com	Vodičkova 28	+420 224 162 477	www.czeviet.com
South African-Czech Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	office@sachamber.cz, ruzicka@sachamber.cz	5. května 65	+420 224 219 165	www.sachamber.cz
Canadian Chamber of Commerce in the Czech Republic	Non-financial services	Chamber of Commerce	Czech Republic	info@gocanada.cz; events@gocanada.cz	Klimentská 46	+420 225 000 345	www.gocanada.cz
Chamber of Trade and Industry for CIS Countries	Non-financial services	Chamber of Commerce	Czech Republic	kordacova@komora.cz	Freyova 27	+420 266 721 812, +420 266 721 814, +420 266 721 815, +420 266 721 817	www.komorasns.cz

Central European, East European and Central Asian Chamber of Commerce	Non-financial services	Chamber of Commerce	Czech Republic	svsok@svsok.eu, verebova@svsok.eu	Na Zátorce 9	+420 233 323 504, mobil: +420 602 487 677	www.svsok.eu
K&P 725		Other	Czech Republic	info@zahranicni-obchod.cz	Dobětická 2333/10	+420 602 404 341	www.zahranicni-obchod.cz
JVM-RPIC		Other	Czech Republic	nejedly@jvmrpic.cz	Štefánikova 167	+420 577 210 729	www.china-business.cz

4.3.6 Denmark

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Danish Industries	Export facilitation initiative. Information on export regulations, required documentation, certification and export credits	Business association	Denmark	ara@di.dk	Sundkrogskaj 20, 2100 København Ø	+453377 3377	http://di.dk/
Væksthus Zealand	Training, workshops, consultancy services for companies entering export markets	Other	Denmark	bbj@vhsj.dk	Marienbergvej 132, 1. sal, 4760 Vordingborg	+45 5372 7180	http://www.startvaekst.dk/
Business Development Center Herning & Ikast	Member based private association. Advisory service and network for SMEs in the Herning/Ikast region	Other	Denmark	bk@erhvervsraadet.dk	Business Development Centre Herning & Ikast-Brande, Birk Centerpark 40, DK - 7400 Herning	+459626 1119	http://www.erhvervsraadet.dk/
Investment Fund for Developing Countries (IFU)	Government agency/ Provides advisory services and risk capital to Danish companies wishing to set up operations in developing countries	Financial Institution	Denmark	bwa@ifu.dk	IFU - Investmenst fund for developing contries Fredericiagade 27 DK-1310 Copenhagen K	+45 33 63 75 51	www.ifu.dk
Væksthus North Denmark	In conjunction with the Trade Council Væksthus North Jutland provides support and information to SMEs looking to internationalise.	Other	Denmark	cm@vhnordjylland.dk	NOVI Science Park, Niels Jernes Vej 10 - 9220 Aalborg Øst	+ 45 20 99 96 35	http://www.startvaekst.dk
Væksthus Zealand	Advice, consultant services and seminars for Danish businesses	Other	Denmark	cri@vhsj.dk	Marienbergvej 132, 1. sal, 4760 Vordingborg	+45 4199 9805	http://www.startvaekst.dk/

	looking to do business in Africa						
Ministry of Foreign Affairs	All Danish embassy websites now contain information on the market and on business opportunities of their host country.	Governmental organization	Denmark	eksportraadet@um.dk	Varoius		Various
Væksthus South Denmark	Advisory services for companies based in the Southern Denmark region looking to internationalise	Other	Denmark	evi@vhsyd.dk	Forskerparken 10C, 5230 Odense M	+45 25 50 53 05	http://www.startvaekst.dk/
Væksthus North Jutland	Competence development and advisory service.	Other	Denmark	fl@vhnordjylland.dk	NOVI Science Park, Niels Jernes Vej 10 - 9220 Aalborg Øst	+45 70 21 08 08	http://www.startvaekst.dk/
German-Israeli Chamber of commerce		Chamber of Commerce	Denmark	info@ahkisrael.co.il			
Danish Industries	Advisory services and network for internationalisation of Danish businesses	Business association	Denmark	jak@di.dk	Sundkrogskaj 20, 2100 København Ø	+45 3377 3727	http://di.dk/dibd/Pages/default.aspx
Vækstfonden (the Growth Fund)	Government investment fund specifically for SMEs. Offers loans and venture capital to SMEs wishing to grow and internationalise	Financial Institution	Denmark	jbo@vf.dk	Strandvejen 104 A 2900 Hellerup	+45 35 29 86 38	http://www.vf.dk/
Nopef		Financial Institution	Denmark	jekamp@um.dk			
Væksthus Greater Copenhagen	Advisory services and support to SMEs from the Greater Copenhagen municipality	Other	Denmark	jn@vhhr.dk	Gribskovvej 4, 2100 København Ø	+45 30108099	http://www.startvaekst.dk/
Udvikling Fyn	Provides advisory services for companies looking to export and expand abroad. Also facilitates the forming of export consortia. Specialised in BRIC + "next 11" countries.	Investment and Trade agency	Denmark	joni@udviklingfyn.dk	Forskerparken 10C - 5230 Odense M	+45 4046 9001	http://www.udviklingfyn.dk/
Nopef	Part of the Ministry of Foreign Affairs. Export promotion, internationalisation support, consultancy, advice. Helps find	Financial Institution	Denmark	karaba@um.dk	Ministry of Foreign Affairs Denmark, The Trade Council, Asiatisk Plads 2, DK-1448, Copenhagen K	+45 33 92 05 00	http://um.dk/en/tradecouncil/

	suitable partners, provides information on foreign markets and provides financing to internationalise SMEs from certain sectors						
Esbjerg Business Development Centre	Advisory service and network for SMEs based in Esbjerg municipality	Other	Denmark	kbd@eeu.dk	Esbjerg Erhvervsudvikling Forsknings- og udviklingsparken Niels Bohrs Vej 6 6700 Esbjerg	+4536 97 35 11	http://www.eeu.dk/vi-tilbyder-hjaelp-til/
Erhvervsrådet Herning & Ikast-Brande	Part of the Enterprise Europe Network, the EU Center assists companies with contacting and working with foreign companies.	Investment and Trade agency	Denmark	kl@eu-center.dk	Business Development Centre Herning & Ikast-Brande, Birk Centerpark 40, DK - 7400 Herning	+45 9626 1125	http://www.eu-center.dk/
Væksthus Greater Copenhagen		Other	Denmark	klu@vhhr.dk	Gribskovvej 4, 2100 København Ø	+45 52138503	http://www.startvaekst.dk/
Væksthus Zealand	Advice and consultant services to Danish businesses looking to do business in China	Other	Denmark	kva@vhsj.dk	Marienbergvej 132, 1. sal, 4760 Vordingborg	+45 60600913	http://www.startvaekst.dk/
HÅNDVÆRKS RÅDET	Consultancy services for Danish companies wishing to internationalise. Helps	Business association	Denmark	kvorning@hvr.dk	Håndværksrådet, Islands Brygge 26, 2300 København S	+45 32 63 03 17	http://www.hajnettet.dk/
Væksthus Mid Jutland	Holds quarterly seminars that introduce target markets, allow companies to present their export experience, and facilitate networking	Other	Denmark	lb@vhmidtjylland.dk	Åbogade 15 8200 Aarhus N	+4570 22 00 76	http://www.startvaekst.dk/vhmidtjylland.dk/exportsteps
Service Cluster Denmark	Service industry network. Consultancy services for Danish companies in the service-innovation sector. Provides guidance on how to internationalise, connect to foreign networks and protect IPR	Other	Denmark	ma@dea.nu	DEA, Fiolstræde 44, 1171 København K	+45 2311 3719	http://www.serviceplatform.dk/
The Export Credit Agency (Eksport Kredit Fonden - NetMatch)	Export credit agency	Financial Institution	Denmark	mat@ekf.dk	Lautrupsgade 11 DK-2100 Copenhagen Ø	+45 35 46 26 00	http://www.ekf.dk/en/Pages/default.aspx
NetMatch	Netmatch develops and provides a number of services for the innovation networks in	Business association	Denmark	merete@netmatch.nu	N/A	+45 3095 6767	http://www.netmatch.nu/

	order to ensure optimum working conditions						
Export Promotion Denmark	Event management and production, provides other supporting services such as graphic solutions and logistics	Investment and Trade agency	Denmark	ms@exportpromotiondenmark.dk	Vester Voldgade 83 2th, 1552 København V	+45 2124 1711	http://www.ees.dk/21000a
Ministry of Foreign Affairs		Governmental organization	Denmark	niehoy@um.dk			
Ministry of Foreign Affairs	Advisory service for businesses wanting to internationalise. In partnership with the Foreign Ministry.	Governmental organization	Denmark	pemyra@um.dk	Åbogade 15 8200 Aarhus N	+45 30309392	http://www.startvaekst.dk/
Nopef	Funds used to strengthen the international competitiveness of SMEs by providing loans on favourable terms for co-financing feasibility studies.	Financial Institution	Denmark	per.ovesen@nopef.com	Fabianinkatu 34, P.O. Box 241, FI-00171 Helsinki	+358 9 684 0570	http://www.nopef.com/
Slage	Promote exports and internationalisation of companies from the Slagelse municipality. Network encourages knowledge sharing through quarterly meetings.	Other	Denmark	pm@sler.dk	Slagelse Erhvervsråd Industrivej 1 4200 Slagelse	+455855 4573	http://www.sler.dk/n
IFU		Financial Institution	Denmark	rno@ifu.dk			
Væksthus Mid Jutland	Initiative to assist the internationalisation of SMEs from the Mid Jutland region. Provides information on networks and advisory services.	Other	Denmark	sam@vhmidtjylland.dk	Åbogade 15 8200 Aarhus N	+4570220076	http://www.globalmidt.dk/
Danish Export Association	Export network where export managers can share experiences on export activity.	Business association	Denmark	sebastian.schwarz@dk-export.dk	Glarmestervej 20 A DK-8600 Silkeborg	+45 86 81 38 88	http://www.dk-export.dk
Startvækst (StartGrow)	Support to SMEs looking to internationalize through export guides, information on sales channels, access to	Other	Denmark	sno@erst.dk	Erhvervsstyrelsen Startvækst Dahlerups Pakhus Langelinie Alle 17 2100 København Ø	+4535 46 63 02	http://www.startvaekst.dk/vaekst/0/4

	international webshop, information on foreign cultures						
Vækstguiden (the growth guide).	Online directory and guide to all services available to growing businesses in Denmark. In regards to internationalisation, provides information on how to apply for consultancy services, access financing and contact relevant networks/clusters.	Other	Denmark	sno@erst.dk	Langelinie Allé 17'2100 København Ø	+45 35 46 60 00	http://www.vaekstguiden.dk/
NetMatch		Business association	Denmark	Susanne@netmatch.nu			
Business Development Center Herning & Ikast	Member based private association. Advisory service and network for SMEs in the Herning/Ikast region	Other	Denmark	tca@erhvervsraadet.dk	Business Development Centre Herning & Ikast-Brande, Birk Centerpark 40, DK - 7400 Herning	+459626 1133	
Innovation Centers Denmark.	Advisory services for Danish start-ups, SMEs, researchers and public institutions looking to take innovation further through access to the best and the brightest in the four locations where they are currently present (Silicon Valley, Munich, Shanghai and Hong Kong).	Other	Denmark	tinhyl@um.dk	Ministry of Foreign Affairs Denmark, The Trade Council, Asiatisk Plads 2, DK-1448, Copenhagen K	+45 3392 1116	http://icdk.um.dk/
Vitus and Vitus Vækst. Under Væksthus Mid Jutland	Selected businesses each receive half a year of intensive support to accessing international markets.	Investment and Trade agency	Denmark	trd@vhmidtjylland.dk	Åbogade 15 8200 Aarhus N	+45 51 71 78 51	http://www.startvaekst.dk/
Go Global	Provides overview on how to navigate through the 4 organizations and information on services available to SMEs.	Investment and Trade agency	Denmark	karaba@um.dk	Ministry of Foreign Affairs Denmark, The Trade Council, Asiatisk Plads 2, DK-1448, Copenhagen K	+45 33 92 05 00	http://www.startvaekst.dk/

4.3.7 Estonia

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Estonian Development Fund/Market information	Market information	Financial Institution	Estonia	aivi.nommik@arengufond.ee	Tornimäe 5	Tel: +372 616 1106	http://www.arengufond.ee/eng
Entreprise Estonia/Contact visits	Contact visits	Other	Estonia	anneli.teas@eas.ee	Lasnamäe 2, 11412 Tallinn	Phone: +372 6279 356	www.eas.ee
Entreprise Estonia/Export training	Export training	Investment and Trade agency	Estonia	anneli.teas@eas.ee	Lasnamäe 2, 11412 Tallinn	Phone: +372 6279 356	www.eas.ee
Estonian Association of SME's		Business association	Estonia	evea@evea.ee	Liivalaia 9 10118 Tallinn	Tel: +372 6410 920	www.evea.ee
Ministry of Foreign Affairs/Information on markets	Information on markets	Governmental organization	Estonia	hele.karilaid@mfa.ee	Islandi väljak 1	Tel +372 6377208	www.mfa.ee
Estonian Agricultural Registers and Information Boars/Export licences&grants		Financial Institution	Estonia	Indrek.Mott@pria.ee			
Atradius		Financial Institution	Estonia	info@atradius.com.ee		Tel: +358 9 6811 241	http://www.atradius.com.ee/
KredEx Credit Insurance Ltd/Technology loan		Financial Institution	Estonia	jaak.tikko@kredex.ee			
Christiansen Consulting OÜ		Other	Estonia	jens@christiansen.ee	Gonsiori 7-32 10117 Tallinn	Tel: +372 64 05 123	http://www.christiansen.ee/
UADBB Aon Baltic Eesti filiaal/Credit insurance	Credit insurance	Financial Institution	Estonia	kaido.konsap@ekml.ee	Liivalaia 13 Tallinn 10118	Tel +372 6996 222	www.aon.ee
Coface		Financial Institution	Estonia	kairi.vaade@coface.ee		Tel.: +372 509 3687	www.coface.ee
City of Tallinn/Foreign exhibition support	Foreign exhibition support	Governmental organization	Estonia	katlin.veik@tallinnlv.ee	Vabaduse väljak 7 Tallinn 15199	Tel: +372 6404219	http://www.tallinn.ee/
Estonian Agricultural Registers and Information Boars/Export licences&grants	Export licenses & grants	Financial Institution	Estonia	katri.viirlo@pria.ee	Narva mnt. 3	Tel: +372 737 1200	http://www.pria.ee/
Entreprise Estonia/Offset of military purchases	Offset of military purchases	Financial Institution	Estonia	kristel.koiv@eas.ee	Lasnamäe 2, 11412 Tallinn	Tel: +372 7386021	http://www.eas.ee/

Entreprise Estonia/Foreign representations	Foreign representations	Financial Institution	Estonia	krister.kalda@eas.ee	Lasnamäe 2, 11412 Tallinn	Tel: +372 627 9409	http://www.eas.ee/
Estonian Development Fund/Market information		Financial Institution	Estonia	kristjan.rebane@arengufond.ee			
Tallinn Science Park Tehnopol		Other	Estonia	kylle.tarnov@tehnopol.ee	Teaduspargi 6/1	Tel: +372 4800221	http://www.tehnopol.ee/
KredEx Credit Insurance Ltd/Technology loan	Technology loan	Financial Institution	Estonia	lehar.kutt@kredex.ee	Hobujaama 4, 10151 Tallinn	(+372) 667 4102	http://kredex.ee/
Entreprise Estonia/Support to shipping	Support to shipping	Financial Institution	Estonia	margo.heinla@eas.ee	Lasnamäe 2, 11412 Tallinn	Tel: +372 627 9506	www.eas.ee
Entreprise Estonia/Export Bulldoser	Export Bulldoser	Other	Estonia	Margus.Matsal@eas.ee	Lasnamäe 2, 11412 Tallinn	Phone: +372 6279 362	www.eas.ee
Entreprise Estonia/Export Bulldoser	Target market consultancies	Other	Estonia	Margus.Matsal@eas.ee	Lasnamäe 2, 11412 Tallinn	Phone: +372 6279 362	www.eas.ee
Entreprise Estonia/Export Bulldoser	Target market export consultants	Other	Estonia	Margus.Matsal@eas.ee	Lasnamäe 2, 11412 Tallinn	Phone: +372 6279 362	www.eas.ee
Marsh Kindlustusmaakler AS/Credit insurance	Credit insurance	Financial Institution	Estonia	Mart.Mere@marsh.com	Tartu mnt. 18 10115 Tallinn	Tel: +372 6811 000	www.marsh.ee
Tallinn City Government/Internationalisation	Internationalisation	Governmental organization	Estonia	mart.repnau@tallinnlv.ee	Vabaduse väljak 6, Tallinn 15198	Tel: +372 6404224	www.tallinn.ee
Business Support and Credit Management Foundation/Business Incubator Tallinn	Business Incubator Tallinn	Other	Estonia	mart@inkubaator.ee	Veerenni 24	Tel:+372 6040631	http://www.esa.ee/eng/esa
KredEx Credit Insurance Ltd/Production risk insurance	Credit insurance of short-term transactions	Financial Institution	Estonia	meelis.tambla@kredex.ee	Hobujaama 4, 10151 Tallinn	(+372) 667 4138	http://www.kredex.ee/
KredEx Credit Insurance Ltd/Production risk insurance	Supplier credit insurance	Financial Institution	Estonia	meelis.tambla@kredex.ee	Hobujaama 4, 10151 Tallinn	(+372) 667 4138	http://www.kredex.ee/
KredEx Credit Insurance Ltd/Production risk insurance	Buyer's credit insurance	Financial Institution	Estonia	meelis.tambla@kredex.ee	Hobujaama 4, 10151 Tallinn	(+372) 667 4138	http://www.kredex.ee/
KredEx Credit Insurance Ltd/Production risk	Investment insurance	Financial Institution	Estonia	meelis.tambla@kredex.ee	Hobujaama 4, 10151 Tallinn	(+372) 667 4138	http://www.kredex.ee/

insurance							
KredEx Credit Insurance Ltd/Production risk insurance	Production risk insurance	Financial Institution	Estonia	meelis.tambla@kredex.ee	Hobujaama 4, 10151 Tallinn	(+372) 667 4138	http://www.kredex.ee/
Marketingi Instituut		Other	Estonia	mi@mi.ee	Peterburi tee 2F 11415 Tallinn	Tel: +372 668 4770	http://www.mi.ee/
Entreprise Estonia/Export grants	Export grants	Financial Institution	Estonia	mihkel.pukk@eas.ee	Lasnamäe 2, 11412 Tallinn	Tel: +372 6279403	www.eas.ee
Entreprise Estonia/Export grants	Support for development workers	Financial Institution	Estonia	mihkel.pukk@eas.ee	Lasnamäe 2, 11412 Tallinn	Tel: +372 6279403	www.eas.ee
Entreprise Estonia/Export grants	Asian portal	Financial Institution	Estonia	mihkel.pukk@eas.ee	Lasnamäe 2, 11412 Tallinn	Tel: +372 6279403	www.eas.ee
GatewayBaltic	GatewayBaltic	Other	Estonia	mike.tiffin@gatewaybaltic.com	Mäealuse 4 Tallinn 12618	Tel: +3725285650	http://www.gatewaybaltic.com/
Estonian Chamber of Commerce and Industry		Chamber of Commerce	Estonia	peter@koda.ee	Toom-Kooli 17 10130 Tallinn	Tel +372 604 0076	www.koda.ee
JM Corporation OÜ		Other	Estonia	siim.salme@jm.ee	Kakao 3	Tel: (+372) 6 876 077	www.jm.ee
ConnectEstonia	ConnectEstonia	Other	Estonia	tarvo.tamm@connectestonia.net	Mäealuse 4 Tallinn 12618	phone: (+372) 6 838 012	www.connectestonia.net
Entreprise Estonia/Training "Doing Business in..."	Export Revolution	Other	Estonia	tiina.truuvaart@eas.ee	Lasnamäe 2, 11412 Tallinn	Phone: +372 6279 541	www.eas.ee
Entreprise Estonia/Training "Doing Business in..."	"Doing Business in..."	Other	Estonia		Lasnamäe 2, 11412 Tallinn	Phone: +372 6279 541	www.eas.ee
EMI EWT Ida-Lääne Koolituse AS		Other	Estonia	tiit.tammemagi@emiewt.ee	Tammsaare tee 47	Tel: +372 684 1250	http://www.emiewt.ee/
ICC- Estonia		Chamber of Commerce	Estonia	tiit.tammemagi@icc-estonia.ee	A. H. Tammsaare tee 47	Tel: +372 684 1252	http://icc-estonia.ee/
Invent Baltics OÜ		Other	Estonia	tonis.eerme@invent.ee	Teaduspargi 6/1, Tallinn 12618	T: +37253407861	www.invent.ee
HeiVäl Consulting		Other	Estonia	Tonu.Hein@heival.ee	Kollane 8/10-7 10147 Tallinn	Phone +372 627 6190	www.heival.ee

4.3.8 Finland

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Center for Economic Development, Transport and the Environment	Advisory, financing and development services for enterprises	Governmental organization	Finland	tanja.ylitalo@ely-keskus.fi	P.O.Box 236, 20101 Turku	(358) 295 022 655	www.yrittajat.fi
Center for Economic Development, Transport and the Environment	Developing trade and industry and innovation environments	Governmental organization	Finland	tanja.ylitalo@ely-keskus.fi	P.O.Box 236, 20101 Turku	(358) 295 022 655	www.yrittajat.fi
Center for Economic Development, Transport and the Environment	Co-operation with neighbouring areas and international activities	Governmental organization	Finland	tanja.ylitalo@ely-keskus.fi	P.O.Box 236, 20101 Turku	(358) 295 022 655	www.yrittajat.fi
Center for Economic Development, Transport and the Environment	Developing the agriculture and rural industries	Governmental organization	Finland	tanja.ylitalo@ely-keskus.fi	P.O.Box 236, 20101 Turku	(358) 295 022 655	www.yrittajat.fi
Center for Economic Development, Transport and the Environment	Structural Fund tasks	Governmental organization	Finland	tanja.ylitalo@ely-keskus.fi	P.O.Box 236, 20101 Turku	(358) 295 022 655	www.yrittajat.fi
Center for Economic Development, Transport and the Environment		Governmental organization	Finland	eeva-kaarina.yrjanheikki@ely-keskus.fi	P.O.Box 236, 20101 Turku	(358) 295 022 655	www.yrittajat.fi
Center for Economic Development, Transport and the Environment		Governmental organization	Finland	helja.parkko@ely-keskus.fi	P.O.Box 236, 20101 Turku	(358) 295 022 655	www.yrittajat.fi
Central Chamber of Commerce	International affairs	Chamber of Commerce	Finland	marja-liisa.peltola@kauppakamari.fi	World Trade Center Helsinki, P.O.Box 1000,00101 Helsinki	(358) 9 4242 6200	www.kauppakamari.fi
Confederation of Finnish Industries EK	Promotion of internationalization of SMEs	Business association	Finland	pentti.makinen@ek.fi	P.O.Box 30, 00130 Helsinki	(358) 9 4202 2604	www.ek.fi
Federation of Finnish Enterprises FFE	Internationalisation	Business association	Finland	thomas.palmgren@yrittajat.fi	P.O.Box 999, 00101 Helsinki	(358) 9 2292 2958, +358 50 500 3384	www.yrittajat.fi
Federation of Finnish Technology	TRIO + activation programme for SME's in	Business association	Finland	harri.jokinen@teknologiateollisuus.fi	P.O.Box 10, 00131 Helsinki	+358 50 563 5034	www.teknologiateollisuus.fi

Industries	technology industries						
Finnish Fund for Industrial Cooperation Ltd. (Finnfund)	Financing for private projects in emerging markets	Financial Institution	Finland	ilkka.linnakko@finnfund.fi	P.O.Box 391, 00121 Helsinki	358 (0) 9 348 434, +358 40 725 3565	www.finnfund.fi
Finnish Industry Investment Ltd		Other	Finland	anna.kilpelainen@teollisuussijoitus.fi			
Finnish-Swedish Chamber of Commerce (FinSwe)		Chamber of Commerce	Finland	marja.kahra@finswe.com	Gärdesgatan 11, SE-115 27 Stockholm	+46 8 442 88 60	www.finswe.com
FinNode	Network of innovation organisations, innovation watch	Business association	Finland	jarmo.karesto@finnode.fi		+358 40 3433 401	www.finnode.fi
Finnpartnership - Finnish Business Partnership Programme	Business Partnership support, Advisory Services, Matchmaking	Business association	Finland	siv.ahlberg@finnpartnership.fi	c/o Finnfund, P.O.Box 391, 00121 Helsinki	+358 9 3484 3314	www.finnpartnership.fi
FINNVERA Export Credit Agency (ECA)	SME Export Finance	Financial Institution	Finland	tarja.svartstrom@finnvera.fi	P.O.Box 1010, FIN-00101 Helsinki	+358 40 826 2006	www.finnvera.fi
FINNVERA Export Credit Agency (ECA)		Financial Institution	Finland	Annamarja.paloheimo@finnvera.fi			
Finpro Export Partnership	Market Entry Promotion	Investment and Trade agency	Finland	silva.paananen@finpro.fi	Finpro, Region Finland, P.O. Box 358, FI-00181 Helsinki	Tel. (358) 204 69 51	www.finpro.fi
Finpro Export Partnership	Finpro Growth Market Program Africa, Finpro Growth Market Program China and India	Investment and Trade agency	Finland	petri.tulensalo@finpro.fi	P.O.Box 1041, 45101 Kouvola	+358 40 3433 437	www.finpro.fi
Finpro Export Partnership		Investment and Trade agency	Finland	jaana.niemenheimo@finpro.fi			www.finpro.fi
Management Institute of Finland - MIF		Other	Finland	heidi.leidenius@mif.fi	P.O.Box 300,00371 Helsinki	358 (0) 207 220557	www.mif.fi
Ministry of Employment and the Economy TEM	Joint export promotion projects of enterprises and project aid	Governmental organization	Finland	raila.kehalinna@tem.fi	P.O.Box 32, FI-00023 GOVERNMENT	358 (0) 29 50 64687, +358 (0) 50380 6634	www.tem.fi
Ministry of Employment and the Economy TEM	Enterprise and Innovation department, Internationalisation and exports	Governmental organization	Finland	severi.keinala@tem.fi	P.O.Box 32, FI-00023 GOVERNMENT	Tel. (358) 29 50 64006, +358 40 594 9944	www.tem.fi
Ministry of Foreign Affairs of Finland		Governmental organization	Finland	manu.virtamo@formin.fi	P.O.Box 413,00023 GOVERNMENT	358 (0) 91605 5795	www.formin.fi
Nordiska projektexportfonden Nopef	Financing for feasibility studies, Strengthening of international competitiveness of SMEs	Financial Institution	Finland	mikael.reims@nopef.fi	P.O.Box 241, FI-00171 Helsinki	358 (0) 9 684 0570	www.nopef.com
Registered Association Finnish-		Chamber of Commerce	Finland	pirjo.peltola@svkk.fi	P.O.Box 800, 00100 Helsinki	+358 10 439 1150	www.svkk.fi

Russian Chamber of Commerce (FRCC)							
TEKES	International network	Financial Institution	Finland	kari.komulainen@tekes.fi	P.O.Box 69, 00101 Helsinki	358 (0) 295 055 842	www.tekes.fi
TEKES	Innovation financing for SMEs	Financial Institution	Finland	janne.perajoki@tekes.fi	P.O.Box 69, 00101 Helsinki	+358 (0) 50 557 7812	www.tekes.fi
TEKES		Financial Institution	Finland	anne.palkamo@tekes.fi	P.O.Box 69, 00101 Helsinki		www.tekes.fi
TEKES		Financial Institution	Finland	kari.ruutu@tekes.fi	P.O.Box 69, 00101 Helsinki		www.tekes.fi
Viexpo	Export Manager Services	Investment and Trade agency	Finland	markus.jussila@viexpo.fi	Runeberginkatu 11, FI-68600 Pietarsaari	+358 (0) 50 3740757	www.viexpo.fi
Viexpo	Export networks	Investment and Trade agency	Finland	rainer.ronnback@viexpo.fi	P.O.Box 131, FI-65101 Vaasa	+358(0) 6 319 9253, +358 (0) 50 534 5522	www.viexpo.fi
Viexpo	Market Analyses, Fact Finding	Investment and Trade agency	Finland	elina.ruohonen-braun@viexpo.fi	Ristirannakatu 1, FI-67100 Kokkola	+358 (0) 6 832 6444, +358 (0) 50385 4373	www.viexpo.fi
Wulff Entre		Other	Finland	topi.ruuska@wulff.fi	Ruoholahdenkatu 21 B, 00180 Helsinki	+358 10 6335 526	www.entre.fi

4.3.9 France

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Ubifrance	S'informer/ conseil export - marchés et secteurs	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	0810 659 659	http://www.ubifrance.fr /
Ubifrance	S'informer/ conseil export - Projets et appels d'offres	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	811 659 659	http://www.ubifrance.fr /
Ubifrance	S'informer/ conseil export - Droit & réglementation	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	812 659 659	http://www.ubifrance.fr /
Ubifrance	Prospecter/ Mission de prospection -	Investment and Trade	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-	813 659 659	http://www.ubifrance.fr /

	Prospection de marché	agency			Jacques 75014 Paris		
Ubifrance	Prospecter/ Mission de prospection - Salons et rencontres B to B	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	814 659 659	http://www.ubifrance.fr/
Ubifrance	Prospecter/ Mission de prospection - Partenariat technologique	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	815 659 659	http://www.ubifrance.fr/
Ubifrance	Communication/ Publicité professionnelle	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	816 659 659	http://www.ubifrance.fr/
Ubifrance	Communication/ Promotion commerciale	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	817 659 659	http://www.ubifrance.fr/
Ubifrance	Communication/Relations Presse, Relations Publiques	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	818 659 659	http://www.ubifrance.fr/
Ubifrance	Aide mis en place Volontariat International en Entreprises - VIE	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	819 659 659	http://www.ubifrance.fr/
Ubifrance	Aide à l'export / Organiser une opération labellisée	Investment and Trade agency	France	infovie@ubifrance.fr	UBIFRANCE, 77, Boulevard Saint-Jacques 75014 Paris	820 659 659	http://www.ubifrance.fr/
Pacte PME		Business association	France	mekhloufi@pactepme.org			
Oseo	Exportations/ Prêt Pour l'Export (PPE)	Financial Institution	France	Laurence.daligaux@oseo.fr	27-31, avenue du Général Leclerc 94710 Maisons-Alfort Cedex		http://www.oseo.fr/
Oseo	Exportations & Implantations à l'étranger/ Contrat de Développement International	Financial Institution	France	Laurence.daligaux@oseo.fr	27-31, avenue du Général Leclerc 94710 Maisons-Alfort Cedex		http://www.oseo.fr/
Oseo	Exportations/ Contrat de Développement Participatif	Financial Institution	France	Laurence.daligaux@oseo.fr	27-31, avenue du Général Leclerc 94710 Maisons-Alfort Cedex		http://www.oseo.fr/
Oseo	Exportations/ Garantie de financements spécifiques (import ou export)	Financial Institution	France	Laurence.daligaux@oseo.fr	27-31, avenue du Général Leclerc 94710 Maisons-Alfort Cedex		http://www.oseo.fr/
Oseo	Exportations/ Garantie	Financial	France	Laurence.daligaux@oseo.fr	27-31, avenue du Général		http://www.oseo.fr/

	des cautions bancaires sur marchés export	Institution		eo.fr	Leclerc 94710 Maisons-Alfort Cedex		
Oseo	Exportations Investissements dédiés à l'export : garantie et financement	Financial Institution	France	Laurence.daligaux@os eo.fr	27-31, avenue du Général Leclerc 94710 Maisons-Alfort Cedex		http://www.oseo.fr/
Oseo	Implantations à l'étranger/ Garantie de projets à l'international	Financial Institution	France	Laurence.daligaux@os eo.fr	27-31, avenue du Général Leclerc 94710 Maisons-Alfort Cedex		http://www.oseo.fr/
Oseo	Implantations à l'étranger/ Investissements des filiales à l'étranger : garantie et financement	Financial Institution	France	Laurence.daligaux@os eo.fr	27-31, avenue du Général Leclerc 94710 Maisons-Alfort Cedex		http://www.oseo.fr/
Oseo	Aide au Partenariat Technologique (montage, Eurostar/ euranet..)	Financial Institution	France	Laurence.daligaux@os eo.fr	27-31, avenue du Général Leclerc 94710 Maisons-Alfort Cedex		http://www.oseo.fr/
Coface	Assurance-crédit : Courant d'affaires	Financial Institution	France	presse@coface.com			http://www.coface.fr/
Coface	Assurance Prospection	Financial Institution	France	presse@coface.com			http://www.coface.fr/
Coface	Assurance préfinancement (risque exportateur)	Financial Institution	France	presse@coface.com			http://www.coface.fr/
Coface	Assurance caution (risque exportateur)	Financial Institution	France	presse@coface.com			http://www.coface.fr/
Coface	Assurances change	Financial Institution	France	presse@coface.com			http://www.coface.fr/
Coface	Assurance investissement	Financial Institution	France	presse@coface.com			http://www.coface.fr/
UCCIFE (CCI)	S'implanter/ Commerciaux à temps partagé	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr			http://www.uccife.org/
UCCIFE (CCI)	S'implanter/ Domiciliation & Hébergement	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	46 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	33 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	S'implanter/ Appui administratif et financier	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	47 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	34 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	S'implanter/ Croissance externe	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	48 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	35 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	S'implanter/ Création d'une structure locale	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	49 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	36 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	S'informer/ Diagnostic marché	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	50 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	37 1 40 69 37 60	http://www.uccife.org/

					Paris Cedex 17		
UCCIFE (CCI)	S'informer/ Etude de marché	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	51 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	38 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	S'informer/ Approche stratégique	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	52 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	39 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	S'informer/ Contacts clés	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	53 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	40 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	S'informer/ Identification de la concurrence	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	54 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	41 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Prospecter/ Sélection de contacts	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	55 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	42 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Prospecter/ Test produit marché	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	56 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	43 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Prospecter/ Mission découverte	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	57 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	44 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Prospecter/ Participation à un salon	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	58 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	45 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Prospecter/ Rendez-vous d'affaires	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	59 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	46 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Communiquer / Réalisation de supports de communication	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	60 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	47 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Communiquer / Plaquettes commerciales	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	61 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	48 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Communiquer / Evènementiel et relations publiques	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	62 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	49 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Communiquer / Séminaires	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	63 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	50 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Communiquer / Traduction	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	64 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	51 1 40 69 37 60	http://www.uccife.org/
UCCIFE (CCI)	Communiquer / Lancement de produit	Chamber of Commerce	France	D.BRUNIN@ccifrance.fr	65 avenue de la Grande Armée CS 50071 75 858 Paris Cedex 17	52 1 40 69 37 60	http://www.uccife.org/

4.3.10 Germany

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Chambers of Commerce, German Chambers of Commerce Abroad	Chambers of Commerce Abroad	Chamber of Commerce	Germany	kloth.anne@dihk.de	Deutscher Industrie and Handelskammertag, International Economic Affairs, Breite Strasse 29, D-10178 Berlin	+49-30 203082310	www.ahk.de
Go International	Go International	Chamber of Commerce	Germany	thorsten.grzesik@awz-bayern.de	BIHK Service GmbH, Außenwirtschaftszentrum Bayern, Lorenzer Platz 27, 90402 Nürnberg	+49 911 – 238 86 –44	www.go-international.de
Export Initiative for "Renewable Energies"	Renewable Energies Export Initiative	Governmental organization	Germany	juliane.hinsch@bmwi.bund.de	Exportinitiative Erneuerbare Energien im BMWi Scharnhorststr. 34-37, 10115 Berlin	+49 30 18 615-6400	http://www.exportinitiative.de/
Competence Network Netherlands/North Rhine-Westphalia		Chamber of Commerce	Germany	h.bongert@kh-borken.net	EU-Department, Kreishandwerkerschaft Borken, Wessumer Str.30, D-48683 Ahaus	Tel. (49-2871) 252413	www.inter-ned.info
Germany Trade and Invest / iXPOS	iXPOS Database	Investment and Trade agency	Germany	bernd.wohlgemuth@gtai.de	Friedrichstraße 60, 10117 Berlin	+49 228 249 930	www.gtai.de
Export Initiative for Energy Efficiency	Energy Efficiency Export Initiative	Governmental organization	Germany	kontakt@efficiency-from-germany.info	Exportinitiative Energieeffizienz im BMWi, Scharnhorststr. 34-37, 10115 Berlin	+49 30 18615-6300	www.efficiency-from-germany.info
Export Initiative "Health - made in Germany"		Governmental organization	Germany	marion.luekemann@gtai.com	Exportinitiative Gesundheitswirtschaft c/o GTAI, Friedrichstraße 60, 10117 Berlin	+49 30 200 0990	
Markterschließungsprogramm (Market Entry Programme)	Market Entry Programme	Governmental organization	Germany	jochen.seifert@bafa.bund.de	Bundesamt für Wirtschaft und Ausfuhrkontrolle (BAFA), Referat 414, Frankfurter Str. 29-31, 65760 Eschborn	+49 6196 908 670	http://www.bafa.de
Auslandsmesseprogramm (Foreign Trade Fair Programme)	Foreign Trade Fair Programme	Other	Germany	n.winges@auma.de	Auslands- und Messe-Ausschuss der Deutschen Wirtschaft e.V., Littenstraße 9, 10179 Berlin	+49 30 24000 124	www.auma.de
AuslandsGeschäftsAbsicherung /	Euler Hermes Credit Cover	Financial Institution	Germany	jana.jensen@eulerhermes.com	Euler Hermes Deutschland AG, Friedensallee 254,	+49 40 8834 9000	www.exportkreditgarantien.de

Exportkreditgarantien					22763 Hamburg		
German RETech Partnership	Partnership	Governmental organization	Germany	michael.ludden@sutco.de	German Recycling Technologies and Waste Management Partnership, e.V., Am Eichgarten 15, 12167 Berlin	+49 2202 2005 94	www.retech-germany.de
KfW IpeX Bank	Financing for Small Exports	Financial Institution	Germany	info@kfw-ipeX-bank.de	KfW IPEX-Bank GmbH, Palmengartenstraße 5-9, 60325 Frankfurt am Main	+49 69 74310	www.kfw-ipeX-bank.de
DEG Deutsche Entwicklungsgesellschaft	Different financial solutions	Financial Institution	Germany	presse@deginvest.de	DEG, Kämmergasse 22, 50676 Köln	+49 221 4986 1474	www.deginvest.de
PriceWaterhouseCoopers	Credit Guarantee for Investments	Financial Institution	Germany	investitions Garantien@de.pwc.com	PwC, New-York-Ring 13, 22297 Hamburg	+49 40 8834 94 55	www.de.pwc.com
Baden-Württemberg International		Other	Germany	bettina.klammt@bw-i.de			www.bw-i.de
Bayern International		Other	Germany	michael.gotschlich@smwvit.			
ZukunftsAgentur Brandenburg		Other	Germany	dajana.pefesdorf@zab-brandenburg.de	ZukunftsAgentur Brandenburg GmbH, Steinstr. 104-106, 14480 Potsdam	+49 331 660 3234	www.zab-brandenburg.de
Hessen Agentur		Other	Germany	eva.roth@hessen-agentur.de	HA Hessen Agentur GmbH, Konradinerallee 9, 65189 Wiesbaden	+49 611 950 17 8613	www.hessen-agentur.de
Investitionsbank Berlin		Financial Institution	Germany	presse@ibb.de	Investitionsbank Berlin, Bundesallee 210, 10719	+49 30 2125 4747	www.ibb.de
NRW International		Other	Germany	almut.schmitz@nrw-international	NRW International GmbH, RWI.4 Hochhaus, Völklinger Str. 4, 40219 Düsseldorf	+49 211 710671 11	www.nrw-international.de
Saarland International		Other	Germany	carine.messerschmidt@zpt.de	ZPT Zentrale für Produktivität und Technologie Saar e.V., Franz-Josef-Röder-Str. 9, 66119 Saarbrücken	+49 681 9520 4 52	www.zpt.de
Wirtschaftsförderung Sachsen		Other	Germany	thomas.richter@wfs.saxony.de	Wirtschaftsförderung Sachsen GmbH, Bertolt-Brecht-Allee 22, 01309 Dresden	+49 351 2138 111	www.wfs.sachsen.de
Außenwirtschaftsberatung WTSH		Other	Germany	dreWS@wtsh.de	WTSH Wirtschaftsförderung und Technologietransfer Schleswig-Holstein GmbH, Lorentzendamm 24, 24103 Kiel	+49 431 66666 835	www.wtsh.de
Außenwirtschaftsberatungsstellen des Handwerks	Außenwirtschaftsberatungsstellen - Foreign Trade Consulting Offices	Chamber of Commerce	Germany	olma@zdh.de	Zentralverband des Deutschen Handwerks e.V., Mohrenstr. 20/21, 10117 Berlin	+49 30 20619 333	www.zdh.de

Central and Eastern European Centre		Investment and Trade agency	Germany	d.nikitina@moez-rlp.de	Mittel- und Osteuropa-Zentrum Rheinland Pfalz GmbH, Gebäude 890, 55483 Hahn-Flughafen	+49 6543 509 430	www.moez-rlp.de
Außenwirtschaftsberatung in Bremen		Investment and Trade agency	Germany	sandra.konrad@bab-bremen.de	BAB Bremer Aufbau Bank GmbH, Langenstr. 2-4, 28195 Bremen	+49 421 9600 471	www.bab-bremen.de
Exportförderprogramm des BMELV	Agricultural Export Promotion	Governmental organization	Germany	426@bmelv.bund.de	Bundesministerium für Ernährung, Landwirtschaft und Verbraucherschutz, Wilhelmstraße 54, 10117 Berlin	+49 228 99 529 3705	www.agrarentportfoerderung
NRW Bank		Financial Institution	Germany	ingrid.hentzschel@nrwbank.de	NRW.BANK, Kavalleriestraße 22, 40213 Düsseldorf	+49 211 91741 1474	www.nrwbank.de
Außenwirtschaftsförderung		Governmental organization	Germany	kolja.harders@bwvi.hamburg.de	Behörde für Wirtschaft, Verkehr und Innovation in Hamburg, Alter Steinweg 4, 20459 Hamburg	+49 40 428 411448	www.hamburg.de/bwvi
IHK Exportakademie (IHK Export Academy)	IHK Export Academy	Chamber of Commerce	Germany	matthias.gaugler@ihk-exportakademie.de	IHK Exportakademie GmbH, Jägerstr. 30, 70174 Stuttgart	+49 711 2005 1313	www.ihk-exportakademie.de
AKA Bank	Different financial solutions	Financial Institution	Germany	ruediger.eggert@akabank.de	AKA Ausfuhrkredit-Gesellschaft mbH, Große Gallusstraße 1-7, 60311 Frankfurt	+49 69 - 29891 100	www.akabank.de

4.3.11 Greece

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Export Credit Insurance Organisation (ECIO)	Short term export credit insurance scheme	Financial Institution	Greece	efstratoglou@oaep.gr	Panepistimiou Street 57	+30-210 3310017	www.oaep.gr
Export Credit Insurance Organisation (ECIO)	Medium-long term export credit insurance scheme	Financial Institution	Greece	efstratoglou@oaep.gr	Panepistimiou Street 57	+30-210 3310017	www.oaep.gr
Export Credit Insurance Organisation (ECIO)	Construction works insurance scheme	Financial Institution	Greece	efstratoglou@oaep.gr	Panepistimiou Street 57	+30-210 3310017	www.oaep.gr
Export Credit Insurance Organisation (ECIO)	Buyer's credit insurance scheme	Financial Institution	Greece	efstratoglou@oaep.gr	Panepistimiou Street 57	+30-210 3310017	www.oaep.gr
Export Credit Insurance Organisation (ECIO)	Overseas investment insurance scheme	Financial Institution	Greece	efstratoglou@oaep.gr	Panepistimiou Street 57	+30-210 3310017	www.oaep.gr
Hellenic Foreign Trade Board (HEPO)	Information services	Chamber of Commerce	Greece	agelakis@hepo.gr	M. Antypa 86-88, 163 46 Hellioupolis	+30 210 9982100	www.hepo.gr
Hellenic Foreign Trade Board (HEPO)	Exhibitions	Chamber of Commerce	Greece	agelakis@hepo.gr	M. Antypa 86-88, 163 46 Hellioupolis	+30 210 9982100	www.hepo.gr
Hellenic Foreign Trade Board (HEPO)	Business missions	Chamber of Commerce	Greece	agelakis@hepo.gr	M. Antypa 86-88, 163 46 Hellioupolis	+30 210 9982100	www.hepo.gr
Hellenic Foreign Trade Board (HEPO)	Training	Chamber of Commerce	Greece	agelakis@hepo.gr	M. Antypa 86-88, 163 46 Hellioupolis	+30 210 9982100	www.hepo.gr
Hellenic Foreign Trade Board (HEPO)	e-learning	Chamber of Commerce	Greece	agelakis@hepo.gr	M. Antypa 86-88, 163 46 Hellioupolis	+30 210 9982100	www.hepo.gr
Hellenic Foreign Trade Board (HEPO)	e-marketplace	Chamber of Commerce	Greece	agelakis@hepo.gr	M. Antypa 86-88, 163 46 Hellioupolis	+30 210 9982100	www.hepo.gr
Panhellenic Exporters' Association	Studies	Business association	Greece	arxontis@pse.gr	Kratinou 11, 10552 Athens	+30 210 5228925	www.pse.gr/
Panhellenic Exporters' Association	Training	Business association	Greece	arxontis@pse.gr	Kratinou 11, 10552 Athens	+30 210 5228925	www.pse.gr/
Panhellenic Exporters' Association	business plans	Business association	Greece	arxontis@pse.gr	Kratinou 11, 10552 Athens	+30 210 5228925	www.pse.gr/
Panhellenic	e-library	Business	Greece	arxontis@pse.gr	Kratinou 11, 10552 Athens	+30 210	www.pse.gr/

Exporters' Association		association				5228925	
Panhellenic Exporters' Association	information services	Business association	Greece	arxontis@pse.gr	Kratinou 11, 10552 Athens	+30 210 5228925	www.pse.gr/
Panhellenic Exporters' Association	Coaching	Business association	Greece	arxontis@pse.gr	Kratinou 11, 10552 Athens	+30 210 5228925	www.pse.gr/
Panhellenic Exporters' Association	Networking	Business association	Greece	arxontis@pse.gr	Kratinou 11, 10552 Athens	+30 210 5228925	www.pse.gr/
EFEPAE	Program "Extroversion"	Financial Institution	Greece	carolina.dermon@efepae.gr	Sevastoupolaios 113, 115 26 Athens	+30 2310 535333	www.seve.gr/
Institute for SMEs - Entrepreneurship Network		Other	Greece	diktyo@imegsevee.gr	Aristotelous 46, 10433 Athens	+30 2108846852 ext. 617	www.diktyo.imegsevee.gr/
Exporters' Association of Crete		Business association	Greece	info@crete-exporters.com	Dimokratias Av. 20 & G. Papandreou str., 71306 Heraklion	+30 2810 343458	www.crete-exporters.com
HELEXPO		Other	Greece	icp@helexpo.gr	Egnatia 154, 54636 Thessaloniki	+30 2310291111	www.helexpo.gr
Action Extraversion - ETEAN SA	Action Extraversion	Financial Institution	Greece	info@etean.com.gr	Xenias 24, 11528 Athens	+30 210 7450400	www.etean.com.gr
Association of Exporters of Northern Greece		Investment and Trade agency	Greece	mt@seve.gr	Morihovou Square 1, 54625 Thessaloniki	+30 2310 535333	www.seve.gr/
International Fair of Thessalonica		Other	Greece	infotif@tif.gr			
Logotech Innovation and Development		Other	Greece	nmaroulis@logotech.gr			

4.3.12 Hungary

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
SEED Foundation for Small Enterprise Economic Development	Business consultancy	Other	Hungary	akiss@seed.hu	Rómer Főris u. 22-24.	Tel: (36-1) 2122178	www.seed.hu/english/menu
Hungarian Investment and Trade Agency	Providing business information	Investment and Trade agency	Hungary	anna.szilagyi@hita.hu	Honvéd u. 20.	Tel: (36-1) 8726529	www.hita.hu

VOSZ - National Association of Entrepreneurs and Employers	Business partner search	Business association	Hungary	center@vosz.hu	Mázsa tér 2-6.	Tel: (36-1) 4142181, 4142182	www.vosz.hu
Hungarian Investment and Trade Agency	General SME development support, international partner search, technology transfer support	Investment and Trade agency	Hungary	een@hita.hu	Honvéd u. 20.	Tel: (36-1) 8726505	www.hita.hu
National Innovation Office EUREKA Hungarian Chairmanship	Go International	Other	Hungary	eurekachair-hungary@nih.gov.hu	Andrássy út 12.	Tel: (36-1) 4842889	www.nih.gov.hu
EXIMBANK Hungarian Export-Import Bank Plc.	Export-import financing	Financial Institution	Hungary	eximh@eximbank.hu	Nagymező u. 46-48.	Tel: (36-1) 3749100	www.eximbank.hu
National Innovation Office	Innovation Office - EUREKA	Governmental organization	Hungary	gabor.szudi@ngm.gov.hu	Andrássy út 12.	Tel: (36-1) 3742953	http://eureka.kormany.hu/
FRAMAK French-Hungarian Commercial and Industrial Centre	Business information	Business association	Hungary	ghever@framak.hu	140, Avenue Victor Hugo	Tel.: +33 1 53 70 67 00	www.framak.eu
National Innovation Office NCP National Contact Points Network	Innovation Office - EUREKA	Governmental organization	Hungary	gyorgyi.kolossvary@mih.gov.hu	Andrássy út 12.	Tel: (36-1) 4842500	www.nih.gov.hu
EXTENDA Andalúz Kereskedelemfejlesztési Iroda - Andalusia Trade Promotion Agency	Business partner search	Investment and Trade agency	Hungary	hungria@extenda.es	Záhony u. Graphisoft Park D. Ép. II. em.	Tel: (36-1) 6663300	www.extenda.hu
HVCA Hungarian Venture Capital and Private Equity Association	Private equity and venture capital	Business association	Hungary	hvca@hvca.hu	Pauler u. 11.	Tel: (36-1) 4750924	www.hvca.hu
ICC Hungary International Chamber Of Commerce Hungarian National Committee	Export management consultancy	Chamber of Commerce	Hungary	icc@icc.co.hu	Kossuth Lajos tér 6-8. V/517.	Tel: (36-1) 4740043	www.icc.co.hu/
PNO Consultants Ltd.	Brussels Grants	Other	Hungary	info.hu@pnocee.com	Kálmán Imre u. 1.	Tel: (36-1) 4301141	www.pnocee.com/hu
Corvinus International Investment Zrt.	capital investment	Financial Institution	Hungary	info@corvinus.hu	Nagymező u. 46-48.	Tel: (36-1) 4132880	www.corvinus.hu
Garantiqa Creditguarantee Co. Ltd.	Credit guarantee schemes	Financial Institution	Hungary	info@garantiqa.hu	Kisfaludy u. 32.	Tel: (36-1) 4858300	www hitelgarancia.hu/en
HIPAVILON Hungarian Intellectual	trademarks and patents	Other	Hungary	info@hipavilon.hu	Zoltán u. 6.	Tel: (36-1) 4745562	www.hipavilon.hu

Property							
Small Business Development Company Ltd.	SME development	Other	Hungary	info@kvfp.hu	Szép u. 2.	Tel: (36-1) 4863240	www.kvfp.hu
Hungarian Export Credit Insurance Pte Ltd.	Credit insurance	Financial Institution	Hungary	info@mehib.hu	Nagymező u. 46-48.	Tel: (36-1) 3749200	www.behib.hu
MFB Hungarian Development Bank Invest Plc.	General support for investments	Financial Institution	Hungary	info@mfbinvest.hu	Népfürdő u.22. Duna Tower B/12.	Tel: (36-1) 4525700	www.mfbinvest.hu
MVA Hungarian Foundation for Enterprise Promotion	SME development	Business association	Hungary	info@mva.hu	Szépölgyi út 135.	Tel: (36-1) 8830800	www.mva.hu
MV-Magyar Vállalkozásfinanszírozási Zrt.	Subsidies, grants	Financial Institution	Hungary	info@mvzrt.hu	Dohány u. 12.	Tel: (36-1) 3543000	www.mvzrt.hu
MFB Hungarian Development Bank	Funding activities	Financial Institution	Hungary	kabinetiroda@mfb.hu	Nádor u. 31.	Tel: (36-1) 4281574	www.mfb.hu
Hungarian Investment and Trade Agency	Foreign trading activity support	Investment and Trade agency	Hungary	katalin.nemeth@hita.hu	Honvéd u.20.	Tel: (36-1) 8726613	www.hita.hu
MAG Zrt. - Hungarian Economic Development Centre Cluster Office	Subsidies, grants	Other	Hungary	klaszteriroda@magzrt.hu	Váci út 83. Center Point 2. Offices		www.magzrt.hu
Budapest Chamber of Commerce and Industry BAROSS Trade Development Office	Business information on trading	Chamber of Commerce	Hungary	kofalvi.timea@bkik.hu	Krisztina Krt. 99. Room 624.	Tel: (36-1) 4882148	www.bkik.hu/en/
Confederation of Hungarian Employers and Industrialists	Business networking	Business association	Hungary	mgyosz@mgyosz.hu	Kossuth Lajos tér 6-8.	Tel: (36-1) 4742041	www.mgyosz.hu
Hungarian Foreign Trade Association	Business information on trading	Investment and Trade agency	Hungary	mksz@kulkerszov.hu	Kuny Domonkos u. 13-15.	Tel: (36-1) 3554858	www.kulkerszov.hu
RSM TDM Hungary Zrt.	Accounting, Taxation, Auditing, HR	Business association	Hungary	peter.agaston@rsmtdm.hu	Faludi u. 3.	Tel: (36-1) 8863700	www.rsmtdm.hu
National Innovation Office Innovation Projects Information point	Accreditation of research institutions, Pre-commercial procurement, Incubation, GOInno, Charter and Code for Researchers	Governmental organization	Hungary	pontinno@nih.gov.hu	Andrássy út 12.	Tel: (36-1) 4842500	www.nih.gov.hu
CERTOP International Holding Ltd.	Business consultancy on certification	Other	Hungary	roth.peter@hu.certop.com	Mogyoródi út 32.	Tel: (36-1) 4666093	holding.certop.com
Széchenyi Programiroda - Széchenyi	Subsidies, grants	Other	Hungary	schott.gabriella@szechenyiprogramiroda.hu	Szép u. 2.	Tel: (36-1) 3270830	www.szechenyiprogramiroda.hu

Development Plan Program Office							
National SOLVIT Centre Ministry of Foreign Affairs	SOLVIT	Governmental organization	Hungary	solvit@kum.gov.hu	Bem rkp.47.	Tel: (36-1) 4583532	www.kulugyminiszterium.hu/
Hungarian Chamber of Commerce and Industry Department for International Affairs	Business information on trading	Chamber of Commerce	Hungary	stark.maria@mkik.hu	Kossuth Lajos tér 6-8.	Tel: (36-1) 4745140	www.mkik.hu
Hungarian Intellectual Property Office	Intellectual Property - Patent Search Services	Governmental organization	Hungary	sztnh@hipo.gov.hu	Akadémia u. 24.	Tel: (36-1) 4745954	www.sztnh.gov.hu
National Innovation Office NCP National Contact Points Network	SME development, incubation	Governmental organization	Hungary	virag.vantora@nih.gov.hu	Andrássy út 12.	Tel: (36-1) 4842500	www.nih.gov.hu
Budapest Chamber of Commerce and Industry BAROSS Trade Development Office	Business information on trading	Chamber of Commerce	Hungary		Krisztina Krt. 99. Room 624.	Tel: (36-1) 4882148	
EXIMBANK Hungarian Export-Import Bank Plc.	Export-import financing	Financial Institution	Hungary		Nagymező u. 46-48.	Tel: (36-1) 3749200	
Kárpát Régió Üzleti Hálózat / Carpathian Region Business Network		Business association	Hungary				

4.3.13 Ireland

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Irish Exporters Association - Asia Trade Forum		Business association	Ireland	ashleybeston@irisheporters.ie			
Enterprise Ireland	Excel at Export Selling Workshops	Investment and Trade agency	Ireland	bridgin.mcdonnell@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland	Going Global Grant	Investment and Trade agency	Ireland		Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland	Graduates for International Growth	Investment and Trade agency	Ireland	claire.minogue@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com

Enterprise Ireland	International Selling Programme	Investment and Trade agency	Ireland	claire.minogue@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland	Exploring Exports Programme	Investment and Trade agency	Ireland	colm.macfhionnlaioich@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland		Investment and Trade agency	Ireland	daniel.cunningham@Enterprise-Ireland.com			
Enterprise Ireland	Market Research Centre	Investment and Trade agency	Ireland	deirdre.macdonough@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland	Business Accelerators Programme	Investment and Trade agency	Ireland	gerard.obrien@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland	Internationalisation Grant	Investment and Trade agency	Ireland	gerard.obrien@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland	New Geographic Market Research Grant	Investment and Trade agency	Ireland	gerard.obrien@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland	Trade Fairs, Events and Missions	Investment and Trade agency	Ireland	gerry.mcmahon@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Enterprise Ireland	Mentor Programme	Investment and Trade agency	Ireland	jackie.fitzgerald@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Irish Exporters Association - Asia Trade Forum	Asia Trade Forum	Business association	Ireland	jennifercondon@irishexporters.ie	28 Merrion Square, Dublin 2	(353) -1-6612182	www.irishexporters.ie
Bord Bia	Marketing Assistance Programme	Investment and Trade agency	Ireland	jimmy.corr@bordbia.ie	Clanwilliam Court, Lower Mount Street, Dublin 2	(353) -1-6685155	www.bordbia.ie
Failte Ireland - Training and Workshops	Training and Workshops	Other	Ireland	liam.campbell@failteireland.ie	Aras Failte, Amiens Street, Dublin 1	(353) -1-8847700	www.failteireland.ie
Bord Bia	Trade Fairs	Investment and Trade agency	Ireland	mairead.cassidy@bordbia.ie	Clanwilliam Court, Lower Mount Street, Dublin 2	(353) -1-6685155	www.bordbia.ie
Bord Bia	Overseas Sales Support	Investment and Trade agency	Ireland	mairead.cassidy@bordbia.ie	Clanwilliam Court, Lower Mount Street, Dublin 2	(353) -1-6685155	www.bordbia.ie
Bord Bia	Marketing Fellowships	Investment and Trade agency	Ireland	mairead.cassidy@bordbia.ie	Clanwilliam Court, Lower Mount Street, Dublin 2	(353) -1-6685155	www.bordbia.ie
Bord Bia	Food Export Graduate Programme	Investment and Trade agency	Ireland	mairead.cassidy@bordbia.ie	Clanwilliam Court, Lower Mount Street, Dublin 2	(353) -1-6685155	www.bordbia.ie
Bord Bia	Information Services	Investment and Trade	Ireland	mairead.cassidy@bordbia.ie	Clanwilliam Court, Lower Mount Street, Dublin 2	(353) -1-6685155	www.bordbia.ie

		agency					
Chambers Ireland - Chamber Trade	Chamber Trade	Chamber of Commerce	Ireland	mark.omahoney@chambers.ie	17 Merrion Square, Dublin 2	(353) -1-4004300	www.chambers.ie
Bord Iascaigh Mhara - Irish Sea Fisheries Board	Irish Sea Fisheries Board	Investment and Trade agency	Ireland	mccarthy@bim.ie	Crofton Road, Dun Laoghaire, Co. Dublin	(353) -1-2144122	www.bim.ie
InterTradelreland - Acumen	Acumen	Investment and Trade agency	Ireland	paddy.savage@intertradeireland.com	The Old Gasworks Business Park, Kilmorey Street, Newry, Co. Down BT34 2DE	(44) - 28 - 30834100	www.intertradeireland.com
InterTradelreland - Acumen	Trade Accelerator Vouchers	Investment and Trade agency	Ireland	paddy.savage@intertradeireland.com	The Old Gasworks Business Park, Kilmorey Street, Newry, Co. Down BT34 2DE	(44) - 28 - 30834100	www.intertradeireland.com
InterTradelreland - Acumen	Go2Tender	Investment and Trade agency	Ireland	paddy.savage@intertradeireland.com	The Old Gasworks Business Park, Kilmorey Street, Newry, Co. Down BT34 2DE	(44) - 28 - 30834100	www.intertradeireland.com
InterTradelreland - Acumen	Elevate	Investment and Trade agency	Ireland	paddy.savage@intertradeireland.com	The Old Gasworks Business Park, Kilmorey Street, Newry, Co. Down BT34 2DE	(44) - 28 - 30834100	www.intertradeireland.com
InterTradelreland - Acumen	First Stop Shop	Investment and Trade agency	Ireland	paddy.savage@intertradeireland.com	The Old Gasworks Business Park, Kilmorey Street, Newry, Co. Down BT34 2DE	(44) - 28 - 30834100	www.intertradeireland.com
Irish Business and Employers Confederation (IBEC) - Asia Business Network	Asia Business Network	Business association	Ireland	pat.ivory@ibec.ie	Confederation House, 84/86 Lower Baggot Street, Dublin 2	(353) -1-6051500	www.ibec.ie
Enterprise Ireland	First Flight Initiative	Investment and Trade agency	Ireland	rowena.elliott@enterprise-ireland.com	Eastpoint Business Park, Dublin 3	(353) -1-7272000	www.enterprise-ireland.com
Udaras na Gaeltacht - Trade Fair Participation Scheme	Trade Fair Participation Scheme	Investment and Trade agency	Ireland	sinead@udaras.ie	Na Forbacha, Co Galway	(353) -91-503100	www.udaras.ie
Udaras na Gaeltacht - Trade Fair Participation Scheme	Marketing Consultancy and Marketing Skills Programme	Investment and Trade agency	Ireland	sinead@udaras.ie	Na Forbacha, Co Galway	(353) -91-503100	www.udaras.ie
Udaras na Gaeltacht - Trade Fair Participation Scheme	Market Research Support	Investment and Trade agency	Ireland	sinead@udaras.ie	Na Forbacha, Co Galway	(353) -91-503100	www.udaras.ie
Bord Bia	Vantage	Investment and Trade agency	Ireland	vantage@bordbia.ie	Clanwilliam Court, Lower Mount Street, Dublin 2	(353) -1-6685155	www.bordbia.ie

4.3.14 Italy

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Special Agency of the Florence Chamber of Commerce and Industry Enterprise Europe Network,	Diffusion of Specialised Services on Foreign Structures	Business association	Italy	gianpaolo.gansi@promofirenze.com	Via Por S. Maria, Palazzo Borsa Merci, I-50122 Florence	Tel. (39-055) 2671648	www.promofirenze.com
Special Agency of the Florence Chamber of Commerce and Industry Enterprise Europe Network,	Incubation Programme	Business association	Italy	gianpaolo.gansi@promofirenze.com	Via Por S. Maria, Palazzo Borsa Merci, I-50122 Florence	Tel. (39-055) 2671648	www.promofirenze.com
LOMBARDIPOINT LODI - Chamber of commerce of Lodi	Subsidies to Smes for participating in the course of "high education in business internationalisation"	Chamber of Commerce	Italy	melis@lo.camcom.it	Lodi	Tel 0371/4505234	
PROMOS - Special Agency for International Activities of the Chamber of Commerce of Milan.	Business missions in Bosnia-Erzegovina and Croatia	Chamber of Commerce	Italy	ivano.russo@mi.camcom.it	Via Camperio, 1 - 20123 Milano	Tel. 02/85155204	http://www.promos-milano.it/
Emilia Romagna region	Networks for internationalization	Other	Italy	agiuliani@regione.emilia-romagna.it	Emilia Romagna region	Tel. 051 5276318	http://imprese.regione.emilia-romagna.it/
Emilia Romagna region	Institutional and business mission to Hong Kong and Guangdong	Other	Italy	cbosi@regione.emilia-romagna.it	Emilia Romagna region	Tel. +39 051 5276204	http://imprese.regione.emilia-romagna.it/
Chamber of commerce of varese	Subsidies for participation in fairs	Chamber of Commerce	Italy	franzi@va.camcom.it	Chamber of commerce of varese	tel. 0332295313	http://www.globus.camcom.it/globus6598.aspx
Metropoli, Special Agency of the Chamber of Commerce of Florence and a member of Enterprise Europe Network	courses of "English for business" addressed to companies in the fashion and Furniture sectors	Chamber of Commerce	Italy	elisa.polverini@metropoliazienzaspeciale.it	Metropoli, Special Agency of the Chamber of Commerce of Florence and a member of Enterprise Europe Network	Tel. 055 2671643	http://www.metropoliazienzaspeciale.it/
Italian American Chamber of	Chicago - Italian Food & Wine Expo	Other	Italy	camilla.sala@assocamerestero.it	Italian American Chamber of Commerce of Chicago, in	+39 06 44 23 13 14	http://www.globus.camcom.it/globus6669.asp

Commerce of Chicago, in collaboration with ItalianExpo.us					collaboration with ItalianExpo.us		x
Centro Estero CCIAA Veneto Via delle Industrie,	Italian building exhibition at the Winter Olympics in Sochi 2014	Chamber of Commerce	Italy	marketing@centroestero.veneto.com	19/D - Pal. Lybra I-30175 Venezia Marghera	Tel. 041 2526211	http://www.centroestero.veneto.com/
CNA Foreign Service reggio emilia. via Kennedy 15 42124 Reggio Emilia	Financial grants for internationalization of SMEs	Investment and trade agency	Italy	dario.varsalona@cnaservizioestero.it	CNA Foreign Service reggio emilia. via Kennedy 15 42124 Reggio Emilia	Tel. 0522 1547060	http://www.cnaservizioestero.it/it
CNA Foreign Service reggio emilia. via Kennedy	Advice and consultancy	Investment and trade agency	Italy	elena.gatti@cnaservizioestero.it	CNA Foreign Service reggio emilia. via Kennedy 15 42124 Reggio Emilia	Tel. 0522 1871831	http://www.cnaservizioestero.it/it
CNA Foreign Service reggio emilia.	Training	Investment and trade agency	Italy	elena.gatti@cnaservizioestero.it	CNA Foreign Service reggio emilia. via Kennedy 15 42124 Reggio Emilia	Tel. 0522 1871831	http://www.cnaservizioestero.it/it/formazione.html
Italo-Brazilian Chamber of Commerce	Expovinis Brasil 2013	Investment and trade agency	Italy	feiras@camaraitaliana.com.br	Italo-Brazilian Chamber of Commerce	T: +55 21 2262 9141	http://www.sprintmarche.it/
Toscana Promozione. Via Vittorio Emanuele II,	India Project	Investment and trade agency	Italy	info@toscanapromozione.it	Toscana Promozione. Via Vittorio Emanuele II, 62-64 - 50134 Firenze	Tel. +39 055 462801	http://progettoindia.eventi.toscanapromozione.it
Finest S.p.A., Financial company for the promotion of economic cooperation with east European countries	AGRONET project	Other	Italy	p.sedrani@finest.it	Finest S.p.A., Financial company for the promotion of economic cooperation with east European countries	Tel. 0434 229860	http://www.agronet.biz/
CNA Foreign Service reggio emilia.	Coordination of promotional activities of export consortia	Investment and trade agency	Italy	lucia.attolini@cnaservizioestero.it	CNA Foreign Service reggio emilia. via Kennedy 15 42124 Reggio Emilia	Tel.: 0522 1547059	http://www.cnaservizioestero.it/
Area Mercato e Impresa di Assolombarda	China desk	Business association	Italy	xinling.du@chinadesk.assolombarda.it	Area Mercato e Impresa di Assolombarda, in via Pantano 9, a Milano	tel. 02 58370.473	http://www.assolombarda.it/
Area Mercato e Impresa di Assolombarda	Russia Desk	Business association	Italy	giulia.repetto@assolombarda.it	Area Mercato e Impresa di Assolombarda, in via Pantano 9, a Milano	tel. 02 58370.497	http://www.assolombarda.it/
CEIPIEMONTE - Foreign centre for internationalisation of Piedmont	Foreign Trade Training	Chamber of Commerce	Italy	formazione-piemonte@centroestero.org	CEIPIEMONTE - Foreign centre for internationalisation of Piedmont	Tel. +39 011 6700.647	http://iniziative.centroestero.org/
Special Agency of the Cuneo Chamber of Commerce	FOODEX 2013	Chamber of Commerce	Italy	ceamcuneo@cn.camcom.it	Special Agency of the Cuneo Chamber of Commerce. Via Emanuele Filiberto 3 - 12100 Cuneo	Tel. +39 0171 318756	http://iniziative.centroestero.org/
Agrosection s.r.l. c/o	Internationalisation	Other	Italy	info@agrosection.com	Agrosection s.r.l. c/o Polo	Tel. (+39) 320	http://www.agrosection.it/

Polo Tecnologico di Navacchio	program of AgroSection (China and Russia)				Tecnologico di Navacchio Via Giuntini, 63 - 56023 Navacchio (PI)	7607114	n.com/it
Province of Matera and Sviluppo Basilicata	SMEs Innovation and Internationalization Support Clusters – 2Ins Clusters	Other	Italy	f.diginosa@provincia.matera.it	Province of Matera and Sviluppo Basilicata	Tel. +39 0835 306429	http://www.provincia.matera.it/
Promozione Modena Economica. Special Agency of the Modena chamber of commerce	Temporary export manager	Chamber of Commerce	Italy	dario.govoni@mo.camcom.it	Promozione Modena Economica. Special Agency of the Modena chamber of commerce	Tel. 059 208549/888	http://www.pc.camcom.it/
Sardegna region. Service for industrial development polices.	Grants for the acquisition of consulting services and participation in trade fairs and / or international missions abroad	Other	Italy	ind.incentivi@regione.sardegna.it	Sardegna region. Service for industrial development polices. V.le Trento, 69 - 09123 Cagliari		http://www.regione.sardegna.it
Toscana Promozione. Firenze in collaboration with ICE and SDA Bocconi School of Management	G-exp training	Investment and trade agency	Italy	formazione@toscanapromozione.it	Toscana Promozione. Via Vittorio Emanuele II, 62-64 - 50134 Firenze in collaboration with ICE and SDA Bocconi School of Management	tel. 055.4628077	http://www.promozione.toscana.it/
Toscana Promozione. Via Vittorio Emanuele II,	BUY WINE 2013	Other	Italy	c.brizzi@toscanapromozione.it	Toscana Promozione. Via Vittorio Emanuele II, 62-64 - 50134 Firenze	tel. 055/4628002	http://adesioni.toscana-promozione.it/
Credit Bureau Chamber of Commerce of Milan	Agevola credito 2014 intervention 4: Supporting the internationalization of business	Chamber of Commerce	Italy	credito@mi.camcom.it	Credit Bureau Chamber of Commerce of Milan	Tel 02 8515.4933	http://www.mi.camcom.it/intervento4-2012
Metropoli. Special Agency of the Florence Chamber of Commerce and Industry Enterprise Europe Network	Identifying potential foreign partners	Chamber of Commerce	Italy	margherita.lella@metropoliazienzaspeciale.it	Metropoli. Special Agency of the Florence Chamber of Commerce and Industry Enterprise Europe Network	Tel. 055 26 71 503	http://www.promofirenze.com/index.asp?pg=294
Umbria trade agency	Service for international payments	Chamber of Commerce	Italy	fulvio.occhiucci@pg.camcom.it	Umbria trade agency. Via Cacciatori delle Alpi, 42 06100 Perugia	Tel. +39 075 5748209	http://www.centroestero Umbria.com/
Agenzia per la promozione all'estero e l'internazionalizzazione delle imprese italiane (formerly ICE – Istituto per il Commercio Estero)	Service for enterprises	Governmental Organization	Italy	sviluppo.servizi@ice.it	Agenzia per la promozione all'estero e l'internazionalizzazione delle imprese italiane (formerly ICE – Istituto per il Commercio Estero)	Tel. +39 06 5992 9439	

SACE – Servizi assicurativi del commercio estero	Export Credit and Structured Finance	Financial Institution	Italy	l.galan@sace.it	SACE – Servizi assicurativi del commercio estero	Tel. +39 06 67361	
SIMEST – Società italiana per le imprese all'estero	Promotion and marketing	Financial Institution	Italy	e.dangeli@simest.it	SIMEST – Società italiana per le imprese all'estero	Tel. +39 06686351	

4.3.15 Latvia

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Investment and Development Agency of Latvia	Export promotion	Governmental organization	Latvia	andris.alksnis@liaa.gov.lv	Perses Street., 2, LV-1442	371 67 039 409	www.liaa.gov.lv
Investment and Development Agency of Latvia	Business information	Governmental organization	Latvia	jekaterina.vanaga@liaa.gov.lv	Perses Street., 2, LV-1442	371 67 039 459	www.liaa.gov.lv
Investment and Development Agency of Latvia	Investment promotion	Governmental organization	Latvia	indra.freiberiga@liaa.gov.lv	Perses Street., 2, LV-1442	371 67 039 473	www.liaa.gov.lv
Ministry of Economics	SME support programmes	Governmental organization	Latvia	edmunds.fernats@em.gov.lv	Brivibas Street, 55, LV-1519	371 67 013 053	www.em.gov.lv
Ministry of Economics	Investment promotion	Governmental organization	Latvia	ilze.lore@em.gov.lv	Brivibas Street, 55, LV-1519	371 67 013 099	www.em.gov.lv
Latvian Investment and Development Agency	Innovation support	Governmental organization	Latvia	rudolfs.krese@liaa.gov.lv	Perses Street., 2, LV-1442	371 67 039 469	www.liaa.gov.lv
Latvian Chamber of Commerce and Industry	Organization of trade missions, export-import promotion	Chamber of Commerce	Latvia	sergejs.davidovs@chamber.lv	K.Valdemara str., 35, LV-1010	371 67 201 105	www.chamber.lv
Latvian Chamber of Commerce and Industry	Export promotion, SME support programme	Chamber of Commerce	Latvia	janis.butkevics@chamber.lv	K.Valdemara str., 35, LV-1010	371 67 201 105	www.chamber.lv
Daugavpils University	Counselling and business consulting	Other	Latvia	vera.boronenko@du.lv	Parades Street, 1-421, LV-5401	+371 29 538 031	www.du.lv
Rural Support Service	Financing, support for rural SMEs	Governmental organization	Latvia	girts.krumins@lad.gov.lv	Republikas laukums, 2, LV-1981	371 67 027 692	www.lad.gov.lv
Mortgage and Land bank of Latvia	SME start programmes	Financial Institution	Latvia	juris.cebulis@hipo.lv	Doma square 4, LV-1977	371 67 774 385	www.hipo.lv
Mortgage and Land bank of Latvia	Microcrediting	Financial Institution	Latvia	Kristina.Nadricka@hipo.lv	Doma square 4, LV-1977	371 67 774 498	www.hipo.lv
Mortgage and Land	SME support	Financial	Latvia	800100@hipo.lv	Doma square 4, LV-1977	371 67 774	www.hipo.lv

bank of Latvia	programmes, financing	Institution				010	
Ministry of Environment Protection and Regional Development	SME support programmes, financing	Governmental organization	Latvia	ugis.bisenieks@varam.gov.lv	Peldu Street, 25, LV-1050	37167770301	www.varam.gov.lv
Kurzeme Business Incubator	Business incubator support	Other	Latvia	salvis.roga@vatp.lv	Kaiju str., 9, LV-3602		www.vatp.lv
Enterprise Europe Network	EEN business support service, export-import support	EU Initiative	Latvia	edgars.bulvans@liaa.gov.lv	Perses Street., 2, LV-1442	371 67 039 430	www.een.lv
Enterprise Europe Network	EEN business support service, innovation and technology transfer support	EU Initiative	Latvia	gundegal@edi.lv; gundega3@gmail.com	Aizkraukles Street 21, LV-1006	+371 67 540 703	www.innovation.lv
Latvian Guarantee agency	Credit guarantees	Financial Institution	Latvia	baiba.juhansone@lga.lv	Zigfrida Annas Meierovica bulvaris 14, LV-1050	371 67 359 378	www.lga.lv
Latvian Guarantee agency	Mezzanine loans	Financial Institution	Latvia	gerda.stokmane@lga.lv	Zigfrida Annas Meierovica bulvaris 14, LV-1050	37167359379	www.lga.lv
Latvian Guarantee agency	Export guarantees	Financial Institution	Latvia	arturs.karlsons@lga.lv	Zigfrida Annas Meierovica bulvaris 14, LV-1050	37167359385	www.lga.lv
Latvian Guarantee agency	Risk capital	Financial Institution	Latvia	martins.ruttulis@lga.lv	Zigfrida Annas Meierovica bulvaris 14, LV-1050	37167359382	www.lga.lv
Gateway Baltic	Business information	Investment and Trade agency	Latvia	zanda.vipule@gatewaybaltic.com	Elizabetes street 51, LV-1010	+371 660 022 73	www.gatewaybaltic.com
Gateway Baltic	Export promotion	Investment and Trade agency	Latvia	martins.tiknuss@gatewaybaltic.com	Elizabetes street 51, LV-1010	+371 266 778 11	www.gatewaybaltic.com
Latvian Investment and Development Agency	Business incubator support	Governmental organization	Latvia	inese.sartputne@liaa.gov.lv	Perses Street., 2, LV-1442	37167039471	www.liaa.gov.lv
Latvian Employers Confederation	Networking, business information	Business association	Latvia	anete@lddk.lv	Baznicas Street, 25-3, LV-1010	+371 67 225 162	www.lddk.lv
University of Latvia	Business information, innovation	Other	Latvia	matiss.neimanis@lu.lv	Baznicas iela 5, LV - 1010	37167034414	www.lu.lv/inovacijas/
Latvian Technological Centre	Business support for start-ups	Other	Latvia	ltc@latnet.lv	Aizkraukles Street 21, LV-1006	37167557919	www.innovation.lv/ltc/
LatConsul	Business consulting, training	Other	Latvia	ieva@latconsul.lv	Raina boulevard 2, LV-1050	37167216432	www.latconsul.lv
Commercial Education Centre	Business consulting, training	Other	Latvia	kic@kic.lv; ligita.smeile@kic.lv	Skolas Street 11, LV-1010	371 67 240 562	www.kic.lv
Cluster Experts Baltic Sea Region	Counselling and business consulting	Other	Latvia	zzeibote@gmail.com	Kandavas str., 13-48, LV-5401	37129417214	
BA School of Business and Finance	Counselling and business consulting	Other	Latvia	tatjana.volkova@ba.lv	Kr.Valdemara Street., 161, LV-1013	+371 67 360 133	www.ba.lv
Latvian Environment Investment Fund	SME financing	Governmental organization	Latvia	gints.karklins@lvif.gov.lv	Gertrudes Street 10/12, LV-1010	371 67 845 111	www.lvif.gov.lv

BA School of Business and Finance	Business information, consulting	Other	Latvia	aija.rantina@ba.lv	Kr.Valdemara Street., 161, LV-1013	37167709281	www.ba.lv
Ministry of Environment Protection and Regional Development	SME financing	Governmental organization	Latvia	Inita.Henilane@varam.gov.lv	Peldu Street, 25, LV-1050	371 66 016 760	www.varam.gov.lv
Latvian Investment and Development Agency	Business information	Governmental organization	Latvia	jautajumi@liaa.gov.lv	Perses Street., 2, LV-1442	371 67 039 499	www.liaa.gov.lv
Foundation «LIDERE»	Business mentoring	Other	Latvia	zanda@lidere.lv	Graudu Street, 68, LV-1058	371 67 606 110	www.lidere.lv
Association of Latvian Private Investors	Promotion of investments	Business association	Latvia	info@biznesaengeli.lv			www.biznesaengeli.lv
Foundation «CONNECT Latvia»	Business consulting	Other	Latvia	consultation7@gmail.com	Kalku Street, 1-320, LV-1050	371 67 089 178	www.connectlatvia.lv
STS Consulting Ltd	Business consulting	Other	Latvia	nsterhova@gmail.com	Lielpriede str., 9, Pinki, Babite novads, LV-2107		
JARDI Ltd	Business education and training	Other	Latvia	maraspicberga@jardi.lv	Uniyas str., 8k-9, LV-1084	371 26 409 433	www.jardi.lv
Latvian-Britain Commercial Chamber	Trade missions	Chamber of Commerce	Latvia	anete.vignere@latvianchamber.co.uk	n/a		www.latvianchamber.co.uk
Riseba	Business consulting, training	Other	Latvia	iveta.ludviga@riseba.lv	Meza str., 3, LV-1048	371 67 500 265	www.riseba.lv
Stockholm School of Economics in Riga	Business consulting, training	Other	Latvia	bdl@sseriga.lv	Strelnieku str., 4a	371 26 888 057	www.sseriga.lv
Stockholm School of Economics in Riga	Business mentoring	Other	Latvia	liva.bremere@gmail.com	Strelnieku str., 4a	371 29 265 627	www.sseriga.lv
Competence Center of Entrepreneurship of Swedbank	Business information and support	Financial Institution	Latvia	manambiznesam@swedbank.lv	Balasta Dambis Street 1a, LV-1048	371 67 444 884	www.manambiznesam.lv
Leta	Business portal	Other	Latvia	marketing@leta.lv	Mariyas str., 2, LV-1050	371 67 029371	www.nozare.lv, www.leta.lv
Irish - Latvian Chamber of Commerce	Business information and support	Chamber of Commerce	Latvia	ilze.kreslina@irlat.com	Aleksandra Caka, 118, LV-1012	371 67 292 153	http://www.irlat.com

4.3.16 Lithuania

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Lithuanian Innovation Centre	Innovation support services; Consultancy services regarding the absorption of the resources of EU Structural Funds in developing and implementing innovation, research and development projects.	Other	Lithuania	a.jakubavicius@lic.lt	T. Ševčenkos str. 13 , 03223 Vilnius, Lithuania	Tel. +370 687 36 632	http://www.lic.lt/index.php?-444897982
LLP Business Angels Fund I	Risk capital fund for investments into innovative and export oriented companies in Lithuania	Financial Institution	Lithuania	a.strumskis@mesinvest.lt	A. Gostauto str. 40A, LT-01112 Vilnius, Lithuania	Tel. +370 5 249 7077	http://www.mesinvest.lt/index.php?lang=2
LLP Business Angels Fund I	Risk capital fund for investments into innovative and export oriented companies in Lithuania	Financial Institution	Lithuania	a.variakojis@mesinvest.lt	A. Gostauto str. 40A, LT-01112 Vilnius, Lithuania	Tel. +370 5 249 7077	http://www.mesinvest.lt/index.php?lang=2
Siauliai Chambers of Commerce, Industry and Craft	Information and consultation services; Foreign trade promotion; Issues Certificates of Origin of Goods; Issues ATA Carnets; Issues GS1 bar codes; Certifies certificates confirming the force-majeure circumstances	Chamber of Commerce	Lithuania	alfredas.jonuska@chambers.lt	Vilniaus str. 88, LT-76285 Šiauliai, Lithuania	Tel. +370 41 52 32 24	http://www.rumai.lt/en/g/About-us
Latvian-Britain Commercial Chamber		Chamber of Commerce	Latvia	anete.vignere@latvianchamber.co.uk			
Agency for Science, Innovation and Technology (MITA)	Consultations; Partners search; National public funding; Information days, national and	Other	Lithuania	arunas.karlonas@mita.lt	A.Gostauto str. 12-219, LT-01108 Vilnius, Lithuania	Tel. +370 5 2 644 708	http://www.mita.lt/en

	international conferences, seminars, trainings, round-table discussions, high-level meetings, official visits						
INVEGA	INVEGA	Financial Institution	Lithuania	asta.slapsiene@invega.lt	Konstitucijos ave. 7, 09308 Vilnius Lithuania	Tel. +370 5 210 7438	http://www.invega.lt/en.htm
INVEGA	INVEGA	Financial Institution	Lithuania	audrius.zabotka@invega.lt	Konstitucijos ave. 7, 09308 Vilnius Lithuania	Tel. +370 5 210 7510	http://www.invega.lt/en.htm
INVEGA	INVEGA	Financial Institution	Lithuania	ausrine.cerniene@invega.lt	Konstitucijos ave. 7, 09308 Vilnius Lithuania	Tel. +370 5 210 7350	http://www.invega.lt/en.htm
Stockholm School of Economics in Riga		Other	Latvia	bdl@sseriga.lv			
Agency for Science, Innovation and Technology (MITA)	Fostering internationalization of partnership between business and science	Other	Lithuania	daiva.krasauskaite@mita.lt	A.Gostauto str. 12-219, LT-01108 Vilnius, Lithuania	Tel. +370 685 59322	http://www.mita.lt/en/
Klaipėda City Municipality	Financial support; Public service	Governmental organization	Lithuania	dalia.pleskoviene@klaipeda.lt	Liepų str. 11, 91502, Klaipėda, Lithuania	Tel. +370663 73747	http://www.klaipeda.lt/
The Business People House		Other	Lithuania	donatas@vn.lt	Muitinės st. 13A, LT-44280 Kaunas, Lithuania	Tel. +370 699 75675	http://www.vn.lt/index.php?lang=2
Enterprise Lithuania	Export Department	Investment and Trade agency	Lithuania	e.suslavicius@enterpriselithuania.com	A. Goštauto str. 40A, LT-01112 Vilnius, Lithuania	Tel. +370 610 45744	http://www.enterpriselithuania.com/en/
The Ministry of Economy of the Republic of Lithuania	Export promotion of Lithuanian enterprises, support aimed for export development Issues relating to patents and innovation, investments to the development of high value added products, cooperation between science and business, commercialisation of scientific research results, promotion of clusterisation.	Governmental organization	Lithuania	Erikas.Jankauskas@ukmin.lt	Gedimino ave. 38, LT-01104 Vilnius Lithuania	Tel. +37070664669	http://www.ukmin.lt/web/en/
Enterprise Lithuania	Export Department	Investment and Trade agency	Lithuania	g.rickevicius@enterpriselithuania.com	A. Goštauto str. 40A, LT-01112 Vilnius, Lithuania	Tel. +370 610 20458	http://www.enterpriselithuania.com/en/
Sunrise Valley	Information; Consultancy; Training; Help in seeking venture capital financing	Business association	Lithuania	ignas.kamantauskas@sunrisevalley.lt	Saulėtekio av. 15 (III floor) LT-10222 Vilnius, Lithuania	Tel. +370 5 2366021	http://www.businessangels.lt/en/
Irish - Latvian Chamber of Commerce		Chamber of Commerce	Latvia	ilze.kreslina@irlat.com			

Kaunas District Municipality	Financial support; Public service	Financial Institution	Lithuania	info@krs.lt	Savanorių ave. 371, LT-49500 Kaunas, Lithuania	Tel. +370 37305571	http://www.krs.lt/portal/portal/krsen
Utena Business Information Center	Business information, consultation, preparation of documents; trainings	Other	Lithuania	irina@utenosvic.lt	Adresas: Bažnyčios g. 1, LT-28242 Utena, Lithuania	Tel. +370 389 50238	http://utenosvic.lt/en/
Riseba		Other	Latvia	iveta.ludviga@riseba.lv			
Lithuanian Central credit union	Promoting Entrepreneurship	Financial Institution	Lithuania	j.tamosaityte@lku.lt	Savanorių ave. 363-211, LT-49425 Kaunas, Lithuania	Tel. +370 620 953 04	http://lku.lt/projektas-verslumo-skatinimas/
Vilnius Chamber of Commerce, Industry and Craft	Business Development Department	Chamber of Commerce	Lithuania	juozas.jarmala@cci.lt	Algirdo str. 31, LT-03219 Vilnius, Lithuania	Tel. +370 5 2136146	www.cci.lt/en/
Lithuanian Business Support Agency	National and EU support funds administration	Governmental organization	Lithuania	K.Balaisis@lvpa.lt	Savanorių pr. 28, LT-03116 Vilnius, Lithuania	Tel. +370 5 268 8500	http://www.lvpa.lt/Puslapiai/Philosophy.aspx
Lithuanian Innovation Centre	Innovation support services; Consultancy services regarding the absorption of the resources of EU Structural Funds in developing and implementing innovation, research and development projects.	Other	Lithuania	k.gecas@lic.lt	T. Ševčenkos str. 13 , 03223 Vilnius, Lithuania	Tel. +370 698 49 442	http://www.lic.lt/index.php?-444897981
Agency for Science, Innovation and Technology (MITA)	Consultations; Partners search; National public funding; Information days, national and international conferences, seminars, trainings, round-table discussions, high-level meetings, official visits	Other	Lithuania	kestutis.setkus@mita.lt	A.Gostauto str. 12-219, LT-01108 Vilnius, Lithuania	Tel. +370 5 2 127 437	http://www.mita.lt/en
	Promotes foreign trade; ts for business missions,				Danės str. 17, LT-92117 Klaipėda, Lithuania	Tel. +370 46 39 08 60	http://www.kcci.lt/en
Panevėžys Chamber of Commerce, Industry and Craft	Non-financial services	Chamber of Commerce	Lithuania	kristina.buikaite@chambers.lt	Respublikos str. 34, LT-35173 Panevėžys, Lithuania	Tel. +370 45 596355	http://www.ccc.lt/en
Lithuanian Business Support Agency Technopolis	National and EU support funds administration	Governmental organization	Lithuania	L.Bruzaite@lvpa.lt	Savanorių pr. 28, LT-03116 Vilnius, Lithuania	Tel. +370 5 268 7417	http://www.lvpa.lt/Puslapiai/Philosophy.aspx
	Infrastructure and innovation support services for Kaunas SME's.	Other	Lithuania	ligita@technopolis.lt	Europos ave. 121, LT-46339, Kaunas, Lithuania	Tel. +370 612 18445	http://www.technopolis.lt/en
Stockholm School of Economics in Riga		Other	Latvia	liva.bremere@gmail.com			

Competence Center of Entrepreneurship of Swedbank		Financial Institution	Latvia	manambiznesam@swe dbank.lv			
Leta		Other	Latvia	marketing@leta.lv			
Enterprise Lithuania	Cooperation with partners' network, quality training, consultancy, market-analysis and business-partners-search, general export promotion services.	Investment and Trade agency	Lithuania	p.lukauskas@enterprise lithuania.com	A. Goštauto str. 40A, LT-01112 Vilnius, Lithuania	Tel. +370 5 249 90 83	<a href="http://www.enterpriseli
thuania.com/en/">http://www.enterpriseli thuania.com/en/
Klaipėda Economic Development Agency	Consultancy services regarding the absorption of the resources of EU Structural Funds; Advertising; Trainings; Business information	Other	Lithuania	raimonda@kepa.lt	H. Manto str. 84-217, LT-92294 Klaipėda, Lithuania	Tel. +370 46 311 010	http://www.kepa.lt
Vilnius Chamber of Commerce, Industry and Craft	Promotion of Entrepreneurship and Competitiveness of Lithuanian Undertakings in International Markets Using the Services of Vilnius Chamber, Industry and Crafts	Chamber of Commerce	Lithuania	rolandas.janickas@cci.lt	Algirdo str. 31, LT-03219 Vilnius, Lithuania	Tel. +370 340 60072	www.cci.lt/en/
Lithuanian Private Equity and Venture Capital Association	Venture Capital to institutional investors and entrepreneurs on local, national and international level	Business association	Lithuania	sarunas.siugzda@litcapi tal.lt	J. Jasinskio str. 16b, LT-01112 Vilnius, Lithuania	Tel. +370 5 254 6713	http://www.vca.lt/EN/
Northtown Technology Park	Central Baltic Zone for Small and Medium Size Companies	Other	Lithuania	tadas@smtp.lt	J. Galvydžio str. 5, LT - 08236, Vilnius, Lithuania	Tel. +370 610 06442	<a href="http://www.smtp.lt/inde
x.php?lang=2">http://www.smtp.lt/inde x.php?lang=2
Klaipėda Chambers of Commerce, Industry and Crafts		Chamber of Commerce	Lithuania	viktoras.krolis@chambe rs.lt			
KTU Regional Science Park	Information; Consultancy; Partner research services	Other	Lithuania	virgis@ktc.lt	K. Petrausko st. 26, Kaunas, Lithuania	Tel. +370 37 33 30 40	http://www.ktc.lt/en/
Kaunas City Municipality	Financial support; Public service	Governmental organization	Lithuania	vygintas.grinis@kaunas. lt	Laisvės ave 96, LT-44251 Kaunas, Lithuania	Tel. +370 699 91942	<a href="http://www.kaunas.lt/in
dex.php?147100741">http://www.kaunas.lt/in dex.php?147100741
Kaunas Chamber of Commerce, Industry and Craft	Information and consultation services; Management of international relations and matchmaking events; Coordination of public relations;	Chamber of Commerce	Lithuania	vytautas.sileikis@cham ber.lt	K. Donelaičio str. 8, LT-44213 Kaunas, Lithuania	Tel. +370 37 201294	http://chamber.lt/EN

	Membership; State Delegated Functions; Project activities; Administration						
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4.3.17 Luxembourg

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Luxembourg Chamber of Commerce	B2Fair	Chamber of Commerce	Luxembourg	sabrina.sagramola@cc.lu	Luxembourg Chamber of Commerce - International Department, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel.(352) 423939334	www.b2fair-online.com
Luxembourg Chamber of Commerce	International Department of the Luxembourg Chamber of Commerce	Chamber of Commerce	Luxembourg	carlo.thelen@cc.lu	Luxembourg Chamber of Commerce - International Department, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel.(352) 423939351	www.cc.lu
Luxembourg Chamber of Commerce	International Department of the Luxembourg Chamber of Commerce	Chamber of Commerce	Luxembourg	carlo.thelen@cc.lu	Luxembourg Chamber of Commerce - International Department, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel.(352) 423939351	www.cc.lu
Luxembourg Chamber of Commerce	International Department of the Luxembourg Chamber of Commerce	Chamber of Commerce	Luxembourg	carlo.thelen@cc.lu	Luxembourg Chamber of Commerce - International Department, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel.(352) 423939351	www.cc.lu
Luxembourg Chamber of Commerce	International Department of the Luxembourg Chamber of Commerce	Chamber of Commerce	Luxembourg	carlo.thelen@cc.lu	Luxembourg Chamber of Commerce - International Department, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel.(352) 423939351	www.cc.lu
Luxembourg Chamber of Commerce	Business Mentoring Programme	Chamber of Commerce	Luxembourg	rachel.gaessler@cc.lu	Luxembourg Chamber of Commerce - Espace Entreprises, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel.(352) 423939271	www.businessmentoring.lu
Luxembourg School for Commerce (LSC)	Luxembourg School for Commerce (LSC)	Other	Luxembourg	doris.mulombe@lsc.lu	Centre de Formation de la Chambre de Commerce, 7, rue Alcide de Gasperi, L-	Tel. (352) 423939225	www.lsc.lu

					2981 Luxembourg		
Enterprise Europe Network	Enterprise Europe Network (EEN) - Luxembourg de la Chambre des Métiers	EU Initiative	Luxembourg	elke.hartmann@cdm.lu	Enterprise Europe Network - Chambre des Métiers 2, circuit FIL, L-1347 Luxembourg	Tel. (352) 426767266	www.entreprise-europe.lu
Enterprise Europe Network	Enterprise Europe Network (EEN) - Luxembourg de la Chambre de Commerce	EU Initiative	Luxembourg	sabrina.sagramola@cc.lu	Enterprise Europe Network - Chambre de Commerce, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel.(352) 423939334	www.entreprise-europe.lu
Enterprise Europe Network	Enterprise Europe Network (EEN) - Luxembourg de Luxinnovation	EU Initiative	Luxembourg	arnaud.duban@luxinnovation.lu	Enterprise Europe Network - Luxinnovation , 7, rue Alcide de Gasperi, L-1615 Luxembourg	Tel. (352) 4362631	www.entreprise-europe.lu
Enterprise Europe Network	Enterprise Europe Network (EEN) - Luxembourg de Luxinnovation	EU Initiative	Luxembourg	arnaud.duban@luxinnovation.lu	Enterprise Europe Network - Luxinnovation , 7, rue Alcide de Gasperi, L-1615 Luxembourg	Tel. (352) 4362631	www.eurekanetwork.org/luxembourg
Enterprise Europe Network	Enterprise Europe Network (EEN) - Luxembourg de Luxinnovation	EU Initiative	Luxembourg	arnaud.duban@luxinnovation.lu	Enterprise Europe Network - Luxinnovation , 7, rue Alcide de Gasperi, L-1615 Luxembourg	Tel. (352) 4362631	www.luxinnovation.lu
Ducroire - COPEL (Export Promotion Committee Luxembourg)	Ducroire - COPEL (Export Promotion Committee Luxembourg)	Financial Institution	Luxembourg	simone.joachim@odl.lu	Office du Ducroire, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel. (352) 423939342	www.ducroire.lu
Ducroire - COPEL (Export Promotion Committee Luxembourg)	Ducroire - Export Credit Insurance (" <i>Assurance-Crédit</i> ")	Financial Institution	Luxembourg	simone.joachim@odl.lu	Office du Ducroire, 7, rue Alcide de Gasperi, L-2981 Luxembourg	Tel. (352) 423939342	www.ducroire.lu
Société Nationale de Crédit et d'Investissement Luxembourg (SNCI) - Financing of Foreign Investment Loans	Société Nationale de Crédit et d'Investissement Luxembourg (SNCI) - Financing of Foreign Investment Loans	Financial Institution	Luxembourg	marco.goeler@snci.lu	SNCI, 7 rue du Saint Esprit, L-1475 Luxembourg	Tel. (352) 46197126	www.snci.lu
Société Nationale de Crédit et d'Investissement Luxembourg (SNCI) - Luxembourg Future Fund	Société Nationale de Crédit et d'Investissement Luxembourg (SNCI) - Luxembourg Future Fund	Financial Institution	Luxembourg	marco.goeler@snci.lu	SNCI, 7 rue du Saint Esprit, L-1475 Luxembourg	Tel. (352) 46197126	www.snci.lu
Société Nationale de Crédit et d'Investissement Luxembourg (SNCI)	Société Nationale de Crédit et d'Investissement Luxembourg (SNCI) - Advent Life Science Fund	Financial Institution	Luxembourg	marco.goeler@snci.lu	SNCI, 7 rue du Saint Esprit, L-1475 Luxembourg	Tel. (352) 46197126	www.snci.lu
Luxembourg for Business	Luxembourg for Business	Investment and Trade agency	Luxembourg	carole.tompers@luxembourgforbusiness.lu	Luxembourg for Business G.I.E, 19-21, Boulevard Royal, L- 2449 Luxembourg	Tel. (352) 24788431	www.luxembourgforbusiness.lu

Luxembourg for Business	Luxembourg for Business	Investment and Trade agency	Luxembourg	carole.tompers@luxembourgforbusiness.lu	Luxembourg for Business G.I.E, 19-21, Boulevard Royal, L- 2449 Luxembourg	Tel. (352) 24788431	www.luxembourgforbusiness.lu
Luxembourg for Finance	Luxembourg for Finance	Business association	Luxembourg	edith.stein@lff.lu	12, rue Erasme, L-1468 Luxembourg	Tel. (352) 2720211	www.lff.lu
Luxembourg for Finance	Luxembourg for Finance	Business association	Luxembourg	edith.stein@lff.lu	12, rue Erasme, L-1468 Luxembourg	Tel. (352) 2720211	www.lff.lu
Directorate General for Trade Promotion and Investment (DG5)	Directorate General for Trade Promotion and Investment (DG5)	Governmental organization	Luxembourg	pierre.franck@eco.etat.lu	Ministère de l'Economie et du Commerce extérieur - Direction générale Promotion du Commerce extérieur et des investissements (DG 5), 19-21 Boulevard Royal, L-2449 Luxembourg	Tel. (352) 24784321	www.eco.public.lu
Directorate General for Trade Promotion and Investment (DG5)	Directorate General for Trade Promotion and Investment (DG5)	Governmental organization	Luxembourg	pierre.franck@eco.etat.lu	Ministère de l'Economie et du Commerce extérieur - Direction générale Promotion du Commerce extérieur et des investissements (DG 5), 19-21 Boulevard Royal, L-2449 Luxembourg	Tel. (352) 24784321	www.eco.public.lu
PwC Luxembourg's Accelerator	The PwC's Accelerator provides guidance, advice and support to startups that want to reduce time to market and have the ambition to go global.	Other	Luxembourg	alexandre.rhea@lu.pwc.com	PwC Luxembourg - Accelerator, 400 rte d'Esch, 1471 Luxembourg	Tel. (352) 4948486600	www.pwcaccelerator.com
Technoport incubator	Technoport incubator	Other	Luxembourg	diego.debiasio@tudor.lu info@technoport.lu	Technoport SA, 9 avenue des Hauts-Fourneaux, L-4362 Esch-sur-Alzette	Tel. (352) 4259911	www.technoport.lu
Technoport incubator	Technoport incubator	Other	Luxembourg	diego.debiasio@tudor.lu info@technoport.lu	Technoport SA, 9 avenue des Hauts-Fourneaux, L-4362 Esch-sur-Alzette	Tel. (352) 4259911	www.technoport.lu
Public Research Centre Henri Tudor	Public Research Centre Henri Tudor	Other	Luxembourg	bernard.lambeaux@tudor.lu	CRP Henri Tudor, 29, avenue J.F. Kennedy, L-1855 Luxembourg	Tel. (352) 4259911	www.tudor.lu
Public Research Centre Henri Tudor	Public Research Centre Henri Tudor	Other	Luxembourg	jean-pol.michel@tudor.lu	CRP Henri Tudor, 29, avenue J.F. Kennedy, L-1855 Luxembourg	Tel. (352) 4259911	www.tudor.lu
Luxembourg for Business		Other	Luxembourg	carole.tompers@luxembourgforbusiness.lu			
Ministry of Tourism		Governmental organization	Luxembourg	emmanuel.baumann@cm.etat.lu			
Directorate General for Trade Promotion and Investment (DG5)		Governmental organization	Luxembourg	Christiane.Weidenhaupt@eco.etat.lu			
Directorate General		Governmental organization	Luxembourg	patrick.nickels@eco.etat.lu			

for Trade Promotion and Investment (DG5)		I organization		t.lu			
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4.3.18 Malta

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Malta Enterprise	Royalty Scheme to Support Innovative New Business and Business Growth in New Markets	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	Trade Promotion Scheme: supporting enterprises participating in trade events coordinated by Malta Enterprise and financing part of their costs	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	Gateway to Export: training scheme	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	Gateway to Export: trade facilitation through the provision of web links to provide further support	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	SME development grants: first time trade fair participation	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	SME development grants: expert support	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	Business Delegations to EU and third countries: during 2011, 7 business delegations were planned to 11 different countries that included 69 participants.	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/

Malta Enterprise	Diplomatic Initiatives: Malta Enterprise has developed an economic diplomacy concept through Malta's Honorary Consuls and external consultants to stimulate the adoption of more pro-active promotion of Malta's economic opportunities	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	Networking Events such as "Doing Business with Russia" where interested parties are invited to participate in a Business Forum with Russian business representatives from different sectors	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	Business Advisory Services: Business priorities change in relation to various factors. The team of business consultants at Malta Enterprise can assist, among others, more established undertakings to penetrate new markets.	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	Network Support Grant Scheme: Business Networks where enterprises work together to achieve a specific business objective. The cash grant will cover expenses such as the participation in trade fairs and trade events; studies, consultancy services and certifications required for the target market; and promotional material.	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Enterprise	Refurbishment of hotels, accomodation facilities	Investment and Trade	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation	Tel. (356) 25420000	http://www.maltaenterprise.com/

	and restaurants: This Interest Rate Subsidy Scheme will allow for upgrades in the operations and product offering so as to provide new and improved services. These investments are necessary to enhance the competitiveness of such enterprises and upgrade the image of the tourism sector.	agency			Malta Industrial Parks Ltd Gwardamangia Hill		
Malta Enterprise	Innovative Start-ups: this scheme supports new enterprises engaged in existing markets but introducing new perspectives and having the potential to compete in international markets, and enterprises engaged in new markets, new technologies, novel products or services and in knowledge based industries that demonstrate a potential for job creation and growth.	Investment and Trade agency	Malta	dennis.vella@maltaenterprise.com	Malta Enterprise Corporation Malta Industrial Parks Ltd Gwardamangia Hill	Tel. (356) 25420000	http://www.maltaenterprise.com/
Malta Chamber of Commerce	Franchising Programme in collaboration with Malta Enterprise: Franchising can be an effective tool to internationalise by commercialising the concept abroad and income is generated from the management fees and royalties	Chamber of Commerce	Malta	klaus.pedersen@maltachamber.org.mt	The Malta Chamber of Commerce, Enterprise and Industry The Exchange Buildings Republic Street	Tel. (356) 2123 3873	http://www.maltachamber.org.mt/
Malta Chamber of Commerce	The Internationalisation Committee	Chamber of Commerce	Malta	klaus.pedersen@maltachamber.org.mt	The Malta Chamber of Commerce, Enterprise and Industry The Exchange Buildings Republic Street	Tel. (356) 2123 3873	http://www.maltachamber.org.mt/
Malta Chamber of Commerce	Enhancing Regional Networks in the Euro-Med Regions: outside	Chamber of Commerce	Malta	klaus.pedersen@maltachamber.org.mt	The Malta Chamber of Commerce, Enterprise and Industry	Tel. (356) 2123 3873	http://www.maltachamber.org.mt/

	the EU, nodes have been established in Tunisia and Egypt.				The Exchange Buildings Republic Street		
Malta Chamber of Commerce	Organisation of conferences and events to assist in internationalisation including a Business Conference on 'Bridging Business Opportunities for SMEs in the North African region' and 'Doing Business with Indonesia'. Upcoming event includes an 'Internationalisation Conference'	Chamber of Commerce	Malta	klaus.pedersen@maltachamber.org.mt	The Malta Chamber of Commerce, Enterprise and Industry The Exchange Buildings Republic Street	Tel. (356) 2123 3873	http://www.maltachamber.org.mt/
The Tunisian Business Council		Chamber of Commerce	Malta	klaus.pedersen@maltachamber.org.mt	The Malta Chamber of Commerce, Enterprise and Industry The Exchange Buildings Republic Street	Tel. (356) 2123 3873	http://www.maltachamber.org.mt/
The Egyptian Business Council		Chamber of Commerce	Malta	klaus.pedersen@maltachamber.org.mt	The Malta Chamber of Commerce, Enterprise and Industry The Exchange Buildings Republic Street	Tel. (356) 2123 3873	http://www.maltachamber.org.mt/
Ministry for Fair Competition, Small Business and Consumers	SME envoy: To push forward the interests of SMEs which are outlined in the Small Business Act	Governmental organization	Malta	anton.spiteri@gov.mt	Ministry for Fair Competition, Small Business and Consumers Cavalier House, Old Mint Street	Tel: (356) 2298 5100	http://www.justiceservices.gov.mt/
Ministry for Fair Competition, Small Business and Consumers	Business Care Unit: Provision of advice and information concerning obtaining an export license (to third countries) to businesses	Governmental organization	Malta	godwin.warr@gov.mt	Business Care Unit, Commerce Department, Ministry for Fair Competition, Small Business and Consumers, Lascaris	Tel: (356) 25690304; (356) 21231919; (356) 21226688	http://www.commerce.gov.mt/business.asp
Malta Chamber of SMEs	GRTU internationalisation meetings in order to further enhance trade particularly with South America and Northern Africa	Chamber of Commerce	Malta	abigail.mamo@grtu.org.mt	GRTU, Malta Chamber of SMEs, Exchange Buildings, Republic Street	Tel: (356) 2123 2881	http://grtu.net/data/
Malta Embassy Russia	Exporting to Russia: a preliminary guide	Embassy	Malta	maltaembassy.moscow@gov.mt	Korovy Val 7 Entrance 8 Floor 7 Apartment 219	Tel: (356) 22042062	http://www.foreign.gov.mt/
Malta Standards	Reducing administrative	Governmental	Malta	tristan.cammilleri@msa.	Regulatory Affairs	Tel: (356)	http://finance.gov.mt/

Authority	burdens and costs for SMEs: Provide ISO 9001 and ISO 14001 certification specifically to support SMEs as otherwise they would have to use foreign certification bodies in most cases beyond their financial capabilities.	I organization		org.mt	Directorate Malta Standards Authority, Second Floor, Evans Building, Merchant Street	23952000	
Malta Standards Authority	Reducing administrative burdens and costs for SMEs: Regular visits to SMEs to investigate possible ways of how they can improve their product or service through the various services offered by MSA.	Governmental organization	Malta	michael.b.cassar@msa.org.mt	Market Surveillance Directorate Malta Standards Authority, Second Floor, Evans Building, Merchant Street	Tel: (356) 23952000	http://finance.gov.mt/
Malta Standards Authority	Access to Information: Provide free facilities for SMEs to consult European and International standards	Governmental organization	Malta	michael.b.cassar@msa.org.mt	Market Surveillance Directorate Malta Standards Authority, Second Floor, Evans Building, Merchant Street	Tel: (356) 23952000	http://finance.gov.mt/
Malta Standards Authority	Reducing administrative burdens and costs for SMEs: In the process of compiling an on-line catalogue of Maltese, European and International standards and provision of electronic purchase and direct download facility which speeds up their acquisition	Governmental organization	Malta	michael.b.cassar@msa.org.mt	Market Surveillance Directorate Malta Standards Authority, Second Floor, Evans Building, Merchant Street	Tel: (356) 23952000	http://finance.gov.mt/
Malta Financial Services Agency	Access to Information: The MFSA has consistently encouraged the diversification and internationalisation of firms operating in the financial services sector by supporting seminars and other events that promote the exchange of know-how, discuss industry issues, explore business development	Financial Institution	Malta	communications@mfsa.com.mt	Malta Financial Services Authority Notabile Road	Tel: (356) 2144 1155	http://finance.gov.mt/

	opportunities and promote joint ventures and strategic alliances between firms.						
Sustainable Tourism	Grant Scheme for Sustainable Tourism Projects by Enterprises: Sustainable tourism projects submitted should strengthen Malta's competitive advantage in tourism; increase the use of ICT for tourism; increase good environmental practices by tourism enterprises as well as increase innovation in tourism.	Other	Malta	tourismschemes.opm@gov.mt	Tourism and Sustainable Development Unit Auberge d'Italie Merchants Street	Tel: (356) 2291 5058	https://secure2.gov.mt/TSDU/grant_scheme
Malta Enterprise		Other	Malta	joseph.schembri@maltaenterprise.com			
Malta Standards Authority		Governmental organization	Malta	francis.farrugia@msa.org.mt			
Malta Financial Services Agency		Financial Institution	Malta	mxuereb@mfsa.com.mt			

4.3.19 The Netherlands

Agentschap NL is member of the Enterprise Europe Network

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
KvK Nederland		Chamber of Commerce	Netherlands	rob.dikhoff@kvk.nl	Postbus 2852 1000 CW Amsterdam	020 531 40 00	http://www.kvk.nl/
Enterprise Europe Network	Enterprise Europe Network	EU Initiative	Netherlands	erik.hesseling@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag		http://www.agentschapnl.nl/
EuroStar - Subsidie internationale marktgerichte R&D	EuroStar - Subsidie internationale marktgerichte R&D	Governmental Organization	Netherlands	koen.depater@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	http://www.agentschapnl.nl/
Fonds Duurzaam Water	Fonds Duurzaam Water	Governmental Organization	Netherlands	aad.dekoning@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	http://www.agentschapnl.nl/

					Haag		
Groefaciliteit	Groefaciliteit	Governmental Organization	Netherlands	roland.starmans@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	http://www.agentschapnl.nl/
Internationaalondernemen.nl		Investment and Trade Agency	Netherlands	info@internationaalondernemen.nl			www.internationaalondernemen.nl
Export Partner		Other	Netherlands	marleen@exportpartner.nl	Spoorlaan 10a 3721 PB Bilthoven	+31 (0)302936475	www.exportpartner.nl
TopLatinExport		Other	Netherlands	petra@toplatinexport.com	Ridderspoorweg 9 9753 GH Haren	+31.50.534 9458	www.toplatinexport.com
EuroStar - Subsidie internationale marktgerichte R&D	EuroStar - Subsidie internationale marktgerichte R&D	Governmental Organization	Netherlands	taake.manning@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	http://www.agentschapnl.nl
ORIO	ORIO	Governmental Organization	Netherlands	joris.janse@agentschapnl.nl		31886028060	www.orio.nl
Package4Growth / PSI / Transitiefaciliteit	Package4Growth / PSI / Transitiefaciliteit	Governmental Organization	Netherlands	sylvia.vanbuchem@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	www.agentschapnl.nl
MKB Nederland		Governmental Organization	Netherlands	beek@vno-ncw.nl	Postbus 40273 3504 AB Utrecht	0900 6456 652	http://www.mkb servicedesk.nl/
KvK Rotterdam		Chamber of Commerce	Netherlands	hhartgers@rotterdam.kvk.nl	Postbus 2852 1000 CW Amsterdam	020 531 40 00	http://www.kvk.nl/ondernemen/internationalehandel/
KvK Centraal Gelderland		Chamber of Commerce	Netherlands	sandra.visser@kvk.nl	Postbus 2852 1000 CW Amsterdam	020 531 40 00	http://www.kvk.nl/ondernemen/internationalehandel/
Export Partner		Other	Netherlands	johan@exportpartner.nl	Spoorlaan 10a 3721 PB Bilthoven	+31 (0)302936475	www.exportpartner.nl
Netherlands-African Business Council		Business association	Netherlands	marina.diboma@nabc.nl	Prinses Beatrixlaan 614 (WTC Plaza) 2595 BM Den Haag	+31 (0)70 304 3618	www.nabc.nl
Ondernemen.in BV		Other	Netherlands	rob@ondernemen.in			www.ondernemen.in
Nederlands Centrum voor Handelsbevordering		Investment and Trade Agency	Netherlands	jsiemons@nchnl.nl	Prinses Beatrixlaan 712 in Den Haag	0 703441544	www.handelsbevordering.nl
Nederlandse Export Combinatie		Investment and Trade Agency	Netherlands	dam@nec.nl	Zielhorsterweg 53 3813 ZX Amersfoort	033 4330131	www.nec.nl
Fenedex		Investment and Trade Agency	Netherlands	frank@fenedex.nl	Raamweg 14 2596 HL Den Haag	+ 31 (0)70 330 56 00	www.fenedex.nl
Finance for International Business / Groefaciliteit	Finance for International Business / Groefaciliteit	Governmental Organization	Netherlands	natascha.szilagyi@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	www.agentschapnl.nl
Partners for International Business	Partners for International Business	Governmental Organization	Netherlands	yvette.entius@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	http://www.agentschapnl.nl/

KvK Amsterdam		Chamber of Commerce	Netherlands	ih@amsterdam.kvk.nl	Postbus 2852 1000 CW Amsterdam	020 531 40 00	http://www.kvk.nl/
Starters International Business	Starters International Business	Governmental Organization	Netherlands	hans.vlot@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	http://www.agentschapnl.nl/
EuroStar - Subsidie internationale marktgerichte R&D	EuroStar - Subsidie internationale marktgerichte R&D	Governmental Organization	Netherlands	janneke.hoedemaekers@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	http://www.agentschapnl.nl/
Global Business Group		Other	Netherlands	j.vdvelden@globalbusinessgroup.eu	Heuvelstraat 305087 AB Diesen	+31 (0)40 2541856	www.globalbusinessgroup.eu
KvK Den Haag		Chamber of Commerce	Netherlands	mark.van.oosten@kvk.nl	Postbus 2852 1000 CW Amsterdam	020 531 40 00	http://www.kvk.nl/
KvK Brabant		Chamber of Commerce	Netherlands	aabeelen@brabant.kvk.nl	Postbus 2852 1000 CW Amsterdam	020 531 40 00	http://www.kvk.nl/
GlobalCircles BV		Other	Netherlands	frank.meijer@globalcircles.com			www.globalcircles.com
Bridge2Business Worldwide		Other	Netherlands	c.schalkx@gmail.com		+31 6 4233 9717	www.bridge2business.nl
Nederlandse Export Combinatie		Investment and Trade Agency	Netherlands	elisabeth@nec.nl	Zielhorsterweg 53 3813 ZX Amersfoort	033 4330131	www.nec.nl
Exportmanager.nu		Other	Netherlands	info@exportmanager.nu	Jane Addamslaan 131 Postbus 9221 NL-1180 ME Amstelveen	+31 (0)20 822 12 82	www.exportmanager.nu
Enterprise Europe Network	Enterprise Europe Network	EU Initiative	Netherlands	rolf.vandepavert@agentschapnl.nl	Bezoekadres Prinses Beatrixlaan 2 2595 AL Den Haag	(088) 602 50 00	http://www.agentschapnl.nl/
Fonds Opkomende Markten	Fonds Opkomende Markten	Financial Institution	Netherlands	s.duyverman@fmo.nl	Anna van Saksenlaan 71 2593 HW The Hague The Netherlands	+31 (0)70 314 96 96	http://www.fmo.nl/fom

4.3.20 Poland

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Grant Scheme to Support Businesses' Internationalisation via Product Certificates	Certyfikaty produktowe / product certificates	Governmental Organization	Poland	igor.mitroczyk@mg.gov.pl	Ministry of Economy, Plac Trzech Krzyzy 3/5, PL-00-507 Warsaw	(+48) 22 693 53 44	na

Polish Agency for enterprise Development / Passport to Export	Paszport do eksportu / Passport to export	Investment and Trade agency	Poland	iwona_szendel@parp.gov.pl	ul. Pańska 81/83 00-834 Warszawa. POLAND	(+48) 22 432 71 41	http://www.parp.gov.pl/index/index/596
Enterprise Europe Network		EU Initiative	Poland	magdalena_zwolinska@parp.gov.pl	ul. Pańska 81/83, 00-834 Warszawa. POLAND	(+48) 22 432 86 43	Http://www.een.org.pl/
UNICORN - a European Network of SME and Middle Class	Przedsiębiorco, eksportuj! / Entrepreneur, go export!	Governmental Organization	Poland	biuro@unicorn-sme.org	ul. Krakowska 6a, 05-822 Milanówek. POLAND	(+48) 22 755 87 62	http://www.unicorn-sme.org/
Polish Agency of Enterprise Development, Department of Modern Economy Infrastructure	Działanie 1.4 PO RPW Promocja i współpraca / Measure 1.4 Promotion and cooperation	Investment and Trade agency	Poland	ing_1.4@parp.gov.pl	ul. Bagatela 12, 00 - 585 Warszawa. POLAND	(+48) 22 432 82 50	http://porpw.parp.gov.pl/index/more/5959
Wroclaw Agglomeration Development Agency	Polski Czempion / Polish Champion	Governmental Organization	Poland	araw@araw.pl	pl. Solny 14 50-062 Wrocław. POLAND	(+48) 71 78 353 10	www.polskiczempion.pl
Private Sector Liaison Officer to the World Bank Group		Other	Poland	Michal.Gorzela@paiz.gov.pl	ul. Bagatela 12, 00 - 585 Warszawa. POLAND	(+48) 22 334 99 43	http://www.paiz.gov.pl/p/slo
Polish Information and Foreign Investment Agency	Wsparcie polskich firm za granicą / Support to Polish companies operating abroad	Investment and Trade agency	Poland	malgorzata.wejtko@paiz.gov.pl	ul. Bagatela 12, 00 - 585 Warszawa. POLAND	(+48) 22 334 99 26	http://www.paiz.gov.pl/wsparcie_polskich_firm
Ministry of Economy, Support to Investors & Exporters Service Centres Department	Sieć Centrów Obsługi Inwestorów i Eksporterów / Network of investors & importers service centres	Governmental Organization	Poland	renata.iwaniuk@mg.gov.pl	Plac Trzech Krzyży 3/5 00-507 Warszawa. POLAND	(+48) 22 693 53 89	http://coie.gov.pl/pl/
Ministry of Economy, Department of Support Instruments	Działanie 6.5.1 Branżowe projekty promocyjne dotyczące eksport / Measure 6.5.1 Sectoral projects promoting export	Governmental Organization	Poland	sekretariatDIW@mg.gov.pl	Plac Trzech Krzyży 3/5 00-507 Warszawa. POLAND	(+48) 22 693 59 18	http://www.mg.gov.pl/
Export Support Department, National Economy Bank		Financial Institution	Poland	Edward.Zbik@bgk.com.pl	Al. Jerozolimskie 7, 00-955 Warszawa. POLAND	(+48) 22 522 92 75	http://www.bgk.com.pl/fi/nansowanie-eksportu
KUKE - Korporacja Ubezpieczeń Kredytów Eksportowych		Governmental Organization	Poland	agnieszka.marcinkowska@kuke.com.pl	ul. Sienna 39, 00-121 Warszawa. POLAND	(+48) 22 356 84 46	http://www.kuke.com.pl/
Krajowa Izba Gospodarcza (National Chamber of Commerce) / KIGNET project	KIGNET	Chamber of Commerce	Poland	bkosicka@kig.pl	ul. Trębacka 4 00-074 Warszawa. POLAND	(+48) 22 630 97 03	http://www.kignet.pl/pl/
Ministry of Economy,		Governmental	Poland	Katarzyna.Korgol-	Plac Trzech Krzyży 3/5	na	www.trade.gov.pl

a web portal addressed to exporters, importers and investors		Organization		Gers@mg.gov.pl	00-507 Warszawa. POLAND		
Ministry of Economy, Polish SOLVIT centre	SOLVIT	Governmental Organization	Poland	solvit@mg.gov.pl	Plac Trzech Krzyży 3/5 00-507 Warszawa. POLAND	(+48) 22 693 53 60	http://www.mg.gov.pl/
Krajowa Izba Gospodarcza (National Chamber of Commerce) / matchmaking services		Chamber of Commerce	Poland	nwysocka@kig.pl	ul. Trębacka 4 00-074 Warszawa. POLAND	(+48) 22 828 97 23	http://kig.pl/
Torun Chamber of Industry and Commerce, Infopoint for exporters		Chamber of Commerce	Poland	biuro@iph.torun.pl	ul. Kopernika 4 87-100 Toruń. POLAND	(+48) 56 657 48 90	http://www.kignet.pl/pl/u
Torun Chamber of Industry and Commerce, Regional Export Centre		Chamber of Commerce	Poland	zdunska@iph.torun.pl	ul. Kopernika 4 87-100 Toruń. POLAND	(+48) 56 657 48 80	http://www.kignet.pl/pl/u
Regionalna Izba Gospodarcza (Regional Chamber of Commerce, Katowice)		Chamber of Commerce	Poland	info@rig.katowice.pl	ul. Opolska 15 40-084 Katowice. POLAND	(+48) 32 781 49 85	http://www.kignet.pl/pl/u
Krajowa Izba Gospodarcza (National Chamber of Commerce) / EastInvest project	East Invest	Chamber of Commerce	Poland	kkaniewska@kig.pl	ul. Trębacka 4 00-074 Warszawa. POLAND	(+48) 22 630 97 07	http://kig.pl
Krajowa Izba Gospodarcza (National Chamber of Commerce) / Piemonte Desk	Piemonte Desk	Chamber of Commerce	Poland	ewojtas@kig.pl	ul. Trębacka 4 00-074 Warszawa. POLAND	(+48) 22 630 97 52	http://kig.pl
Regional Operational Programme: Dolnośląskie region (measure 1.2 C)	Działanie 1.2 Doradztwo dla firm oraz wsparcie dla Instytucji Otoczenia Biznesu / Measure 1.2 Consulting services for companies and business support institutions	Governmental Organization	Poland	sekretariat@dip.dolnyslask.pl	Dolnośląska Instytucja Pośrednicząca ul. Strzegomska 2-4 53-611 Wrocław. POLAND	(+48) 71 776 58 13	http://dip.dolnyslask.pl/
Regional Operational Programme: Kujawsko-Pomorskie region (measure 5.5)	Działanie 5.5.Promocja i rozwój markowych produktów / Measure 5.5 Developing and promoting brand products	Governmental Organization	Poland	rpowdrazanie@kujawsko-pomorskie.pl	Urząd Marszałkowski, Departament Polityki Regionalnej ul. M. Skłodowskiej-Curie 73 87-100 Toruń. POLAND	(+48) 56 656 11 97	http://www.mojregion.eu/r

Regional Operational Programme: Lubelskie region (measure 2.4)	Działanie 2.4 Marketing gospodarczy / Measure 2.4 Economic marketing	Governmental Organization	Poland	dorota.babska@lawp.eu	Lubelska Agencja Wspierania Przedsiębiorczości ul. Graniczna 4 10-010 Lublin	(+48) 81 462 38 31	http://www.lawp.eu/i
Regional Operational Programme: Lubuskie region (measure 2.3)	Działanie 2.3 Poprawa konkurencyjności przedsiębiorstw poprzez doradztwo i wsparcie działań marketingowych / Measure 2.3 Increasing the competitiveness of enterprises through consulting and support to marketing	Governmental Organization	Poland	j.malon@lrpo.lubuskie.pl	Urząd Marszałkowski Wydział Informacji i Promocji ul. Kozuchowski 15 A 65-057 Zielona Góra	(+48) 68 456 51 63	http://lrpo.lubuskie.pl/
Regional Operational Programme: Łódzkie region (measure 3.2)	Działanie 3.2 Targi i misje zagraniczne / Measure 3.2 International fairs and missions	Governmental Organization	Poland	a.miskiewicz@cop.lodzkie.pl	Centrum Obsługi Przedsiębiorcy ul. Roosevelta 15 90-056 Łódź	(+48) 42 230 15 56	http://www.cop.lodzkie.pl/i
Regional Operational Programme: Małopolskie region (measure 8.1)	8.1 Promocja Małopolski na arenie międzynarodowej / Measure 8.1 Promoting Malopolska abroad	Governmental Organization	Poland	fe.sekretariat@malopolska.mw.gov.pl	Urząd Marszałkowski ul. Raclawicka 56 30-017 Kraków	(+48) 12 29 90 744	http://www.fundusze.malopolska.pl/
Regional Operational Programme: Mazowieckie region (measures 1.7)	Działanie 1.7 Promocja gospodarcza / Measure 1.7 Economic promotion	Governmental Organization	Poland	k.wocial@mazowia.eu	Mazowiecka Jednostka Wdrażania Programów Unijnych ul. Jagiellońska 74 03-301 Warszawa	(+48) 22 542 21 90	http://rpo.mazowia.eu/
Regional Operational Programme: Podkarpackie region (measure 1.4)	Działanie 1.4 Promocja gospodarcza i aktywizacja inwestycyjna regionu / Measure 1.4 Promoting the regional economy and investments	Governmental Organization	Poland	dwp@podkarpackie.pl	Urząd Marszałkowski Departament Wspierania Przedsiębiorczości ul. Grunwaldzka 15 35-959 Rzeszów	(+48) 17 747 61 70	http://www.wrota.podkarpackie.pl/pl/
Regional Operational Programme: Podlaskie region (measure 1.2.2)	Działanie 1.2.2 Promocja gospodarcza regionu / Measure 1.2.2 Promoting the regional economy	Governmental Organization	Poland	daniel.gorski@wrotapodlasia.pl	Urząd Marszałkowski Departament Zarządzania Regionalnym Programem Operacyjnym ul. Handlowa 6 15-399 Białystok	(+48) 85 65 48 303	http://www.rpowp.wrota.podlasia.pl/
Regional Operational Programme: Pomorskie region (measure 1.1)	Działanie 1.1 Mikro, małe i średnie przedsiębiorstwa / Measure 1.1 Micro, small and medium enterprises	Governmental Organization	Poland	barbara.merchel@arp.gda.pl	Agencja Rozwoju Pomorza S.A. ul. Piwna 36/39 80-831 Gdańsk	(+48) 58 32 33 146	http://www.arp.gda.pl/

Regional Operational Programme: Śląskie region (measures 1.2.1 and 1.2.2)	Działania 1.2.1. Mikroprzedsiębiorstwa, 1.2.2 Małe i średnie przedsiębiorstwa / Measures 1.2.1 Microenterprises, 1.2.2 Small and medium enterprises	Governmental Organization	Poland	bartosz.rozpondek@sc-p-slask.pl	Śląskie Centrum Przedsiębiorczości ul. Katowicka 47 41-500 Chorzów	(+48) 32 743 91 60	http://www.scp-slask.pl/
Regional Operational Programme: Świętokrzyskie region (measure 1.1)	1.1. Bezpośrednie wsparcie sektora mikro, małych i średnich przedsiębiorstw / Measure 1.1 Direct support to micro, small and medium enterprises	Governmental Organization	Poland	irena.sochacka@sejmik.kielce.pl	Urząd Marszałkowski Al. IX Wieków Kielc 3 25-516 Kielce	(41) 365 81 02	http://www.rpo-swietokrzyskie.pl/
Regional Operational Programme: Warmińsko-Mazurskie region (measure 1.3)	Działanie: 1.3 Wspieranie wytwarzania i promocji produktów regionalnych / Measure 1.3 Support to the production and promotion of regional products	Governmental Organization	Poland	e.wojczulanis@warmia.mazury.pl	Urząd Marszałkowski, Departament Zarządzania Programami Rozwoju Regionalnego Biuro Przedsiębiorczości ul. Kościuszki 83 10-950 Olsztyn	(+48) 89 521 96 00	http://rpo.warmia.mazury.pl/
Regional Operational Programme: Zachodniopomorskie region (measure 1.3.2)	1.3.2 Promocja przedsiębiorstw w wymiarze międzynarodowym / Measure 1.3.2 Promoting companies abroad	Governmental Organization	Poland	pmaras@wzp.pl	Urząd Marszałkowski Wydział Wdrażania RPO ul. Korsarzy 34 70-540 Szczecin	(+48) 91 441 11 00	http://www.rpo.wzp.pl/

4.3.21 Portugal

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
POFC - Programa Operacional Factores de Competitividade		Governmental organization	Portugal	cmi@competite-pofc.org	Edifício Expo 98, Av. D.João II, Lote 1.07.2.1 - 3º Piso, 1998-014 Lisbon	+351 211 548 700	www.pofc.qren.pt
AICEP Portugal Global - Trade &	Capacitation of entrepreneurs;	Governmental organization	Portugal	paula.notario@portugalglobal.pt	Av. 5 de Outubro, 101	+ 351 217 909 500	www.portugalglobal.pt

Investment Agency	Competitive Intelligence Platform; Investing in Portugal - Support for reducing Context costs; Divulcation of information					1050-051 Lisbon		
IAPMEI Portuguese Institute for SME and Innovation	Business assistance, Promotion of business innovation and entrepreneurship and Facilitation of corporate finance	Governmental organization	Portugal	luis.costa@iapmei.pt	Estrada do Paço do Lumiar, Campus do Lumiar - Edifício A, 1649-038 Lisbon	+351 213 836 000	www.iapmei.pt	
Adl - Agência de Inovação, S.A		Investment and Trade agency	Portugal		Estrada do Paço do Lumiar, Campus do Lumiar - Edifício O, 1º, 1649-038 Lisbon	+351 214 232 100	www.adi.pt	
Portugal Capital Ventures - Sociedade de Capital de Risco, S.A.		Investment and Trade agency	Portugal	contact@portugalventures.pt	Av. Dr. Antunes Guimarães, 103, 4100-079 Oporto, Portugal	+351 226 165 390	www.portugalventures.pt	
COTEC Portugal - Associação Empresarial para a Inovação	Non-financial services	Business association	Portugal	secretariado @ cotec.pt	Rua de Salazares, n.º 842 4149-002 Porto	+351 22 619 29 10	www.cotec.pt	
Associação PME Portugal	Non-financial services	Business association	Portugal	info@pmeportugal.pt	Centro de Negócios Ideia Atlântico, caixa postal 023, 4719-005 Braga	+ 351 253 275 005	www.pmeportugal.com.pt/	
Câmara de Comércio e Indústria Luso-Alemã	Non-financial services	Chamber of Commerce	Portugal	hansjoachim-boehmer@ccila-portugal.com	Avenida da Liberdade, 38-2º 1269-039 Lisbon	+351 213 211 228	www.ccila-portugal.com	
Câmara de Comércio e Indústria Luso-Espanhola	Non-financial services	Chamber of Commerce	Portugal	ccile@ccile.org	Av. Marquês de Tomar, nº 2, 7º, 1050-155 Lisbon	+351 213 509 310	www.portugalespanha.or	
Câmara de Comércio e Indústria Luso-Francesa	Non-financial services	Chamber of Commerce	Portugal	chantrelleb@ccilf.pt	Avenida da Liberdade, Nº 9 - 7º 1250-139 Lisbon	+351 213 24 19 90	www.ccilf.pt	
Câmara de Comércio Americana em Portugal	Non-financial services	Chamber of Commerce	Portugal	amchamportugal@mail.telepac.pt	R D. Estefânia 155,5º-E,1000-154 Lisbon	+351 213 572 561	www.amcham.org.pt	
Câmara de Comércio e Indústria Luso Chinesa	Non-financial services	Chamber of Commerce	Portugal	geral@ccilc.pt	Rua António Patrício, Nº 5 R/C - B 1700-047 Lisbon	+351 217 934 284	www.ccil-c.com	
Câmara de Comércio Italiana em Portugal	Non-financial services	Chamber of Commerce	Portugal	santi.cianci@ccitalia.pt	Av. 5 de Outubro 95 - 4º Dtº 1050-051 Lisbon	+351 21 795 0263	www.ccitalia.pt	
Associação Industrial Portuguesa – Câmara de Comércio e Indústria	Non-financial services	Business association	Portugal	direccao@aip.pt	Praça Indústrias 1300-307 Lisbon	+351 213 601 000	www.aip.pt	
AEP - Associação	Non-financial services	Business	Portugal	aep@aepportugal.com	Av. Dr. António Macedo	+351 229 981	www.aepportugal.pt	

Empresarial de Portugal		association			4450-617 Leça da Palmeira	500	
AERLIS - ASSOC. EMPRESARIAL DA REGIÃO DE LISOA	Non-financial services	Business association	Portugal	aerlisoeiras@aerlis.pt	Rua S.Salvador da Baía, Edifício Aerlis , 2780 - 017 Oeiras	+351210 105 000	www.aerlis.pt
ANJE - Associação Nacional de Jovens Empresários	Non-financial services	Business association	Portugal	anje@anje.pt	Associação Nacional de Jovens Empresários, Casa do Farol - Rua Paulo da Gama, 4169-006 Porto	+ 351 22 010 80 00	www.anje.pt
PORTUGAL FRESH - ASSOC. PARA A PROMOÇÃO DAS FRUTAS, LEGUMES E FLORES DE PORTUGAL	Non-financial services	Business association	Portugal	info@portugalfresh.com	Estação Fruteira, Alcafache-Gare, 3530-310 Moimenta de Maceira Dão, Mangualde MARL – NAC – Piso 0 / Loja NO313 2660-421 São Julião do Tojal		portugalfresh.org/portugalfresh.html
ASSOC. INDUSTRIAL DO DISTRITO DE AVEIRO	Non-financial services	Business association	Portugal	aida@aida.pt	R. da Boavista - Zona Ind. de Taboeira - Alagoas, Apartado 3184, 3800 - 115 Aveiro	+351 234 302 490	www.aida.pt
Associação Ação para a Internacionalização (AAPI)	Non-financial services	Business association	Portugal	info@aapi.pt	IDD – Incubadora D. Dinis, Sala 3.2, Aldeamento Santa Clara, Rua da Carvalho, 570, 2400-441 LEIRIA	00351 244 859 467	www.aapi.pt
ABBC Advogados		Other	Portugal	lf.carvalho@abbc.pt	Largo São Carlos, nº3, 1200-410 Lisbon	+351 213 583 620	www.abbc.pt
Center of Research on International Business & Strategy	Non-financial services	Governmental organization	Portugal	globadvantage@ipleiria.pt	Rua das Olhalvas, Instituto Politécnico de Leiria, 2414 – 016 Leiria	+351 244 845 051	globadvantage.ipleiria.pt
CEC/CCIC - Conselho Empresarial do Centro/Câmara de Comércio e Indústria do Centro		Governmental organization	Portugal	geral@cec.org.pt	Rua Coronel Júlio Veiga Simão, 3025-307 Coimbra	+351 239 497 160	www.netcentro.pt
AIMinho – Associação Empresarial	Non-financial services	Business association	Portugal	aiminho@aiminho.pt	Av. Dr. Francisco Pires Gonçalves, 45 – Ap. 99, 4711-954 Braga – Portugal	+351 253 202 500	www.aiminho.pt
NERLEI - ASSOC. EMPRESARIAL DA REGIÃO DE LEIRIA	Non-financial services	Business association	Portugal	nerlei@nerlei.pt	Av. Bernardo Pimenta, Ed. NERLEI 2404-010 Leiria	+351 244 890 200	www.nerlei.pt
ADENE - AGÊNCIA PARA A ENERGIA	Advice and consultancy	Investment and Trade agency	Portugal	geral@adene.pt	Rua Dr. António Loureiro Borges, nº 5 - 6º andar Arquiparque - Miraflores 1495-131 ALGÉS	+351 214 722 800	www.adene.pt
APIMA - ASSOC. PORTUGUESA DAS INDÚSTRIAS DE MOBILIÁRIO E AFINS	Non-financial services	Business association	Portugal	mail@apima.pt	Rua da Constituição, 395 4200-199 Porto	+351 225 025 872	www.apima.pt

APICCAPS ASSOC. PORTUGUESA DOS INDUSTRIAIS DE CALÇADO, COMPONENTES, ARTIGOS DE PELE E SEUS SUCEDANEOS	Non-financial services	Business association	Portugal	apiccaps@mail.telepac.pt	Rua Alves Redol, 372 4050-042 PORTO	+351 225 074 150	www.apiccaps.pt
ASSOC. PORTUGUESA DOS INDUSTRIAIS DE MÁRMORES, GRANITOS E RAMOS AFINS - ASSIMAGRA	Non-financial services	Business association	Portugal	assimagra@assimagra.pt	Estrada Nacional nº 4, km 158, EC de Borba, Apartado 48, 7151 912 Borba	+351 268 848 000/ '+351 217 121 930	www.assimagra.pt
ANETIE - ASSOC. NACIONAL DAS EMPRESAS DAS TECNOLOGIAS DE INFORMAÇÃO E ELECTRÓNICA	Non-financial services	Business association	Portugal	geral@anetie.pt	Rua Paulo da Gama, 629, 4150-589 Porto	+351 220 997 982/ '+351 214 134 667	www.anetie.pt
ANEME - ASSOCIAÇÃO NACIONAL DAS EMPRESAS METALÚRGICAS E ELECTROMECAÑICAS	Non-financial services	Business association	Portugal	aneme@aneme.pt	Pólo Tecnológico de Lisboa, Rua Francisco Cortês Pinto, Nº2 (Lote 13 b) 1600-602 Lisbon	+351 217 112 740	www.aneme.pt
ASSOC. DOS INDUSTRIAIS METALÚRGICOS METALOMECÁNICOS E AFINS DE PORTUGAL	Non-financial services	Business association	Portugal	aimmap@aimmap.pt	Rua dos Plátanos, 197	+351 226 166 860	www.aimmap.pt
VINIPTUGAL - ASSOC. INTERPROFISSIONAL PARA A PROMOÇÃO DOS VINHOS PORTUGUESES	Non-financial services	Business association	Portugal	geral@viniportugal.pt	Rua Mouzinho da Silveira, nº 5, 1250-165 Lisbon	+351 213 569 890	www.viniportugal.pt
CEFAMOL - ASSOC. NACIONAL DA INDUSTRIA DE MOLDES	Non-financial services	Business association	Portugal	cefamol@mail.telepac.pt	Av. D. Dinis, nº 17, Apartado 257, 2431-903 Marinha Grande	+351 244 575 150	www.cefamol.pt
CCLC - CÂMARA DE COMÉRCIO LUSO CROATA	Non-financial services	Chamber of Commerce	Portugal	info@portugal-croacia.com	Av. João Crisóstomo, 62 R/C Direito 1050-128 Lisbon	+351 213 156 734	portugal-croacia.com
ANIVEC/APIV - ASSOC. NACIONAL DAS INDÚSTRIAS DE VESTUÁRIO E CONFECÇÃO	Non-financial services	Business association	Portugal	feiras@anivec.com	Av. da Boavista, 3523 - 7º, 4100-139 PORTO	+351 226 165 470	www.anivec.com

INOVA-RIA: ASSOC. DE EMPRESAS PARA UMA REDE DE INOVAÇÃO EM AVEIRO	Non-financial services	Business association	Portugal	inova-ria@inova-ria.pt	Rua Dr. Mário Sacramento, Edifício Colombo 1, 1º andar3810 – 106 Aveiro	+351 234 384 218	www.inova-ria.pt
ASSOC. EMPRESARIAL DE PAÇOS DE FERREIRA	Non-financial services	Business association	Portugal	aepf@capitaldomovel.pt	Rua da Associação Empresarial, nº 167 - Apartado 132, 4591 - 909 Paços de Ferreira	+351 255 862 114	www.aepf.pt
APICER - ASSOC. PORTUGUESA DA INDÚSTRIA DE CERÂMICA	Non-financial services	Business association	Portugal	info@apicer.pt	Rua Coronel Veiga Simão, Edifício C, 3020-053 COIMBRA	+351 239 497 600	www.apicer.pt
NERSANT - ASSOC. EMPRESARIAL DA REGIÃO DE SANTARÉM	Non-financial services	Business association	Portugal	geral@nersant.pt	Várzea de Mesiões, Apartado 177, 2354-909 Torres Novas	+351 249 839 500	www.nersant.pt
SELECTIVA MODA - ASSOC. DE PROMOÇÃO DE SALÕES INTERNACIONAIS DE MODA	Non-financial services	Business association	Portugal	selectivamoda@mail.tel epac.pt	Rua Roberto Ivens, nº 1314, sala 18, 4450-251 Matosinhos	+351 229 380 610	www.selectivamoda.com
AFIA - ASSOC. DE FABRICANTES PARA A INDÚSTRIA AUTOMÓVEL	Non-financial services	Business association	Portugal	info@afia.pt	Rua Pinto de Aguiar, 281, R/C, Sala A, Vila Nova de Gaia PT4400-252	+351 226 172 668	www.afia.pt
AICCPN - ASSOC. DOS INDUSTRIAIS DA CONSTRUÇÃO CIVIL E OBRAS PÚBLICAS	Non-financial services	Business association	Portugal	geral@aiccopn.pt	Rua Álvares Cabral, 306 4050-040 Oporto	+351 223 402 200	www.aiccopn.pt
ANCIPA - ASSOC. NACIONAL DE COMERCIANTES E INDUSTRIAIS DE PRODUTOS ALIMENTARES	Non-financial services	Business association	Portugal	geral@ancipa.pt	Largo de São Sebastião da Pedreira, 31 1050 - 205 Lisbon	+351 213 528 803	www.ancipa.pt
APCOR - ASSOC. PORTUGUESA DE CORTIÇA	Non-financial services	Business association	Portugal	info@apcor.pt	Avenida Comendador Henrique Amorim, Nº. 580, Apartado 100 4536 - 904 Santa Maria de Lamas	+351 227 474 040	apcor.pt
APEMETA, ASSOC. PORTUGUESA DAS EMPRESAS DE TECNOLOGIAS AMBIENTAIS	Non-financial services	Business association	Portugal	tecnico@apemeta.pt	Campo Grande, 294 - 2º Dto e 2º Esq. 1700-097 Lisbon	+351 21 750 6000	www.apemeta.pt
ASSOC. DAS INDÚSTRIAS DE	Non-financial services	Business association	Portugal	aimmp@aimmp.pt	Rua Álvares Cabral, N.º281	+351 223 394 200	www.aimmp.pt

MADEIRA E MOBILIÁRIO DE PORTUGAL ASSOC. PORTUGUESA DA INDÚSTRIA FARMACÊUTICA - APIFARMA INOV Contacto	Non-financial services	Business association	Portugal	board@apifarma.pt	4050-041 Porto Rua Pêro da Covilhã, nº 22 1400-297 Lisbon	+ 351 21 300 50 80	www.apifarma.pt
		Governmental organization	Portugal	humberto.goncalves@ic ep.pt	ICEP Portugal, rua Direita do Viso, 120 P-4269-002 Porto	na	www.networkcontacto. com or www.portugalglobal.pt

4.3.22 Romania

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Ministry for Economic Affairs, Trade and Business Environment (MECMA)		Governmental organization	Romania	florinrosu@minind.ro	152 Calea Victoriei Bucharest 1	40212025128	www.minind.ro
Ministry for Economic Affairs, Trade and Business Environment (MECMA)	Strategies and policies	Governmental organization	Romania	costin.lianu@dce.gov.ro	152 Calea Victoriei Bucharest 1	40214010509	www.minind.ro
The National Association of Exporters and Importers		Business association	Romania	aneir-cpce@aneir- cpce.ro	17-19 Doamnei Street sector 3	40213139223	www.aneir-cpce.ro
Romanian National Council for Private SMEs (CNIPMMR)	Immromania	Governmental organization	Romania	office@cnipmmr.ro	52 Walter Maracineanu street Bucharest 1	40213126893	www.cnipmmr.ro
EXIMBANK	Insurance and guarantees	Financial Institution	Romania	relatii.financiare@eximb ank.ro	15 Splaiul Independentei Bucharest 5	40214053096	www.eximbank.ro
The Romanian Centre for Trade Promotion and Foreign Investment	Trade Promotion, Trade information, partnership and cooperation	Investment and Trade agency	Romania	office@traderom.ro	17 Apolodor street Bucharest 3	40213185050	www.traderom.ro
The National Direction of Statistics		Governmental organization	Romania	florentina.gheorghe@in sse.ro	16 Libertatii Boulevard Bucharest 5	40213181843	www.insse.ro
CENTROCOOP (National Association)	SME promotion	Business association	Romania	centrocoop@yahoo.com	46-48 Calea Plevnei Bucharest 1	40213151233	www.centrocoop.com

of Production Cooperatives)							
UCECOM (The National Union of Crafts Cooperatives)	SME promotion	Business association	Romania	ucecomm@ucecom.ro	73 Unirii Boulevard Bucharest 3	40310301400	www.ucecom.ro
The Romanian Chamber of Commerce and Industry	Business information and consultancy services	Chamber of Commerce	Romania	drc@ccir.ro	2 Octavian Goga Boulevard Bucharest 3	40213190173	www.ccib.ro
Ministry of Agriculture and Rural Development	Rural development	Governmental organization	Romania	comunicare@madr.ro	2-4 Carol Boulevard Bucharest 3	40213072300	www.maap.ro
The Patronate of the electronics, communication and IT industries	Representing employers' interests	Business association	Romania	aprel@aprel.ro	134 Calea Dorobantilor Bucharest 1	40212323610	www.aprel.ro
The Romanian Confederation of Patronates from industry, agri, constr & serv		Business association	Romania	office@conpirom.ro	31 Unirii Boulevard Bucharest 3	40213266089	www.conpirom.ro
The General Union of Romanian Industrialists	Export promotion	Business association	Romania	secretariat@ugir-1903.org	27-29 George Enescu street bucharest 1	40213100025	www.ugir-1903.org
Department for Foreign Trade	Export promotion	Governmental organization	Romania	livia.adam@dce.gov.ro	152 Calea Victoriei Bucharest 1	40213150961	www.dce.gov.ro
Ministry of Economic Affairs - Department of export Promotion	Export promotion	Governmental organization	Romania	dumitru.anca@dce.gov.ro	152 Calea Victoriei Bucharest 1	40213150961	www.dce.gov.ro
Ministry of Economic Affairs - Department of export Promotion	Export promotion	Governmental organization	Romania	doe@dce.gov.ro	152 Calea Victoriei Bucharest 1	40214010508	www.dce.gov.ro
Ministry of Economic Affairs - Department of European Affairs	European Affairs	Governmental organization	Romania	catalina_groza@minind.ro	152 Calea Victoriei Bucharest 1	40212025240	www.dce.gov.ro
The National Association of Exporters and Importers	Export promotion	Business association	Romania	aneir-cpce@aneir-cpce.ro	17-19 Doamnei Street sector 3	40213139223	www.aneir-cpce.ro
The Romanian Chamber of Commerce and Industry		Chamber of Commerce	Romania	drc@ccir.ro	2 Octavian Goga Boulevard Bucharest 3	40213190173	www.ccib.ro
The Romanian Chamber of Commerce and Industry	Business support in Constanta	Chamber of Commerce	Romania	drc@ccir.ro	2 Octavian Goga Boulevard Bucharest 3	40213190173	www.ccib.ro
Romanian National Council for Private SMEs (CNIPMMR)	Defending interests	Governmental organization	Romania	office@cnipmmr.ro	52 Walter Maracineanu street Bucharest 1	40213126893	www.cnipmmr.ro

Romanian National Council for Private SMEs (CNIPMMR)		Governmental organization	Romania	office@cnipmmr.ro	52 Walter Maracineanu street Bucharest 1	40213126893	www.cnipmmr.ro
The Romanian Confederation of Patronates from industry, agri, constr & serv.	Enterprise support in specific industries	Business association	Romania	office@conpirom.ro	31 Unirii Boulevard Bucharest 3	40213266089	www.conpirom.ro
Ministry of Agriculture and Rural Development	Rural development	Governmental organization	Romania	comunicare@madr.ro	2-4 Carol Boulevard Bucharest 3	40213072300	www.maap.ro
Ministry of Agriculture and Rural Development	Rural development	Governmental organization	Romania	comunicare@madr.ro	2-4 Carol Boulevard Bucharest 3	40213072300	www.maap.ro
Ministry of Public Finance		Governmental organization	Romania	loredana.radu@mfinante.ro	17 Apolodor street Bucharest 5	40213199759	www.mfinante.gov.ro
Ministry of Economic Affairs Direction of Commerce & International relations	European Affairs	Governmental organization	Romania	cristian.cutas@dce.gov.ro	152 Calea Victoriei Bucharest 1	40213150961	www.dce.gov.ro
Council of Foreign Investors	Export promotion	Business association	Romania	doina.ciomag@fic.ro	Union Center, 11 Ion Campineanu Bucharest 1	40212221931	www.fic.ro
Council of Foreign Investors	Export promotion	Business association	Romania	office@fic.ro	Union Center, 11 Ion Campineanu Bucharest 1	40212221931	www.fic.ro

4.3.23 Slovakia

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
EXIMBANKA SR		Financial Institution	Slovakia	letasiova@eximbanka.sk	Grosslingova 1	Tel. +421 2 59398511	www.eximbanka.sk
EXIMBANKA SR	Banking products designated for SMEs	Financial Institution	Slovakia	letasiova@eximbanka.sk	Grosslingova 1	Tel. + 421 2 59 398 214	www.eximbanka.sk
EXIMBANKA SR	Insurance programs designated for SMEs	Financial Institution	Slovakia	letasiova@eximbanka.sk	Grosslingova 1	Tel. + 421 2 59398 416	www.eximbanka.sk
SARIO		Investment and Trade agency	Slovakia	duranka@sario.sk	Martinčekova 17	Tel. +421 2 58260311 Mobile +421 910 828267	www.sario.sk
SARIO	Slovakia Sourcing	Investment and Trade	Slovakia	duranka@sario.sk	Martinčekova 17	Tel.: +421 2 58 260 321	www.slovakiasourcing.com

		agency					
SARIO	Proexport Academy	Investment and Trade agency	Slovakia	duranka@sario.sk	Martinčekova 17	Tel.: +421 2 58 260 310	www.sario.sk
Nadsme	Micro-loan Programme	Investment and Trade agency	Slovakia		Miletičova 23	Tel. +421 2 502 44 500	www.nadsme.sk
SOPK Trenčín	Non-financial services	Chamber of Commerce	Slovakia	vaclav@sopk.sk	Jilemnického 2	Tel: +421 905 503298	www.sopk.sk
Asociácia zamestnávateľských zväzov a združení SR	Non-financial services	Business association	Slovakia	sirhalova@azzz.sk	Prievozska 4/B	Tel.+421 2 44 258 295	www.azzz.sk
Republiková únia zamestnávateľov SR		Governmental organization	Slovakia	ruz@ruzsr.sk	Einsteinova 23	Tel.+421 2 33014280	www.ruzsr.sk
SOPK, Zahranično-obchodný výbor	Non-financial services	Chamber of Commerce	Slovakia	jozef.rajtar@sopk.sk	Jirásková 6	Tel.+421 2 62410148	www.sopk.sk
SOPK Žilina	Non-financial services	Chamber of Commerce	Slovakia	zahrza@za.scci.sk	Háľková 31	Tel.+421 41 7235 102	http://za.sopk.sk/
Canadian and Slovak Chamber of Commerce	Non-financial services	Chamber of Commerce	Slovakia	ksok@ksok.sk	Mariánska 12	Tel.+421 2 5293-2895, +421 0911 424 435	www.ksok.sk
Slovenská inovačná a energetická agentúra SR	Non-financial services	Other	Slovakia	pavel.starinsky@siea.sk	Bajkalská 27	Tel.+421 2 582 48205	www.siea.sk
RPIC Komárno		Governmental organization	Slovakia	rpic.kn@nextra.sk	Eotvosova 12	Tel.+421 35 770 19 38	www.rpicn.sk
Izraelská obchodná komora	Non-financial services	Chamber of Commerce	Slovakia	veronika@ilcham.sk	Kúpeľná 1	Tel.+43 1 47646559	www.ilcham.sk
BIC Bratislava		Governmental organization	Slovakia	lindy@bicba.sk	Zochova 5	Tel. +421 2 54 41 75 15	www.bic.sk
RPIC Prešov		Governmental organization	Slovakia	sona.kozarova@picpo.sk	Reimanova 9	Tel. +421 051 75 60 329	www.rpicpo.sk
American Chamber of Commerce in Slovakia	Non-financial services	Chamber of Commerce	Slovakia	olga.novakova@amcham.sk	Hodžovo námestie 2 (Hotel Crowne Plaza, 1st. Floor)	Tel.+421 902 912 001	www.amcham.sk
Ministry of Economy of the Slovak Republic		Governmental organization	Slovakia	daniela.steinerova@mhsr.sk	Mierová 19	Tel.+421 2 48 54 2422 (director) Tel.+421 2 48 54 2421 (secretary)	www.economy.gov.sk
Ministry of Foreign and European Affairs of the Slovak		Governmental organization	Slovakia	ivan.manik@mzv.sk	Hlboká cesta 2	Tel.+421 2 59 78 3862	www.mzv.sk

Republic							
Australian and Slovak Chamber of Commerce	Non-financial services	Chamber of Commerce	Slovakia	sachamber@sachamber.sk	Zámocká 30		www.sachamber.sk
Russian European Chamber of Commerce	Non-financial services	Chamber of Commerce	Slovakia	mail@ruscham.com	Pribinova 25	Tel. +421 907 167 714	www.ruscham.com
Slovak Japan Chamber of Commerce	Non-financial services	Chamber of Commerce	Slovakia	info@sjok.sk	Račianska 22/A	Tel.+421 2 4437-1899	www.sjok.sk
Export Alliance for Strategy Technologies	Non-financial services	Business association	Slovakia	kiesel@eastsk.eu	Súvoz 1/1594	Tel. +421 327417 301	www.eastsk.eu
EasyLink Business Services, spol. s r.o.		Other	Slovakia	mporubec@easylink.sk	Strojnícka 8	Tel. +421 2 5541 0479	www.easylink.cz/kontakt-sk.html
Bibby Factoring Slovakia, a.s.		Financial Institution	Slovakia	slovakia@bibbyfinancialservices.com	Prievozská 4D, blok E	Tel. +421 2 32 780 056	www.bibbyfinancialservices.sk
BIC Banská Bystrica, s.r.o.		Governmental organization	Slovakia	bicbb@bicbb.sk	Rudohorská 33	Tel. +421 48 471 64 11	www.bicbb.sk
DAC Consulting, s.r.o.	Consulting	Other	Slovakia	vojtko@dacconsulting.sk	Mierová 52/A	Tel. +421 2 3211 4771	www.dacconsulting.sk
ADVANCE INVESTMENTS a.s.		Other	Slovakia	info@podnikamescinou.eu	Klariská 7	Tel. +421 2 5441 0351	www.podnikamescinou.sk
European Business Agency s.r.o.		Other	Slovakia	mazar@mazar.info	Rázusovo Nábřežie 4	Tel. +421 2 20 72 50 36	http://mazar.info
Larive Slovakia, s.r.o.		Other	Slovakia	lubomir.sestak@larive.sk	Heydukova 5	Tel. +421 2 5293 1583	http://www.larive.com/
MDT-Zolltrans, s.r.o.		Other	Slovakia	mdtzolltrans@mdtzolltrans.sk	Košická 26	Tel. +421 907 992 450	www.mdtzolltrans.sk
IBAT s.r.o.		Other	Slovakia	ibat@ibat.sk	Jeséniova 15	Tel. +421 2 54788868	www.ibat.sk
Sinaxis, s.r.o.		Other	Slovakia	sinaxis@sinaxis.sk	Závodská 7618/14	Tel. +421 2 4488 0040	www.sinaxis.sk
National Agency for development of SMEs		Governmental organization	Slovakia	agency@nadsme.sk	No	Other	

4.3.24 Slovenia

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Knowledge building for internationalization, International Trade Management programme	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Knowledge building for internationalization, seminars and workshops	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Information services on foreign markets	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Co-financing of foreign markets' research	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Consulting services	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Test of exporting possibilities	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Free access to international databases	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for	JAPTI: Co-financing visits on trade fairs	Investment and Trade	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home

Entrepreneurship and Foreign Investments;	abroad	agency					
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Business delegations	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Business clubs	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
JAPTI – Public Agency for Entrepreneurship and Foreign Investments;	JAPTI: Information on Slovenian business environment and business opportunities (http://www.sloveniapartner.eu/)	Investment and Trade agency	Slovenia	tanja.drobnic@japti.si	Verovškova ulica 60	386 1 5891 894	http://www.japti.si/home
Ministry of Foreign Affairs	Ministry of Foreign Affairs : Organization of business delegations and other support services	Governmental organization	Slovenia	miljan.majhen@gov.si	Prešernova cesta 25	386 1 478 21 83	http://www.mzz.gov.si/en/
Ministry of Foreign Affairs	Ministry of Foreign Affairs : Organization of business delegations and other support services	Governmental organization	Slovenia	iztok.gmek@gov.si	Prešernova cesta 25	386 1 478 2127	http://www.mzz.gov.si/en/
SID Bank, Inc., Ljubljana	Export credits and investment insurance	Financial Institution	Slovenia	nadja.cvek@sid.si	Josipine Turnograjske 6	386 1 20 07 5	https://www.sid.si/about-sid-bank
CMSR - Centre for International Cooperation and Development	Informations services, analysis	Business association	Slovenia	gasper.jez(at)cmsr.si	Kardeljeva pl. 1	386 1 568 13 96	http://www.cmsr.si/en/index.php
AmCham Slovenia - American Chamber of Commerce in Slovenia	Informations services, networking	Chamber of Commerce	Slovenia	ajsa.vodnik@amcham.si	Dunajska cesta 156	386 8 205 13 51	http://www.amcham.si/en/about_amcham.aspx
German-Slovenian Chamber of Commerce	Informations services, networking, advice on entering the German market	Chamber of Commerce	Slovenia	gf@ahkslo.si	Tomšičeva 3	386 1 252 88 63	http://slovenien.ahk.de/
Chamber of Commerce and Industry of Slovenia	Chamber of commerce: Information services and network activities	Chamber of Commerce	Slovenia	ales.cantarutti@gzs.si	Dimičeva 13	386 1 5898 000	http://eng.gzs.si/slo/
Chamber of Commerce and Industry of Slovenia	Chamber of commerce: Programme Go	Chamber of Commerce	Slovenia	ales.cantarutti@gzs.si	Dimičeva 13	386 1 5898 000	http://eng.gzs.si/slo/

	International Slovenia						
Slovenian-Chinese Association	Knowledge building on the Chinese economy	Business association	Slovenia	tanja.petek@slo-cn.si	Metelkova 2, p.p.73	386 41 966 838	http://www.slo-cn.si/
Chamber of Craft and Small Business of Slovenia	Organisation of international networking events; consulting services	Business association	Slovenia	marjan.ravnik@ozs.si	Celovška cesta 71	386 1 58 30 573	http://www.ozs.si/ozsen/Aboutus.aspx
Go:Global Slovenia	Mentoring programme for growth on global markets	Investment and Trade agency	Slovenia	blaz.kos@tp-lj.si	Tehnološki park Ljubljana, Tehnološki park 19	368 1 620 3403	http://goglobal.si/
SPS - Slovene Enterprise Fund	Equity financing for high growth firms entering foreign markets	Financial Institution	Slovenia	Maja.Tomanic-Vidovic@podjetniskisklad.si	Kneza Koclja 22	386 2 234 12 60	http://www.podjetniskisklad.si/home.html
Public Agency for Technology (TIA)	Export promotion - networking	Governmental organization	Slovenia	anja.jagar@tia.si	Dunajska cesta 22	386 590 89500	http://www.tia.si/o_agencciji,533,0.html
Centre for Cooperation with Economy, University of Primorska,	Informations services, networking	Other	Slovenia	een(at)zrs.upr.si	Garibaldijeva 18	386 5 66 37 780	http://www.zrs.upr.si/en/
Confucius Institute Ljubljana	Knowledge building on the Chinese economy, workshops on doing business in China	Other	Slovenia	daniijela.voljc@ef.uni-lj.si	Kardeljeva ploščad 17	386 1 5892 683	http://www.ef.uni-lj.si/c
Pomurje Technology Park	Involved in project BRIDGE (cross-border support for SMEs)	Other	Slovenia	marko@p-tech.si	Plese 9a	386 2 530 82 10	www.p-tech.si
Slovenian Laender Chamber of Commerce	Information and advice	Chamber of Commerce	Slovenia	info@sdgz.it	Ul. Cicerone, 8	39 040 67248	http://www.sdgz.it/index/home
Centre for Entrepreneurship and Executive Development	Informations services, networking	Governmental organization	Slovenia	alenska.zavasnik@ceed-slovenia.org	Tehnološki Park 24	386 30 615 565	http://www.ceed-global.org/web/default.aspx
Jozef Stefan Institute		Other	Slovenia	marjeta.trobec@ijs.si			

4.3.25 Spain

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
ICEX	ICEXNet Pasaporte al Exterior PIPE Programme EXPORTA Congress Icex Tv	Investment and Trade agency	Spain	mar.castro@icex.es	ICEX-Instituto Espanol de Comercio Expterior, Paseo de la Castellana, 18-5a planta, E-28046 Madrid	(34) 913496335	www.w.icex.es
Spanish Ministry of Industry, Energy and Tourism		Governmental organization	Spain	mfminguez@mityc.es	Paseo de la Castellana, 160 plantas 11-12 E-28071 Madrid – España	(34) 913 494 120	www.ipyme.org
CEOE - Spanish Confederation of Employers' Organizations		Business association	Spain	baguilera@ceoe.es	C/ Diego de León, 50 E-28006, Madrid	(34) 91 5663400	http://www.ceoe.es
CEOE CEPYME Formación		Other	Spain	direccion@ceoeformacion.es	C/ Alfonso Rodríguez Santamaría, 19 E-28002 Madrid	(34) 91.563.33.83	http://www.ceoecepymeformacion.es
Spanish Confederation of SMEs (CEPYME)		Business association	Spain	gabrielauriarte@cepyme.es	C/ Diego de León, 50 E-28006, Madrid	(34) 91 411 61 61	www.cepyme.es
Superior Council of Chambers of Commerce	Non-financial services	Chamber of Commerce	Spain	maria.garcia@cscamaras.es	C/ Ribera del Loira, 12 E-28042 Madrid	(34) 91 590 69 00	www.camaras.org
ICO (State's Financial Agency of Spain)	Línea ICO Internacional 2013 Línea ICO Exportadores 2013	Financial Institution	Spain	international.relations@ico.es	Paseo del Prado, 4 E-28014 Madrid	(34) 91 592 16 00	www.ico.es/ www.icodirecto.es/
COFIDES (Spanish Society for Development Financing)	FONPYME (Funds for investments abroad made by small and medium-sized enterprises)	Financial Institution	Spain	cofides@cofides.es	Príncipe de Vergara 132, Planta 12, E-28002 Madrid	(34) 91 562 60 08 // (34) 91 745 44 80	http://www.cofides.es/Default.aspx
Fundación INCYDE	Non-financial services	Chamber of Commerce	Spain	aurelio.jimenez@cscamaras.es	C/ Ribera del Loira, 12 E-28042 Madrid	(+34) 91 590 69 60	http://www.incyde.org/
Red.es		Other	Spain	elena.cidon@red.es	Edificio Bronce, Plaza Manuel Gómez Moreno, s/n E-28020 Madrid	(+34) 91 212 76 20 / 91 212 76 25	http://www.red.es/redes/
CDTI		Governmental organization	Spain	esther.casado@cdti.es	4 Cid St. E- 28001, Madrid	(34) 91 581 55 66 // (34) 915815262	http://www.cdti.es/
Ministry of Economy and		Governmental	Spain	sec@comercio.mineco.es	P. de la Castellana 162, E-28046 Madrid	(34) 902 218 600 // (34) 91	http://www.comercio.gob.es/

Competitiveness - Secretary of State of Trade		organization				495 95 54 // +34 91 3493656	
CESCE - Spanish Export Insurance Credit Company		Financial Institution	Spain	breguero@cesce.es	Velázquez, núm. 74 E- 28001 Madrid	(34) 914234805	http://www.cesce.es/web/sp/
Spain Business Overseas - Ministry of Economy and Competitiveness		Investment and Trade agency	Spain	ldodge@spainoverseas.es	Orense 58 - E-28020 MADRID	(34) 91 210 07 00	http://www.expansionexterior.es/
CEVIPYME	Non-financial services	Business association	Spain	cevipyme@fundtec.es	Paseo de la Castellana, 163, E-28046 Madrid,	(34) 91 349 33 98	www.cevipyme.es
EXTENDA - Agencia Andaluza de Promoción Exterior	Internationalisation Observatory of the Andalusian Economy	Investment and Trade agency	Spain	gsv.ext@extenda.es	Marie Curie, 5 Isla de la Cartuja, E-41092 Sevilla	(34) 902 508 525 (34) 954 289 227	www.extenda.es
AREX – Aragón Exterior	TeDex Programme	Investment and Trade agency	Spain	sofia.lazaro@aragonexterior.es	Centro Empresarial Zentro Expo, Edif. 63A, Pta. 2, Oficina A · Avenida Pablo Ruiz Picasso · 50.018 Zaragoza	(34) 976 221 571	www.aragonexterior.es
ASTUREX – Sociedad de Promoción Exterior del Principado de Asturias	DICEX Programme PIPE Programme	Investment and Trade agency	Spain	juanagc@asturex.org	Parque Tecnológico de Asturias. Edificio CEEI E-33428 Llanera	(34) 985 26 90 02	www.asturex.org
IDI – Instituto de Innovación Empresarial de las Islas Baleares		Investment and Trade agency	Spain	bpino@idi.es	Plaça de Son Castelló, 1 - 07009, Palma	(34) 971 78 46 50	www.idi.es
PROEXCA – Canary Island Public Company for Economic Development	Línea de financiación ICO-PROEXCA-ICEX	Investment and Trade agency	Spain	info@proexca.es	Av de la Feria, 1, 35012 Palmas de Gran Canaria	(34) 928 47 24 00	www.proexca.es
SODERCAN – Sociedad para el Desarrollo Regional de Cantabria		Investment and Trade agency	Spain	internacional@groposodercan.es	Parque Científico y Tecnológico de Cantabria (PCTCAN), Calle Albert Einstein, 4. 39011 Santander	(34) 942 29 00 03	www.sodercan.es
IPEX – Instituto de Promoción Exterior de Castilla La Mancha		Investment and Trade agency	Spain	echong@ipex.es	C/Río Cabriel, s/n, 45071 Toledo	(34) 925259100	www.ipex.jcm.es
EXCAL – ADE Internacional EXCAL	SMEs insurance policy EXCAL-CESCE	Investment and Trade agency	Spain	excal@excal.es	Jacinto Benavente 2, Arroyo de la Encomienda 47195 Valladolid	(34) 983293966	www.excal.es
Agencia de Innovación, Financiación e Internacionalización Empresarial		Investment and Trade agency	Spain	torfermo@jcyl.es	Jacinto Benavente 2, Arroyo de la Encomienda 47195 Valladolid	(34) 900 30 60 90	http://www.ade.jcyl.es/

ACC10 – Competitivitat per l'empresa	CPN (Business Promotion Centres)	Investment and Trade agency	Spain	info@acc10.cat	Psg de Gràcia, 129, 08008 Barcelona	(34) 934 767 200	www.acc10.cat
AVANTE – Extremadura AVANTE	PIMEX programme Business Erasmus	Investment and Trade agency	Spain	cristina.fernandez@extr emaduraavante.es	Avda. José Fernández López, 4, 06800 Mérida	(34) 924004070	www.extremaduraavante.es
IGAPE – Instituto Gallego de Promoción Económica	SMEs insurance policy IGAPE-CESCE	Investment and Trade agency	Spain	dg@igape.es	Calle De San Lázaro, 0 S/N, 15707 Santiago de Compostela	(34) 981541181	www.igape.es
ADER – Agencia de Desarrollo Económico de La Rioja		Investment and Trade agency	Spain	ader@ader.es	Muro de la Mata 13-14 26001 Logroño	(34) 941291500	www.ader.es
PROMOMADRID – PromoMadrid: Desarrollo Internacional de Madrid	TPE Programme	Investment and Trade agency	Spain	internacional@promomadrid.com	Calle de Suero de Quiñones, 34 28002 Madrid	(34) 917450127	www.promomadrid.com
Madrid network (Madrid Community).		Investment and Trade agency	Spain	david.alonso@madridnetwork.org	Calle de José Abascal, 56 28003 Madrid	(34) 91 399 75 79	www.madridnetwork.org /
INFOMURCIA – Instituto de Fomento de la Región de Murcia		Investment and Trade agency	Spain	fernando.diaz@info.car m.es	Avenida de la Fama, 3, 30003 Murcia	(34) 968362800	www.institutofomentomurcia.es
Dirección General de Política Económica e Internacionalización		Investment and Trade agency	Spain	planinternacional@navarra.es	C/Arrieta 8, 5º, 31002 Pamplona Navarra	(34) 848 425 761	http://www.navarra.es/home_es/
IVEX – Instituto Valenciano de la Exportación		Investment and Trade agency	Spain	lauracabrera-ivex@gva.es	Plaza de América 2-7º 46004	(34) 961 971 500// (34) 96 197 15 09	www.ivex.es
European Business and Innovation Centre of Asturias (CEEI)		EU Initiative	Spain	ceeia Asturias@ceei.es	Parque Tecnológico de Asturias s/n E-33428	(34) 985.980.098	http://www.ceei.es/
Barcelona Official Chamber of Commerce, Industry and Navigation	Non-financial services	Chamber of Commerce	Spain	seallares@cambrabcn.org	Av. Diagonal, 452-454 8006	(34) 902 448 448	http://www.cambrabcn.es
Cámara De Comercio, Industria Y Navegacion De Bilbao	Non-financial services	Chamber of Commerce	Spain	mikel.arieta-araunabena@camarabilbao.com	Alameda de Recalde, 50 48008	(34) 94 4706500	http://www.camarabilbao.com
SPRI, SA		Governmental organization	Spain	internacional@spri.es	Alameda Urquijo, 36-4º 48011	(34) 944 037000	http://www.spri.es
Cámara De Comercio, Industria Y Navegación De	Non-financial services	Chamber of Commerce	Spain	abarandiaran@caramagipuzkoa.com	Avda. De Tolosa, 75 20018	(34) 943 000298	www.camaragipuzkoa.com

Gipuzkoa							
Madrid Chamber of Commerce	Non-financial services	Chamber of Commerce	Spain	pepa.carracedo@camaramadrid.es	C/ Ribera del Loira, 56-58 28042	(34) 91 538 35 00	http://www.camaramadrid.es
Fundación Para El Conocimiento Madrid		Investment and Trade agency	Spain	fundacion@madrimasd.org	Velázquez, 76 -bajo-, E-28001	(34) 91 781 65 70	http://www.madrimasd.org/
Camara Oficial De Comercio Industria De Cantabria	Non-financial services	Chamber of Commerce	Spain	amazarrasa@camaracantabria.com	Plaza De Velarde 5 39001	(34) 942 318000	www.camaracantabria.com
Zaragoza Official Chamber of Commerce, Industry and Navigation	Non-financial services	Chamber of Commerce	Spain	exterior@camarazaragoza.com	Pº Isabel La Católica, 2. 50009	(34) 976 30 61 61	http://www.camarazaragoza.com/
CREA - Aragon Confederation of Businessmen		Business association	Spain	joalonso@crea.es	Avda. Ranillas, 20. 50018 Zaragoza	(34) 976 46 00 66	http://www.crea.es/inicio.htm
Alava Official Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Spain	internacional@camaradealava.com	Eduardo Dato, 38 1005 Vitoria-Gasteiz	(34) 945 150190	http://www.camaradealava.com
Valencia Official Chamber of Commerce, Industry and Navigation	Non-financial services	Chamber of Commerce	Spain	vmompo@camaravalencia.com	c/Jesús 19, 46007 Valencia	(34) 963 103900	http://www.camaravalencia.com
Council of Chambers of Commerce, Industry and Shipping of Valencia Region	Non-financial services	Chamber of Commerce	Spain	tmartinez@camarascv.org	Plaza Alfonso El Magnanimo, 12 Pta. 2, 46003 Valencia	(34) 963 534072	http://www.camarascv.org
Council of Chambers of Commerce, Industry and Shipping of Valencia Region	Non-financial services	Chamber of Commerce	Spain	abenito@camarascv.org	Plaza Alfonso El Magnanimo, 12 Pta. 2, 46003 Valencia	(34) 963 534072	http://www.camarascv.org
Fundación Comunidad Valenciana - Región Europea		Investment and Trade agency	Spain	munyoz_josbon@gva.es	Plaza Manises 2, 46003 Valencia	(34) 963388107	http://www.uegva.info
Toledo Official Chamber of Commerce, Industry and Navigation	Non-financial services	Chamber of Commerce	Spain	lvaller@camaratoledo.com	Plaza San Vicente, 3, E-45001 Toledo	(34) 925 280112	http://www.camaratoledo.es
CEA - Andalusia Confederation of Businessmen	Non-financial services	Business association	Spain	adiaz@cea.es	2, Arquímedes S/N, Isla De La Cartuja, 41092 Sevilla	(34) 954 488900	http://www.cea.es
MADRID EMPRENDE		Investment and Trade agency	Spain	ortegaci@munimadrid.es	Gran Vía, 24, E-28013	(34) 91 480 47 95 / 91 588 84 79	www.madridemprende.es
Barcelona Activa Center for		Investment and Trade	Spain	jaume.baro@barcelonactiva.cat	Llacuna 162, E- 08018 Barcelona	(34) 93 401 97 77	http://www.barcelonactiva.cat

Entrepreneurship		agency					
Red Andalucía Emprende Foundation		Investment and Trade agency	Spain	info@andaluciaemprende.es	C/ Graham Bell, 5. Edificio Ruben Dario E-41010 Sevilla	(34) 955 929806	www.a-emprende.net
Escuela de Organización Industrial - EOI	Non-financial services	Other	Spain	luissanchez@eoi.es	Avenida Gregorio del Amo, 6, 28040 Madrid	(34) 91 349 56 30	www.eoi.es
CECO - Economic and commercial studies centre		Other	Spain	ceco@ceco.es	Calle de la Ribera del Loira, 54, 28042 Madrid,	(34) 915 63 18 15	ww.ceco.es
Spanish Exporters and Investors Club		Business association	Spain	club@clubesportadores.org	Calle Príncipe de Vergara 203, esc. izq., 2º dcha. 28002 Madrid	(34) 91 515 97 64	www.clubexportadores.org
ESADE Business School	Non-financial services	Other	Spain	cristina.duarte@esade.edu	Avinguda de Pedralbes, 60 08034 Barcelona	(34) 932 80 61 62	www.esade.edu
IESE Business School	Non-financial services	Other	Spain	smunoz@iese.edu	Avenida Pearson, 21, 08034 Barcelona	(34) 93 253 42 00	www.iese.edu

4.3.26 Sweden

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
National Board of Trade (kommerskollegiet)	Problem-solving services for SMEs both outside and within the EU internal market	Governmental Organization	Sweden	agnes.courades.allebeck@kommers.se	Drottninggatan 89 Box 6803, 113 86 Stockholm	(+46) 073-424 48 46	http://www.kommers.se/
Region Skåne & Almi	Advisory support	Governmental Organization	Sweden	ann-marie.bengtsson@almi.se	Baltzarsgatan 22, 211 36 Malmö,	040-660 39 04	www.almi.se
Swedish Export Credit Corporation	Export credit to SMEs	Financial Institution	Sweden	arne.ljung@sek.se	P.O. Box 194, SE-101 23 Stockholm	+46 8 613 84 51	www.sek.se
Region Dalarna	Support for internationalization	Governmental Organization	Sweden	asa.angsback@regiondalarna.se	Myntgatan 2 791 51 Falun, Sweden	023-77 70 53	http://www.regiondalarna.se/sv/
Företagsakademin	Support organization internationalization	Governmental organization	Sweden	carolina.bjorklund@foretagsakademin.se	Mäster Samuelsgatan 60 111 21 Stockholm	tel +4687850850 , 076-5438872	http://www.foretagsakademin.se/

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Nyföretagarcentrum	Advisory support	Business association	Sweden	daniel.dworetsky@nyföretagarcentrum.se	Skeppsbron 22, 111 30 Stockholm	Tel +468144400	www.nyföretagarcentrum.com
Innovationsbron		Other	Sweden	fredrik.malmstrom@innovationsbron.se	Box 70407 107 25 Stockholm	070-538 51 43	www.innovationsbron.se
The Swedish Export Credits Guarantee Board	Export credit to SMEs	Financial Institution	Sweden	gert.erikssonekn.se	Box 3064 103 61 Stockholm	08-788 00 55	www.ekn.se
West Sweden Chamber of Commerce		Chamber of Commerce	Sweden	jesper.ohrn@handelskammaren.net	Box 5253 402 25 Göteborg	031-83 59 02	http://handelskammaren.net
Vinnova	Financing and development programs aimed to strengthen the company's competitiveness in a global market through increased knowledge content of products and services and to develop collaborations and networking for SMEs	Other	Sweden	joakim.appelquist@vinnova.se	Mäster Samuelsgatan 56, 101 58 Stockholm	46 8 473 30 98	www.vinnova.se
Internationella Föreningen Skåne	Support for export	Governmental Organization	Sweden	joanna.ifs@almi.se	Baltzargatan 22, 211 36 Malmö	Tel 040-10 26 93	http://www.ifsskane.se
Vinnova	Financing and development programs aimed to strengthen the company's competitiveness in a global market through increased knowledge content of products and services and to develop collaborations and networking for SMEs	Other	Sweden	karin.aase@vinnova.se	Mäster Samuelsgatan 56, 101 58 Stockholm	46 8 473 31 17	www.vinnova.se
Swedfund	Financial support to Swedish SMEs in the form of depreciation loans for investment in knowledge transfer and equipment when setting up businesses/partnership in the emerging	Financial Institution	Sweden	karin.isaksson(a)swedfund.se	P.O. Box 3286, SE-103 65 Stockholm	+46 8 725 94 21	http://www.swedfund.se

	markets of Africa, Asia, Latin America and Eastern Europe.						
Uminova Innovation		Other	Sweden	karl-erik.johansson@uminovainnovation.se	Box 7978, 907 19 Umeå	090-15 48 58	http://www.uminovainnovation.se
Innovatum AB	Support for internationalization	Other	Sweden	lennart.wallden@innovatum.se	Box 902, 461 29 Trollhättan	0520-289327	http://www.innovatum.se
Enterprise Europe Network Sweden	Credit guarantee for export credits, working capital, contacts, bills of exchange and letters of credit.	EU Initiative	Sweden	lisbeth-o.karlsson@tillvaxtverket.se	Box 4044, 102 61 Stockholm	Tel +466819100, 08-681 94 81	www.enterpriseurope.se
Marketplace Baltic Region		Chamber of Commerce	Sweden	marcus.hellqvist@chamber.se	Stockholm Chamber of Commerce, Vastra Tradgardsgatan 9, Box 16050, S-10321 Stockholm	Tel. (46-8) 55510028	www.chambertrade.com
The Stockholm Chamber of Commerce		Chamber of Commerce	Sweden	marianne.dott@chamber.se	Box 16050 103 21 Stockholm	08-555 100 37	www.chamber.se
Almi	Advisory support	Governmental Organization	Sweden	marie.ahlgren@almi.se	Box 70394, 107 24 Stockholm	08-709 89 50	www.almi.se
Internationalisering för mindre företag	Support for internationalization	Other	Sweden	marit.andersson@akademinnorr.se	Akademinnorr, Storuman 923 81 Sweden	tel +46907867164	http://www.akademinnorr.se/
Swedish Trade Council		Investment and Trade agency	Sweden	martin.hellstrom@swedishtrade.se	Box 240 SE-101 24 Stockholm	08-58866000	www.swedishtrade.se
Företagarförbundet		Business association	Sweden	mats.assarsson@ff.se	Box 1132, 262 22 Ängelholm	Tel +4620760761, 0709-37 41 33	www.ff.se
Jönköping		Governmental Organization	Sweden	mikael.gustafsson@regionjonkoping.se	Box 255, 551 14 Jönköping	+46 36-10 20 14	http://www.regionjonkoping.se
Borås Stad	Support for internationalization	Governmental Organization	Sweden	nanna.siewertz.tulinus@boras.se	Borås Stad Stadskansliet Näringslivsenheten 501 80 Borås	033-35 71 72	http://www.boras.se
Invest in Sweden	Advisory support	Investment and Trade agency	Sweden	rolf.rising@investsweden.se	P O Box 90 SE-101 21 Stockholm, Sweden	+46 31 764 76 55	www.investinsweden.se
Exportkompetens Skåne		Governmental organization	Sweden	sara.cederlund@skane.se	Business Region Skåne Dockplatsen 26 205 01 Malmö	Tel +4640-6753535	www.skane.se

Försvarexportsmyndigheten	Support for export	Business association	Sweden	shervin.rashedi@fxm.se	Box 56081, 102 17 Stockholm	08-587 133 00	http://fxm.se/for-foretag
Swedpartnership	Financial support to Swedish SMEs in the form of depreciation loans for investment in knowledge transfer and equipment when setting up businesses/partnership in the emerging markets of Africa, Asia, Latin America and Eastern Europe.	Governmental Organization	Sweden	staffan.ahl@swedfund.se	Box 3299, 103 65 Stockholm	Tel +4687259885	www.swedpartnership.se
Swedish Agency for Economic and Regional Growth	Financial support in product development and internalisation of SMEs	Governmental Organization	Sweden	stefan.nordin@tillvaxtverket.se	Box 4044 102 61 Stockholm	08-681 66 13	www.tillvaxtverket.se
Business Region Göteborg	Support organization internationalization	Business association	Sweden	ulf.landin@businessregion.se	PO Box 111 19, SE-404 23 Gothenburg	+46 31 3676151	http://www.businessregiongoteborg.com
Move or Stay and Improve'		Governmental Organization	Sweden	ulla.rolf@almi.se	Enterprise Europe Network ALMI, Box 1501, S-351 15 Vaxjo	0470-707402	

4.3.27 UK

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone number	Website
Passport to Export	Passport to Export	Governmental organization	UK	anne.woodward@uktradeinvest.gov.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	Tel. (44-207) 2158463	www.uktradeinvest.gov.uk
Overseas Market Introduction	Overseas Market Introduction Service	Other	UK	OMIS.London@cbbc.org		Tel: +44 (0)20 7802 2000	www.cbbc.org

Service							
Department for Business Innovation and Skills	Department for Business Innovation and Skills	Governmental organization	UK	Vicki.Brown@bis.gsi.gov.uk	1 Victoria Street	Tel: +44 (0) 20 7215 5000	www.bis.gov.uk
British Chamber of Commerce		Chamber of commerce	UK	f.busby@britishchambers.org.uk	65 Petty France, London, SW1H 9EU	Tel: +44 (0) 20 7654 5800	http://www.britishchambers.org.uk/
Exporting for Growth- UK Trade and Investment	Exporting for Growth	Investment and Trade agency	UK	export@uktilondon.org.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	Tel. (44-207) 2158463	www.uktradeinvest.gov.uk
Export Enterprise Finance Guarantee- UK Trade and Investment	Export Enterprise Finance Guarantee	Financial Institution	UK	export@uktilondon.org.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	Tel. (44-207) 2158463	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth	Investment and Trade agency	UK	janet.tingle@ukti.gsi.gov.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0)141 228 3617	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth	Investment and Trade agency	UK	barbarawilson@uktilondon.org.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0) 20 7234 3057	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Construction	Investment and Trade agency	UK	UKTI construction team	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0)207 215 4802	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Creative Industries	Investment and Trade agency	UK	creative@uktradeinvest.gov.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	No tel Number	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Education & Skills	Investment and Trade agency	UK	euan.scott@ukti.gov.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0)20 7215 4283	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth	Investment and Trade agency	UK	bobbie.lynch@ukti.gsi.gov.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0)141 228 3634	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth	Investment and Trade agency	UK	No email address	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0) 20 7215 4650.	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Water	Investment and Trade agency	UK	No email address	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0)20 7215 8028	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade	Exporting for Growth - Waste	Investment and Trade	UK	No email address	UK Trade and Investment, Kingsgate House 66-74 Victoria	(0)20 7215 4281	www.uktradeinvest.gov.uk

and Investment		agency			Street, London SW1E6SW, United Kingdom		
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Financial & Professional Services	Investment and Trade agency	UK	financialservices@ukti.gsi.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0)20 7215 4283	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Food & Drinks	Investment and Trade agency	UK	Robertfurse@uktilondon.org.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	020 7234 3016	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Giftware & Jewellery	Investment and Trade agency	UK	patsteele@nsccl.co.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	01782 224401	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Global Sports	Investment and Trade agency	UK	jason.goddard@ukti.gsi.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	020 7215 4394	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Global Sports	Investment and Trade agency	UK	andrew.bacchus@ukti.gsi.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	020 7215 4003	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - ICT	Investment and Trade agency	UK	ict@ukti.gsi.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	No tel Number	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Life Sciences	Investment and Trade agency	UK	matt.delve@ukti.gsi.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	No tel Number	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Marine	Investment and Trade agency	UK	Christopher.Uniacke@uktisoutheast.com	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0)7958 056278	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Mass Transport	Investment and Trade agency	UK	andrew.thomas@ukti.gsi.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	0207 215 2400	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Textiles	Investment and Trade agency	UK	gillian.greaves@ukti.gsi.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	0113 203 3706	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - Russia	Investment and Trade agency	UK	maria.smirnova@fco.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	+007 812 320 3220	www.uktradeinvest.gov.uk
Exporting for Growth- UK Trade and Investment	Exporting for Growth - South Asia	Investment and Trade agency	UK	dil.joshi@ukti.gsi.gov.uk	UK Trade and Invevestment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	020 7215 8082	www.uktradeinvest.gov.uk

Exporting for Growth- UK Trade and Investment	Exporting for Growth - Middle East	Investment and Trade agency	UK	paul.bathgate@ukti.gsi.gov.uk	UK Trade and Investment, Kingsgate House 66-74 Victoria Street, London SW1E6SW, United Kingdom	(0)20 7215 4246	www.uktradeinvest.gov.uk
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4.4 Third countries

4.4.1 China

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone Number	Website
Switch-Asia Programme	Promoting Sustainable Consumption and Production (SCP) in Asia	EU Initiative	China	switch.psc@unep.org	U.N. Building 2 floor, Rajdamnern Nok Avenue	662-288-1133	http://www.switch-asia.eu/
Netherlands AgriBusiness Support Office	Dutch governmental business support support Dutch businesses in their international activities.	Investment and Trade Agency	China	pek-Inv@minbuza.nl	4 Liangmahe South, Chaoyang District	86 10 8532 0260	http://china.nlembassy.org/the-embassy/organisation-chart/agriculture.html
China IPR SME Help Desk Beijing	Free business tools to manage your Intellectual Property Rights in China	EU Initiative	China	question@china-iprhelpdesk.eu	Room 900, Beijing Sunflower Tower, 37 Maizidian Street, Chaoyang District	86 (10) 8527 6922	http://www.china-iprhelpdesk.eu
China-Britain Business Council Beijing	Leading organisation helping UK companies grow and develop their business in China.	Investment and Trade Agency	China	nick.thomas@cbbc.org.cn	The British Centre Room 1001 China Life Tower, 16 Chaoyangmenwai, Chaoyang District	86 10 8525 1111	http://cbbc.org.cn
Benelux Chamber of Commerce Beijing	networking between its members, the Benelux Embassies and other interest group	Chamber of Commerce	China	beijing@bencham.org	1601 Zhongyu Plaza, A6 Gongtibe Road, Chaoyang District	86 10 8523 6101 / 5	http://bencham.org

La Chambre de Commerce et d'Industrie Française en Chine, Beijing		Chamber of Commerce	China	ccifc-beijing@ccifc.org	Office C712, Beijing Lufthansa Center, 50 Liangmaqiao Road, Chaoyang District	86 10 6461 0260	http://ccifc.org
Delegation of German Industry and Commerce	Comprehensive services and feature the member organizations for the German business community in Greater China	Chamber of Commerce	China	info@bj.china.ahk.de	Unit 0811, Landmark Tower II, 8 North Dongsanhuan Road	86 10 6539 6688	http://china.ahk.de
La Cámara Oficial de Comercio de España	Objetivo ayudar a las empresas españolas a desarrollar sus negocios en China	Chamber of Commerce	China	info@spanishchamber-ch.com	Room 304B, Great Rock Plaza, 13 Xin Zhong Xi Li, Dongcheng District	86 10 6416 9774 / 7323	http://www.spanishchamber-ch.com
German Centre for Industry and Trade Beijing Co. Ltd.	Supports small and medium-sized German companies in opening or expanding their own local base in China	Investment and Trade Agency	China	beijing@germancentre.org.cn	11/F Unit 1111, Landmark Tower 2, 8 North Dongsanhuan Road, Chaoyang District	86 10 6590 6919 / 20 / 21	http://www.germancentre.org.cn
Torch High Technology Industry Development Center	To foster the growth of tech-based SMEs and boost technological innovation in enterprises, Ministry of Science & Technology	Governmental Organization	China	guoj@ctp.gov.cn	54 Sanlihe Road	86 10 6851 4068	http://www.ctp.gov.cn
Hi-tech International Business Incubator Co., Ltd.	To develop leading edge incubation through our Hi-Tech oriented business services; To create new businesses for the growth of enterprises with our global resources	Other	China	info@htibi.com	3/F Tower B of Beijing Venture Plaza, 11 Anxiangbeili, Chaoyang District	86 10 6484 2791	http://www.htibi.com
China Italy Business Innovation Center	platform of scientific and technological cooperation, innovation communication, talent exchange, and technology	Governmental Organization	China	info@cibic.com.cn	3/F Tower B of Beijing Venture Plaza, 11 Anxiangbeili, Chaoyang District	87 10 6484 2791	http://www.cibic.com.cn

	transfer and sharing of information between China and Italy.						
Confederation of British Industry	covering the full spectrum of business interests from manufacturing to services.	Business association	China	infochina@cbi.org.uk	China Life Tower, 16 Chaoyangmenwai Avenue, Chaoyang District	86 10 85253100	http://www.cbichina.org.cn
Trade Council, Denmark	highly qualified consultancy by local and Danish sector experts located throughout China.	Governmental Organization	China	jekamp@um.dk	1 Dong Wu Jie, San Li Tun, Chaoyang District	86 10 8532 9900	http://kina.um.dk
China Council for the Promotion of International Trade (CCPIT)	operate and promote foreign trade, to use foreign investment, to introduce advanced foreign technologies, to conduct activities of Sino-foreign economic and technological cooperation	Governmental Organization	China	BCNweb@ccpit.org	1 Fuxingmenwai Street	86 10 8807 5769 / 5729	http://www.bizchinanow.com
EU SME Centre	Support Service Provider for European Small and Medium-sized Enterprises (SMEs) facilitating market access in China.	EU Initiative	China	enquiries@eusmecentre.org.cn	Room 910, Beijing Sunflower Tower, 37 Maizidian Street, Chaoyang District	86 (10) 8527 5300	http://www.eusmecentre.org.cn/
Understanding China	Knowledge Building on the Chinese Economy	Governmental Organization	China	lemcke@eurochambres.eu			www.understandingchina.eu
China IPR SME Help Desk Chengdu	Free business tools to manage your Intellectual Property Rights in China	EU Initiative	China	chengdu@european-chamber.com.cn	B2-1-19-9, Sun Dynasty International, 27 Section 4 South Renmin Road	86 28 8529 3447	http://www.china-iprhelpdesk.eu
La Chambre de Commerce et d'Industrie Française en Chine, Chengdu	une structure associative privée établie, la mission est de réunir et de soutenir les entreprises	Chamber of Commerce	China	ccifc-chengdu@ccifc.org	6/F, West Building, Ladefangsi (La Defense), 1480 Tianfu Avenue	86 28 8511 4109	http://ccifc.org

	françaises et franco-chinoises en Chine.						
Delegation of German Industry and Commerce Chengdu	comprehensive services and feature the member organizations for the German business community in Greater China	Business association	China	southwestchina@gz.china.ahk.de	6/F, West Building, Ladefangsi (La Defense), 1480 Tianfu Avenue	86 28 8533 6840	http://china.ahk.de
EU Project Innovation Centre (Chengdu)	Platform promoting trade, investment and technical cooperation between the EU and China	EU Initiative	China	Donald_tan@eupic.org.cn	6F West Building, La De Fang Si, 1480 Tianfu Avenue	86 28 8533 5757	http://www.eupic.org.cn
Netherlands Business Support Office	Dutch governmental business support support Dutch businesses in their international activities.	Investment and Trade Agency	China	nbsodalian@nbsodalian.com	4910 World Trade Centre, 25 Tongxing Road, Zhongshan District	86 411 3986 9998	www.hollandinchina.org
China IPR SME Help Desk Guangzhou - Pearl River Delta (PRD)	Free business tools to manage your Intellectual Property Rights in China	EU Initiative	China	prd@european-chamber.com.cn	Unit 2817, 28/F, Tower A, Chinashine Plaza, 9 Linhe Xi Road, Tianhe District	86 20 3801 0269	http://www.china-iprhelpdesk.eu
China-Britain Business Council Guangzhou	leading organisation helping UK companies grow and develop their business in China.	Business association	China	petula.liao@cbbc.org.cn	C/O CBBC Shenzhen Office, Room 1121, Tower A, International Chamber of Commerce, Fuhua Yi Lu, Futian District	86 20 8314 3086	http://cbbc.org.cn
Benelux Chamber of Commerce Pearl River Delta	networking between its members, the Benelux Embassies and other interest group	Chamber of Commerce	China	prd@bencham.org	Teem Tower, Floor 34, 208 Tianhe Road	86 20 3813 2200 / 2	http://bencham.org
La Chambre de Commerce et d'Industrie Française en Chine, Guangzhou		Chamber of Commerce	China	ccifc-guangzhou@ccifc.org	2/F 64 Shamian Road	86 20 8186 9009	http://ccifc.org

Delegation of German Industry and Commerce Guangzhou	comprehensive services and feature the member organizations for the German business community in Greater China	Business association	China	info@gz.china.ahk.de	Room 2915, Metro Plaza, 183 Tianhe North Road	86 20 8755 2353	http://china.ahk.de
La Cámara Oficial de Comercio de España		Chamber of Commerce	China	infosouth@spanishchamber-ch.com	Room 502A 5/F, R&F Center, 10 Huaxia Road, Zhujiang New Town, Tianhe District	86 20 3892 7531	http://www.spanishchamber-ch.com
China-Britain Business Council Hangzhou	leading organisation helping UK companies grow and develop their business in China.	Business association	China	michelle.pan@cbbc.org.cn	Room 410, Xihu Minglou Building, 296 Qingchun Road	86 571 8763 1069	http://cbbc.org.cn
Delegation of German Industry and Commerce Hangzhou	comprehensive services and feature the member organizations for the German business community in Greater China	Business association	China	wang.hong@sh.china.ahk.de	Room 316 Jiahua International Business Center, 15 Hangda Road	86 21 5081 2266	http://china.ahk.de
China IPR SME Help Desk Nanjing	Free business tools to manage your Intellectual Property Rights in China	EU Initiative	China	nanjing@europeanchamber.com.cn	ZhujiangRoad No. 1 Building, 30/R, E1	86 25 8362 7330 / 1	http://www.china-iprhelpdesk.eu
China-Britain Business Council Nanjing	leading organisation helping UK companies grow and develop their business in China.	Business association	China	jenny.jiang@cbbc.org.cn	Room 2514-2515, 50 Zhonghua Road	86 25 5231 1740	http://cbbc.org.cn
China-Britain Business Council Qingdao	leading organisation helping UK companies grow and develop their business in China.	Business association	China	harry.jiang@cbbc.org.cn	Room A-2603, Yihe International Plaza, 10 Hong Kong Middle Road	86 532 8386 9772	http://cbbc.org.cn
China IPR SME Help Desk Shanghai	Free business tools to manage your Intellectual Property Rights in China	EU Initiative	China	shanghai@european-chamber.com.cn	Unit 2204, Shui On Plaza, 333 Huai Hai Zhong Road	86 21 6385 2023	http://www.china-iprhelpdesk.eu
China-Britain Business Council Shanghai	leading organisation helping UK	Business association	China	chen.wu@cbbc.org.cn	Unit 1701-2, Westgate Tower, 1038 Nanjing Road West	86 21 6218 5183	http://cbbc.org.cn

	companies grow and develop their business in China.						
Benelux Chamber of Commerce Shanghai	networking between its members, the Benelux Embassies and other interest group	Chamber of Commerce	China	shanghai@bencham.org	Room 919, 638 Hengfeng Road, crossing Chang'an Road, Zhabei District	86 21 3220 0573	http://bencham.org
Delegation of German Industry and Commerce Shanghai	comprehensive services and feature the member organizations for the German business community in Greater China	Investment and Trade Agency	China	office@sh.china.ahk.de	2/F China Fortune Tower, 1568 Century Avenue, Pudong District	86 21 5081 2266	http://china.ahk.de
La Cámara Oficial de Comercio de España		Chamber of Commerce	China	shanghai@spanishchamber-ch.com	Room 1405, 885, Renmin Road, Huaihai Zhonghua Tower, Huangpu District	86 21 6326 4177	http://www.spanishchamber-ch.com
CzechTrade	National Trade Promotion Agency of the Ministry of Industry and Trade of the Czech Republic	Investment and Trade Agency	China	shanghai@czechtrade.cz	Suite 611 Oriental Center 699 Nanjing West Road	86 21 3218 1955	http://www.czechtrade-china.cn
Kompetenzzentrum nachhaltiges China		Investment and Trade Agency	China	ding.ling@sh.china.ahk.de	25/F China Fortune Tower, 1568 Century Avenue	86 21 5081 2266 x 1621	http://www.nachhaltiges-china.de
La Chambre de Commerce et d'Industrie Française en Chine, Shanghai		Chamber of Commerce	China	ccifc-shanghai@ccifc.org	2/F Mayfair Tower, 83 Fumin Road	86 21 6132 7100	http://ccifc.org
China IPR SME Help Desk Shenyang	Free business tools to manage your Intellectual Property Rights in China	EU Initiative	China	shenyang@european-chamber.com.cn	Room 20-10, Office Tower 1, Shenyang Rich Gate Plaza, 7-1 Tuanjie Road	86 24 2334 2428	http://www.china-iprhelpdesk.eu
China-Britain Business Council Shenyang	leading organisation helping UK companies grow and develop their business in China.	Business association	China	leo.hou@cbbc.org.cn	Room 901, Tower 2, Shenyang City Plaza, 206 Nanjing North Road, Heping District	86 24 2334 2600	http://cbbc.org.cn

China IPR SME Help Desk Shenzhen - Pearl River Delta (PRD)	Free business tools to manage your Intellectual Property Rights in China	EU Initiative	China	prd@europeanamb er.com.cn	Room 308, 3/F Chinese Overseas Scholars Venture Building, South District, Shenzhen Hi-tech Industry Park	86 755 8632 9114	http://www.china-iprhelpdesk.eu
China-Britain Business Council Shenzhen	leading organisation helping UK companies grow and develop their business in China.	Business association	China	sally.zhang@cbbc.or g.cn	Room 1121, Tower A, International Chamber of Commerce, Fuhua Yi Lu, Futian District	86 755 8293 1247	http://cbbc.org.cn
La Chambre de Commerce et d'Industrie Française en Chine, Shenzhen		Chamber of Commerce	China	ccifc- shenzhen@ccifc.org	3/F, Room 318, Chinese Overseas Scholars Venture Building, South District	86 755 8632 9602	http://ccifc.org
Delegation of German Industry and Commerce Shenzhen	comprehensive services and feature the member organizations for the German business community in Greater China	Investment and Trade Agency	China	zenglein.max@gz.chi na.ahk.de	Room 217, Chinese Overseas Scholars Venture Building, Hi-tech Industrial Park, Nanshan District	86 755 8635 0487	http://china.ahk.de
China IPR SME Help Desk Tianjin	Free business tools to manage your Intellectual Property Rights in China	EU Initiative	China	tianjin@europeancha mber.com.cn	Magnetic Plaza, Building 17, Room 15A17, Junction of Binshui West and Shuishang East Road, nankai District	86 22 2374 1122	http://www.china-iprhelpdesk.eu
Delegation of German Industry and Commerce Tianjin	comprehensive services and feature the member organizations for the German business community in Greater China	Investment and Trade Agency	China	lindemann.bjoern@bj. china.ahk.de	Office Room 1502, Global Center 309, Nanjing Road, Nankai District	86 22 8787 9249	http://china.ahk.de
China-Britain Business Council Wuhan	leading organisation helping UK companies grow and develop their business in China.	Investment and Trade Agency	China	mavis.yang@cbbc.or g.cn	Tower A, Room 1203, New World International Trade Center, 568 Jianshe Avenue	87 27 8577 0989	http://cbbc.org.cn

4.4.2 USA

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone Number	Website
Office of Small Business and Entrepreneurship		Business association	United States	andre.porter@state.ma.us	One Ashburton Place, Room 2101 Boston, MA 02108	(617) 788-3692	
U.S Small Business Administration	General information about setting up or expand business operations in the USA	Governmental Organization	United States	ann.bradbury@sba.gov	409 3rd Street, S.W. Suite 6400 Washington, DC 20416	(202) 205 6766	http://www.sba.gov/category/navigation-structure/starting-managing-business/managing-business/growing-your-business
Wyoming Business Council	Assistance to domestic and international firms looking to relocate or expand operations in Wyoming	Governmental Organization	United States	brandon.marshall@wyo.gov	#NAME?	(307)777.2820	http://www.wyomingbusiness.org/Relocation
Arizona Commerce Authority		Investment and Trade Agency	United States	brians@azcommerce.com	333 North Central Avenue, Suite 1900 Phoenix, AZ 85004	(602)845-1218	http://www.azcommerce.com/
Netherlands Business Support Office		Investment and Trade Agency	United States	brik@nbso-texas.com	1801 Allen Parkway, Suite # 240, Houston, TX 77109	+1 832 900 4949 ext 101	http://www.agentschapnl.nl/onderwerp/netherlands-business-support-offices-nbsos
Nebraska Department of Economic Development	Assistance to businesses with their development and expansion needs in Nebraska	Governmental Organization	United States	brook.euteneuer@nebraska.gov	301 Centennial Mall South P.O. Box 94666 Lincoln, NE 68509-4666	(402)471-3786	http://www.neded.org/business
Rhode Island Economic Development Corporation	Support Services to businesses interested to locate in Rhode Island	Business association	United States	ccardoza@riedc.com	315 Iron Horse Way, Suite 101 Providence, Rhode Island 02908	401-278-9100 ext. 127	http://riedc.com/
Utah Governor's Office of Economic Development		Governmental Organization	United States	cconabee@utah.gov	60 East South Temple, 3d floor South lake City, Utah 84111	(801)538-8850	http://business.utah.gov/international-trade/International/
Ohio Development Services Agency	Support Services to businesses interested to locate in Ohio	Governmental Organization	United States	Christiane.Schmenk@development.ohio.gov	77 South High Street, P.O. Box 1001 Columbus, Ohio 43216-1001	(614)466 3379	http://development.ohio.gov/bs/bs_entrepreneurship.htm

Florida Small Business Development Centers		Business association	United States	ckirby@uwf.edu	University of West Florida, Office of Economic Development & Engagement, 11000 University Pkwy, Bldg 38 Pensacola, FL 32514-5750	(850)473.7800	http://www.eflorida.com/international.aspx?id=1526
Texas Economic Development Council (TEDC)	Promote Texas and its cities as a location for new business investment.	Business association	United States	crystal@texasedc.org	1011 San Jacinto, Suite 650 Austin, Texas 78701	(512)480.8432	https://www.texasedc.org/
New Jersey Economic Development Authority (EDA)	Assistance to businesses with their development and expansion needs in New Jersey	Financial Institution	United States	CustomerCare@njeda.com	36 West State Street, PO Box 990 Trenton, NJ 08625	(609) 858-6700	http://www.njeda.com/web/Default.aspx
West Virginia Economic Development		Governmental Organization	United States	David.A.Warner@wv.gov	Greenway Building - Northgate Business Park - 160 Association Drive Charleston, WV 25311-1217	(304)558-3650	http://www.wvcommerce.org/info/aboutcommerce/developmentoffice/default.aspx
Alabama Development of Commerce	Technical assistance and support for start-ups, expansions, and relocations	Governmental Organization	United States	David.Hutchison@commerce.alabama.gov	401 Adams Avenue, PO Box 304106 Montgomery, AL 36130-4106	(334)242-0437	http://commerce.alabama.gov/content/ourteam/team_main.aspx
Colorado Office of Economic Development and International Trade (OEDIT)	Assistance to international businesses interested to relocate or expand their existing operations in Colorado	Investment and Trade Agency	United States	deborah.cameron@state.co.us	1625 Broadway, Ste. 2700 Denver, Colorado 80202	(303) 892-3840	http://www.advancecolorado.com/international-business/foreign-direct-investment
Georgia Department of Economic Development (GDEcD)	Assistance to international firms looking to establish or expand business operations in Georgia	Governmental Organization	United States	dskahen@georgia.org	Georgia Department of Economic Development 75 Fifth Street, N.W., Suite 1200 Atlanta, GA 30308	404-962-4038	http://www.georgia.org/business-resources/Pages/fdi-foreign-direct-investment.aspx
Kentucky Department for Business Development	Assistance to international firms looking to relocate or expand operations in Kentucky	Governmental Organization	United States	Erik.Dunnigan@ky.gov	Old Capitol Annex 300 West Broadway Frankfort, KY 40601	(502) 564-7140	http://www.thinkkentucky.com/
New Hampshire Division of Economic Development	Support Services to businesses interested to locate in New Hampshire	Governmental Organization	United States	gary.chabot@dred.state.nh.us	172 Pembroke Rd P.O. Box 1856 Concord, NH 03302-1856	603-271-2591	http://www.nheconomy.com/business-services/

Arkansas Economic Development Commission		Investment and Trade Agency	United States	info@arkansasedc.com	900 West Capitol Little Rock, Arkansas 72201	(501)682-1124	http://www.arkansasedc.com/bring-your-business-to-arkansas/international-business.aspx
Agency of Commerce and Community Development		Governmental Organization	United States	info@thinkvermont.com	1 National Life Drive, 6th floor Montpelier, VT 05620	(802)828-5236	http://accd.vermont.gov/
Office of Business Development	Recruitment of and assistance to domestic and foreign firms interested to expand or relocate in Louisiana	Governmental Organization	United States	jason.elkoubi@la.gov	1051 North Third Street Baton Rouge, LA 70802-5239	(225)342.0600	http://www.louisianaeconomicdevelopment.com/
Virginia Economic Development Partnership	Assistance to domestic and international firms looking to relocate or expand operations in Virginia	Business association	United States	jElink-Schuurman@yesvirginia.org	901 East Byrd Street P.O. Box 798 Richmond, VA 23218-0798	(804)545-5756	http://www.yesvirginia.org/
Int'l Business Development	comprehensive business development assistance to domestic and foreign companies	Other	United States	jg@jgrimley.com	350 South Grand Avenue, Suite B1 P.O. Box 712783 Los Angeles, California, USA 90071-9998	1 (213) 814-2855	
International Business Development		Other	United States	jg@jgrimley.com	350 South Grand Avenue Suite B1 Post Office Box 712783 Los Angeles, CA 90071-9998	(213) 814-2855	http://www.intlbusinesdevelopment.com/
Dept of Business and Economic Development - Division of Business and Enterprise Development	Assistance to domestic and international firms looking to relocate or expand operations in Maryland	Investment and Trade Agency	United States	jknot@choosemaryland.org	World Trade Center, 401 East Pratt Street Baltimore, MD 21202	410.767.6978	http://www.choosemaryland.org/moveyourbusiness/Pages/default.aspx
South Carolina Department of Commerce.	Assistance to international companies to establish, relocate in South Carolina	Governmental Organization	United States	JNoel@SCcommerce.com	1201 Main Street, Suite 1600 Columbia, SC 29201-3200	(803) 737-0400 (800) 868-7232	http://sccommerce.com/international
Indiana Economic Development Corporation		Governmental Organization	United States	JSchpok@iedc.IN.gov	One North Capitol, Suite 700 Indianapolis, Indiana 46204	(317)232-8805	http://iedc.in.gov/

Minnesota Department of Employment and Economic Development (DEED)		Governmental Organization	United States	Katie.Clark@state.mn.us	1st National Bank Building 332 Minnesota Street, Suite E-200 Saint Paul, MN, 55101-1351	(651) 259-7489	http://www.positivelyminnesota.com/Business/Minnesota_Business_First_Stop/index.aspx
Wisconsin Economic Development Corporation	Assistance to domestic and international firms looking to relocate or expand operations in Wisconsin	Investment and Trade Agency	United States	Lora.Klenke@wedc.org	201 W. Washington Ave Madison, WI 53703	(608)210-6727	http://inwisconsin.com/international/
Washington State Department of Commerce	Assistance to domestic and international firms looking to relocate or expand operations in the State of Washington	Governmental Organization	United States	mary.trimarco@commerce.wa.gov	2001 6th Ave Suite 2600 Seattle WA 98121	(206) 256-6146	http://choosewashingtonstate.com/why-washington/our-experts/
Idaho Department of Commerce	Assistance to international firms looking to relocate or expand operations in Idaho	Governmental Organization	United States	megan.ronk@commerce.idaho.gov	700 W State Street, PO Box 83720 Boise, Idaho 83720-0093	(208) 334-2470	http://commerce.idaho.gov/
Collaborative Networks	Strategic consulting and coaching to US and foreign business entities	Other	United States	mgewirtz@collaborativenetworks.net		(617)277-7360	http://www.collaborativenetworks.net/
Michigan Economic Development Corporation	Assistance to domestic and international firms looking to relocate or expand operations in Michigan	Governmental Organization	United States	michael@michigan.org	300 N. Washington Square Lansing, MI 48913	(517) 241-1400	http://www.michiganadvantage.org/Grow-Your-Business/
N.C. Department of Commerce Business and Industry Division		Governmental Organization	United States	mjohnson@nccommerce.com	4310 Mail Service Center Raleigh, North Carolina 27699-4301	(919)733.8572	http://www.thrivenc.com/
The European American Business Organization Inc.		Business association	United States	oehme@eabo.biz	405 Lexington Avenue 37th fl. 10174New York	+1 212 972 3035	http://www.eabo.biz/
Connecticut Department of Economic and Community Development (DECD)		Governmental Organization	United States	Patricia.Paesani@ct.gov	505 Hudson Street Hartford, CT 06106	(860)270-8000	http://www.ct.gov/ecd/cwp/view.asp?a=1102&Q=249862&ecdNav=

California Governor's Office of Business and Economic Development	Assistance to international businesses interested to relocate or expand their existing operations in California	Governmental Organization	United States	paul.oliva@gov.ca.gov	1400 10th Street, 2nd Floor Sacramento, CA 95814	(916) 322-0694 / (877) 345-4633	http://business.ca.gov/RelocateorExpand/ForeignInvestment.aspx
New Mexico Partnership	Assistance to businesses with their development and expansion needs in New Mexico	Other	United States	psanmillan@nmpartnership.com	110 Second Street SW, Suite 60 Albuquerque, NM 87102	(505)338.1113	http://www.nmpartnership.com/
North Dakota Department of Commerce	Support Services to businesses interested to locate in North Dakota	Governmental Organization	United States	psweiss@nd.gov	P.O. Box 2057 Bismarck, North Dakota 58502-2057	(701)328-5382	http://www.business.nd.gov/
Governor's Office of Economic Development	Support Services to businesses interested to locate in Montana	Governmental Organization	United States	pwise@mt.gov	P.O. Box 200801 Helena, MT 59620-0801	(406) 444-5472	http://business.mt.gov/#
Zimmer USA	Advisory services to companies interested to enter the US Market	Other	United States	r.zimmer@zimmer-usa.com	PO Box 5561 Spartanburg, SC	(800)458.3194	http://zimmer-usa.com/us-market-entry/consulting/
Iowa Dept of Commerce - International Business Recruitment Program		Governmental Organization	United States	rjack@kansascommerce.com	1000 SW Jackson Street, Suite 100 Topeka, Kansas USA 66612	785) 296-7868	http://www.kansascommerce.com/
Tennessee Department of Economic and Community Development	Support Services to businesses interested to locate in Tennessee	Governmental Organization	United States	Samar.Ali@tn.gov	312 Rosa L. Parks Avenue, 11th floor Nashville, Tennessee 37243	(615) 741-1888	http://www.tn.gov/ecd/
Embassy of the Netherlands	Assistance to Dutch companies interested in doing business in the USA	Embassy	United States	stephan.raes@minbuza.nl	4200 Linnean Avenue Washington DC 20008	202-274 2612	http://dc.thenetherlands.org/doing-business/doing-business-in-the-united-states
Governor's Office of Economic Development	Support Services to businesses interested to locate in South Dakota	Governmental Organization	United States	Steve.Watson@state.sd.us	711 E. Wells Ave Pierre, South Dakota 57501	(605) 367-4518	http://www.sdreadytowork.com/
Missouri Dept of Economic Development - Business and Community		Governmental Organization	United States	terry.maglich@ded.mo.gov	301 W. High Street, Rooms 720, 770 Jefferson City, Jefferson City, Missouri 65102	(573)522-3222	http://www.missouripartnership.com/

Services							
Oklahoma Department of Commerce		Governmental Organization	United States	tina_lindsay@okcommerce.gov	900 N Stiles Ave. Oklahoma City, OK 73104	(405)57815-5137	http://okcommerce.gov/
Mississippi Development Authority (MDA)		Investment and Trade Agency	United States	wscaggs@mississippi.org	P.O. Box 849 Jackson, MS 39205	(601) 359-3593	http://www.mississippi.org/locate-in-mississippi/
Delaware Economic Development Office		Investment and Trade Agency	United States		820 N. French Street, 10th Floor Wilmington, DE 19801-3509	(302) 672-6811	http://dedo.delaware.gov/index.shtml
Business Oregon		Business association	United States		775 Summer St. NE, Suite 200 Salem, OR 97301-1280	(503)986-0134	http://www.oregon4biz.com/
Netherlands Business Support Office		Investment and Trade Agency	United States	brik@nbso-texas.com	1801 Allen Parkway, Suite # 240, Houston, TX 77109	+1 832 900 4949 ext 101	http://www.agentschap.nl/onderwerp/netherlands-business-support-offices-nbsos

4.4.3 India

Company	Name of support service (if known)	Type of organisation	Country	Email	Address	Telephone Number	Website
Enterprise Ireland	Export promotion, advice and consultancy	Investment and Trade Agency	India	Client.Service@enterprise-ireland.com	Enterprise Ireland East Point Business Park Dublin 3	+353 1 727 2000	
European Business and Technology Centre	Export promotion, advice and consultancy	EU Initiative	India	delhi@ebtc.eu	Balarama Building, 5th floor Bandra Kurla Complex, Bandra (East) Mumbai 400 051	+91 11 3352 1500	http://www.ebtc.eu/
Trade Section of the EU delegation to India	Financial and non-financial services	EU Initiative	India	delegation-india@eeas.europa.eu	65, Golf Links, New Delhi - 110003	+91 114949 6565	http://eeas.europa.eu/delegations/india/index_en.htm
Indo French Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	India	contact@ifcci.org.in	French Bank Building 4th Floor, 62 Homji Street Fort - Mumbai 400 001	+ 91 22 6747 9764	http://www.ifcci.org.in/
Indo German Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	India				http://indien.ahk.de/
Indo Italian Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	India	iicci@indiaitaly.com		+91 22 6772 8186	http://www.indiaitaly.com/IndoItalianSite/index.aspx
Finish Trade Promotion Agency	Export promotion, advice and consultancy	Investment and Trade Agency	India				
Portugal Global	Export promotion, advice and consultancy	Investment and Trade Agency	India				www.portugalglobal.pt/
UBI France	Export promotion, advice and consultancy	Investment and Trade Agency	India	amsterdam@ubifrance.fr		0 810 659 659	http://www.ubifrance.com/in/

Advantage Austria	Export promotion, advice and consultancy	Investment and Trade Agency	India	newdelhi@advantageaustria.org		+91 11 24618395	http://www.advantageaustria.org/in/Oesterreich-in-Indien.en.html
Swedish Trade Council	Export promotion, advice and consultancy	Investment and Trade Agency	India	mumbai@business-sweden.se	Handelsbanken International, 6th floor, Housefin Bhavan, C-21, Bandra Kurla Complex, Bandra (E) 400 051 Mumbai , India	+91 80 4152 9100	http://www.swedishtrade.se/sv/vara-kontor/asien/indien/in-english/
European Business Group India	Export promotion, advice and consultancy	EU Initiative	India	info@europeanbusinessgroupindia.com	DLTA Complex, South Block, 1st Floor 1, Africa Avenue, New Delhi 110029	+91 119811418874	http://www.europeanbusinessgroupindia.com/

4.4.4 Australia

Company / Organization	Name of the support service	Type of support service	Country	Website	Email
Austrade	Australian Government - trade and investment promotion	Investment and Trade Agency	Australia	http://www.austrade.de/	nicola.watkinson@austrade.gov.au
Australian Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Australia	http://www.acci.asn.au/	Bryan.Clark@acci.asn.au
Chamber of Commerce and Industry WA	Non-financial services	Chamber of Commerce	Australia	http://www.cciwa.com/	ian.whitaker@cciwa.com
European Australian Business Council	Non-financial services	Business association	Australia	http://eabc.com.au/home	jcollins@eabc.com.au
European Australian Business Council	Non-financial services	Business association	Australia	http://eabc.com.au/home	jjohns@eabc.com.au
German-Australian Chamber of Industry and Commerce	Chamber of Commerce	Chamber of Commerce	Australia	www.germany.org.au	info@germany.org.au
Trade Commission of Spain	Spanish Government Agency	Investment and Trade Agency	Australia	http://www.mcx.es/sidney	cteijelo@comercio.mityc.es
AU-EU Connect Inc	Consultancy & possibly a Chamber of Commerce	EU Initiative	Australia	http://www.aueuconnect.com	gosia.hill@aueuconnect.com
Irish Australian Chamber of Commerce	Non-financial services	Chamber of Commerce	Australia	http://irishchamber.com.au/	iacc@irishaustrachamber.asn.au

Italian Chamber of Commerce in Australia	Non-financial services	Chamber of Commerce	Australia	http://www.icciaus.com.au/page.aspx	info@italchambermelb.com
Australia-Hungary Chamber of Commerce & Industry	Non-financial services	Chamber of Commerce	Australia	http://www.hunaucc.com.au/	charles@kovess.com
Australian British Chamber of Commerce	Non-financial services	Chamber of Commerce	Australia	http://www.britishchamber.com/	abccvic@britishchamber.com
Netherlands Chamber of Commerce Australia	Non-financial services	Chamber of Commerce	Australia	http://ncca.com.au/	geppaart@bigpond.net.au
French Australian Chamber of Commerce	Non-financial services	Chamber of Commerce	Australia	http://www.facci.com.au/	vic@facci.com.au
Belgian Luxembourg Chamber of Commerce	Non-financial services	Chamber of Commerce	Australia	http://www.blcchk.org/	mathewsl@planet.net.au
Slovenia Australian Agency for Trading & Cultural Exchange		Investment and Trade Agency	Australia	-	vrizmal@oldvine.info
Spanish Chamber of Commerce and Industry for Australia	Non-financial services	Chamber of Commerce	Australia	-	SpanishChamber@lacamara.com.au

4.4.5 Brazil

Company / Organization	Name of the support service	Type of support service	Country	Website	Email
German Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://ahk.de/en/ahk-locations/brazil/	belgalux@belgalux.com.br
Belgium/Luxembourg Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://www.belgianchambers.be/en/chambers/belgianluxembourgbrasilian-chamber-of-commerce-and-industry-in-brazil_23.aspx	prayon@terra.com.br
Danish Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://danchamb.com.br/Home/	ccblb@skynet.be
Spanish Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://www.camaraespanhola.org.br	danchamb@uol.com.br
French Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://www.ccfb.com.br/	Camaraespanhola@camaraespanhola.org.br
Italian Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://www.italcam.com.br/ita2012/italian/index.php	comercialrj@ccfb.com.br
Dutch Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://www.dutcham.nl/	ccgi@terra.com.br
Polish Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://en.kig.pl/findapartner.html	info@dutcham.com.br
Portugeese Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://www.eracs.org.br/conteudo/view?ID_CONTEUDO=121	zelmar@kig.pl
UK Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	www.britcham.com.br	cclbmg3@cdlnet.com.br
Romanian Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://www.bracc.ro/en	britcham@britcham.com.br
Swedish Chamber of Commerce in Brazil	Non-financial services	Chamber of Commerce	Brazil	http://www.swedcham.com.br/	olteanu@terr.com.br
					brazil@swedishtrade.se

4.4.6 Canada

Company / Organization	Name of the support service	Type of support service	Country	Website	Email
Austria Consulate General Commercial Section	Non-financial services	Investment and Trade Agency	Canada	-	toronto@austriantrade.org
Belgian Canadian Business Chamber	Non-financial services	Chamber of Commerce	Canada	http://www.belgiumconnect.com/	info@belgiumconnect.com
British Canadian Chamber of Trade and Commerce	Non-financial services	Chamber of Commerce	Canada	http://bcctc.ca/	tonymorgan121@msn.com
Canada Czech Republic COC	Non-financial services	Chamber of Commerce	Canada	www.ccrcc.net/	admin@ccrcc.net
Finish Canadian COC	Non-financial services	Chamber of Commerce	Canada	http://canadafinlandcc.com/	info@finlandmontreal.com
Canadian German Chamber of Industry and Commerce	Non-financial services	Chamber of Commerce	Canada	http://www.germanchamber.ca/	info.toronto@germanchamber.ca
Canadian Slovenian COC	Non-financial services	Chamber of Commerce	Canada	http://www.cdnslocc.ca/	info@cdnslocc.ca
Embassy of Lithuania to Canada	Non-financial services	Embassy	Canada	tp://ca.mfa.lt	ottawa@lithuanianembassy.ca
Federation of Portugese and Canadian Business Professionals	Non-financial services	Business association	Canada	http://www.fpcbp.com/	info@fpcbp.com
Swedish Canadian COC	Non-financial services	Chamber of Commerce	Canada	http://www.sccc.ca/	admin@sccc.ca
Netherlands Canadian Business Association	Non-financial services	Business association	Canada	http://www.cnbpa.ca/	info@cnbpa.ca
Canada Poland COC	Non-financial services	Chamber of Commerce	Canada	http://www.canada-poland.com/	info@canada-poland.com
Danish Canadian COC	Non-financial services	Chamber of Commerce	Canada	http://www.dccc.ca	piacha@um.dk
Ireland Canada COC	Non-financial services	Chamber of Commerce	Canada	http://www.icccto.com/index.php	main@icccto.com
Ireland Canada Business Association	Non-financial services	Business association	Canada	http://www.irelandcanada.com/	info@irelandcanada.com
Italian COC Ontario	Non-financial services	Chamber of Commerce	Canada	http://italchambers.ca/	info@italchambers.ca
Italian COC Toronto	Non-financial services	Chamber of Commerce	Canada	http://italchambers.ca/	trade@italchambers.ca

4.4.7 Chile

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Corfo	Entrepreneurship and innovation.	Governmental Organization	Chile	www.corfo.cl	abenavides@corfo.cl
Startup Chile	Attract early stage, high-potential entrepreneurs to bootstrap their startups in Chile	Governmental Organization	Chile	www.startupchile.org	sebastian@startupchile.org
ProChile	Promotion abroad and internationalization affairs	Governmental Organization	Chile	www.prochile.cl	fdevidente@direcon.gob.cl
Asociación de exportadores manufactureros (Asexma)	Wide variety of service areas, management process and activities that enhance entrepreneurship: training, business travel	Business association	Chile	www.asehma.cl	millesca@exportachile.cl
Cipyme	Reduce the gap between the importance of the SMEs in terms of employment and number of business at national scale	Investment and Trade Agency	Chile	www.cipyme.cl	mastorga@cipyme.cl
Camara de comercio de Santiago	Chamber of commerce: financing, training, advice, guidance to foreign market entry	Chamber of Commerce	Chile	www.ccs.cl	gerencia@ccs.cl
SOFOFA (Chilean Federation of Industry)	Offers seminar, advice, statistical reviews, representative, initiative, export incentives	Investment and Trade Agency	Chile	www.sofofa.cl	sofofa@sofofa.cl
Conupia	Trade confederation. Representative of SMEs	Investment and Trade Agency	Chile	http://conupia.cl	presidencia@conupia.cl
Eurochile	Business promotion, technology transfer, how-how	EU Initiative	Chile	www.eurochile.cl	mbarbe@invnortesur.cl
Cámara Oficial Española de Comercio en Chile	Chamber of commerce. Provide a platform for Chilean business development in Europe and gateway for Spanish investment in Chile	Chamber of Commerce	Chile	www.camaco.es	presidencia@camaco.es
Cámara franco-chilena	Provide a network, market studies, events...	Chamber of Commerce	Chile	www.camarafrancochilena.cl	jean@camarafrancochilena.cl

Ecus Private Equity	Combines it's partners' local network with AXA Private Equity's global network	Financial Institution	Chile	www.ecuscapital.com	paulo.marin@ecuscapital.com
Cámara chileno belgo luxemburguesa de comercio	Non-financial activities	Chamber of Commerce	Chile	www.camarabelgolux.cl	contacto@camarabelgolux.cl
Cámara chileno helenica de comercio	Non-financial activities	Chamber of Commerce	Chile	www.greciachile.cl	monica.robles@intralot.cl
Cámara chileno sueca de comercio	Non-financial activities	Chamber of Commerce	Chile	www.camarasueca.cl	info@camarasueca.cl
Cámara chileno alemana de comercio e Industria (CAMCHAL)	Non-financial activities	Chamber of Commerce	Chile	www.camchal.cl	ifriebel@camchal.cl
Cámara chileno belga de comercio	Non-financial activities	Chamber of Commerce	Chile	www.camarabelga.cl	amagnus@camarabelgolux.cl
Cámara chileno británica de comercio	Non-financial activities	Chamber of Commerce	Chile	www.britcham.cl	greg.holland@britcham.cl
Cámara chileno filandesa de comercio	Non-financial activities	Chamber of Commerce	Chile	-	pia.sanhueza@camco.cl
Cámara chileno holandesa de comercio	Wide range of services	Chamber of Commerce	Chile	www.camarachileholanda.cl	informaciones@camarachileholanda.cl
Cámara chileno irlandesa de comercio	Non-financial activities	Chamber of Commerce	Chile	-	mzegers@attglbal.net
Cámara chileno polaca de comercio	Non-financial activities	Chamber of Commerce	Chile	www.camarachilenopolaca.cl	rwaidede@csav.com
Cámara de comercio Chile Portugal	Non-financial activities	Chamber of Commerce	Chile	-	lusochile@terra.cl
Cámara de comercio chileno checa y eslovaca	Non-financial activities	Chamber of Commerce	Chile	-	aag@konzult.cl
Cámara de comercio italiana de Chile A.G.	Non-financial activities	Chamber of Commerce	Chile	www.camit.cl	adimontezemolo@camit.cl
Cámara de integración chileno luxemburguesa	Non-financial activities	Chamber of Commerce	Chile	www.luxchile.lu	jortuzar@upacifico.cl
Cámara chileno danesa de comercio	Non-financial activities	Chamber of Commerce	Chile	http://chile.um.dk/	palle.hansen@flsmidth.com
Ubifrance		Investment and Trade Agency	Chile	http://www.ubifrance.com/	icaceres@eurochile.cl
SERCOTEC	Promote and support initiatives to improve the competitiveness of SMEs	Governmental Organization	Chile	http://www.sercotec.cl	Xavier.fravaldecoatparquet@ubifrance.fr
Conapyme	Wide range of services	Other	Chile	http://www.conapyme.cl/	info@cndc.cl

4.4.8 Egypt

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Confederation of Egyptian European Business Association CEEBA, FEDCOC	Non-financial services	Business association	Egypt	http://www.ceeba.org	ezztips@link.net
CEEBA, Executive Officer GACIC	Non-financial services	Business association	Egypt	http://www.ceeba.org	marionkussmann@ahk-mena.com
BEBA	Non-financial services	Business association	Egypt	www.beba.org.eg	hazemhassan@kpmg.com
French Chamber of Commerce in Egypt	Non-financial services	Chamber of Commerce	Egypt	http://www.ccfе.org.eg/en.html	Natacha.Tempez@ccfe.org.eg
GACIC	Financial services	Chamber of Commerce	Egypt	http://www.ahkmena.com/	rainer.herret@ahk-mena.com
Egyptian Austrian Business Association	Non-financial services	Business association	Egypt		emad.taymour@ament-egypt.com
Egyptian Belgium Business Association	Non-financial services	Business association	Egypt	w.ebba-association.com	fta@intouch.com
Greek Chamber of Commerce in Cairo	Non-financial services	Chamber of Commerce	Egypt	www.greekchambercairo.com	info@greekchambercairo.com
Greek Chamber of Commerce in Alexandria	Non-financial services	Chamber of Commerce	Egypt	http://www.acci.gr/grchcom/	greekchamber@link.net
Greek Chamber of Commerce in Alexandria	Non-financial services	Chamber of Commerce	Egypt	http://www.acci.gr/grchcom/	greekchamber@link.net
Greek Chamber of Commerce in Cairo	Non-financial services	Chamber of Commerce	Egypt	www.greekchambercairo.com	greekchamber@link.net
Egyptian-Scandinavian Business Association	Non-financial services	Business association	Egypt	http://www.esba-egypt.com	esba.egypt@yahoo.com
Basco Engineering & Trading	Non-financial services	Other	Egypt	www.basco-group.com/egypt.htm	basco@link.net
EFBA	Non-financial services	Business association	Egypt	http://www.efba.net	ashraf.said@efba.net
Egyptian British Chamber of Commerce	Non-financial services	Chamber of Commerce	Egypt	www.theebcc.com/	
International Co. for Projects and Trading		Investment and Trade Agency	Egypt		hassan_elshafei@yahoo.com
Egyptian Irish Business Council	Non-financial services	Business association	Egypt		momran@mistnet.net

COPCA - Catalonian Trade Promotion Center	Non-financial services	Investment and Trade Agency	Egypt	http://www.tradeegypt.com/CoWeb-matching.asp?link=&ID=22779	akramh@copcaegypt.com
Egyptian Dutch Business Club	Non-financial services	Business association	Egypt	http://egypt.nlembassy.org/services/trade-information/doing-business-and-investing-in-egypt	ttawfik@farmfrites.com.eg
GAFI	Non-financial services	Investment and Trade Agency	Egypt	www.gafinet.org/	investorcare@gafinet.org
Small Business Support	Financial services	Business association	Egypt	http://www.ebrd.com/pages/workingwithus/sbs/where/egypt.shtml	egp@ebrd.com
Italian Trade Center		Investment and Trade Agency	Egypt	http://directory.egypt.com/en/showlink.php?id=57754	cairo.cairo@ice.it
Alexandria International Trade Point		Investment and Trade Agency	Egypt	www.tradekey.com	alextp@idsc.net.eg
Egyptian International Trade Point		Investment and Trade Agency	Egypt	www.tpegypt.gov.eg/	moeitcnt@idsc.net.eg

4.4.9 Indonesia

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
European Business Chamber of Commerce (EuroCham)	Non-financial services	Chamber of Commerce	Indonesia	www.eurocham.or.id	patrik.jonasson@eurocham.or.id
German-Indonesia Chamber of Commerce and Industry (EKONID)	Non-financial services	Chamber of Commerce	Indonesia	www.ekonid.or.id	janr@ekonid.or.id
British Chamber of Commerce in Indonesia (Britcham)	Non-financial services	Chamber of Commerce	Indonesia	www.britcham.or.id	chriswren@britcham.or.id
Indonesian French Chamber of Commerce and Industry (IFCCI)	Non-financial services	Chamber of Commerce	Indonesia	www.ifcci.com	ap.mignon@ifcci.com
Indonesian-Netherlands Association (INA)	Non-financial services	Business association	Indonesia	www.ina.or.id	director@ina.or.id
Indonesian Chamber of Commerce (Kadin Indonesia)	Non-financial services	Chamber of Commerce	Indonesia	http://www.bsd-kadin.org/	oliver.oehms@cimonline.de
The Employers' Association	Non-financial services	Business association	Indonesia	www.apindo.or.id	david@parsons-asia.com

of Indonesia (Apindo)					
Swedish Business Association (SBA)	Non-financial services	Business association	Indonesia	http://www.sbaindo.org/	per.brandt@combibox.com Secretary of Per Brandt: medidocola@gmail.com
Austrian Business Association (ABA)	Non-financial services	Business association	Indonesia		
Danish Business Chambers (DBA)	Non-financial services	Chamber of Commerce	Indonesia	www.dba.co.id	chl@dba.co.id, sl@dba.co.id.
Italian Business Association in Indonesia (IBAI)	Non-financial services	Business association	Indonesia	http://www.italiansnet.it/associazione_6355_lbai_-_Italian_Business_Association_In_Indonesia_Jakarta_(Giava)_Indonesia.html	luigicarlo.gastel@pirelli.com

4.4.10 Israel

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Austria Chamber of Commerce	Non-financial services	Chamber of Commerce	Israel	http://www.aicc.org.au/	daskaly@bezeqint.net
Israel- Belgium & Luxemburg Chamber of Commerce	Non-financial services	Chamber of Commerce	Israel	http://ileucc.co.il/members.asp?id=18	zivyoram@netvision.net.il
Israel- Bulgaria Chamber of Commerce	Non-financial services	Chamber of Commerce	Israel	http://www.bcci.bg/jointchambers/bgizr/	aruetii@netvision.net.il
Israel- Cyprus Chamber of Commerce	Non-financial services	Chamber of Commerce	Israel	http://www.ccci.org.cy/main.aspx?module=Item1&pagel=1143&itemId=231	gadyar@netvision.net.il
Israeli - Czech Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.ciok.cz/	shaul.lifshitz@iccci.org.il
Israel-Denmark Chamber of Commerce	Non-financial services	Chamber of Commerce	Israel	http://ileucc.co.il/members.asp?id=2	ami.lapidot@lapidot.com
Israel - France Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.israelvalley.com/	cciif@cciif.org.il
Israel - German Chamber	Non-financial services	Chamber of Commerce	Israel	http://israel.ahk.de/en/	alroi@ahkisrael.co.il
Israel - Greece Chamber	Non-financial services	Chamber of Commerce	Israel	http://ileucc.co.il/members.asp?id=12	gilalg@bgalaw.co.il
Israel - Hungary Chamber	Non-financial services	Chamber of Commerce	Israel	http://ileucc.co.il/members.asp?id=13	avibleier@yahoo.com
Israel - Ireland Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.business.co.il/ireland.s	ben4innovation@gmail.c

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Israel-Italy Chamber of Commerce	Non-financial services	Chamber of Commerce	Israel	http://www.italia-israel.com/	clelia@italia-israel.com
Israel - Lithuania Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.ilcci.org/	len@jylaw.co.il
Israel-Netherlands Chamber of Commerce	Non-financial services	Chamber of Commerce	Israel	http://www.kvknederlandisrael.nl/	jacques@tempo.co.il
Israel - Poland Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.israel-poland.com/	Lewinski@bezeqint.net
Israel - Portugal Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.israel-portugal.co.il/	il_trade@mipha.co.il
Israel - Slovakia Chamber	Non-financial services	Chamber of Commerce	Israel	www.ilcham.sk	judithn@ide-tech.com
Israel - Slovenia Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.telaviv.embassy.si/index.php?id=chamberofcommerceandindustry&L=1	daniel.yogev@islcc.org
Israel - Spain Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.camaracatalanoisraeli.com/	cdc.isesp@pan.org.il
Israel - Sweden Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.swedenabroad.com/en-GB/Embassies/Tel-Aviv/Contact/Israel-in-Sweden/	ikass@netvision.net.il
Israel - GB Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.ibcc.org.il/	isrbrit@bezeqint.net
Israel - Romania Chamber	Non-financial services	Chamber of Commerce	Israel	http://www.cciri.ro/en/	cci.isrom.2010@gmail.com

4.4.11 Japan

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Belgian-Luxembourg Chamber of Commerce (BLCCJ)	Non-financial services	Chamber of Commerce	Japan	http://www.blccj.or.jp	info@blccj.or.jp
British Consulate-General, Osaka	Non-financial services	Governmental Organization	Japan	http://ukinjapan.fco.gov.uk	bcg.osaka@fco.gov.uk
Embassy of Hungary in Japan - Office of Economic Affairs	Non-financial services	Embassy	Japan	http://www.mfa.gov.hu/kulkepviselet/Jp/en/mainpage.htm	tokyo@hita.hu
Embassy of the Republic of Poland in Japan - Trade and Investment Promotion Section	Non-financial services	Embassy	Japan	http://tokyo.trade.gov.pl/pl/	brhtokio@inter.net
Embassy of Romania in	Non-financial services	Embassy	Japan	http://tokyo.mae.ro/index.php?la	economic@ambrom.jp

Japan				ng=en	
ERAI Japan K.K.	Financial & non-financial services	Investment and Trade Agency	Japan	http://www.erai.org	japan@erai.org
European Business Council in Japan (EBC)	Non-financial services	EU Initiative	Japan	http://www.ebc-jp.com	ebc@gol.com
Finpro Japan	Non-financial services	Investment and Trade Agency	Japan	http://www.finpro.fi/en-US/Finpro/	japan@finpro.fi
French Chamber of Commerce & Industry in Japan (CCIFJ)	Non-financial services	Chamber of Commerce	Japan	www.ccifj.or.jp	direction@ccifj.or.jp
Italian Chamber of Commerce in Japan (ICCFJ)	Non-financial services	Chamber of Commerce	Japan	http://www.iccj.or.jp	iccj@iccj.or.jp
Portuguese Business Development Agency (AICEP)		Investment and Trade Agency	Japan	http://www.portugalglobal.pt/EN/ARedeAicep/Pages/ARedeAicep.aspx?codPais=&idPontoRede=4	aicep.tokyo@portugalglobal.pt
Scottish Development International	Non-financial services	Investment and Trade Agency	Japan	http://www.sdi.co.uk/	sdi-japan@scotent.co.uk
UBIFRANCE Japan		Investment and Trade Agency	Japan	http://www.ubifrance.fr	tokyo@ubifrance.fr
VDE Global Services Japan - German Association for Electrical, Electronic & Information Technologies	Non-financial services	Business association	Japan	www.vdeglobalservices.com	vde-Japan@vde.com
Advantage Austria - Japan office		Investment and Trade Agency	Japan	http://www.advantageaustria.org/jp/	tokio@advantageaustria.org
Flanders Investment & Trade (FIT)		Investment and Trade Agency	Japan	www.flanderinvestmentandtrade.com	tokyo@fitagency.com
Italian Trade Commission Tokyo (ICE)	Non-financial services	Investment and Trade Agency	Japan	http://www.ice-tokyo.or.jp/top/index.html	tokyo@ice.it
Swedish Trade Council - Embassy of Sweden Commercial office	Non-financial services	Embassy	Japan	http://www.swedishtrade.com/	stcjapan@swedishtrade.se
The Netherlands Chamber of Commerce in Japan - (NCCJ)	Non-financial services	Chamber of Commerce	Japan	http://www.nccj.jp	nccj@nccj.jp
Embassy of the Czech Republic in Japan	Non-financial services	Embassy	Japan	http://www.mfa.cz/tokyo	tokyo@embassy.mzv.cz
German Chamber of Commerce & Industry in Japan (DIHKJ) Deutsche Industrie- und Handelskammer	Non-financial services	Chamber of Commerce	Japan	http://www.japan.ahk.de	info@dihkj.or.jp
Royal Danish Embassy	Non-financial services	Embassy	Japan	http://japan.um.dk/	tyoamb@um.dk
CzechInvest - Japan Office	Financial & non-financial services	Investment and Trade Agency	Japan	http://www.czechinvest.org	tokyo@czechinvest.org
Netherlands Embassy	Non-financial services	Embassy	Japan	www.oranda.or.jp	tok-ea@minbuza.nl

4.4.12 Malaysia

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Embassy of the Czech Republic	Non-financial services	Embassy	Malaysia	www.mzv.cz/kualalumpur	kualalumpur@embassy.mzv.cz;
Embassy of the Kingdom of the Netherlands in Kuala Lumpur	Non-financial services	Embassy	Malaysia	www.netherlands.org.my	kll@minbuza.nl
Aicep Portugal Global	Non-financial services	Investment and Trade Agency	Malaysia	http://www.portugalglobal.pt	maria.liew@portugalglobal.pt
UK High Commission	Financial & non-financial services	Governmental Organization	Malaysia	http://ukinmalaysia.fco.gov.uk/en/	tony.collingridge@fco.gov.uk
Embassy of Denmark	Non-financial services	Embassy	Malaysia	www.ambkualalumpur.um.dk/en	kulamb@um.dk
UBIFRANCE	Non-financial services	Investment and Trade Agency	Malaysia	http://www.ubifrance.com/my/	kualalumpur@ubifrance.fr
Embassy Of Austria	Non-financial services	Embassy	Malaysia	http://embassy-finder.com/austria_in_kualalumpur_malaysia	kualalumpur@advantageaustria.org
Italian Trade Commission	Non-financial services	Investment and Trade Agency	Malaysia	http://www.italtrade.com/countries/asia/malaysia/index.htm	kualalumpur@ice.it
Malaysia-Belgium-Luxembourg Business Council (MBLBC)	Non-financial services	Business association	Malaysia	http://www.eumcci.com/links/bilateral-chambers	James.DECALUWE@OLEON.com
British Malaysian Chamber of Commerce (BMCC)	Non-financial services	Chamber of Commerce	Malaysia	http://ukinmalaysia.fco.gov.uk/en/news/?view=Speech&id=780498882	molly@bmcc.org.my
Malaysian Dutch Business Council (MDuBC)	Non-financial services	Business association	Malaysia	http://www.mdbc.com.my/home.php	marco@mdbc.com.my
Malaysian Danish Business Council (MDaBC)	Non-financial services	Business association	Malaysia	http://malaysia.um.dk/	raine@jkf.com.my
Polish Embassy in Kuala Lumpur, Trade and Investment Promotion Section	Non-financial services	Embassy	Malaysia	http://kualalumpur.trade.gov.pl/en	brh_msia@tm.net.my
Malaysian German Chamber of Commerce & Industry (MGCC)	Non-financial services	Chamber of Commerce	Malaysia	http://www.malaysia.ahk.de/en/	alexander.stedtfeld@malaysia.ahk.de
Malaysian French Chamber of Commerce & Industry (MFCCI)	Non-financial services	Chamber of Commerce	Malaysia	http://www.mfcci.com/	mlozach@mfcci.com

Embassy of Spain – Economic & Commercial Office	Non-financial services	Embassy	Malaysia	http://www.spainbusiness.com/ice/cda/controller/pageGen/0,3346,1549487_1561507_26459541_84,00.html	kualalumpur@comercio.mityc.es
EU MCCI		EU Initiative	Malaysia	http://www.eumcci.com/	marylopez@eumcci.com

4.4.13 Mexico

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Germany Mexico Chamber of Commerce	Non-financial services	Chamber of Commerce	Mexico	http://ahk.de/en/ahk-locations/mexico/	direccion@ahkmexiko.com.mx
Spain Mexico Chamber of Commerce	Non-financial services	Chamber of Commerce	Mexico	http://www.ceciver.com.mx	cam.espanola@comescom.com.mx
BELUMEX Chamber of Commerce	Non-financial services	Chamber of Commerce	Mexico	www.belumex.com.mx	verkinderen@belumex.com
British Mexico Chamber of Commerce	Non-financial services	Chamber of Commerce	Mexico	www.britchamexico.com	tdelay@britchamexico.com
French Mexico Chamber of Commerce	Non-financial services	Chamber of Commerce	Mexico	http://www.franciamexico.com/	arodriguez@mediattec.com
Italian Mexico Chamber of Commerce	Non-financial services	Chamber of Commerce	Mexico	www.italianchamberofcommerce.net/Mexico.htm	alberico.peyron@camaraitaliana.com.mx
Irish European Chamber of Commerce	Non-financial services	Chamber of Commerce	Mexico		raul.medinamora@vision.com
Czech Trade	Financial & non-financial services	Investment and Trade Agency	Mexico	www.czechtrade-mexico.com.mx	miroslav.mandak@czechtrade.cz
Austrian Embassy	Non-financial services	Embassy	Mexico	http://www.bmeia.gv.at/index.php?L=9&id=67780	mexico@austriantrade.org
Finnish Embassy	Non-financial services	Embassy	Mexico	http://www.finlandia.org.mx/public/default.aspx?culture=en-US&contentlan=2	nina.jaakkola@finpro.fi
Italian Institute for Foreign Trade	Non-financial services	Investment and Trade Agency	Mexico	www.italtrade.com	messico@messico.ice.it
Swedish Trade Council	Non-financial services	Investment and Trade Agency	Mexico	www.swedishtrade.se/mexico	jakob.sjolander@swedishtrade.se
Mexican Trade and Investment Promotion Agency		Investment and Trade Agency	Mexico		fernando.cruz@promexico.gob.mx

Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM)		Other	Mexico	www.itesm.edu	paz.diaz.nieto@itesm.mx
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4.4.14 Morocco

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Chambre Française de Commerce et d'Industrie au Maroc	Non-financial services	Chamber of Commerce	Morocco	www.cfcim.org	pconfais@cfcim.org
Chambre de Commerce Allemande	Non-financial services	Chamber of Commerce	Morocco	http://marokko.ahk.de	Marco.Wiedemann@dihk casa.org
Chambre de Commerce Espagnole	Non-financial services	Chamber of Commerce	Morocco	www.camacoescasablanca.com	camacoescasablanca@camacoescasablanca.com
Chambre de Commerce Italienne	Non-financial services	Chamber of Commerce	Morocco	www.ccimaroc.com	info@ccimaroc.com
Chambre de Commerce Britannique	Non-financial services	Chamber of Commerce	Morocco	www.britcham.ma	ilhambennis@britcham.ma
Chambre de Commerce Belgo-Luxembourgeoise	Non-financial services	Chamber of Commerce	Morocco	www.ccblm.ma	ccblm@ccblm.co.ma
Centre Régional d'Investissement du Grand Casablanca	Non-financial services	Investment and Trade Agency	Morocco	www.casainvest.ma	directeur@casainvest.ma
EIB - FEMIP program	Financial Services	Financial Institution	Morocco	www.eib.org/femip	g.prudhomme@eib.org
Ben Cherif & Associates	Non-financial services	Business association	Morocco	http://www.bencherif.ma/	
Fiduciaire Internationale		Business association	Morocco	http://fidinter.net/	
German Chamber of Commerce and Industry in Morocco	Non-financial services	Chamber of Commerce	Morocco	http://marokko.ahk.de	
UHY Ben Mokhtar & Co	Non-financial services		Morocco	http://www.uhy-benmokhtar.ma/web/	

4.4.15 Russia

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
OPORA Russia	Non-financial services	Business association	Russia	www.opora.ru	id@opora.ru
Non-profit partnership St-Petersburg Foundation for Business Development		Business association	Russia	www.fbd.ru	info@fbd.spb.ru
European-Russian innpartnership	Non-financial services	EU Initiative	Russia	www.innopartnership.ru	office@innpartnership.ru
Innovative city Skolkovo	Financial & non-financial services	Other	Russia	http://www.sk.ru	SKFoundation@sk.ru
Russian-Spanish Entrepreneurial Committee	Financial & non-financial services	Business association	Russia	http://rus-sp.com/	filippova@prominvest-rt.ru
Russian-Italian Entrepreneurial Committee for Business Cooperation	Consulting and advisory	Business association	Russia	http://www.tpprf.ru/en/business_councils/foreign/europe/index.php?id_12=355	ccir@mosca.ru
Association French-Russian Dialogue		Business association	Russia	www.dialoguefrancorusse.com/ru	ryseva@css-rzd.ru
Russia-Portugal Entrepreneurial Council		Business association	Russia	http://www.tpprf.ru/en/business_councils/foreign/europe/index.php?id_12=358	info@rosagro.ru
Russian-Latvian Business Council		Business association	Russia	http://www.latvija.lt/en/news/pres-releases/2007/july/02-2-july/	n.sevostyanov@ugmk.com
Russian-Austrian Business Council	Non-financial services	Business association	Russia	http://www.tpprf.ru/en/business_councils/foreign/europe/index.php?id_12=360	vvgurov@mail.ru
Business Council for Cooperation with Czech Republic		Business association	Russia	http://www.tpprf.ru/en/business_councils/foreign/europe/index.php?id_12=360	zamornikovin@center.rzd.ru
Business Council for Cooperation with Poland		Business association	Russia		smsh@mail.ru
Business Council for Cooperation with Lithuania		Business association	Russia		62620@mechel.com
Russo-British Chamber of Commerce Moscow	Non-financial services	Chamber of Commerce	Russia	www.rbcc.com/	ekaterina.ivakina@rbcc.com
Russo-British Chamber of Commerce St Petersburg	Non-financial services	Chamber of Commerce	Russia	www.rbcc.com	infospb@rbcc.com
Swedish Russian & CIS Chamber of Commerce	Non-financial services	Chamber of Commerce	Russia	www.swedishrussian.com	info@swedishrussian.com

Russian Italian Chamber of Commerce	Non-financial services	Chamber of Commerce	Russia	http://www.assocamerestero.it/camere/elencoCamere.asp?ID_PaesePlanet=145&Query=0&ID_Sezione=7	http://www.ccir.it
Russian Italian Chamber of Commerce	Non-financial services	Chamber of Commerce	Russia	http://www.assocamerestero.it/camere/elencoCamere.asp?ID_PaesePlanet=145&Query=0&ID_Sezione=7	info@mauer-group.ru
Enterprise Ireland Russia	Export promotion, advice and consultancy	Investment and Trade Agency	Russia	https://www.enterprise-ireland.com/en/Export-Assistance/International-Office-Network-Services-and-Contacts/Russia.html	gerard.maccarthy@Enterprise-Ireland.com
ADVANTAGE AUSTRIA MOSCOW	Advice and consultancy	Investment and Trade Agency	Russia	www.advantageaustria.org/ru	moskau@advantageaustria.org
Advantage Austria St Petersburg	Advice and consultancy	Investment and Trade Agency	Russia	www.advantageaustria.org/ru	stpetersburg@advantageaustria.org
ADVANTAGE AUSTRIA EKATERINBURG	Advice and consultancy	Investment and Trade Agency	Russia	www.advantageaustria.org/ru	ekaterinburg@advantageaustria.org
UK Trade and Investment Russia	Financial & non-financial services	Investment and Trade Agency	Russia	http://www.ukti.gov.uk/export/countries/europe/easterneurope/russia.html	maria.smirnova@fco.gov.uk

4.4.16 Saudi Arabia

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
AHK Gesalo - German-Saudi Liaison Office for Economic Affairs	Market information advice and consultancy	Governmental Organization	Saudia Arabia	http://saudiarabien.ahk.de/nl/	hergenroether@ahk-arabia.com
Finpro Finland Trade Center	Export promotion, advice and consultancy	Investment and Trade Agency	Saudia Arabia	http://www.finpro.fi/finpro-maailmalla/saudi-arabia	rautiainen@finpro.fi
Ubifrance Jeddah	Information	Investment and Trade Agency	Saudia Arabia	http://www.ubifrance.fr/arabie-saoudite/contact-et-plan-d-acces.html	Bertrand.VELON@ubifrance.fr
Ubifrance Riyadh	Information	Investment and Trade Agency	Saudia Arabia	http://www.ubifrance.fr/arabie-saoudite/contact-et-plan-d-	michel.gelenine@ubifrance.fr

				aces.html	
WKÖ Advantage Austria	Advice and consultancy	Investment and Trade Agency	Saudia Arabia	http://www.advantageaustria.org/sa/Oesterreich-in-Saudi-Arabien.en.html	Riyadh@advantageaustria.org
AWEX (Wallonia)	Financial & non-financial services	Investment and Trade Agency	Saudia Arabia	http://www.awex.be/fr-BE/Pages/Home.aspx	Awex-riyadh@nesma.net.sa
FIT (Flanders)	Advice and consultancy	Investment and Trade Agency	Saudia Arabia	http://www.flandersinvestmentandtrade.be/	riyadh@fitagency.com
Enterprise Ireland	Export promotion, advice and consultancy	Investment and Trade Agency	Saudia Arabia	http://www.enterpriseireland.com/en/Export-Assistance/International-Office-Network-Services-and-Contacts/Saudi-Arabia.html	daniel.cunningham@Enterprise-Ireland.com
Italian Trade Commission ICI		Investment and Trade Agency	Saudia Arabia		riyad@ici.it
UK Trade and Investment UKTI	Financial & non-financial services	Investment and Trade Agency	Saudia Arabia	http://www.ukti.gov.uk/export/countries/asiapacific/middleeast/saudi-arabia.html	chris.innes-hopkins@fco.gov.uk
Danish Trade Council	Aids expansion through advice and consultancy	Investment and Trade Agency	Saudia Arabia	http://saudiarabien.um.dk/en/the-trade-council/tradecouncil-in-saudi-arabia/	tarals@um.dk
Oficina Comercial de España		Other	Saudia Arabia	http://www.oficinascomerciales.es/ice/cda/controller/pageOfecommes/0,,5280449_5282899_5283038_0_SA,00.html	rgomez@comercio.mineco.es
Swedish Trade Council	Networking, advice and consultancy	Investment and Trade Agency	Saudia Arabia	http://www.swedishtrade.se/sv/vara-kontor/asien/saudiarabien/in-english/	peter.onnby@swedishtrade.se
Dutch Embassy Economic Affairs Department	Information	Embassy	Saudia Arabia	http://saudiarabia.nlembassy.org/	riy-ea@minbuza.nl
Polish Embassy Commercial Affairs Department	Information	Embassy	Saudia Arabia	http://rijad.msz.gov.pl/en	andrzej.wozniak@msz.gov.pl

4.4.17 Serbia

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email

National Agency for Regional Development	Financial & non-financial services	Governmental Organization	Serbia	www.narr.gov.rs	milena.vasic@narr.gov.rs
Enterprise Europe Network	Financial & non-financial services	EU Initiative	Serbia	www.een.rs	een@narr.gov.rs
Women's Entrepreneurship Network Serbia	Women's Entrepreneurship Network Serbia	Other	Serbia	www.narr.gov.rs	srđjan.beljan@narr.gov.rs
Mentors of Women Entrepreneurs in Serbia	Mentors of Women Entrepreneurs in Serbia	Other	Serbia	www.narr.gov.rs	sonja.manojlovic@narr.gov.rs
Ministry of Finance and Economy		Governmental Organization	Serbia	www.mfp.gov.rs	milica.stankovic@mfp.gov.rs
Mobilis	Business support	Other	Serbia	www.mobilis.co.rs	ranka.miljenovic@mfp.gov.rs
Matapan CezarORG	Technical assistance, advice and consultancy	Other	Serbia	www.cezar.org.rs	milan.lalovic@cezar.org.rs
NICEF -Naučno-istraživački centar Ekonomskog fakulteta		Other	Serbia	www.ekof.bg.ac.rs	paunovic@ekof.bg.ac.rs
Association for Business Women	Information	Business association	Serbia	www.poslovnezene.org.rs	sanjap.pantic@pupin.rs
Serbian Chamber of Commerce	Non-financial services	Chamber of Commerce	Serbia	www.pks.rs	vida.dzagic@pks.rs
Belgrade Chamber of Commerce	Non-financial services	Chamber of Commerce	Serbia	www.kombeg.org.rs	mmj@kombeg.org.rs
SIEPA	Business set-up, support, promotion, advice and consultancy	Investment and Trade Agency	Serbia	www.siepa.gov.rs	mirjana.dimitrijevic@siepa.gov.rs
Hypo Alpe Adria Bank a.d. Beograd		Financial Institution	Serbia	www.hypo-alpe-adria.rs	milos.llic.SME@hypo-alpe-adria.rs
Institute for Territorial Economic Development (InTER)		Other	Serbia	www.lokalnirazvoj.org	dmijacic@lokalnirazvoj.org
Inno Focus	Innovation support, technical assistance and export promotion	Business association	Serbia	www.inno-focus.rs	admin@inno-focus.rs
Regional center for SME development Krusevac		Business association	Serbia	www.rc.rs	gorlap@gmail.com
RARIS - Regional agency for development of East Serbia	Networking and advice	EU Initiative	Serbia	www.raris.org	office@raris.org
Regional agency for spatial and economic development of Raski and Moravicki districts		Other	Serbia	www.kv-rda.org	office@kv-rda.org
Regional center for SMEE development Belgrade		Other	Serbia	www.mspbg.rs	office@mspbg.rs
Regional center for socio-economic		Other	Serbia	www.banat.rs	office@rcrbanat.rs

development Banat					
Regional development agency JUG		Other	Serbia	www.rra-jug.rs	info@ora-jug.rs
Regional development agency Srem		Other	Serbia	www.rrasrem.rs	info@rrasrem.rs
Regional agency for economic development of Sumadija and Pomoravlje		Other	Serbia	www.redasp.rs	director@redasp.rs
Regional center for SMEE development Subotica		Other	Serbia	www.smer.subotica.info	smer@subotica.info
CEFE Serbia	Training and consultancy	Financial Institution	Serbia	www.cefe.net	a.stevanovic@cefe.org.rs

4.4.18 South Africa

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Austrian Business Circle	Advice and information	Other	South Africa	http://www.austrianbc.co.za/	thomas@citywatchinternational.com
Embassy of Austria: Austrian Trade Commission for SA	Market information	Embassy	South Africa	http://www.bmeia.gv.at/en/embassy/pretoria/the-embassy/austrian-representations.html	Johannesburg@advantageaustria.org
Australian Trade Commission (Austrade)		Governmental Organization	South Africa	http://www.austrade.gov.au/	john.madew@austrade.gov.au
Conti-Lines		Other	South Africa	http://www.contilines.be/index.html	a.luyckx@contilines.be
Embassy of Czech Republic, Trade office	Non-financial services	Embassy	South Africa	http://www.embassypages.com/missions/embassy3629/	johannesburg@czechtrade.cz
German Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	South Africa	http://suedafrika.ahk.de/	mboddenberg@germanchamber.co.za
The French South African Chamber of Commerce & Industry	Non-financial services	Chamber of Commerce	South Africa	http://www.fsacci.co.za/	ddebeer@fsacci.co.za

Embassy of France	Non-financial services	Embassy	South Africa	http://www.ambafrance-rsa.org/Ubifrance-in-South-Africa,862	jacques.torregrossa@ubifrance.fr
Global Inspection Group South Africa		Other	South Africa	http://www.globalinspectionsgroup.com/	ss@globalinspectionsgroup.com
Embassy of Greece	Non-financial services	Embassy	South Africa	http://www.grconsulatejhb.co.za/	ecocom-johannesburg@mfa.gr
Ireland Chambers of Commerce	Non-financial services	Chamber of Commerce	South Africa	http://www.enterpriseireland.com/en/	fred.klinkenberg@enterpriseireland.com
Italian Chamber	Non-financial services	Chamber of Commerce	South Africa	http://www.italcham.co.za/	secretarygeneral@italcham.co.za
NBSA	Advice and consultancy	Business association	South Africa	http://nsba.co.za/	karl@financecompetence.eu
Embassy of Poland	Non-financial services	Embassy	South Africa	http://www.embassypages.com/missions/embassy19074/	office@poltrade.org.za
Embassy of Portugal	Non-financial services	Embassy	South Africa	http://www.embassypages.com/missions/embassy11357/	joao.pereira@portugalglobal.pt
SANEC	Financial and non-financial services	Chamber of Commerce	South Africa	http://www.sanec.org/	froke@sanec.co.za
Swedish Trade	Networking, advice and consultancy	Investment and Trade Agency	South Africa	http://www.swedishtrade.se/sv/vara-kontor/afrika/sydafrika/in-english/	hakan.bengtsson@swedishtrade.se
Embassy of Spain	Non-financial services	Embassy	South Africa	http://www.embassypages.com/missions/embassy13788/	emanzanares@comercio.mineco.es
Spain & Southern Africa Renewable Energy		Other	South Africa	http://renewableconsortium.com/rec/	g.carrasco@renewableconsortium.com
Embassy of United Kingdom	Non-financial services	Embassy	South Africa	http://www.ukti.gov.uk/export/countries/afrika/southernafrika/southafrica.html	andrew.henderson@fco.gov.uk

4.4.19 South Korea

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email

UK Chamber	Non-financial services	Chamber of Commerce	South Korea	http://www.bcck.or.kr/	bcck@bcck.or.kr,
Italian Chamber	Non-financial services	Chamber of Commerce	South Korea	http://www.korea4expats.com/service-Italian-Chamber-of-Commerce-in-Korea---ITCCK-Seoul-927.html	itcck@itcck.org, itcck@naver.com
German Chamber	Non-financial services	Chamber of Commerce	South Korea	http://korea.ahk.de/	info@kgcci.com
Swedish Chamber	Non-financial services	Chamber of Commerce	South Korea	http://www.scckkorea.org/?sd=1&sc=1_7	chamber@scckkorea.org
ECCK (European Chamber of Commerce in Korea)	Non-financial services	EU Initiative	South Korea	http://www.ecck.eu/ecck/ABOUT_US/ABOUT_US02.html	wolfgang.slawinski@frequentis.com
UBI FRANCE		Investment and Trade Agency	South Korea	http://www.ubifrance.com/	seoul@ubifrance.fr
ICE - Italian Trade Commission	Export promotion and advice	Investment and Trade Agency	South Korea	http://www.italtrade.com/countries/asia/southkorea/index.htm	f.decillis@ice.it
Netherlands Foreign Investment Agency (NFIA)		Investment and Trade Agency	South Korea	http://www.nfia-korea.com/	info@nfia-korea.com
Enterprise Ireland Korea Office	Export promotion, advice and consultancy	Investment and Trade Agency	South Korea	http://www.enterpriseireland.com/en/Export-Assistance/International-Office-Network-Services-and-Contacts/South-Korea.html	Dianne.Rhee@enterpriseireland.com
Poland Trade Office	Information and advice	Investment and Trade Agency	South Korea	http://www.polandtio.org/cmsystem/	michal.kulinski@trade.gov.pl
Swedish Trade Council	Networking, advice and consultancy	Investment and Trade Agency	South Korea	http://www.swedishtrade.se/sv/vara-kontor/asien/sydkorea/english/	Bong-soon.Park@swedishtrade.se
Finpro, Finland Trade Center	Non-financial services	Investment and Trade Agency	South Korea	http://www.finpro.fi/web/english-pages/global-locations/south-korea	korea@finpro.fi

4.4.20 Taiwan

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Department of Investment Services		Investment and Trade Agency	Taiwan	www.dois.moea.gov.tw	mtweng@moea.gov.tw

Small&Medium Enterprise Admin	Financial and non-financial services	Governmental Organization	Taiwan	www.moeasmea.gov.tw	miller@moeasmea.gov.tw
International Cooperation Department		Governmental Organization	Taiwan	www.moea.gov.tw	mjshyy@moea.gov.tw
Bureau of Standards, Metrology and Inspection	Non-financial services	Governmental Organization	Taiwan	www.bsmi.gov.tw	cy.tu@bsmi.gov.tw
Department of Collection&Procedures		Governmental Organization	Taiwan	www.webmail.customes.gov.tw	dft6@webmail.customes.gov.tw
National Immigration Agency		Governmental Organization	Taiwan	www.immigration.gov.tw	spenheat@yahoo.com.tw
Taiwan Transportation Vehicle MFRS Association		Other	Taiwan	www.tvma.org.tw	chitang@tvma.org.tw
General Chamber of Commerce of the ROC	Non-financial services	Chamber of Commerce	Taiwan	www.tcoc.org.tw	executive@tcoc.org.tw
Chinese National Federation of Industries		Business association	Taiwan	www.cnfi.org.tw	sflin@cnfi.org.tw
Taiwan Electrical and Electronic Manufacturers' Association		Other	Taiwan	www.teema.org.tw	david@teema.org.tw
Importers & Exporters Association of Taipei		Business association	Taiwan	www.ieatpe.org.tw	shirley@ieatpe.org.tw
Hi-Tech Promotion Center		Governmental Organization	Taiwan	www.mail.taipei.gov.tw	ea-40185@mail.taipei.gov.tw
European Chamber of Commerce	Non-financial services	Chamber of Commerce	Taiwan	www.ecct.com.tw	jerry@ecct.com.tw
Taiwan Globalisation Network		Other	Taiwan	http://taiwan-netherlands.weebly.com/	rain121629@yahoo.com.tw
Taichung Business Incubators Alliance-TBIA		Business association	Taiwan	www.taiwantrade.com	rain121629@yahoo.com.tw
Taipei Representative Office		Governmental Organization	Taiwan	www.taiwantrade.com	pctung@online.nl
Representative Trade and Investment office of the Netherlands in Taiwan	Advice and consultancy	Investment and Trade Agency	Taiwan	www.ntio.org.tw	hansfortuin@ntio.org.tw
Industrial Technology Research Institute (ITRI)	Networking, training and advice	Other	Taiwan	www.itri.org.tw/eng/	ediew@itri.org.tw
Incubation &New Venture Business Division (ITRI)	Networking, training and advice	Other	Taiwan	www.itri.org.tw/eng/	steve@itri.org.tw
Taiwan External Trade Development Council	Trade promotion activities	Investment and Trade Agency	Taiwan	www.taitra.com.tw/about_02.asp	walteryeh@taitra.org.tw
Biotechnology &Pharmaceutical industries Program Office		Other	Taiwan	www.bpipo.org.tw/en	chchenj@biopharm.org.tw
Taiwan Private Equity Association	Promotes business laws and gives advice	Financial Institution	Taiwan	www.tvca.org.tw/en/	Clark.su@tvca.org.tw

4.4.21 Thailand

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Austrian Embassy	Non-financial services	Embassy	Thailand	www.aussenministerium.at/bangkok	gustav.gressel@advantageaustria.org
Belgian Embassy	Non-financial services	Embassy	Thailand	www.diplomatie.be/bangkok	bangkok@advantageaustria.org
British Embassy	Non-financial services	Embassy	Thailand	www.ukinthailand.fco.gov.uk	ben.raby2@fco.gov.uk
Czech Embassy	Non-financial services	Embassy	Thailand	www.mzv.cz/bangkok/en/index.html	chingli.archer2@fco.gov.uk
Danish Embassy	Non-financial services	Embassy	Thailand	www.thailand.um.dk	nipmuk@um.dk
Finnish Embassy	Non-financial services	Embassy	Thailand	www.finland.or.th/en	kai.tuorila@finpro.fi
French Embassy	Non-financial services	Embassy	Thailand	www.ambafrance-th.org	yaowanuch.unsathit@dgtr.eso.r.gouv.fr
German Embassy	Non-financial services	Embassy	Thailand	http://www.siam-legal.com/foreign-visas/germany-embassy-in-thailand.php	wi-2@bangk.diplo.de
Greece Embassy	Non-financial services	Embassy	Thailand	http://embassy-finder.com/greece_in_bangkok_thailand	one.artemis@hotmail.com
Hungarian Embassy	Non-financial services	Embassy	Thailand	http://embassy-finder.com/hungary_in_bangkok_thailand	mission.bgk@mfa.gov.hu
Italian Embassy	Non-financial services	Embassy	Thailand	http://www.siam-legal.com/foreign-visas/italian-embassy-in-thailand.php	andrea.speronello@esteri.it

Luxembourg Embassy	Non-financial services	Embassy	Thailand	www.bangkok.mae.lu/	Sam.Schreiner@mae.etat.lu
Netherlands Embassy	Non-financial services	Embassy	Thailand	www.thailand.nlembassy.org	Henkcor-vander.kwast@minbuza.nl
Polish embassy	Non-financial services	Embassy	Thailand	http://www.polemb.or.th/	andrzej.bolesta@msz.gov.pl
Portugese Embassy	Non-financial services	Embassy	Thailand	http://www.secomunidades.pt/web/banguecoque	portemb@scban.dgaccp.pt
Spanish Embassy	Non-financial services	Embassy	Thailand	http://www.maec.es/es/Home/Paginas/Portada.aspx	bangkok@comercio.mityc.es
Swedish Embassy	Non-financial services	Embassy	Thailand	http://www.swedenabroad.com/en-GB/Embassies/Bangkok/	christoffer.berg@foreign.ministry.se
Slovakian Embassy	Non-financial services	Embassy	Thailand	http://www.mzv.sk/bangkok	slovakia@bangkok.truemail.co.th
European ASEAN Business Centre (EABC)		EU Initiative	Thailand	http://www.eabc-thailand.eu/	director@eabc-thailand.eu
Belgian-Luxembourg-Thai Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://www.beluthai.org/	info@beluthai.org
British Chamber of Commerce Thailand	Non-financial services	Chamber of Commerce	Thailand	http://members.bccthai.com/bcct/asp/default.asp	greg@bccthai.com
Danish-Thai Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://www.dancham.or.th/	contact@dancham.or.th
Franco-Thai Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://www.francothaicc.com/en/	contact@francothaicc.com
German-Thai Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://thailand.ahk.de/en/	gtcc@gtcc.org
Irish-Thai Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://www.irishtaicc.com/itcc/asp/default.asp	tiranaed@irishtaicc.com
Netherlands-Thai Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://www.ntccthailand.org/	info@ntccthailand.org
Thai-Finnish Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://www.thaifin.or.th/	tfcc@thaifin.or.th
Thai-Italian Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://www.thaitch.org/	info@thaitch.org
The Thai-Swedish Chamber of Commerce	Non-financial services	Chamber of Commerce	Thailand	http://www.swecham.com/	director@swecham.com

4.4.22 Tunisia

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Italian-Tunisian chamber of commerce	Non-financial services	Chamber of Commerce	Tunisia	www.ctici.org.tn	tommaso.giordano@ctici.org.tn
German-Tunisian chamber of commerce	Non-financial services	Chamber of Commerce	Tunisia	www.ahktunis.org	d.ossebrink@ahktunis.org
French-Tunisian chamber of commerce	Non-financial services	Chamber of Commerce	Tunisia	http://www.ctfci.org/	habib.gaida@ctfci.org
Tunisian-Dutch Chamber of Commerce for Trade and Industry	Non-financial services	Chamber of Commerce	Tunisia	-	Error! Hyperlink reference not valid.
Bureau of Economic Chamber of Austria Federal Economic	Non-financial services	Chamber of Commerce	Tunisia	http://portal.wko.at/wk/startseite.wk	autriche@planet.tn
Austria-Tunisia Chamber of Commerce	Non-financial services	Chamber of Commerce	Tunisia	http://www.aacc.at/index.php?option=com_content&view=article&id=43&Itemid=44&c9eaf5837e83f673747cb78a37e2c56c=73d6da50f1479ba632833c96458185fb	headoffice@aacc.at
Scandinavian-Tunisian Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Tunisia	-	sbs@topnet.tn
Chamber of Commerce Tunisian-Belgian-Luxembourg	Non-financial services	Chamber of Commerce	Tunisia	http://www.ccbia.org/Country-profiles/Tunisia.html	cctbl@gnet.tn
Belgian Ambassador in Tunisia		Embassy	Tunisia	http://www.diplomatie.be/tunis/	tunis@diplobel.org
Tunisia-British Chamber of Commerce	Non-financial services	Chamber of Commerce	Tunisia	http://www.tbcc.org.tn/	tbcci@gnet.tn
UK Trade and Investment (British Embassy Tunisia)	Financial & non-financial services	Embassy	Tunisia	http://www.ukti.gov.uk/export/countries/africa/northafrica/tunisia.html	julia.smyth@fco.gov.uk
The Agency for Agricultural Investment Promotion		Investment and Trade Agency	Tunisia	http://www.apia.com.tn/	prom.agri@apia.com.tn

The Agency for Promotion of Industry and Innovation	Advice and consultancy	Investment and Trade Agency	Tunisia	http://www.tunisianindustry.nat.tn/en/home.asp	api@api.com.tn
CONECT		Other	Tunisia	-	president@conect.org.tn
Austrian Embassy in Tunisia	Non-financial services	Embassy	Tunisia	http://www.bmeia.gv.at/botschaft/tunis.html	tunis-ob@bmeia.gv.at
Fidunion Tunisie		Business association	Tunisia	http://www.fidunion.com.tn/	
Périclès conseils	Advice and consultancy	Business association	Tunisia	http://www.periclesconseils.com.tn/	
UHY CNBA	Advice and consultancy	Business association	Tunisia	http://uhycnba.com/	

4.4.23 Turkey

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
KOSGEB Dış İlişkiler Koordinasyon Dairesi Başkanlığı	Financial & non-financial services	Governmental Organization	Turkey	http://kosgeb.gov.tr/Pages/UI/Default.aspx	umit.cakar@kosgeb.gov.tr
KOSGEB İSTANBUL BOĞAZIÇI HMM	Financial & non-financial services	Governmental Organization	Turkey	http://www.kosgeb.gov.tr/Pages/UI/Default.aspx	Serhat.ozturk@kosgeb.gov.tr
İSTANBUL SANAYİ ODASI	Financial & non-financial services	Chamber of Commerce	Turkey	http://www.iso.org.tr/tr/web/statistik/sayfalar/index.aspx?ref=3	ecig@iso.org.tr
KOSGEB ANADOLU YAKASI HMM	Financial & non-financial services	Governmental Organization	Turkey	http://www.kosgeb.gov.tr/istanbulanadolu/tr/	Servet.kocak@kosgeb.gov.tr
KOSGEB OSTİM HMM	Financial & non-financial services	Governmental Organization	Turkey	http://www.kosgeb.gov.tr/Pages/UI/Default.aspx	deniz.timurcin@kosgeb.gov.tr
KONYA SANAYİ ODASI	Non-financial services	Chamber of Commerce	Turkey	http://www.kso.org.tr/	rasimcelik@kso.org.tr
TTGV	Financial services	Financial Institution	Turkey	http://www.ttg.gov.org.tr/en	ahozdemir@ttgv.org.tr
METUTECH AŞ		Governmental Organization	Turkey	http://www.metutech.metu.edu.tr/cms/	kpirincci@metutech.metu.edu.tr
SAMSUN TSO	Non-financial services	Chamber of Commerce	Turkey	http://www.samsuntso.org.tr/	fsarac@samsuntso.org.tr
KOSGEB BURSA HMM	Financial & non-financial services	Governmental Organization	Turkey	http://kosgeb.gov.tr/Pages/UI/Default.aspx?ref=5&refContent=645	ersat.guzel@kosgeb.gov.tr
KOSGEB KOCAELİ OSB HMM	Financial & non-financial services	Governmental Organization	Turkey	http://www.kosgeb.gov.tr/Pages/UI/Default.aspx	atacan.yucelen@kosgeb.gov.tr

KOSGEB KAHRAMANMARAŞ HMM	Financial & non-financial services	Governmental Organization	Turkey	http://www.kosgeb.gov.tr/Pages/UI/Default.aspx	sadik.gozek@kosgeb.gov.tr
ADANA TİCARET ODASI	Non-financial services	Chamber of Commerce	Turkey	http://www.adana-to.org.tr/ato/TR/	alpar@adana-to.org.tr
ANTALYA TSO	Non-financial services	Chamber of Commerce	Turkey	http://www.atso.org.tr/	
EBILTEM		Governmental Organization	Turkey	http://ebiltem.ege.edu.tr/	serdal.temel@ege.edu.tr
Republic of Turkey Prime Ministry Investment Support and Promotion Agency	Investment and FDI Support and Promotion Agency of Turkey	Governmental Organization	Turkey	http://www.invest.gov.tr/en-US/Pages/Home.aspx	
TOBB- The Union of Chambers and Commodity Exchanges of Turkey	offer information and consultancy services through Chambers, Commodity Exchanges and ABIGEMs	Chamber of Commerce	Turkey	http://www.tobb.org.tr/Sayfalar/Eng/AnaSayfa.aspx	
YASED- International Investors Association of Turkey	Non-financial services	Business association	Turkey	http://www.yased.org.tr/webportal/Turkish/Pages/AnaSayfa.aspx	
Republic of Turkey Ministry of Economy		Governmental Organization	Turkey	http://www.tcp.gov.tr/	
Ministry of Development	Ministry of Development is the main body, responsible from Regional Development Agencies and Investment Support Offices all around Turkey	Governmental Organization	Turkey	http://www.mod.gov.tr/en/SitePages/mod_aboutus.aspx	
TİM- Turkish Exporters Assembly		Business association	Turkey	http://www.tim.org.tr/en/	

4.4.24 Ukraine

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
British Ukraine Chamber of Commerce	Non-financial services	Chamber of Commerce	Ukraine	http://www.bucc.com.ua/	BUCCUkraine@gmail.com

Danish Business Association	Networking and advice	Business association	Ukraine	http://www.dba-ukraine.com/front-page.aspx	ievamb@um.dk
European Business Association	Information support	Business association	Ukraine	http://www.eba.com.ua/	anna.derevyanko@eba.com.ua
Finpro	Non-financial services	Investment and Trade Agency	Ukraine	http://www.finpro.fi/web/english-pages/global-locations/ukraine	sergii.malynovskyi@finpro.fi
ICC Ukraine	Non-financial services	Chamber of Commerce	Ukraine	http://iccu.org/en	ubica-ict@ukr.net
Centre for Economic Initiative	Consulting services	Other	Ukraine	http://www.ceiworld.org/	cei@ceiworld.org
Swedish Trade Council Ukraine	Networking, advice and consultancy	Investment and Trade Agency	Ukraine	http://www.swedishtrade.se/sv/vara-kontor/europa/ukraina/in-english/	gunilla.hult@swedishtrade.se
Ukraine Chamber of Commerce and Industry	Non-financial services	Chamber of Commerce	Ukraine	http://www.ucci.org.ua/home.html	bsd@ucci.org.ua
Balkan SME office	Networking, advice and consultancy	Other	Ukraine		emil.vasilev@mbb-org.eu
Kiev WKO Austria	Advice and consultancy	Investment and Trade Agency	Ukraine	http://www.advantageaustria.org/ua/osterreich-in-ukraine/Buero-Kiew.en.html	kiew@wko.at
Ukraine German Chamber of Commerce	Non-financial services	Chamber of Commerce	Ukraine	http://ukraine.ahk.de/	oleksandr.tkachuk@dihk.com.ua
Agentschap NL		Investment and Trade Agency	Ukraine	http://www.agentschapnl.nl/	oekraine@info.agentschapnl.nl
ExpoUA	Training, seminars and trade shows	Other	Ukraine	http://expoua.com/	info@expoua.com
Primus Exhibitions Group	Non-financial services	Other	Ukraine	http://www.theprimus.com/	info@theprimus.com

4.4.25 Vietnam

Company / Organization	Name of support service (if known)	Type of support service	Country	Website	Email
Mekong Delta Tourism Association	Advice	Other	Vietnam	http://www.mekongtourcruises.net/mekong_travel_news/detail/9/Mekong_Delta_Tourism.html	

Vietnam Beer, Alcohol and Beverage Association	Non-financial services	Other	Vietnam	http://www.vba.com.vn/	hiephoivba@yahoo.com.vn
Vietnam Software and IT Services Association	Non-financial services	Other	Vietnam	http://www.vinasa.org.vn/	thaoan@vinasa.org.vn
Vietnam Cashew Association	Non-financial services	Other	Vietnam	http://www.vinacas.com.vn/	info@vinacas.com.vn
Da Nang SME Association	Non-financial services	Business association	Vietnam		
Vietnam Association of Financial Investors		Business association	Vietnam	http://www.vafi.org.vn/2006/index.php	office@vafi.org.vn
Vietnam Textile and Apparel Association	Non-financial services	Other	Vietnam	www.vietnamtextile.org.vn	info@vietnamtextile.org.vn
Vietnam Association of Small and Medium Industrial Enterprises	Non-financial services	Business association	Vietnam	http://www.sme-gtz.org.vn/	vasmiehh@vnn.vn
Vietnam Rubber Association	Non-financial services	Other	Vietnam	http://www.vra.com.vn/web/	vra@vnn.vn
Vietnam Association of Craft Villages	Non-financial services	Other	Vietnam	http://www.vietcraftb2b.com/	nganhghett@yahoo.com
HCMC Tourism Association	Advice	Other	Vietnam	http://www.vita.vn/	
Vietnam Building Ceramic Association	Non-financial services	Other	Vietnam	www.vnceramic.org.vn/	vibca@viettel.com.vn
HCMC Business Association	Non-financial services	Business association	Vietnam		vanphong@hiephoidoanhnghep.vn
Vietnam Leather and Footwear Association	Non-financial services	Other	Vietnam	http://www.lefaso.org.vn/default.aspx?portalid=5&tabid=273	hhdg@hn.vnn.vn
Vietnam Electro-technical Industry Association	Non-financial services	Other	Vietnam	http://www.velina.org/	velina@fpt.vn
Vietnam Steel Association	Non-financial services	Other	Vietnam	http://www.vsa.com.vn/	hiephoithepv@hn.vnn.vn
Vietnam Association of Mechanical Industry	Non-financial services	Other	Vietnam		vphh@vami.con.vn
HCMC Plastic Association	Non-financial services	Other	Vietnam	http://www.vpas.vn/	saigonplas@gmail.com
VN Association of Rural Industrial Small and Medium Enterprises	Non-financial services	Business association	Vietnam		vn_varisme@vnn.vn
Lam Dong Province Tourism Association	Non-financial services	Other	Vietnam		

Vietnam Cotton and Spinning Association	Non-financial services	Other	Vietnam	http://www.vietcotton.com.vn/index.php?option=com_content&view=article&id=74&Itemid=182&lang=en	
Vietnam Electronic Industries Association	Non-financial services	Other	Vietnam	http://www.veia.org.vn/	hiephoidientu2@gmail.com
VN Pharmaceutical Companies Association	Non-financial services	Other	Vietnam	http://www.vnpca.org.vn/	vnpca@fpt.vn
SME Support Centre-VCCI	Non-financial services	Business association	Vietnam		tienph@vcci.com.vn
VN Association of Foreign Invested Enterprises	Non-financial services	Business association	Vietnam		
VN Business Managers Association	Non-financial services	Business association	Vietnam		hoinhaquantri@gmail.com
Vietnam SME Association	Non-financial services	Business association	Vietnam		
Vietnam Young Enterprises Association	Non-financial services	Business association	Vietnam	http://www.dntvn.org.vn/	ngocanh17383@hotmail.com
CIEM (Central Institution for Economic Management)	Research and assistance	Governmental Organization	Vietnam	http://www.ciem.org.vn/home/en/home/index.jsp	
National Economics University	Non-financial services	Governmental Organization	Vietnam	http://www.en.neu.edu.vn/	
Hanoi Association for Entrepreneur Women	Non-financial services	Business association	Vietnam	www.hnew.org.vn/	
Vietnam Association of Seafood Producers and Exporters (VASEP)	Non-financial services	Other	Vietnam	http://www.vasep.com.vn/	vasephn@vasep.com.vn
BuonMaThuot Coffee Association	Non-financial services	Other	Vietnam	http://www.vicofa.org.vn/	vicofa@hcm.vnn.vn
Vietnam Chamber of Commerce and Industry (VCCI)	Non-financial services	Chamber of Commerce	Vietnam	http://www.vcci.com	vbfn@hn.vnn.vn
European Chambers	Business development and support	EU Initiative	Vietnam	http://www.eurochamvn.org/	hn@eurochamvn.org
Enterprise Ireland	Advice and consultancy	Investment and Trade Agency	Vietnam	https://www.enterpriseireland.com/en/Export-Assistance/International-Office-Network-Services-and-Contacts/Vietnam.html	

Annex IV Identified support services through online survey (fiches)

Annex 4 presents the information on the 1,156 support services in the EU-27 and the third countries that has been collected through the online survey. Since the annex is too large to display in this report, please use the link below obtain the annex in PDF format:

<http://ec.europa.eu/DocsRoom/documents/9124/attachments/2/translations/en/renditions/native>

(pdf, 13 MB)



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