





NEW ENTREPRENEUR (NE)

Country of origin: Spain Name: Alaine Romero

Age: 22 years Status: Owner

Sector: Hotel, restaurant, tourism, travel

services and wellness

Name of business: Egeria Aterpetxea

HOST ENTREPRENEUR (HE)

Name: Lorenzo Gambi
Experience: 16 years

Sector: Hotel, restaurant, tourism, travel

services and wellness

Name of business: SETI Cooperativa

Duration of exchange: 2 months

Alaine Romero has recently started running a hostel in Bilbao, Spain. As a new entrepreneur, Alaine was eager to gain more insight into marketing strategies and registration processes as well as developing new approaches to customer care.

Thanks to the Erasmus for Young Entrepreneurs mobility scheme, she travelled to Italy and learned at first hand from Lorenzo Gambi, Manager for the past 16 years of SETI Cooperativa. Alaine participated in Cooperativa Seti's daily commercial activities: Working alongside Lorenzo, Alaine monitored the hotel's business activities, spoke to clients as well as learning the do's and don'ts, essential for keeping a business up and running. As for Lorenzo, he benefited from young interesting perspectives and ideas.

All in all, Alaine returned to Bilbao feeling confident in her business opportunities thanks to new managerial skills and entrepreneurial know-how.

"Working with Lorenzo, manager of Cooperativa Seti, was an incredible experience. Not only did I gain innovative ideas for my own enterprise, I equally became aware of the importance of expanding my business opportunities in the next coming years.", said Alaine.



Alaine Romero



Lorenzo Gambi

For further information about the exchange:

New Entrepreneur IO: Ms Gema Diaz Dominguez, gemad@documenta.es

Host Entrepreneur IO: Mr Stefano Tirati, stefano@cscs.it







NEW ENTREPRENEUR (NE)

Country of origin: Bulgaria Name: Georgi Nikolaev

Age: 26 years

Status: Would-be entrepreneur

Sector: IT

Name of business: None

HOST ENTREPRENEUR (HE)

Country of origin: Luxembourg

Name: Martin Petrov Experience: 3 years

Sector: IT

Name of business: Onformonics

www.onformonics.com

Duration of exchange: 1 month

With more than 8 years of working in Information Technology, Georgi Nikolaev, from Bulgaria, decided to create his own IT consulting company. His first question: 'where to start'?

The Bulgarian would-be entrepreneur needed to learn how to manage a viable business as well as understanding the responsibilities and tasks ahead of him. Indeed, starting a new company from scratch can be quite a daunting challenge.

More than 1500 kilometers away from Bulgaria, Martin Petrov runs Onformonics, a IT-related business set in Luxembourg, which operates in 3 different European countries. As an experienced entrepreneur managing six employees, Martin received Georgi in the month of November to show him the key pointers to achieve his dream business.

During his one-month-training at Onformonics, Georgi learned how to manage a company and which business model to implement to ensure a successful IT business. He equally took note of useful marketing and human resources strategies.

Thanks to the exchange, Martin also acquired new skills like the use of PCI-DSS standards and their importance in today's IT world's business. The PCI Security Standards Council has been trying to secure payment account data online, and was founded by American Express, MasterCard Worldwide to name just two.

Both entrepreneurs benefited immensely from the exchange calling it 'a fruitful experience' and 'a great partnership possibility' for further common projects.

For further information about the exchange:

New Entrepreneur IO: Ms Krasimira Shindarova, <u>krasimira shindarova@ictalent.org</u> **Host Entrepreneur IO:** Mr Frédéric Becker, <u>frederic.becker@luxinnovation.lu</u>







NEW ENTREPRENEUR (NE)

Country of origin: Portugal

Name: Marisa Silva Age: 22 years

Status: Would-be entrepreneur

Sector: Architecture **Name of business:** None

HOST ENTREPRENEUR (HE)

Country of origin: Spain Name: Xavier Vilalta

Experience: 5 years **Sector:** Architecture

Name of business: Xavier Vilalta Studio

Duration of exchange: 1 month

In September 2009, Marisa Silva left her Portuguese hometown to spend one month in trendy Barcelona where she was received by Spanish architect and entrepreneur Xavier Vilalta.

At the time of the exchange, Marisa was hoping to be paired up with an experienced entrepreneur, interested in sustainable development and in the use of new energy efficient construction materials. "When I heard that Xavier was participating in the programme, I immediately contacted him, with the help of my intermediary organisation.", said Marisa. She also wanted to learn about current architectural trends and hoped to adopt new marketing strategies, while simultaneously deepening her understanding of human resources management.

During the exchange, Xavier was deeply impressed by Marisa's fresh innovative ideas. She helped him manage a portfolio, worked with advertising software and participated in the assessment of the quality and efficiency of services.

"This programme is a great opportunity to exchange information and experience new ideas. On site, entrepreneurs acquire greater practical understanding of company management and, above all, live entrepreneurship in a real working context.", said Marisa.

For further information about the exchange:

New Entrepreneur IO: Ms Candela Bravo, candelabg@inovamais.pt
Host Entrepreneur IO: Ms Anna Pajarón, apajaron@cambraterrassa.es







NEW ENTREPRENEUR (NE)

Country of origin: Spain Name: Raúl Alvarado Ferreira

Age: 47

Status: Would be entrepreneur

Sector: Hotel, restaurant, tourism, travel

services and wellness
Name of business: none

HOST ENTREPRENEUR (HE)

Country of origin: Portugal

Name: Ricardo Ferreira

Age: 44

Experience: 20 years

Sector: Hotel, restaurant, tourism, travel

services and wellness

Name of business: Restaurant Fora d'Água

Duration of the exchange: 3 months

With five restaurants and around fifty employees, Ricardo, a Portuguese businessman, was more than happy to share his entrepreneurial experience with Raúl, a would-be entrepreneur from neighbouring country Spain.

Raúl was hoping to improve his business project by spending time with a professional entrepreneur. The Spaniard hoped to develop good working practices and improve the quality of his services on offer.

Thanks to the Erasmus for Young Entrepreneurs exchange programme, not only did Raúl learn about fine Portuguese cuisine, he equally collaborated with Ricardo to ensure the smooth running of the restaurant. Raúl met up with clients and gained knowledge about finance administration. Ricardo taught



Raúl and Ricardo at Fora d'Água

him the ins-and-outs of the catering business, such as prices and food rates, as well as different ways to ensure a successful business. Raúl even got the opportunity to work in the kitchen with Master Chef Cide Gonçalves, renown for his delicatessens.

According to Raúl, 'this exchange has been a worthwhile experience that has given me the incentive to one day becomes a successful entrepreneur like Ricardo. My colleagues were extremely welcoming and the pleasant working environment made me feel immediately at home and part of the team. The mutual support and dialogue was constant and even the difference of language was not a problem'.

Ricardo was pleased with Raúl's work, and praised his eagerness to learn. "When Raúl arrived, he didn't have much knowledge in this area but had a great willingness to learn. It was really a very positive experience and an important aid to the restaurant."

For further information about the exchange:

New Entrepreneur IO: Ms Ely Rodríguez, ely@fulp.ulpgc.es

Host Entrepreneur IO: Ms Patrícia Dantas de Caires, patricia.caires@ceim.pt







NEW ENTREPRENEUR (NE)
Country of origin: Spain

Name: Abigail Cantera

Age: 30

Status: Start-up Enterprise

Sector: IT

Name of business: Abirox Informática, S.L.

www.abirox.com

HOST ENTREPRENEUR (HE)
Country of origin: Portugal

Name: Jorge Fernandes

Age: N/A

Experience: 13 years

Sector: IT

Name of business: Expedita – Arg Gest Sist

Lda. www.expedita.com

Duration of exchange: 1 month

Portuguese entrepreneur, Jorge Fernandes had been running *Expedita* for 13 years when he first heard about the Erasmus for Young Entrepreneurs. Owner of a company specialising in Research and Development projects, with a particular interest in IT and Tourism, Jorge immediately applied to host a new entrepreneur as he was eager to exchange knowledge and experience, while at the same time finding out more about new European partnership possibilities and about the key advantages of the European Single Market. Jorge equally hoped to draw on Abigail's fresh and innovative ideas in order to adjust his marketing approaches to suit a wider audience.



Abigail Cantera

Newly established entrepreneur Abigail, from Spain, wanted on-theground experience in the running of a successful company, as well as to adopt clearer strategies for the future of her own business.

Thanks to the exchange, Abigail developed practical managerial skills and a concise marketing strategy. Jorge learned some of the different techniques employed in the Spanish market. As present, they are both currently exploring the possibility of a future partnership.

"Leaving aside the objectives of the exchange, I truly think it is a positive experience to participate in daily activities in another company in Europe as it offers a new perspective to entrepreneurship management and viability. I have seen at first hand how entrepreneurs face their problems, work together to overcome them and finally, set new strategies to avoid them."

For further information about the exchange:

New Entrepreneur IO: Ms Itziar García, mgarciar@bbk.es

Host Entrepreneur IO: Ms Patrícia Dantas de Caires, patricia.caires@ceim.pt







NEW ENTREPRENEUR (NE)

Country of origin: Germany

Name: Silvio Kunze

Age: 27

Status: Recent start-up business

Sector: IT

Name of business: Kunze-Media

www.kunze-media.com

HOST ENTREPRENEUR (HE)

Country of origin: Austria

Name: Lydia Schalm

Age: N/A

Experience: 7 years

Sector: Management Consulting

Name of business: Mediazen Consulting

www.media-zen.eu

Duration of exchange: 2 months

With more than five years experience in running a Management Consulting company, Lydia Schalm was excited at the prospect of sharing her entrepreneurial experience and knowledge. After reading up about the programme, Silvio, owner of newly established Kunze-Media, jumped at the chance of participating in the programme and, in August 2009, joined Lydia in Austria for a two-month exchange. Both entrepreneurs were very much looking forward to exchanging their ideas. According to Silvio, 'Having an insight into the day-to-day activities of more experienced entrepreneurs is a true eye-opener!'.

Not only did Silvio actively take part in Lydia's company, he also met up with international clients to discuss partnership possibilities. Together, Lydia and Silvio organised training workshops to share their experiences, where they invited business associates both from Germany and Austria.

Lydia benefited from the IT skills of Silvio. The German new entrepreneur recommended installing a new software and helped Lydia to promote Mediazen Consulting on the internet, thanks to the growing advantages of social media.

Today, both entrepreneurs have established a sustainable and transnational cooperation between their businesses. : "The service of Kunze Media complements the portfolio of Mediazen Consulting excellently and vice versa.", said Lydia.



Silvio Kunze



Lydia Schalm

For further information about the exchange:

New Entrepreneur IO: Mr Peter Wölffling, projekt@ihk-projekt.de Host Entrepreneur IO: Ms Doris Mischer, doris.mischer@wko.at,







NEW ENTREPRENEUR (NE)

Country of origin: Spain

Name: Rosamaria Reig

Age: 28

Status: Owner

Sector: Consultancy

Name of business: INMARKETING

CONSULTANCY

www.inmarketingconsultancy.com

HOST ENTREPRENEUR (HE)

Country of origin: United Kingdom

Name: Laura Bayford

Age: N/A

Experience: N/A **Sector:** Consultancy

Name of business: VERDANT Consulting

www.verdantconsulting.co.uk

Duration of exchange: 6 weeks

Rosamaria's newly established company, Inmarketing Consultancy, combines an international marketing background with experience in Blue Chip and SMEs. Founded in January 2009, Rosamaria provides marketing and management consulting services to SMEs and organisations looking for opportunities to increase their potential for success. She applied in the programme hoping to deepen her understanding of European partnerships in the fields of Tourism and Public Services.



Rosamaria was thus excited about the prospect of working with thriving business woman, Laura Bayford. Laura founded Verdant Marketing in 2007 in London (UK), specialising in business analysis, project management, marketing and communications with an expected annual growth of at least 50%.

The aim of the exchange was to create a network of potential clients in both countries (UK and Spain) in the sectors where both entrepreneurs have relevant experience (Public Sector, Tourism, Environmental, Security, Education and Consumer Goods).

Laura Bayford

Thanks to Laura and the exchange, Rosamaria met new business partners with whom to cooperate. "Verdant Consulting invited Rosamaria to help give her an insight into running a consultancy business. We got on so well with her, that we are now partners with Rosamaria's company in Madrid!" said Laura. Since the exchange, both entrepreneurs have committed to maintaining a working partnership, offering clients the best and most appropriate solutions to their challenges.

For further information about the exchange:

New Entrepreneur IO: international projects@cambraterrassa.es, +34 93 733 98 33

Host Entrepreneur IO: e.precious@uel.ac.uk, + 44 208 223 2499







NEW ENTREPRENEUR (NE)
Country of Origin: Italy

Name: Luca Poli

Age: N/A Status: Owner

Sector: Health, beauty and social services **Name of business:** Società Italiana di Medicina Ambulatoriale e Polispecialistica

www.medicinapolispecialistica.it

HOST ENTREPRENEUR (HE)

Country of origin: Spain

Name: Francine Huaman

Age: N/A

Experience: 5 years

Sector: Health, beauty and social services

Name of business: Estetic Center

www.esteticcenter.com

Duration of exchange: 2 months

Physician Luca Poli, specialist in plastic surgery, wanted to create a healthcare complex with services at affordable prices, including hospital care, a spa resort and a wellness boutique. Luca was looking for an exchange which would provide him with the necessary skills and marketing know-how to ensure the success of his business.

Successful businesswoman Francine Huaman, owner of Estetic Centre, invited Luca to spend two months in her wellness centre, renown for its high quality aesthetic treatments in line with the latest beauty trends.

Together, they were also hoping to learn about the cultural customs of each country as well as promoting potential

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Network with Acquire new skills
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Exchange valuable expériences
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Luca Poli and Francine Huaman

partnership possibilities. Luca was excited to learn about the keys to Francine's success while Francine hoped to gain an insight into the Italian market.

As well as shadowing Francine in her daily activities, Luca equally had the opportunity to learn about Francine's business plan and administrative procedures, while at the same time observing the unreeling of the centre on an economical, marketing and practical level. Thanks to their time together, both entrepreneurs improved their working model. Together, Luca and Francine generated new wellness practices to improve their services on offer as well as developing strategies to verify the effectiveness of their products.

In Francine's own words, "I was delighted to receive Luca. The experience was incredibly productive, and its smooth running has definitely made me want to act as a host entrepreneur again in the future."

For further information about the exchange:

New Entrepreneur IO: Ms Natalia Katana, natalia.katana@alintec.it

Host Entrepreneur IO: Ms Elena Giménez-Frontín Capdevila, internationalprojects@cambraterrassa.es







NEW ENTREPRENEUR (NE)
Country of origin: Italy

Name: Leonardo Candaten

Age: 25

Status: Business start-up **Sector:** Architecture

Name of business: ARQUIMEDES

HOST ENTREPRENEUR (HE)

Country of origin: Spain Name: Jaime Paez Maña

Age: 52

Experience: 20 years **Sector:** Architecture

Name of business: TAU (Taller de

Arquitectura y Urbanismo)

Duration of exchange: 4 months

Jaime Paez Maña is an architect who runs a successful business in Santander, Spain. He participated in the Erasmus for Young Entrepreneurs programme because he believes that the exchange provides a great opportunity for knowledge-sharing: he could educate new entrepreneurs about the benefits and challenges of starting their own business while a younger architect would bring new ideas to his studio, which opened 20 years ago. Jaime also wanted to gain contacts in the Italian sector.

On 1 October 2009, Leonardo Candaten, who wanted to learn how to start his own studio, arrived at Jaime's studio in Spain to begin the range of activities designed to benefit both parties – i.e. meeting clients, administrative and managerial training, building site management, practical architecture, structural calculation, business budgeting, understanding the steps for starting a studio.

Leonardo developed practical skills in management (office and building site), administrative paperwork and budgeting that he can apply to his new business, as well as learning how to meet with clients and suppliers. According to Leonardo, "It was a fantastic, unique opportunity that has allowed me to understand what steps I need to take to open my own studio. Many thanks to Erasmus for Young Entrepreneurs and Jaime Paez, because without them I would have been more hesitant to open my studio."

Jaime learned about architectural techniques used in Italy, acquired skills in new software and how to submit work to current architectural competitions. Jaime also benefited from the fresh ideas of a young architect from another country. "Working with and learning from a new entrepreneur was a fantastic way of giving energy to my studio. It has provided a great opportunity for future collaborations and has allowed me to extend my work into the job-market in another country.", said Jaime.

For further information about the exchange:

New Entrepreneur IO: Ms Geyleen Gonzalez Vera, geyleen.gonzalez@eurosportelloveneto.it, Host Entrepreneur IO: Ms Marta Garrido, mgarrido@camaracantabria.com







NEW ENTREPRENEUR (NE)
Country of origin: Italy

Name: Alessandro Gambini Age: N/A

Status: N/A
Sector: Education

Name of business: ForMATH www.formath.it/

HOST ENTREPRENEUR (HE)

Country of origin: Hungary

Name: Istvan Lénárt

Age: N/A

Experience: N/A **Sector:** Education

Name of business: Lenart Bt.

www.lenartsphere.com

Duration of the exchange: 6 weeks

Newly-established Italian entrepreneur, Alessandro Gambini owns a company that specialises in educational tools and services for scientific communication, scientific animation and training. When hearing about the Erasmus for Young Entrepreneurs programme, Alessandro immediately applied for an exchange in the hope of finding a host entrepreneur also interested in the field of education and marketing in order to start to lay the foundation to develop the future ForMATH business all around Europe.

A couple of weeks later, Alessandro was given the chance to meet successful entrepreneur, Istvan, from Hungary. The experienced businessman taught Alessandro about the Lenart Spheres, the main product of Istvan's business, and their educational advantages. Lenart Spheres were used in many schools

Throughout his stay, Alessandro visited schools where he trained teachers to use the Spheres. He also participated in workshops and international forums where these Spheres were used as key tools to teach mathematics and other scientific subjects.

With the help of Istvan, Alessandro developed a new viable business plan and took advantage of the Erasmus for Young Entrepreneurs project by starting a partnership with Istvan. In turn, the host entrepreneur found out about the Italian education market as well as meeting potential Italian business partners. Both entrepreneurs hope that their collaboration will help to raise more attention about the importance of Spheres in the study of comparative geometry.

For further information about the exchange:

New Entrepreneur IO: Ms Anna-Maria Bonardi, annamaria.bonardi@aster.it

Host Entrepreneur IO: Ms Mónika Alíz Mészáros, mmonika@itd.hu







NEW ENTREPRENEUR (NE)

Country of origin: Slovakia

Name: Alena Seginkova

Age: 32

Status: Would-be entrepreneur

Sector: Tourism

Name of business: Freelance

HOST ENTREPRENEUR (HE)

Country of origin: Malta

Name: Joseph A. Bugeja

Age: 68

Experience: 14 years Sector: Travel & Tourism

Name of business: Globalair Travel Ltd

www.globalairtravel.com

Duration of exchange: 4 months

Maltese Travel centre Globalair Travel was purchased by the Bugeja family in 1996. Joseph Bugeja, a dedicated businessman, has been the owner of the company for more than ten years.

Alena, on the other hand, studied Environmental Studies at University. In 2009, she furthered completed her studying with a course in Tourism and External Trade, both in English and German, in Slovakia. She equally spent a couple of years as a financial advisor and business manager, before deciding on creating her own company Freelance in Slovakia.

Alena, new would-be entrepreneur, wanted to develop a successful, long term relationship between her company and Alena at the Globalair Travel office Globalair Travel. Alena was equally excited about the prospect of learning and experiencing at first hand Tourism in Malta as well as improve her own language skills.



On site, Alena participated in the day-to-day management of the company, gained knowledge of market strategies and client affairs as well as meeting other businessmen involved in Tourism. In view of her university degree, Joseph worked alongside Alena on a pilot project focusing on ecotourism, which is currently still on-going.

Alena will set up her business in the coming months. "The experience I gained and the networking opportunities I had during my Erasmus exchange will definitely facilitate the start up of my own business in Slovakia," she said. Joseph plans to expand his business to new markets: "The Erasmus for Young Entrepreneurs programme significantly benefited to my company. It increased opportunities for collaboration in the tourism sector between Malta and international markets." Joseph is willing to renew the experience with another new entrepreneur

For further information about the exchange:

New Entrepreneur IO: Mr Benedetto Pignoli, b.pignoli@camitslovakia.sk

Host Entrepreneur IO: Ms Elizabeth Camilleri Fava, projectscoordinator@apex.coop







NEW ENTREPRENEUR (NE)
Country of origin: Austria

Name: Ulrike Aigner

Age: 42

Status: Recent start-up business

Sector: Consulting

Name of business/Contact details:

Connect Competence

www.connectcompetence.net

HOST ENTREPRENEUR (HE)

Country of origin: United Kingdom

Name: Janet Snowball

Age: N/A

Experience: 6 years

Sector: Education and Training Services **Name of business/Contact details:**

Business and Innovation Centre Sunderland

www.iqcltd.com

Duration of exchange: 2 months

The dream of expanding her business internationally seemed a long step away for Ulrike Aigner, newly established owner of Connect Competence, a company responsible for human resource management and development. Ulrike was deeply impressed with the Erasmus for Young Entrepreneurs programme, which, she hoped, would improve her entrepreneurial know-how and put an end to her fears of failure. On the other side of the channel, Janet Snowball, head of Business and Innovation Centre Sunderland, an Education and Training enterprise, accepted the host Ulrike for 2 months. It was decided that Ulrike would travel to the UK, learn about international business opportunities while, at the same time, gain essential business management tips.



Ulrike Aigner

During the exchange, Janet taught Ulrike new ways of managing human resources such as the use of the investing in-people concept. She explained Ulrike how to organise a developing business, as well as creating new marketing strategies and financial planning, crucial for cross-border business opportunities. They visited together several customers, and participated in workshops for Internal Champion Training to learn how to successfully run a business as well as attend conferences focusing on international communication techniques.

Ulrike shadowed Janet intensively, participating in assessment and interview sessions with different customers, preparing assessments with advisers and writing retrospective reviews of the interviews she conducted. She strengthened her intercultural competencies, deepened her knowledge of British SMEs, and collected valuable information about business tools. Due to a large number of meetings with marketing managers, sales persons, advisers, and consultants, Ulrike was able to get a good overview about instruments, tools and problems relating to human resources management.

Both entrepreneurs benefited immensely from the exchange. While Janet has remodelled her business to accommodate new young ideas, Ulrike has become confident about enlarging her client base internationally.

For further information about the exchange:

New Entrepreneur IO: Ms Doris Mischer, doris.mischer@wko.at, +3605 90 900 3235

Host Entrepreneur IO: Mr Steve Moore, stevem@wlv.ac.uk







NEW ENTREPRENEUR (NE)
Country of Origin: Spain

Name: Francisco Javier Robredo Arana

Age: N/A

Status: Recent start-up: one year experience

Sector: Education/Marketing
Name of business: GROUP BASA

Duration of exchange: 2 months

HOST ENTREPRENEUR (HE)
Country of Origin: Malta
Name: Michelle Caruana-Dingli

Age: N/A

Experience: N/A

Sector: Education/Marketing

Name of business: Malta University

www.um.edu.mt

In 2009, newly established entrepreneur Francisco enrolled in the Erasmus for Young entrepreneurs in the hope of acquiring knowledge and experience in the fields of company management and marketing strategies.

Michelle, from Valetta in Malta, has been searching for a Spanish entrepreneur to come join her company for two months. Michelle was in fact interested in promoting Malta University onto the Spanish Market. As soon as Francisco arrived, he was immersed in various tasks and activities: From developing a new marketing strategy, translating the University's website into Spanish to improving the University's visibility in online searches, Francisco rapidly found himself actively participating in the University's administration and learning about its day-to-day activities.



Francisco Robredo Arana

Francisco and Michelle equally organised events bringing together potential partners as well as establishing external business relations with Spanish agencies. Francisco also got the chance to work in different departments in the University, broadening his experience and deepening his entrepreneurial know-how. He promoted extra-curricula activities among the students, learnt about financial directives and how to improve his management skills.

All in all, Francisco was extremely satisfied: "it has been a fantastic, unique and thoroughly rewarding experience. It has enabled me to expand my managerial skills in areas of administration, finance and international relations".

Michelle equally added that "Francisco has been an asset and a pleasure in our office, adding cultural diversity to our staff, and providing valuable insight into the Spanish market".

For further information about the exchange:

New Entrepreneur IO: Ms Myriam de la Cavada, <u>myriam.cavada@unccue-clm.coop</u> Host Entrepreneur IO: Ms Elizabeth Camilleri Fava, projectscoordinator@apex.coop







For further information

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Erasmus for Young Entrepreneurs is financed by the European Commission and operated across the EU with the help of more than 100 local, regional or national intermediary organisations competent in business support (e.g. Chambers of Commerce, business support organisations, start-up centres, etc.). Their activities are coordinated at European level by EUROCHAMBRES, the Association of European Chambers of Commerce and Industry, which acts as Support Office.

