

# **WESTERN BALKAN ENTERPRISE DEVELOPMENT AND INNOVATION FACILITY- TRIPLE HELIX FOR SOCIAL INNOVATION PROJECT BEST PRACTICE SHARING SEMINAR**

**October 24<sup>th</sup>, 9:00-16:00**

**Hotel Westin, Opera room  
Krsnjavoga 1, Zagreb**

## AGENDA

The **Ministry of Economy**, with the support of the **Organisation for Economic Co-operation and Development (OECD)** and the **European Commission** are pleased to organise a Best practice sharing seminar on **October 24<sup>th</sup> in Zagreb**. The purpose of this seminar is to share examples of best practices in OECD and EU member countries with local stakeholders. Various examples of potential policy instruments to support Triple Helix partnerships for social innovation will be displayed and participants will be encouraged to participate in discussions but also network with the experts and amongst each other.

9:00-9:30	<b>Registration</b>
	<b>Welcome and Opening Remarks</b>
9:30-9:50	Mr. Tomislav Radoš, Assistant Minister, Ministry of Economy Ms. Zdenka Lončar, Asisstant Minister, Ministry of Entrepreneurship and Trade Mr. Želimir Kramarić, Assistant Minister, Ministrz of tourism High Level Ministry Representative, Ministry of Education, Science and Sports High Level Ministry Representative, Ministry of Labour Mr. Alan Paic, Head of OECD Investment Compact for South East Europe
9:50-10:05	<b>Social entrepreneurship in Croatia</b> Ms. Antonella Noya, Senior Policy Analyst, OECD LEED Forum
10:05-10:20	<b>Triple Helix cooperation for social innovation in tourism in Croatia</b> Ministry of tourism
	<b>Session 1: EU policies in support of social innovation</b> Prof. Josef Hochgerner, SI-DRIVE project manager, Center for Social Innovation, Austria
10:20-11:00	<i>Social innovation is slowly gaining relevance in European research funding and in the wider realms of RTDI policies. Social innovation is promoted through competitions, awards and networks established based on private or public support. Nevertheless social innovation still remains a poor relative compared to »Innovation Systems« which are in place since long for the advancement and financing of all types of business innovation and technology development. The keynote will address issues of conceptualizing social innovation as part of an extended paradigm of innovation, the gradual inclusion of social innovation in prevailing innovation systems, and highlight current trends and examples on European and national levels.</i>
	Questions & Answers
	<b>Session 2: Social innovation in the UK</b> Mr. Chris Dadson, Business Development Manager, Social Investment Business, UK <i>This presentation will describe the key development stages of the social investment market in the UK, focusing on key Government interventions that have helped accelerate the growth of the market, and looking at how the Social Investment Business has grown and evolved over the last 12 years to help provide the kinds of support and finance that extraordinary charities and social enterprises require to deliver great social impact.</i>
	Questions & Answers

---

11:40-12:00      **Coffee break**

---

**Session 3: Social needs, innovative solutions' – IWT**

12:00-12:40      Ms. Veerle Lories, IWT Belgium

*This presentation will demonstrate how a classical innovation agency is leveraging its knowledge of financing innovation to support projects that solve societal challenges. Instruments used to stimulate social innovation and innovation with societal impact include living labs (e.g. CARE lab for real-life experimentation and impact testing of innovative solutions for elderly care), innovation hubs (such as the Social Innovation Factory which decentralises funding for new, small-scale social innovation initiatives) and innovative public procurement.*

Questions & Answers

---

**Session 4: Learning by sharing: working together to reinforce the ecosystem**

Ms. Luisa De Amicis, Deputy Executive Director, Euclid Network

12:40-13:20

*Starting from Euclid Network's work, the presentation will focus on innovative methodologies to strengthen the ecosystem for social enterprises. From competitions to exchanges, the sharing of experiences and best practices is the key in order to develop an enabling environment for social innovation. Working in partnership with the public and the private sector, academia as well as media, civil society has a pivotal role in developing and nurturing social enterprises, impacting at ground level, whilst becoming a legitimate and recognised operator in society.*

Questions & Answers

---

**Session 5: Social innovation in Slovenia and impact tourism**

Mr. Primož Šporar, director, Brez dobička - inovativne družbene storitve, d.o.o.

13:20-14:00

*In recent years, new initiatives in support of social innovation have been initiated in Slovenia. This presentation will showcase some of the policies used in Slovenia to support social innovation. In addition, ways in which social innovation can be implemented in the tourism sector will be displayed through examples of recently established impact tourism ventures.*

Questions & Answers

---

14:00-14:45

**Lunch Break**

---

**Break out and networking session**

*Introduction (Mr. Alan Paic/Ms. Katarina Urosevic)*

14:45-15:30

Session 1: Health and Demographic changes

Session 2: Tourism and Creative industries

Session 3: ICT and Engineering

Session 4: Environment and Sustainable Development

---

**Conclusion**

15:30-16:00

Break out session moderators

Mr. Alan Paic, Head of OECD Investment Compact for South East Europe

Government Representative TBD

---

## ENTERPRISE DEVELOPMENT AND INNOVATION FACILITY TRIPLE HELIX FOR SOCIAL INNOVATION- TECHNICAL ASSISTANCE PROJECT BACKGROUND NOTE

This project is funded by  
the European Union

The Croatia Triple Helix Project is being implemented under the scope of the Enterprise Development and Innovation Facility (EDIF). EDIF aims to improve access to finance for small and medium sized enterprises (SMEs), enhance the regulatory framework for innovative and high growth SMEs (IHGSMEs) and stimulate the build-up of the venture capital ecosystem in South East Europe. This facility is a result of close co-operation between beneficiary economies, the European Commission, the European Investment Bank (EIB), the European Investment Fund (EIF) and the European Bank for Reconstruction and Development (EBRD).

### About the project

Traditionally, Triple Helix partnerships (between business, academia and government) help develop innovation through the coordinated action of all three actors. In Croatia, policy instruments that support innovation exist in the form of financing instruments, incubators, science and technology parks, incubators, technology transfer offices and other.

#### **EDIF Pillars:**

- **The Enterprise Innovation Fund (ENIF)**- an equity fund that development of innovative SMEs;
- **The Enterprise Expansion Fund (NEF)**- an equity fund with a focus on development and expansion capital;
- **Third pillar: The Credit Guarantee Facility**- a facility aiming at implementing a first loss portfolio guarantee product;
- **Fourth pillar: The Technical Assistance Pillar (TA)** - a facility to support enhancement of the policy framework for IHGSMEs and stimulate the build-up of the venture capital ecosystem.

Looking forward, the Croatian government wants to leverage existing and develop new instruments to support social innovation in particular. Taking into account the additional role of civil society in developing social innovation, the classical “Triple Helix” becomes a “Quadruple Helix”. This project will help develop a sustainable policy framework for “Quadruple Helix” partnerships that can lead to social innovation. Future structural funds are already allocated to financially support individual initiatives, and the project will help develop optimal financial instruments, taking into account the specific needs of social innovation projects.

Finally, the project will support select teams in developing their ideas for social innovation projects, therefore preparing them for future financing opportunities.

#### **What is social innovation?**

For the OECD social innovation implies conceptual, process or product change, organisational change and changes in financing, and can deal with new relationships with stakeholders and territories:

*“Social innovation seeks new answers to social problems by: identifying and delivering new services that improve the quality of life of individuals and communities; identifying and implementing new labour market integration processes, new competencies, new jobs, and new forms of participation, as diverse elements that each contribute to improving the position of individuals in the workforce.”*

*“Social innovations can therefore be seen as dealing with the welfare of individuals and communities, both as consumers and producers. The elements of this welfare are linked with their quality of life and activity. Wherever social innovations appear, they always bring about new references or processes.”*

*“Social innovation is distinct from economic innovation because it is not about introducing new types of production or exploiting new markets in themselves but is about satisfying new needs not provided for by the market (even if markets intervene later) or creating new, more satisfactory ways of insertion in terms of giving people a place and a role in production.”*

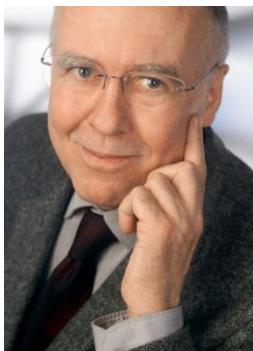
(OECD LEED Forum on Social Innovations, [www.oecd.org/cfe/leed/forum/socialinnovations](http://www.oecd.org/cfe/leed/forum/socialinnovations)).

## EXPERT SPEAKERS

### Prof. Josef Hochgerner

*Sociologist, Project Manager for Social Innovation: Driving Force of Social Change (SI-DRIVE)*

*Center for Social Innovation, Austria*



Hochgerner is pioneering social innovation since he founded the Centre for Social Innovation (Zentrum für Soziale Innovation, ZSI) in 1990, the first such institute world-wide. ZSI is a private non-profit company, operating with a staff of about 60 in international networks of research, education and advisory services to facilitate social innovation. Topical areas addressed by ZSI projects are “Work and equal opportunities”, “Research policies and development”, and “Technology and Knowledge”. With earlier major contributions to sociology of technology, and practical experience in various institutions of research funding and innovation policies, Josef was a leading figure in European eWork and eLearning developments of the late 1990s and early 2000s. He is the initiator of the European School of Social Innovation (2011), scientific director of the first European MA study programme on Social Innovation (Danube University Krems, Austria), lectures at the University of Vienna and held visiting professorships at several Austrian and European universities.

### Luisa De Amicis

*Deputy Executive Director*

*Euclid Network*



Director of Programmes at Euclid Network, Luisa is an expert on social entrepreneurship and EU funding and policy. She leads on Euclid's main projects, including civil society development projects in the Western Balkans and Northern Africa, as well as advocacy initiatives.

Luisa is a member of various committees advising the European Commission: the EU Steering and Programming Committee for DG Enlargement, as well as the Structured Dialogue groups of DG Communication and DG Regional Affairs. Furthermore, Luisa holds roles as Chair of the European Neighbourhood Working Group at Bond (the UK network of international development NGOs), Board member of Mouves (the French network of social entrepreneurs) and Fellow at the Royal Society for the encouragement of Arts, Manufactures and Commerce (RSA).

She graduated in Economics and Management of Public Administration and International Institutions at Bocconi University (Milan) and has extensive professional experience including a post at the Danish Embassy in Milan, a management consultancy, UNIDO and the Council of the EU.

**Veerle Lories***General Manager**IWT Flanders, Belgium*

Veerle Lories, PhD, is general manager of IWT, the innovation agency of the government of Flanders (Belgium) since 2010. She has a degree in agricultural engineering and obtained a PhD in medical sciences (Katholieke Universiteit Leuven – Center for Human Genetics). Veerle Lories started to work for the Flemish Government in 1990. She became the head of the Innovation and Technology division in 1996 and was responsible for the coordination of a major reform of the Economy, Science and Innovation department in 2006.

**Chris Dadson***Business Development Manager**Social Investment Business, UK*

Chris is responsible for developing new funds at the Social Investment Business (SIB). This includes a new fund product, 'Local Impact Funds', which will provide social investment to communities as part of SIB's place based investment strategy. SIB is the largest social investment finance intermediary organisation in the UK, having provided over £350m in social investment into over 1,300 charities and social enterprises since 2002. Chris is on a two year secondment from the Social Investment Team in the UK Cabinet Office.

**Primož Šporar***Director**Brez dobička - Inovativne Družbene Storitve, d.o.o., Slovenia*

With a background in the NGO sector, Primož Šporar is the Slovenian representative in the European Economic and Social Committee (EESC), a consultative body of the EU. As a director of the not-for-profit company "Innovative Services for Society Ltd" he focuses on the development of new innovative services and products, as well as social innovation and social entrepreneurship development. As a president of the board in the Fund "05 – Foundation for Social Investment" he works on impact investment and new innovative financial products.