

Preface



The Empretec Annual Report 2013 provides an overview of activities and events, as well as some statistics of the Empretec Global Network, which comprises 36 centres across the world.

The report contains highlights and examples, selected among the many entrepreneurs supported by the centres (empretecos and empretecas), showing the programme's outreach and impact. Each story tells about entrepreneurs' (empretecos) passion and pride for their business. It shows how Empretec contributed to changing their lives, creating and improving their business opportunities.

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Note

Acknowledgements



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This report was prepared by Lorenzo Tosini with the assistance of Jing Shen and staff of the Entrepreneurship Section, under the supervision of Fiorina Mugione and the overall guidance of Tatiana Krylova and James Zhan. UNCTAD is grateful to all the Empretec National Centres for their inputs to this report.

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Page 2-3, 8, 14-19, 22-74: UN Photo



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PART 3: Empretec Centres





PART 1: INTRODUCTION

Introduction to the Empretec Programme

Empretec - Inspiring entrepreneurship

Empretec inspires entrepreneurs in developing countries and economies

in transition to start, grow and develop their businesses. The main beneficiaries are aspiring entrepreneurs, women entrepreneurs, small businesses, young people and employees of large public or private firms («intrapreneurs»).

The Empretec Programme is implemented through its National Centres, currently operative in 36 countries. Since its formation in 1988, Empretec has successfully trained over 340,000 people, helping to found or expand businesses, creating thousands of jobs in the process.

The centres also assists entrepreneurs in the preparation of business plans and in obtaining finance for their business ventures, helps to arrange mutually beneficial connections with larger national and foreign companies, and builds long lasting bonds and networks.

Empretec has been proving its positive impact over 25 years of existence since its first launch in Argentina. For example, in Brazil, where Empretec has 27 local training centres across the country, data shows that the survival rate of SMEs of Empretec graduates is almost twice higher than that of non-empretec, and that over 80% of participants reported a steady and efficient growth of their business as a result of participation in the programme. By now it has expanded to 36 countries across the world, with a growing list of requests for further Empretec installations from more than 20 countries.

At the heart of the Empretec service is the Empretec Training Workshop (ETW) programme. This promotes a methodology of behavioural change that helps entrepreneurs put their ideas into action and aids fledgling businesses to grow. Training provision is delivered by 600 local certified trainers and a pool of approximately 60 international master trainers. All trainers are also entrepreneurs.

The workshop's experience is very enriching, building an emotional bond among the participants and the network. The examples featured in this report also show how empretec and empretec around the world valued the Empretec training and how it made a difference in their business growth.

This year in review: Highlights

- UNCTAD finalized the revision of 6-day Empretec Trainer's Manual, which will be released in 2014. The new manual incorporates and standardizes the adaptations the ETW has gone through over the past 25 years. It also includes a new module on innovation, and it emphasizes the reinforcement techniques (internal locus of control). The manual is meant to be used by trainees, starting their Empretec certification as trainers; however it is also a reference for certified trainers adopting the 6-day training format, providing all partners with high quality training materials, and preserving the Empretec methodology.
- Entrepreneurship policies have been the topic of a high-level segment organized during the fifth session of UNCTAD's Investment, Enterprise and Development Commission (Geneva, 29 April – 3 May 2013). Ministers and leaders discussed opportunities and challenges for enterprise development in their respective countries, particularly focusing on entrepreneurship policy as a crucial means for improving the entrepreneurial climate. Speakers endorsed UNCTAD's Entrepreneurship Policy Framework (unctad.org/diae/epf), highlighting its impact and requesting advice on its implementation. For instance, the Republic of Ghana requested UNCTAD's assistance in organizing a workshop on the development of a dedicated entrepreneurship and SME policy and strategy for the country.
- The 16th International Business Forum on "Green and Inclusive Business", organized by the German Agency for International Cooperation (GIZ), provided UNCTAD and Empretec Directors with an opportunity to contribute and participate to various sessions, with a focus on youth entrepreneurship and entrepreneurship policies (*Box 1*).
- The 20th Empretec Directors Meeting took place in Istanbul, Turkey, in October 2013, in parallel to the Forum (*Box 2*).
- UNCTAD celebrated the Global Entrepreneurship Week in November, with a town hall meeting on Youth Entrepreneurship for Development, in collaboration with the World Intellectual Property Organization (WIPO), the Youth Employment Network (YEN), the University of Geneva and GENILEM. Over 110 young participants attended the event (*Box 3*). UNCTAD also participated in the Annual Global Entrepreneurship Congress (*Box 4*).

Box 1. Highlights of the 16th International Business Forum: «Green and Inclusive Business - exploring and developing markets for sustainable growth.»

For many years, the IBF has been organized by the German Agency for International Cooperation (GIZ), on behalf of the German Ministry for Economic Cooperation and Development (BMZ), to foster dialogue among governments, the private sector, and civil society on how to promote and disseminate sustainable business models in emerging economies and developing countries. The IBF brought together over 250 participants from 74 countries and provided the Empretec network with an opportunity to participate and contribute to various sessions.

Entrepreneurship Policy: The session «Strategies, Incentives and Partnerships: Which policy options do governments have to promote green and inclusive business?» introduced workshop participants to proactive government policies to promote businesses working for social and environmental impact and better meet the needs of the private sector. Empretec Uganda's Director, Mr. Charles Ocici, was one of the main speakers in this panel.

Business Linkages in Africa: Mr. Gabriel Musentekwa, Empretec Director, Zambia Development Agency, shared his experience on "IBF Impulse! Realizing Africa's Wealth: How to Build Ecosystems that Foster Inclusive and Green Business in Africa and Beyond." Mr. Musentekwa commented on his experience in managing the business linkages in the joint UN project - led by ILO (in collaboration with UNCTAD; FAO; ITC and UNEP,) on the construction value chain to build green low and middle income residential housing and expand green and decent jobs.



Ms. Tatiana Krylova participating in the IBF's panel on youth entrepreneurship

training was ranked as «outstanding» and «one main highlight of the IBF» by most of the 30 participants (full capacity) and helped gain significant exposure with the donor and UN partner agencies present. The workshop introduced entrepreneurs and institutions attending the IBF to UNCTAD's EMPRETEC training methodology.

EMPRETEC Business Networking Challenge: Ms. Xiomara Frias from Empretec Dominican Republic and Mr. Nana Tweneboa Boateng from Empretec Ghana animated a two-day workshop which offered participants multiple opportunities for networking, enhanced their entrepreneurial behaviours and strengthened their commitment to sustainability, quality and efficiency. It was based on Empretec's 'learning by doing' approach, introducing for the first time this methodology in Turkey. The participants had very enthusiastic feedback on the training and appreciated the relevance of the behavioural approach for entrepreneurs across different regions of the world. In the evaluation, participants noted the Empretec's unique focus on soft skills and attitudes as opposed to the traditional trainings on management and technical knowledge. The

Box 2. 20th Empretec Directors Meeting (Istanbul, Turkey, October 2013)

The 20th Empretec Directors' annual meeting took place in Istanbul, Turkey. It provided a platform for a rich exchange of experiences and best practices among the 24 participants, representing 21 countries.

Participants discussed the following issues and agreed on a list of activities that would help further strengthen the Empretec network:

- Closer cooperation and better coordination at regional and global levels among all centres and UNCTAD;
- Strengthening the training process through regional training-of-trainers;



Participants to the 20th Empretec Directors Meeting, Istanbul, Turkey (October 2013)



Participants to the 20th Empretec Directors Meeting, Istanbul, Turkey (October 2013)

- Development and implementation of sustainability models for the centres, including through the expansion of their portfolio of products;
- Development and implementation of impact assessment mechanisms;
- Publication of a revised Empretec Trainer's Manual;
- Cooperation for the 2014 Empretec Women in Business Award.

Box 3. The UN celebrates the Global Entrepreneurship Week

The United Nations community has successfully celebrated the Global Entrepreneurship Week 2013 on 20 November at the Palais des Nations, with a town hall meeting on Youth Entrepreneurship for Development, in the presence of the ambassadors of Colombia, Italy, Mexico and Portugal. The session was organized with the collaboration of both UN and non-UN partners, among them UNCTAD, WIPO, the Youth Employment Network (YEN), the University of Geneva and GENILEM. The meeting was attended by more than 110 young participants. It illustrated the extraordinary development potential of youth entrepreneurship and how it may offer a means of tackling youth unemployment, a dramatic problem that is affecting developed and developing countries alike. The keynote speaker was Prof. Raul Cuero, founder of the International Park of Creativity in Colombia. He spoke about how science, creativity and innovation are instrumental in developing a generation of dynamic and ground-breaking entrepreneurs. The forum featured a panel of entrepreneurs, each at different stages of their businesses. It also included a second panel which focuses on how to leverage support network for young entrepreneurs. The panellists represented institutions including the World Economic Forum, Start-Up Chile and Unitec at the University of Geneva, among others. They underlined the importance for young entrepreneurs to interact with external actors who can help them to overcome obstacles, to learn from failures and to fully unleash their creative potential.



Panellists at the Townhall on Youth Entrepreneurship organized by UNCTAD and its partners on the occasion of the Global Entrepreneurship Week 2013 in Geneva.



Box 4. Global Entrepreneurship Congress in Rio de Janeiro

UNCTAD participated in the 2013 Global Entrepreneurship Congress that took place on 18-21 March 2013 in Rio de Janeiro, Brazil. About 700 civil society representatives, entrepreneurs and policymakers from 120 countries attended the Congress and explored ways to work together to create an enabling environment for entrepreneurship, in particular for start-ups and young firms. UNCTAD presented its Entrepreneurship Policy Framework in an interactive panel that included senior experts from Brazil, the United States of America Agency for International Development, the Aspen Network of Development Entrepreneurs and Babson College.

The panel discussed policies that pay more attention to scaling up businesses. They agreed that a vibrant “start-up community” is required before getting to the point where companies can scale up. Panelists debated the role of Governments and whether a hands-off or a proactive approach would be more adequate. They suggested several regulatory measures, such as reducing red tape, enhancing skills development, implementing fiscal reforms, providing flexibility in labour policies and introducing incentives for innovation.



Participants to the Global Entrepreneurship Congress in Rio de Janeiro, Brazil, March 2013

EMPRETEC in Numbers

342,000

Number of entrepreneurs trained since inception

750

Empretec training workshops conducted in 2013

600

Certified Empretec trainers

36

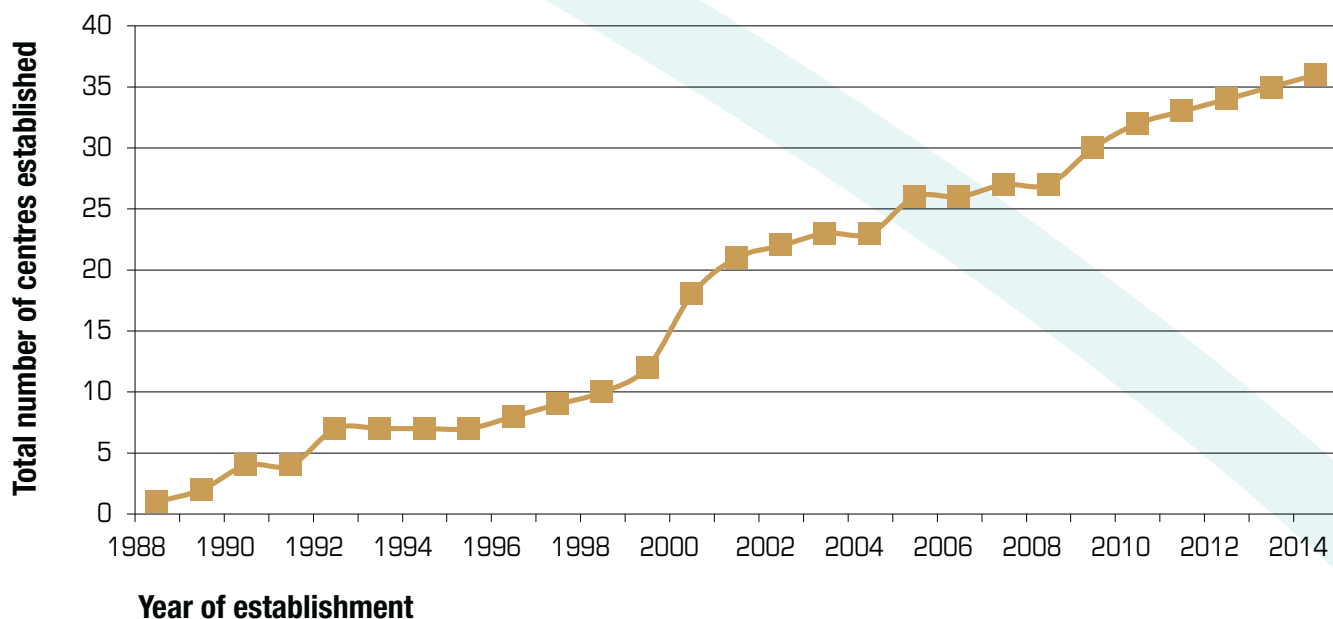
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Years of entrepreneurship promotion



Empretec network's growth over 25 years*



Key facts 1988-2014:

- **342,000** entrepreneurs trained
- **10,140** workshops conducted
- **600** Empretec trainers
- **36** Empretec installations
- **20** requests for new installations

*Empretec Network 1988-2014 in chronological order by year of installation: Argentina, Uruguay, Ghana, Chile, Brazil, Zimbabwe, Bolivarian Republic of Venezuela, Colombia, Botswana, Morocco, Ethiopia, Uganda, El Salvador, Nigeria, Mauritius, Mozambique, Panama, South Africa, Senegal, Occupied Territory of Palestine, Guatemala, Benin, Guyana, Jordan, Angola, Mexico, Dominican Republic, Romania, Zambia, United Republic of Tanzania, Ecuador, Peru, Russian Federation, Viet Nam, India, Saudi Arabia



Selected Impact Indicators

BRAZIL

According to a survey conducted on a sample of 3,029 people (selected among over 19,000 participants, who attended the Empretec workshop in 2013) Empretec had a positive impact on:

- their **income** – 53.8 per cent saw an increase and 73.5 per cent attributed this increase to their participation to the Empretec training;
- their **intention to start a business** – 85 per cent of those who did not have a business actually were thinking about starting one and Empretec had a strong influence on their decision, and particularly on the type of business to start;
- their **behaviours** – over 96 per cent applied in their daily lives what they learned from Empretec.

Source: SEBRAE, Pesquisa de satisfação e impacto do Empretec, 2013

Results of the Millenium Development Goals Programme (MDGs)

VIET NAM

Based on the final evaluation among beneficiaries of the MDG programme, the Empretec training resulted in high levels of improvement in management styles, including the completion of business plans. The introduction of new products/services, resulting in improved profitability and new jobs created, was also remarkably high.

- **58 per cent** of participants who attended the Empretec workshop, introduced new products or services within four months from the end of the training;
- **53 per cent** planned to employ more staff in the following six months and over 80 percent of them expressed a positive outlook for their business performance in the coming six months, expecting increased profitability;
- **89 per cent** of participants recognized that their businesses performed better thanks to their participation to the Empretec workshop.

According to the findings of an external evaluation conducted on entrepreneurs in the sericulture/silk value chain (focus of UNC-TAD's intervention on the Millennium Development Goal Joint Programme in Viet Nam), the income increase of the surveyed is nearly three times higher in the sample group than in the control group.

Source: MDG Viet Nam "Green Production and Trade to increase income and employment opportunities for the rural poor", final report

PANAMA

An evaluation on 50 entrepreneurs who benefited from the Empretec programme during the MDGs' programme «Entrepreneurial Network Opportunities for Poor Families» has been conducted in 2012. Most of the entrepreneurs were women with micro enterprises living in rural provinces in Panama. Additionally, the entrepreneurs also benefited from mentoring and coaching services provided by strategic partners of the Empretec Centre in Panama including Vital Voices. The evaluation showed significant improvement in job creation, access to credit as well as the creation of new enterprises.

The results included:

- **New start-ups created:** 31 per cent of people trained started an enterprise during the year;
- **Employment generation:** 56 per cent of enterprises added at least from 1 to 5 new jobs. An additional 19 per cent of firms generated more than 10 new jobs;
- **Access to credit:** 60 per cent of people trained obtained loans of more than US\$25,000 from different sources for business development.

Source: Centro Empresarial de Desarrollo

Other Special Initiatives in 2013

Women in Business Award finalists visit Vecoplan plant in Canada

Ms. Patricia Paz Silva Giordani of Brazil, who won the 2nd prize in the 2012 Empretec Women in Business Award (WBA) in Doha, Qatar, was joined by Ms. María Carlota Guevara of El Salvador, another Finalist of the Award, on a study tour to Edmonton, in the Province of Alberta, Canada, from 17 to 23 June 2013.

The businesswomen – who competed for the prestigious Award with Finalists from Ecuador, Ethiopia, Jordan, Nigeria, Panama, Uganda, Vietnam and Zimbabwe – won the UNCTAD-sponsored study trip in recognition of their entrepreneurial achievements in their environmental services companies: Moura e Paz (Patricia) and AURORA (María Carlota).

The study tour, co-sponsored by environmental services company Vecoplan, entailed visiting a trade fair and conference as well as networking and informational meetings with leading companies in the field, resulting in several concrete business leads. Said Ms. Guevara: «The trip to Edmonton was like going to another world, I had the opportunity to tour the Vecoplan waste treatment centre, which uses a state of the art eco-efficient process. My entrepreneurial thinking has evolved in the blink of an eye. Hearing the experiences of other institutions and companies was very rewarding, and this is a great boon for the future of my company, the communities we work with and my country as well».

For Ms. Silva Giordani, the greatest takeaway from the trip was the recognition that, thanks to companies such as her own, Brazil is increasingly perceived as a leader in environmental technology. «Participation in an event of this level adds security as an entrepreneur,» she said.



María Carlota (left) and Patricia (right) visit the Vecoplan plant in Edmonton, Canada

UNCTAD's Entrepreneurship Policy Framework featured in workshop in Ghana

Together with the Ministry of Trade and Industries, UNCTAD organized a two-day High Level Workshop on the Development of a dedicated Entrepreneurship and SME Policy and Strategy for the Republic of Ghana on 19 and 20 November 2013. UNCTAD's Entrepreneurship Policy Framework provided a baseline for the discussion between the participants, which included the main players of Ghana's entrepreneurial ecosystem and stakeholders working in private sector development, including EMPRETEC Ghana. The success of the workshop was highlighted in the feedback of the participants who emphasized its relevance and timeliness. Malaysia's SME Master Plan was shared during the workshop and was highly appreciated by the Ghanaians as an example of a country success story. The participants divided themselves into working groups and expressed their commitment to continue work in each of the identified policy areas after the workshop. An outcome report of the workshop has been completed by UNCTAD which will provide starting guidelines, feedback and initial recommendations for further work towards an integrated Entrepreneurship and SME Strategy.

Ad Hoc Expert Meeting on Youth Entrepreneurship

Youth entrepreneurship continued to be at the forefront of discussions this year at our recent ad-hoc Expert Meeting, which focused on examining and sharing good practices on how entrepreneurship may offer a means of tackling youth unemployment. A prominent number of experts on youth entrepreneurship from the public, private and NGO sector were present and debated on the main challenges and specific needs of the youth entrepreneurship agenda. Empretec Jordan Director, Mr. Nayeh Stetieh, brought testimonials from the Empretec network, which highlighted the challenges facing young entrepreneurs. Experts agreed on the need for concerted efforts at the national level to address youth entrepreneurship specific needs as an important way to address growing youth unemployment on the one hand, and as a facilitator of economic growth on the other as it allows capturing creativity and innovativeness of young people.



Over 20 Years of Excellence !

After the 25th anniversary of Empretec Argentina, the Empretec centres of Brazil, Ghana, Zimbabwe, celebrated their 20th birthday. The celebrations have also been marked by the launching of new initiatives to train the new generation of entrepreneurs. Congratulations!



Busi Bango (centre), Director of Empretec Zimbabwe, celebrates the centre's twentieth anniversary



Jorge Chediek (right), UN Resident Representative in Brazil, awards SEBRAE with UNCTAD's Certificate of Excellence for its 20 years of Empretec

News from the Empretec Network

WBA winner 2012 - Melissa de León, Panama

Every year, Melissa De León - Empretec's Women in Business Awards 2012 Winner - continues to rise to new heights and seize new challenges. After the award, she traveled to the United States on a study tour offered by UNCTAD where she visited the American Institute of Baking. She chose this as the destination for her study tour prize because the Institute is renowned for its specialization in the industrial production of bread and pastry. She has used the knowledge acquired to buy new equipment and establish a second production site in Panama. Her range of products keeps expanding and is increasingly creative, while always aiming to be «nutritiously delicious!»

Melissa de León portrayed at work



Empretec Strengthens Training for Women Entrepreneurs

South Africa

Sister Jenny: A professional nurse turns into a persistent entrepreneur



Sister Jenny has been a professional nurse for many years. She has a lot of experience in healing people, having spent time in emergency rooms dealing with severe burns and wounds. Jen-Til Touch, founded in 2000 by Sister Jenny, has developed healing creams made with therapeutic essential oils, and South African indigenous herbs and vegetable oils, to repair and regenerate

skin, stiff muscles and joints. The cream is filled with a fresh and aromatic scent. From healing to starting a business, it has been a tough path. Sister Jenny says: «Taking the Empretec course and learning the personal entrepreneurial competencies has been among my key success factors. I learned to establish goals and undertake systematic planning and monitoring. I just got better daily even when things were difficult for me». The Small and Medium Enterprise Development Agency (SEDA)- which hosts Empretec in South Africa- also provided Sister Jenny with coaching to improve her knowledge in financial management

Sister Jenny and export development. The JEN-TIL TOUCH business is able to employ 11 permanent and 10 temporary staff. «Today I am able to mentor and motivate young people to create their own small businesses.»

Sister Jenny's JEN-TIL CREAMS have followed the standard regulations and obtained the South African NAPPI so that they can be supported by various medical aids. Building on her self-confidence and networking, Sister Jenny received the personal endorsement of many high level personalities. Patients also give emotional testimonials about their healing. Sister Jenny has been recognized at the South African Innovation Summit in 2013, and secured the support of the Innovation Hub. She was a Finalist of the South African 2013 Feathers Awards. She has also received recognition as 1st Runner Up in the 2012 Africa SMME Awards and also the best and only SMME to win in the Trade Sector in the whole of South Africa. Sister Jenny is very engaged in working for the community. She started the Be JEN-TIL Campaigns aimed at decreasing violence and abuse in South Africa, going to stores, villages, shelters, schools and homes for child trafficked victims, teaching people how to use their hands to heal and not to harm.



Sister Jenny's creams



Sister Jenny winning 2013 Feather Awards

Senegal

Thiane Diagne: Jour J Couture

Thiane's luxury ethnic clothing line thrives by its innovation and creativity. She started more than 16 years ago with a vision to combine Senegalese tradition with modern creations and high quality fabrics. Since then, her company - Jour J - translated as «D - day» is constantly developing new lines of luxury items for important events such as weddings, baptisms and galas.

The Empretec competency of opportunity-seeking has allowed her to constantly identify new niche markets, and this has been the key to her success. For example, in 2006 during her pilgrimage to Mecca, she received a lot of attention for the outfit that she was wearing, which was her own creation. Right there, she realized that this was an interesting business opportunity. She recalls, «The following year, I took the initiative to create a clothing line for pilgrims and it was a total success.»

Another Empretec competency that she considers particularly important is «taking calculated risks.» In the earlier years as she was starting up, she took the risk to finance one of her first clothing collections, including 64 creations, for a renowned event - out of her own pocket. The risk paid off as she gained great visibility and allowed her to increase her customer base.

Today, the company is based in a prestigious residential area of Dakar and employs 29 people. Thiane's goal is to always stay ahead of her competitors, many of whom produce counterfeit versions of her creations in the black market. She has managed to overcome this obstacle by regularly launching new lines and always focusing on quality services and imaginative designs. Her ambition is to produce on a large scale and expand across Senegal and Africa. Empretec has already helped her on the right path towards achieving this goal, as shortly after the Empretec workshop she exported her creations for the first time to Cameroon.



Thiane Diagne

Empretec Provides Opportunities for Youth to Start their Business

Argentina

Martin Diaz (28) creates Lipomize, a start-up with knowledge-based innovation



Martin was a student of Administration of the Universidad Nacional del Litoral (UNL) in Santa Fe', Argentina.

The faculty's curriculum did not offer any enterprise and entrepreneurship training. Martin says: "The entire curriculum was preparing me as a manager, to become a good employee". However, at an entrepreneurship centre operated at the University, Martin started an internship while

completing his studies. After the internship, Martin continued to work at the centre as an assistant and within his functions provided assistance in writing business plans. Many of the students who came to the centre worked on scientific projects mainly with a focus on continuing research. But Martin could see that there were many projects that presented an opportunity for commercial application. He started dreaming about building a multidisciplinary team.

In 2007, Martin started to pull a team together. The trigger was a day event: "The Young Entrepreneurs' Day" organized by the University. Martin pitched an idea about financial services but he met there a lot of people who had a scientific background and presented projects with higher innovation and social impact than his own idea about financial services. He felt biotechnology was a modern science with high social impact on health and human well-being at large.

Martin started to collaborate with three chemical and biotechnology experts. Martin further developed his entrepreneurship skills by attending the Empretec course. After the Empretec training, he acquired the motivation to invest time and energy to learn about biotechnology by seeking information personally, observing and listening, and networking with experts. The winning of the Innovation Award sponsored by Banco de la Nación and Empretec became

the second trigger for the establishment of Lipomize, constituted then of five young partners. Martin says: "I recognize that the award was an accelerator for the start-up". Headquartered within the UNL, and incubated in the Parque Tecnológico del Litoral Centro – SAPEM, "Lipomize" provides flexible and customized products for their clients. The firm uses liposomes as a vehicle for administration of nutrients, pharmaceutical drugs, and cosmetics.

Martin recognizes that Lipomize's strengths are its multidisciplinary approach and the ability to continuously build its support network. Among the most important partners and supporters is the Argentina Foundation of Nanotechnology (FAN). Lipomize and Martin personally are committed to take into account sustainability, taking care of recycling, and ensuring long term social gains, particularly in public health.



Martin Diaz and his team at Lipomize



Jordan

Omar Al-Assi (23) quits his job to found Transparent Plastic Packaging: Packaging Supplies & Equipment

Prior to starting his business, Omar worked for a year in the production line in a furniture-making factory.

Realizing his job offered limited prospects, Omar decided to start his own business.

Uncertain about how to turn his idea into a 'business', Omar enrolled in the Business Development Centre, Jordan's Empretec centre's Entrepreneurship Training Workshop, which he says, was the beginning of his real business journey: "Empretec taught me that I have to feel the pain of starting from scratch to enjoy future achievements. The workshop provided the entrepreneurial competencies I needed to start my own business and that was the beginning of my success. Empretec gave me the confidence to believe in myself as a young aspiring entrepreneur and the trainers motivated me to pursue my dream and achieve my goals, and to never take no for an answer."

After completing the workshop, Omar started his venture while still working at the furniture-making factory. Prior to launching his

business, he conducted market research and soon realized that he had a lot to learn to fully understand the business before hiring any staff. Unable to handle the growing orders by himself, Omar began hiring new staff. Located in Madaba, Jordan, Transparent

Plastic Packaging Manufacturing Faculty currently employs 9 people who are helping Omar to grow his business. A thriving entrepreneur, Omar is also proud to contribute to generating employment opportunities for local young Jordanians.



Omar Al-Assi's products

Uganda

Peace Victoria Nyero: a young graduate with no job, builds a thriving business

Peace , a young woman from Uganda, participated in the Business and Enterprise Start-up Tool (BEST),

an attitudinal and mindset transformational programme for young people provided by Enterprise Uganda, Empretec's local implementing partner. Designed to empower educated urban and rural-based populations to become engaged in economic activities, BEST is a five-day training programme which helps young entrepreneurs to build their inner confidence – a barrier that limits young's people entrepreneurial initiative and equips them with practical tools to start a business.

Peace Victoria was unemployed at the time and saw an announcement for the Empretec training in the local media. She saw this as an opportunity. After attending the five-day training, Peace Victoria's

confidence grew, with the belief in herself giving her the boost she needed to venture into self-employment.

Some important lessons learnt during the training – using resources wisely while finding ways to save money and investing back into the business - came in handy for Peace Victoria who started her poultry enterprise with \$50 from her savings. With a can-do attitude and positive mind-set, Peace Victoria is operating a thriving business in a sector that is largely dominated by men and mature women in her country, proving that with hard work and the right skills and attitude, young people can compete in business and succeed. She now employs six people and plans to open a full-scale modern poultry farm next year.

Aspiring Entrepreneurs Find Their Business Ideas during the Empretec Training

Colombia

Hugo Gacharna: Empretec Business Creation Exercise encourages Colombian unemployed to jump start a business

51 years old Hugo Gacharna was starting to despair after some time unemployed, barely surviving as a beneficiary of subsidies by the national insurance by CAFAM - the local Empretec host. His expectations were high when he took the Empretec course in 2012.

Hugo says: «Empretec was a turning point for me. I was able to address my weaknesses, set clear goals, build on achievements to strengthen my self-confidence, and transform my behaviours to achieve the competency levels required to be an entrepreneur». During the training itself, Hugo started a business named «Sopas», together with his wife to serve customers typical food.

The business started with just home deliveries but it grew fast and Hugo is even able to export to neighboring countries Venezuela and Panama.

Hugo says he continues to use the Empretec material daily:» It is very useful to refer to the Empretec manual when dealing with commercial and human resources management issues. It also helps me in the identification of new business opportunities. Empretec has changed my life. I was able to become a good manager, an entrepreneur open to new opportunities, seeking to improve quality, making use of new technologies to improve processes and services».

Brazil

Felipe Oronã: Blend Sucos e Café: Smoothie & Juice Bar

It all started with Empretec. At the time, I worked in a multinational company with excellent pay, a position of leadership, with benefits, but always having the dream of owning my own business.

I therefore took the Empretec training in 2011 and today, two years later, my dream became reality. The sleepless nights creating business plan and feasibility studies were worthwhile.



One of Blend Sucos e Café's fruit based products

Today I can say very proudly that the «Blend Sucos & Café» is open and registered. It offers quality products such as premium sugar, creamy, dried and selected fruits, vegetable salad with fish or meat.

It is important to say that this was made possible by what I learned

in Empretec. Entrepreneurs have many behavioural characteristics, but very few develop them. The seminar challenged my limits, and showed me my potential and my ability to be the entrepreneur I am today.

I invested more equity than I had planned, but always remembering that it was a calculated risk and in line with my business plan. I used the network and contacts of several of my Empretec class and several Empretec partners helped me to set up my business, facilitating inputs and services from their own companies (painting, equipment etc).

I constantly meet with my staff, to improve and find new products. I am always trying to increase my revenues, building loyal customers and encouraging them to purchase more of my company's products. The result, after just three months of operation was outstanding with a high return on investment and with well-defined growth projections. So, in 2014 Blend Sucos e Café plans to open its second store and then formalize its expansion in the form of franchises.

Latest updates on recent centres



Empretec Saudi Arabia

The Empretec Saudi Arabia project aims at delivering training activities in the Kingdom of Saudi Arabia (KSA) to local entrepreneurs, ideally complementing the offer of financial and advisory services to Small and Medium-sized Enterprises (SMEs) offered by the Saudi Credit & Savings Bank (SCSB), a Development Governmental Bank and Empretec local counterpart. SCSB has launched several programmes to support and nurture SMEs in the country and officially requested UNCTAD's assistance to install the Empretec programme in KSA.

These activities are part of a 12-month inception phase, which includes the preparation and delivery of 7 initial entrepreneurship training workshops (ETWs) in 2014 and the assistance to SCSB to set up an appropriate institutional framework to host the Empretec programme as well as to build the capacity of local trainers to deliver ETWs, through an on-the-job training process leading to their certification.



A Saudi entrepreneur completes his Business Creation Exercise on the last day of an Empretec workshop

Empretec India



Empretec staff, Trainers and UNCTAD staff during the second Empretec workshop organized by Empretec India

Empretec India proceeds towards the consolidation of the programme by organizing a second workshop in Geneva, with the assistance of UNCTAD and international trainers from Brazil. Most of the 20 participants came from India to attend the workshop and were joined by a few Geneva-based young entrepreneurs. There were six different nationalities besides India: Canada, Germany, Malaysia, Portugal, Spain and Switzerland. The programme is set to start in India in 2014.

New Centres

Installations are underway in Cameroon, the Gambia, Kenya, Lesotho, Liberia, Palestine and Oman. First workshops are scheduled in 2014.

Voices from the heart of Empretec...the trainers

« Yo me quedo en Empretec
Hay amigos extraordinarios
De gran calidad humana
Y espíritu millonario



Jakeline Ferro R.,
Empretec Colombia

Son gente maravillosa
A largo de este mundo
Que brindan bella amistad
Y son de éxito rotundo.

«Porque la emoción y ganas de triunfar de nuestros participantes es también nuestra emoción, cada taller es la gran oportunidad de renovar nuestro espíritu emprendedor.»

Because our participant's emotions and will to succeed are also ours, every workshop is a great opportunity to renew our entrepreneurial spirit.



Rocío Zegarra Paredes,
Empretec Perú



Xiomara Frías,
Empretec
Dominican Republic

“El programa Empretec nos permite crecer en la medida que ayudamos a otros a crecer y mejorar su calidad de vida. Vivimos la filosofía de que mejor forma de generar abundancia es dando!”

The Empretec programme allows us to grow as it gives us the opportunity to help others grow and improve their quality of life. We live a philosophy that there is no better way to generate abundance than to give!

« On aide nos participants à prendre conscience que même si les techniques de gestion sont nécessaires et incontestables dans le succès d'une entreprise, c'est l'entrepreneur qui, à travers son comportement et ses aptitudes est l'artisan de la réussite de son business »

We help our participants to become aware that even if management skills are necessary and indispensable for the success of a business, it is the entrepreneur himself, who through his own behaviours and aptitudes is the craftsman of the success of his business.

Mariette, M. B.,
Empretec Cameroon



« Dios le pague, unas lágrimas, me cambió la vida, soy un hombre nuevo, voy a tener éxito en mi negocio, ahora si soy un verdadero emprendedor, ya sé cómo emprender... Todo este conjunto infinito de palabras significa EMPRETEC. ¡tienes que vivirlo!



Santiago Sanchez,
Empretec Ecuador

God bless you, some tears, it has changed my life, I am a new man, I will have success in my business, I am now a true entrepreneur, I know how to be entrepreneurial... all of these infinite group of words and phrases together make up Empretec... you need to live it!

«Lo que más disfruto de ser Instructora de Empretec tiene que ver con compartir tan de cerca las historias de los emprendedores a los que voy conociendo, y la certeza de que hay muchas personas trabajando para mejorar sus vidas.»

What I most enjoy as an Empretec instructor has to do with sharing the stories of the entrepreneurs as I get to know the, and witnessing the certitude that there are many people who are working to better their lives.



Romina Gaynor,
Empretec Argentina

«Empretec is not only a capacity building programme, it is a «life changing experience», for the last 10 years, in different parts of the world, I have seen Empretec changing not only behaviours and businesses but also people's lives, providing them with clear direction in life and the needed energy to go for it. It is a school of thinking that is needed to change the economy of the world.»



Fadi Sharaiha,
Empretec Jordan

«Through the Empretec competency about persistence I've learned that our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.»



Louis Nhlapo,
Empretec South Africa

« Como instructor del programa, Ser parte del cambio que experimentan los participantes al salir totalmente empoderados de nuestros talleres de Empretec ... it's just priceless... I'm so grateful for it!

As instructor of the programme, I am a part of the change that the participants experience when they leave the Empretec workshop completely empowered...it's just priceless, I'm so grateful for it!



Luis Pernet Henríquez,
Empretec Panamá

«The Empretec Programme is leaving a mark on the business community and bringing into realization that while money and technical skills are important to business, they are not determinants for success, but right attitude coupled with their right behaviours.»

Benedict Lema,
Empretec Tanzania



«Those who want to change the world and who like to live different than others, come to Empretec. Is a great tool to nourish your potential.»



Sorin Matei,
Empretec Romania





PART 2: COUNTRY PRESENTATIONS

Name of the Centre:
Fundacion Empretec Argentina

Name of the Director:
Ricardo Finkelsztein

Email-address:
ricardofinkel@empretec.org.ar

Website:
www.empretec.org.ar

Year of Inception:
1988

Number of entrepreneurs trained since inception:
5350

Number of Empretec workshop since inception:
229



Argentina

01 | Products and Services

- ETWs in cooperation with various institutions at the national level
- Business planning
- Business Linkages programme
- Networking with empretecocos

02 | Highlights of 2013

Partnerships

In 2013, Empretec Argentina strengthened partnerships with development Agencies, Centres for Entrepreneurs, Technology Centres, Government Agencies at the national, provincial and municipal levels, business incubators, chambers of commerce and universities.

will be provided for the first time by a domestic company specialized in plastic injection. In the longer term, it is expected that a critical mass of domestic firms will be upgraded to become suppliers of more complex inputs, such as components for computer hardware utilizing nanotechnologies.

Business Linkages

The business linkage programme in Argentina is run in conjunction with the Corporación Andina de Fomento (CAF) and Banco de la Nación Argentina. The programme targets the automobile, electronics and agribusiness sectors. In 2013, Empretec Argentina received a sponsorship from the Federal Investment Council to develop the programme in the regions.

Banco de la Nación Award for Innovative Businesses

The third edition of the Award has become very popular and it is a good tool to encourage one year old start-ups. The awards distribute \$60,000 dollars to the winners. An additional credit line is available to two years old start-ups providing funds for firms ready to develop production.

Monitoring and evaluation

Empretec Argentina embarked in a survey with Empretec graduates (empretecocos) 30 days after completing the ETW to assess the impact it had on them. Follow up surveys will take place after 18 months.

In Tierra del Fuego, for example, local SMEs are supplying large manufacturers with some electronic components such as power cables and memory cards. Moreover, two local medium-sized suppliers of electronic components, Megatech and Inarci, decided to create a joint-venture to produce all remote controls for the air conditioners produced in Tierra del Fuego.

In 2013, 1,5 million units of remote controls for air conditioning, applicable to all brands, have been produced entirely in Argentina: case and buttons

01

Products and Services

- Feasibility studies and elaboration of bankable business plans to promote projects for the creation of enterprises and the development of existing enterprises, advisory and follow-up.
- Empretec ETWs
- Training for the establishment and management of enterprises—TRIE methodology (find your business idea); CREE(establish your business); and ILO's GERME methodology (improve your business)
- Research on project financing aiming at the establishment and development of enterprises and at the promotion of the private sector and SMEs, in particular
- Assistance in improving the human resource management of enterprises
- Technical assistance for construction companies

02

Highlights of 2013

Launch of new strategy

Cepepe launched a new service: a business diagnostic strategy, FUNDES, for rising enterprises. The strategy helps diagnose and solve business problems for entrepreneurs. It was developed according to the methodology of the Centre for Enterprise Development (CDE).

Partnerships

Cepepe established a new partnership with the COWI/IGIP group. COWI, in a joint venture with the German consulting company IGIP, will deliver technical assistance to water supply, water resources management and sanitation to both government projects (PPEA) and small Beninese enterprises over the next three years. This partnership marks an important step towards sustainable enterprises within the framework of the Millennium Development Goals.

Fundraising

Cepepe raised funds from the Dutch Cooperation for supporting initiatives on SME development regarding water sanitation.

Regional influence

Cepepe participated in the first formal meeting of the Regional Network for SMEs support among members of the West African Economic and Monetary Union (UEMOA). This meeting follows the regional consultation for the establishment of a SME support structure.

E-Regulation

The Board of Cepepe took part in a conference on facilitating business creation through e-regulations. A website, www.benin.eregulations.org, is under construction. It will allow users to access information on administrative procedures, business development, payment of taxes, social security, real estate and obtain a certificate of environmental compliance. The website largely facilitates SME development by simplifying administrative procedures, eradicating corruption and reducing delay.

Name of the Centre:
Empretec Benin Cepepe

Name of the Director:
Théophile CAPO-CHICHI

Email-address:
theocap50@yahoo.fr

Website:
cepepe.org/

Year of Inception:
2000

Staff Members:
5

Number of Entrepreneurs Trained since Inception:
4429

Number of Empretec workshops since inception:
152

Benin

Name of the Centre:
Enterprise Botswana

Name of the Director:
Dennis Maswabi

Email-address:
maswabid@hotmail.com

Year of Inception:
1997

Staff Members:
14

Number of Entrepreneurs Trained
since Inception:
2600

Number of Empretec workshops
since inception:
127

Botswana

01 | Products and Services

- Empretec Entrepreneurship Training Workshops
- Business coaching
- Entrepreneurship Training for unemployed and young graduates

02 | Highlights of 2013

Enterprise Botswana active in new installations

The Empretec centre in Botswana has been UNCTAD's key partner in establishing the Empretec centre in South Africa and in training South African trainers: nine facilitators attained their accreditation and were awarded the Empretec National Trainer's certificates.

Enterprise Botswana has also been assisting UNCTAD in organizing and delivering two pilot Empretec workshops in Lesotho, with the support of the Empretec centre in South Africa and the assistance of newly accredited facilitators.

Partnerships

Enterprise Botswana was part of a Consultancy JV with MARKETWORX on a project to develop the National Entrepreneurship Policy for Botswana. Technical assistance was provided by UNCTAD, based on the Entrepreneurship Policy Framework. The draft policy has been completed and handed over to the Ministry of Trade, pending discussion by Cabinet.

Enterprise Botswana also maintains a strong partnership with the International Labour Organization and has participated in a number of their Academies and training programmes.

Entrepreneurship for young graduates

The rate of unemployment amongst Graduates is ever rising and this has raised concern world-wide. Young people are highly creative and innovative since they are exposed to high volumes of Information and the latest Technologies. Empretec Botswana piloted a training programme for 150 unemployed graduates in 2013 and a number of participants have already started their small businesses. The intervention has also boosted the employability of graduates.

Business Coaching

The Business Coaching Programme is targeted at MSME's and small business owners. The programme helps small business owners to recognize and appreciate their strength in developing "turn around" strategies and reaching high performance and competitiveness. Using tools like the GROW Model and others, participants are capacitated to become the best they can be. This programme is being propagated by the centre in Botswana and South Africa.

01 Products and Services

- Information on different economic sectors for small enterprises, in the form of surveys, articles, publications, news, etc.
- Assisting corporations in the promotion of innovation in processes and products, and supply chain management and business linkages.
- Consultancy services for business analyses in several regions of Brazil.
- Fairs, business rounds and exhibitions to facilitate access to markets.
- Over 40 courses and conferences, including distance-learning courses, on topics ranging from basic entrepreneurship principles to business management.
- Awards to successful entrepreneurs, in order to value, encourage and stimulate increasing small business growth.

02 Highlights of 2013

SEBRAE is 20 Year's Old!

On 27 May 2013, Brazil's Micro and Small Enterprise Support Service (SEBRAE) celebrated the 20th anniversary of the Empretec Programme in Brazil. In the past 20 years, SEBRAE has contributed to the development of an entrepreneurial culture in the country. Statistics show that over 190,000 people have participated in one of the 8,000 Empretec workshops, and over 90% of the Empretec's companies surveyed increased profits after the training.

The official ceremony lasted 3 days and attracted more than a thousand participants, among whom two Ministers of State and the Vice President. High level speakers also included Marina Fanning, one of the developers of the Empretec training workshop.

Entrepreneurial Education

In a national conference on entrepreneurship education, chaired by Brazil's Minister of Education, SEBRAE launched "Pronatec Empreendedor", a new initiative to train teachers to roll out entrepreneurship education in Brazilian classrooms within the national education curriculum.

Publications

SEBRAE released two publications in 2013, strengthening its support for innovation and sustainability:

1) The Fourth Volume of "Small Business - Challenges and Perspectives" aiming at spurring the discussion on innovative education. Multiple experts have contributed to the publication, including SEBRAE staff, teachers and specialists who bring in the plural perceptions on innovative education.

2) "Innovation and Sustainability: Foundation for the Future of Small Business" reporting on the discussions held during two Small Business International Seminars conducted by SEBRAE, with support from the Economic Value Wage.

International Recognition

SEBRAE has actively participated in networking and international cooperation. A virtual platform, named the "International Observatory Sebrae (OIS)", has been released during the 20th anniversary celebration. The platform is an information sharing tool for SMEs on countries, best practices, networks, publications (studies and research) projects, business opportunity, missions and international events.

Name of the Centre:
Brazilian Micro and Small Business Support Service - SEBRAE

Name of the Director:
José Claudio dos Santos

Email-address:
carlos.alberto@sebrae.com.br

Website:
http://www.sebrae.com.br

Year of Inception:
1993

Staff Members:
6.000

Number of entrepreneurs trained since inception:
197.481

Number of Empretec workshops since inception:
8.244



Brazil

Name of the Centre:
**Centro de Emprendimiento e
Innovación Empresarial**

Name of the Director:
Andrés Jara Valdivia

Email-address:
andres.jara@empretec.cl

Website:
www.Empretec.cl

Year of Inception:
1990

Staff Members:
2

Number of Entrepreneurs Trained
since Inception:
2.816

Number of Empretec Workshops
since inception:
113



Chile

01 | Highlights of 2013

New Partnership with CORFO

The Centre has signed an agreement with the national agency for economic development- CORFO- a public-sector organization dedicated to promoting entrepreneurship, innovation and growth in Chile.

According to the agreement, the Centre will start screening potential entrepreneurs based on the Empretec methodology. The agreement also envisages to introduce the Empretec training as part of the CORFO support to start-ups.

www.corfo.cl



Innovation Award for Biotechnology Antofagasta

María de la Luz Osses Klein - who won the second place in the Empretec Women in Business Award in 2010- has received a prestigious recognition. For the past three consecutive years the firm got the 3IE Prime that recognize firms for innovation technology and entrepreneurship. Biotecnologías Antofagasta S.A. is a pioneering enterprise in Chile in the area of biotechnology. It develops innovative, patent-seeking biotechnology products which focus on rendering production processes more efficient and environmentally friendly, thereby contributing to sustainable development. Named after the key mining region of Antofagasta, the company was created in 2005 to cater the mining industry, but has since expanded to other sectors, including fisheries.



María de la Luz Osses Klein

01 Products and Services

- Technical assistance in using information technologies, consulting on business planning, accounting and financial support, human resources, purchasing and inventory management and sales
- Entrepreneurship programmes: Empretec, Agrotech, basic entrepreneurship
- Management programmes for enterprises operating in the production of goods and services sector
- Modular programmes in business administration and skills: basic accounting and inventory management

02 Highlights of 2013

Regional Expansion

CAFAM extended its operations in the regions and it boasts now regional centres in Costa Caribe, Antioquia, Valle and Bucaramanga.

National trainers development

In collaboration with other Empretec centres in Latin America, CAFAM is training the new generation of Empretec trainers: Ms. Jacqueline Ferro - Colombian certified master trainer and among the first group of Empretec trainers - is leading the process. A call for applications has been launched and the training will start in 2014.

Working with unemployed

CAFAM has initiated a special programme to offer Empretec training to selected unemployed people, receiving subsidies. The first results have been amazing.

The Business Creation Exercise gives an opportunity for Empretec workshop's participants to start their businesses. Testimonials by two participants, both in their 50s, demonstrated that as early as 3 months after the workshops their firms incremented sales by 30 percent. From job seekers, these entrepreneurs transformed themselves in job creators and from self-employment opportunity, these two firms increased their workforce by 10%. One firm is also exploring export markets, with a focus on neighbouring countries, such as Panama and Venezuela.

Name of the Centre:
**Centro Empretec Cafam
Colombia**

Name of the Director:
Carlos Roberto Cortes Martinez

Email-address:
ccortes@cafam.com.co

Website:
www.cafam.com

Year of Inception:
1996; moved to Cafam in 2007

Staff Members:
14

Number of Entrepreneurs Trained since Inception:
1.500

Number of Empretec workshops since Inception:
75



Colombia

Name of the Centre:
Centro Empretec RD/Instituto Tecnológico de las Américas (ITLA)

Name of the Director:
**Jose Checo,
Director of Entrepreneurship,
Vice-Ministry for SMEs**

Email-address:
jose.checo@gmail.com

Website:
www.empretecrd.org/

Year of Inception:
2007

Staff Members:
4

Number of Entrepreneurs Trained since Inception:
413

Number of Empretec workshops since inception:
19



**Dominican
Republic**

01 | Products and Services

- Entrepreneurship Training Workshop (ETW)
- Women Entrepreneurship
- Intrapreneurship Training Workshop (ITW)
- Youth Entrepreneurship
- Training for Micro-entrepreneurs
- Access to short training courses and events
- Information services

02 | Highlights of 2013

Institutional Developments

The Vice-Ministry on Small and Medium Enterprises took the lead in developing a strategic development plan for the Empretec Centre. According to the plan, which has been validated by UNCTAD, the Ministry will lead the national expansion of Empretec training activities. It will continue collaborating with all interested stakeholders, including the current host the Latin America Technology Institute (ITLA), and the National Promotion Agency (CEI-RD).

Partnerships

ITLA partnered with CEI-RD and SD Cyberpark to launch new business support products to market.

Diversifying services

Centro Empretec RD has focussed its efforts to diversifying their services to new training products, focusing on curriculum design. There are also plans to increase the number of national trainers and criteria for the selection of facilitators have been established.

Fundraising

ITLA has reached an agreement with the Brazilian Cooperation Agency (ABC) for international cooperation in 2014.

Fairs/events

ITLA organized a Trade Fair for entrepreneurs during the Global Entrepreneurship Week.

Study Tours

Staff Representation in the training course: Enabling Private Sector Growth and Attracting FDI (Foreign Ministry, Singapore). A delegation also participated in the Global Entrepreneurship Congress (GEC 2013).

International Events

Lead trainer, Xiomara Frías participated to the International Business Forum held in October 2013 in Istanbul, Turkey, delivering the Business Networking Challenge to a group of entrepreneurs.

01 | Products and Services

- Empretec Training Workshop (ETW)
- Monitoring and Control
- Technical and management assistance in the development of new business projects
- Network of contacts
- Infrastructure for entrepreneurs

02 | Highlights of 2013

Focus on Technology

CONQUITO promotes technology advances in Small and Medium enterprises. Its business linkages products attract technology-based entrepreneurs nationwide with potential of high growth, and link them with angel investors. Conquito for the third year is the organizer of the largest technology event in Ecuador and one of the largest in the world. The event is a platform to bring innovation, creativity, science and digital entertainment together. Various workshops, conferences and competitions are conducted.

Entrepreneurship as a social responsibility

CONQUITO organized the World Summit on Social Responsibility. This large event attracted 20 experts from 5 continents. With a focus on ethics, the event promotes analysis, reflection and debate on Social Responsibility, and stimulates thoughts on the role of entrepreneurship in SR.

Support to SMEs

CONQUITO is successful in integrating different aspect of the society in its entrepreneurship promotion. CONQUITO organized a socialization event for the second quarterly business survey of SMEs at one of the best universities in Ecuador.

Each panellist provided insights on the situation of SMEs enterprises in Ecuador. CONQUITO also participated in the study tour "Latin American investment Forum for Entrepreneurs Growing SMEs 2013, Veracruz-Mexico" which explored the latest trends in the development, growth and financing of SMEs in regional emerging markets.

Green Businesses

In 2013, CONQUITO started to promote green business. It participated to the "International Business Forum—Green and Inclusive Business—Exploring and Developing Markets for Sustainable Growth". During the event, companies, governments and civil society discussed on how to promote, develop, and expand sustainable business models in developing countries.

Partnerships

To promote innovation and entrepreneurship at the national level, agreements with several institutions have been concluded, one with Yachy (City of Knowledge), one with AEI (Alliance for Entrepreneurship and Innovation), as well as one with Movistar, which is a multinational telecommunications sector that has a programme dedicated to entrepreneurship.

Name of the Centre:
Metropolitan Agency for Economic Promotion CONQUITO

Name of the Director:
Santiago Ruales

Email-address:
sruales@conquito.org.ec

Website:
www.conquito.org.ec

Year of Inception:

Staff Members:

Number of Entrepreneurs Trained since Inception:
344

Number of Empretec workshops since inception:
10



Ecuador

Name of the Centre:
FUNDEMAS

Name of the Director:
Haydée de Trigueros

Email-address:
direccionejecutiva@fundemas.org
gilmamolina@fundemas.org

Website:
www.fundemas.org

Year of Inception:
2000

Staff Members:
4

Number of Entrepreneurs Trained since Inception:
3.458

Number of Empretec workshop since inception:
148



El Salvador

01 | Products and Services

- Entrepreneurship Training Workshops for intrapreneurs, SMEs, young entrepreneurs, microenterprises
- Sustainability projects
- CSR training
- Entrepreneurship training for Women
- Mentoring Training Workshops

02 | Highlights of 2013

FUNDEMAS renews its ISO 9001 certification

In 2012, FUNDEMAS was first awarded and certified by the certification body RINA for the world leader certification of quality systems ISO 9001. During 2013, FUNDEMAS evaluated and updated its policies and procedures established by RINA to ensure quality at each of its various stakeholders and maintained the certification.

International Networks

During 2013, FUNDEMAS made alliances with international aid agencies, through which partnership projects and discussions encouraged sharing of experiences with the private sector. These agencies include the Inter-American Development Bank (IDB), the German Agency for International Cooperation (GIZ), the Agency for International Development (USAID), the Embassy of the United States of America and the Grand Duchy of Luxembourg.

Innovation, Innovation!

FUNDEMAS awards innovation. In 2013, the Business Bureau Ecoefficiency was created to exchange ideas, practices and Corporate Social Responsibility (CSR) projects to benefit the environment. The Business Bureau Ecoefficiency aims to engage and empower businesses to implement actions to measure, reduce, compensate and adapt their environmental impact, thus contributing to sustainable development.

FUNDEMAS organized the annual event «Week of CSR 2013», focussing on spreading CSR trends and practices to motivate entrepreneurs in El Salvador to adopting responsibility business practices, networking and adoption of a management model.

A training cycle has been developed to exchange CSR trends and tools for its member companies. Through these sessions FUNDEMAS shared its thoughts on creating image for social projects, generate dialogue with the community, how to set sustainability business plan, etc.

Publications

Four publications were published in 2013: *the Practical Guide for SMEs CSR*, *Best Practices for increased productivity*; *the Contribution of Companies on Practices of CSR in the Community*; *the Contribution of Foundation and NGOs to Community Development*; and *State of CSR in El Salvador in 2013*.

Participation in business meeting

FUNDEMAS participated in the first «Week of the Social Responsibility», organized by the Technological University of El Salvador. The meeting invited Mr. Juan Royo as guest speaker. Mr. Royo is a professor and specialist in CSR, who teaches students about the importance of SR in the business world today.

01 Products and Services

- **Training:** ETWs, Kaizen, financial management, marketing management, micro-business identification, business counselling, intrapreneurship, production control and management, INCOTERMS, export management and training-of-trainers courses.
- **Research:** the role of private sector on women's economic empowerment, micro-enterprise and small enterprise development constraints and policies in Ethiopia, application of Kaizen methodology in the Ethiopian metalworking and engineering industry sector.
- **Consultancy:** institutionalization of the Kaizen-based performance improvement system, strategic business planning, business process re-engineering, production management and time management.

02 Highlights of 2013

Training and Services

The UNDP in Ethiopia, Empretec Ghana and the government of Ethiopia developed the Growth and Transformation Plan (GTP) 2012-2015, which was anchored on entrepreneurship. Under the plan, a scoping mission was conducted to spearhead on a sustainable entrepreneurial development programme that comprises entrepreneurial training and advisory services to entrepreneurs. Empretec Ethiopia conducted the first Entrepreneurship Training Workshop in 2013.

Collaboration with USAID

Enterprise Ethiopia partnered with USAID on an Economic Strengthening project. Empretec Ethiopia managed the implementation of the project in 120 towns in 2013. Support for women entrepreneurs

ECE partnered with a USAID project to train and provide technical supports to vulnerable women, mainly commercial sex workers and female petty traders.

Consultancy

In 2013, ECE developed new consultancy programmes, namely the institutional capacity gaps assessment services, and the corporate diagnostic studies.

Study Tours

Empretec Ethiopia plans on visiting Vietnam's Empretec Centre for exchanging best practices and training experiences.

Name of the Centre:
Enterprise Ethiopia

Name of the Director:
Solomon Wole Desta

Email-address:
solomon.wole@yahoo.com

Training activities conducted under the framework of a Government-led entrepreneurship development programme. Contacts:

Gebremeskel Challa Motalo (gmchalla@gmail.com), DG, MSME Agency

Dugassa Tesemma (dhugaas-tess@gmail.com), Entrepreneurship Development Centre

Year of Inception:
2010

Staff Members:
Number of Entrepreneurs Trained since inception:
60,000 (the figure include participants to other trainings than Empretec)

Number of Empretec Training Workshops conducted:
200

Ethiopia

Name of the Centre:
EMPRETEC Ghana Foundation

Name of the Director:
Nana Tweneboa-Boateng

Email-address:
empretec2006@yahoo.co.uk

Website:
N/A

Year of Inception:
1990

Number of Entrepreneurs trained since inception:
30906 (the figure includes participants to other trainings than Empretec)

Number of Empretec Workshops since inception:
123



Ghana

01 | Products and Services

- Provision of Entrepreneurship Training Workshop
- Provision of management training programmes
- Market research
- Business plans
- Application of ICTs in enterprise management
- Specialized capacity-building programmes geared towards exporting for the garment industry
- Specialized management programmes in oil and gas risk assessment and management for the insurance industry
- Entrepreneurship training for women micro-entrepreneurs and small-scale entrepreneurs

02 | Highlights of 2013

Regional Cooperation

EGF has extended its regional cooperation:

- EGF collaborated with UN Women South Sudan to provide entrepreneurship training and business mentorship to women entrepreneurs.
- EGF works with UN Women East and Horn of Africa on extending entrepreneurship training to all the centres under the unit.
- EGF partnered with the Federal Government of Ethiopia UNDP in 2013 to provide entrepreneurship training to a total of 886 entrepreneurs.
- EGF conducted feasibility studies to establish Empretec centres in Gambia and Kenya.

Youth Entrepreneurship

The success of Empretec Ghana attracted support from the Ministry of Private Sector Development. After research and a baseline survey, EGF initiated its first Youth Entrepreneurship Training programme in Ghana. Two Youth Entrepreneurship Training Workshops have been conducted in 2013.

Successful Empretecos

representing EGF at international level

The fame of EGF has spilled beyond its national border. In 2013, selected Ghanaian Empretecos participated in the International Trade Fair in Ghana. They also participated in the Export Fair in Liberia, Burkina Faso and Togo.

Study Tours

In an effort to increase awareness about its training services and encouraging more entrepreneurs, EGF organized a study tour for UN Women officials to visit successful women entrepreneurs in Ghana. UN Women collaborated further with EGF on developing training products to train and mentor women entrepreneurs running micro-enterprises.

01 Products and Services

- Business planning for entrepreneurs, business leaders, NGOs, women, young graduates
- Accounting for entrepreneurs, business leaders and NGOs
- Entrepreneurial advisory services for entrepreneurs, business leaders, NGOs and women
- Financial training courses for NGOs
- Financing projects for entrepreneurs, business leaders, NGOs
- Wealth management and financial planning for entrepreneurs, business leaders, NGOs and women.

02 Highlights of 2013

Best Entrepreneurship training centre in 2013!

In October 2013, the University of Texas, USA, evaluated different national institutions for the installation of centres promoting entrepreneurship and MSMEs. AGG was selected as the best, and so was designated as PROMIPYME CENTER for the provision of business development services.

AGG signed an agreement with the Ministry of Economy of Guatemala for funding from the University of Texas after its designation as the best entrepreneurship development centre in the country.

Working with communities

The centre continues to assist communities in marginalized areas, delivering Empretec training to low literacy groups.



Business Linkages

Following the completion of the Investment Policy Review of Guatemala, the centre is exploring business linkages opportunity in selected sectors: agribusiness, mining and tourism.

Participation to the Sustainable Riviera Maya Forum, Yucatán, Mexico

Two trainers participated and delivered presentations to the Sustainable Riviera Maya Forum talking about the Empretec methodology. The centre is looking for opportunities for joint activities in the area of green entrepreneurship and development of Maya communities across the border between Guatemala and Mexican Riviera Maya.

Name of the Centre:
ASOCIACION DE GERENTES DE GUATEMALA -AGG-

Name of the Director:
Alvaro Urruela Aycinena

Email-address:
cede@agg.org.gt
hgarrido@agg.org.gt

Website:
www.agg.org.gt

Year of Inception:
2001

Staff Members:
3

Number of Entrepreneurs Trained since Inception:
3727

Number of Empretec workshops since inception:
183



Guatemala

Name of the Centre:

Empretec Guyana

Name of the Director:

Judy Semple - Joseph

Email-address:

business_adviser@yahoo.com

Website:

www.Empretecguyana.org

Year of Inception:

2003

Staff Members:

3

Number of Entrepreneurs Trained since Inception:

50

Number of Empretec workshops since inception:

3



Guyana

01 | Products and Services

- «Venture Out» Women Programme
- Supply Chain Management Programme
- Customer Service Workshop Series
- Packaging and labelling for International Markets
- Taking your Business to the Next Level

02 | Highlights of 2013

New Trainings/ Initiatives

In 2013, Empretec Guyana dedicated to expanding its services to entrepreneurship. New initiatives include:

- Customer Service Workshop Series to enhance the customer delivery for Customer Services Representatives, Supervisors and Managers in the public and private sectors.
- Operations Management Service Workshop where trainees are trained on how to manage the companies' daily activities in an efficient manner.
- Inventory Management workshop focused on effectively and efficiently managing their inventory/stock using the best practices to reduce cost.

Partnerships

Empretec Guyana continued to offer Supply Chain Management Programme on behalf of the International Trade Center (ITC). This programme is a Modular Learning Programme consisting of 12 core modules and 6 supplementary modules.

It was launched as an International Certificate in 2011. In 2013, the Small Business Bureau has signed a Memorandum of Understanding with EG to develop training for MSMEs on Business Skills.

The Georgetown Chamber of Commerce and Industry has collaborated with Empretec Guyana on actively promoting the centre's training programmes among its members.

Women Initiatives

The Venture Out for Women Programme has trained in 2013 around 140 women to enhance their entrepreneurial capacities in areas of business proposal writing, marketing, customer service and financial management. The training was carried out in five regions in Guyana. The sponsoring company, Republic Bank Ltd. sponsored three loan prizes for the top finalists in the Venture Out 2013 Loan Competition.

01 Products and Services

- Provision of technical and marketing assistance
- Product and process development
- Market outreach linkages and backward linkages
- Export development and International Buyers missions
- Specialized Capacity Building Programmes
- Get access to the worldwide equity market consisting of experienced Angel Investors and SME funds
- Improving the financial management of SMEs

02 Highlights of 2013

Regional Expansion

In 2013, BDC expanded collaboration with both private and public sectors in the Arab world. In the Sultanate of Oman and Saudi Arabia, hundreds of entrepreneurs flocked to take the Entrepreneurship Training Workshop, nearly half of them also participated in the Youth Entrepreneurship Programs. BDC is really making entrepreneurship like a new trend to follow in the region!

BDC highlights Entrepreneurship Ecosystem in Jordan

BDC contributes to building an Entrepreneurs-friendly ecosystem. On 12 March 2013, under the patronage of His majesty King Abdullah II, the British Embassy hosted an enterprise conference focusing on improving Jordan's entrepreneurial ecosystem. High-level participants included H.R.H. the Prince of Wales and leading companies in Jordan. The conference offered a platform to link entrepreneurs to various services and programs from BDC.

The "BDC Highlights Entrepreneurship Ecosystem in Jordan" was another event that linked entrepreneurs and SMEs to business development service providers. Panellists included Business Development Services for women and Jordanian fresh graduates; financial services from the Cairo Amman Bank, Jordan Ahli Bank and Micro Fund for Women; and Mentorship and Access to Markets. Building an entrepreneurship friendly ecosystem greatly boosts the confidence of Jordanian entrepreneurs and encourages more empretecOS including women.

Empretec Jordan celebrated its 50th ETW!

Empretec Jordan has successfully marched to its 50th Entrepreneurship Training Workshop! 20 new EmpretecOS joined the Empretec family from 28 September to 3 October 2013, in Jordan, on the occasion of the 50th ETW.

Name of the Centre:
Business Development Center – Empretec Jordan

Name of the Director:
Nayef Z. Stetieh

Email-address:
nstetieh@bdc.org.jo

Website:
www.bdc.org.jo

Year of Inception:
2002

Staff Members:
26

Number of Entrepreneurs Trained since Inception:
1115

Number of Empretec workshops since inception:
54



Jordan

Name of the Centre:
Empretec Mauritius

Name of the Director:
Sanjay G. Mungur

Email address:
smu@empretecmauritius.org

Website:
www.empretecmauritius.org

Year of Inception:
2000

Staff Members:
12 Full-time and 45 part-time

Number of Entrepreneurs Trained since inception:
887

Number of Empretec workshops since inception:
58



Mauritius

01 | Products and Services

- Capacity Building & Trainings: ETW, Women empowerment, Business Leadership
- Technical Assistance: Business Process Re-engineering, Studies
- Project Management: CFP & implementation, support to Intermediary Organizations
- Business Development & Value added services: Company incorporation, Industrial Strategies, Supply Chain Integration, Transfer of technology
- Trade, Investment Facilitation & Regional Integration: Business linkages, partnerships development, investment, policies
- CSR and Social Integration: CSR Plans, linkages with the vulnerable, poverty alleviation
- Environmental and Sustainable Development: EMS best practices, renewable energy
- SME Supports: Business development, Access to finance, Clustering, Franchising

02 | Highlights of 2013

Outstanding Outcomes

In 2013, 118 entrepreneurs and start-up grass root entrepreneurs have been trained, among which 16 unemployed already started their business.

- *Consolidation Workshops*

Empretec Mauritius has gained substantial fame thanks to its successful operations. There are 347 successful programmes currently operating.

With a view to consolidate the learning of Empretec training, EM conducted a PEC Consolidation workshop for 24 ETWs alumni from 2000. 88% of the participants evaluated the PEC Consolidation Workshop as excellent.

- *Women with Low Literacy Levels*

On an effort to fight against poverty, EM developed a sensitization workshop for around 400 women and low-literacy group. The tailored-made workshop included training for stress management, basic life skills, behaviours development and social competencies.

- *Green Business*

With a focus on sustainability, EM spearheaded on a new training on green enterprises. 27 entrepreneurs have been trained and three of them started a green business with photovoltaic technologies (solar panels that convert sunlight directly into electricity).

Fund-Raising

Since from 2009, EM has embarked on several other activities funded by local, regional and international institutions. Thanks to EM's track record, it has linked up with several other organizations in Africa to support them in their endeavour to obtain funding. Collaborations have been initiated with Empretec Ghana, Nigeria, Benin, Botswana, Mozambique, Tanzania, Zimbabwe, etc.

International Recognition

Empretec Mauritius is the top partner and local host of the Global Entrepreneurship Week, which is the world's largest network of entrepreneurs. In 2013's Global Entrepreneurship Week, Empretec Mauritius organized 69 different activities ranging from lectures, workshops to national Awards.

01

Products and Services

- Entrepreneurship Training Workshop (ETW), Corporate ETW and Marketing Assistance
- Specialized capacity building programmes and advisory services
- Agribusiness; business linkages programmes and backward linkages services
- Women and youth entrepreneurship development and advisory services
- Corporate performance improvement programmes and Improving Financial Management for SMEs
- Marketing outreach programmes and trade fairs assistance services

02

Highlights of 2013

Agribusiness business linkages development programme for SMEs and the corporate sector

Under the patronage of UNCTAD and FDC, one of the most important Mozambican national NGO dealing with the sustainable community development, Enterprise Mozambique Foundation (EMF) partnered with APDGA, a Gaza Province NGO, on the implementation of a pioneering initiative to foster commercial agribusiness in the Gaza Province. Some 50 selected entrepreneurs were involved in this initiative; they received training and assistance with the preparation of their business and action plans as well as mentoring during the whole 2010. In Rotanda, Manica Province, EMF is implementing UNCTAD's Business Linkages Programme with smallholder farmers and CDM (a brewing company, subsidiary of SABMiller) on barley production. 2010 was a very promising year, which allowed EMF and farmers to expect an even more productive 2011 (a few hundred Tons of barley in 2011 from about 100 smallholder farmers).

The expectation is to reach over 1,000 Tons in the near future, so that the installation of a barley processing plant in the region could be envisaged by CDM.

Women Entrepreneurship Development programme

EMF was selected by ILO (International Labour Organization) Maputo, as the lead organization to deliver a programme to foster women entrepreneurship in three regions of Mozambique (North, Centre and South). The programme started in 2010 and continued during 2011, involving about 100 women who were selected for a training programme and assisted with the formulation of their business action plans. The implementation of all the plans were then monitored for a one year period. The main objective of the programme was to encourage and support women in creating or expanding their business, with the goal to make them successful role models to be emulated.

Name of the Centre:
Enterprise Mozambique Foundation

Name of the Director:
Evaristo Jordao Vilanculos

Email address:
jrdvilanculos@yahoo.com

Website:
N/A

Year of Inception:
2000

Staff Members:
10

Number of Entrepreneurs Trained since Inception:
1476

Number of Empretec workshops since inception:
69

Mozambique

Name of the Centre:
**Empretec Nigeria Foundation
(ENF)**

Name of the Director:
Owanari Bobmanuel Duke

Email address:
onariduke@yahoo.com

Website:
**www.empretecnigeriafounda-
tion.org**

Year of Inception:
1999

Staff Members:
9

Number of Entrepreneurs Trained
since Inception:
680

Number of Empretec workshops
since inception:
32



Nigeria

01 | Products and Services

- Corporate governance workshop
- Productive organization culture
- Modular Learning System on Supply Chain management (MLS-SCM)
- Specialized business management skill development courses
- Export management training programme
- Intrapreneurship training workshop

02 | Highlights of 2013

Supply Chain Management

In April 2013, ENF launched a new product on Supply Chain Management for SMEs to improve the efficiency and effectiveness of SMEs in their contribution to the overall profitability of Transnational Corporations (TNCs). The programme was designed in conjunction with the International Trade Centre (ITC) as a Modular Learning System. The launching ceremony took place in Lagos and brought together key representatives from ITC, US government agencies, top Nigeria government officials, private and public organizations across major industries.

Partnerships

In August 2013, ENF partnered with the Lagos State Government on the People Empowerment Programme Initiative (PEPI). PEPI is aimed at micro enterprises as a loan repayment scheme and its objective is to mentally and economically empower young people, unemployed men and women to create a group of skilled and well-trained young people who would not go after the government as the sole employer but would rather choose to start or strengthen quality SMEs and impact positively on their respective communities.

01 Products and Services

- Empretec Training Workshop: six-day workshop (full day) or two weeks (half a day)
- Empretec workshops for micro entrepreneurs in rural areas
- Empretec workshops for indigenous communities (Kuny and Darien) in indigenous language
- Empretec intrapreneurship workshop
- Mentoring for women through NGO Vital Voices in alliance with Empretec
- Empretec two-day workshop on specific topics including team-building, associativity and leadership

02 Highlights of 2013

Comprehensive Entrepreneurship Policy

In 2013, CEDE developed the following initiatives:

- CEDE collaborated with national agencies for developing a national entrepreneurship policy.
- CEDE organized conferences and workshops with the industry sector;
- CEDE strengthened the relationship with Chamber of Commerce, which has proposed to the CAF (Corporación Andina de Fomento).

In November 2013, the 7th edition of the Latin American Quality Awards acknowledged the work of CEDE in promoting entrepreneurial leadership in the country.

Focus on Women

CEDE has special programmes on women. Together with its ally Intel Technology Programme for Women and Thunderbird University Programme Dream builder, CEDE developed an online platform for Spanish-speaking women, which allows them to exchange ideas when designing business plans.

In 2013, CEDE initiated a platform "WeConnect Panamanian", with its traditional Ally, WeAmericas. The platform is a first-of-its-kind product to connect women entrepreneurs on a shared network.

Support entrepreneurship in Costa Rica

CEDE assisted in the implementation of the project "Design and implementation of an extra-walls incubator for cultural enterprise in the city of Limón", which aims at developing the entrepreneurship capacity in the city of Puerto Limón. CEDE helped launch an extra-wall Cultural Entrepreneurship Incubator, developed and strengthened cultural enterprises, and prepared an action plan for follow-up activities on technology upgrading.

Former WBA winner invited to an important international forum

The winner of the 2012 Women in Business Award, Melissa De León, attended the first Geneva Dialogue on Post-2015 Sustainable Development Agenda as a special guest. Mrs. De León praised the improvement of Empretec Panama and the national entrepreneurship ecosystem, which enabled her company to expand and set up a larger facility in a free trade zone.

Name of the Centre:
CEDE PANAMA

Name of the Director:
Lourdes Navarro M.C.

Email address:
Lourdes.navarro@empretecpanama.org

Website:
www.empretecpanama.org

Year of Inception:
2000

Staff Members:
4

Number of Entrepreneurs Trained since inception:
1036

Number of Empretec Training Workshops conducted:
40



Panama

Name of the Centre:
Centro Empretec IPAE

Name of the Director:
Ava Alencastre Begazo

Email Address
aalencastro@ipae.pe

Website:
www.ipae.edu.pe

Year of Inception:
2010

Staff Members:
4

Number of entrepreneurs trained
since inception:
712

Number of Empretec workshops
since inception:
35



Peru

01 | Products and Services

- Training: entrepreneurial behaviour workshop, business planning and management
- Advisory services: fiscal, accounting, finance and commercial advisory, business analyses, improvement plans
- Commercial activities for enterprises: business circle, participation in conferences
- Young Entrepreneur Programme (Minister of Labour)
- EMPRENDER: training for teachers
- Business Linkages

02 | Highlights of 2013

Expansion of services

In 2013, IPAE expanded its network to three regions of the country: Lima, Piura and Iquitos. 142 entrepreneurs and businessmen have been trained.

IPAE also partnered with Empretec Venezuela to design and develop new training workshops.

Empretec IPAE welcomes its new trainers!

In line with building capacity of accredited trainers, IPAE is proud that UNCTAD certified 2 additional trainers, Rocio Paredes and Carmela Vise Zegarra as certified national trainers. The certification has been validated by master trainers from Empretec Argentina and delivered by UNCTAD. The new trainers are now responsible for the trainings in northern Peru.

Rewarding entrepreneurship

As an effort to encourage innovation and cultivate entrepreneurial environment, IPAE organized the Sixth Business Ideas Competition. This nationwide competition attracted 2,109 participants, among which creative, viable and sustainable ventures were awarded.

During the 2013 Global Entrepreneurship Week, IPAE also organized three national contests, namely business ideas, plans and innovation. IPAE gave seed capital to the winners to help them start up.

New pilot case on value chain in the mining sector

A linkages project in the mining sector initiated a new pilot case in the La Bamba region, with the goal of increasing local jobs and building a value chain. Funded by the Canadian cooperation, the pilot project trained 100 local suppliers of services in the value chain and management.

IPAE partnerships

IPAE is actively supporting other initiatives that promote entrepreneurship:

- With the Ministry of Production
- With the Ministry of Education:
- As a panellist at regional Discussion Scholarship program, supporting talented but economically disadvantaged youth
- As an expert committee or jury at various national competitions promoting entrepreneurship.

01 Products and Services

- ETW in English
- ETW in Romanian
- Support for business settling—youth and new start-ups
- Networking and access to entrepreneurial education services
- Support for access to grants and business financial aid
- Access and support for credit and bank services for business development

Following a 12-year UNCTAD's involvement on Empretec activities in Romania, the General Directory for SMEs and Cooperatives has been certified by UNCTAD as the Romanian Empretec Centre. UNCTAD will continue backstopping the centre, by providing advisory and quality control services and ensuring its integration into the Empretec Global Network.

Name of the Centre:
Directory for SMEs and Cooperatives

Name of the Director:
Adrian Panait

Email address:
adrian_panait@imm.gov.ro

Website:
www.aippimm.ro/categorie/centrul-Epretec.apar.biz

Year of Inception:
2003

Staff Members:
14

Number of Entrepreneurs Trained since Inception:
2000

Number of Empretec workshops since inception:
59



Romania

Name of the Centre:
Empretec Russia

Name of the Director:
Dmitri Croitor

Email Address:
info@empretec.ru

Website:
www.empretec.ru

Year of Inception:
2011

Staff Members:
3

Number of entrepreneurs trained
since inception:
Over 200

Number of Empretec Workshops
since inception:
10



Russian Federation

01

Products and Services

Empretec Entrepreneurship Training Workshops (ETWs)



02

Highlights of 2013

Empretec Russia celebrates its 10th workshop!

Since the inception of the Empretec programme in Russia in 2011, 10 ETWs have been conducted, from which over 200 participants have benefited and a first national trainer has been certified. To mark this occasion, a press conference was organized with the participation of the Deputy Secretary-General of UNCTAD Petko Draganov, Deputy Chairman of Vnesheconombank Mikhail Kopeikin, business development director of KPMG Evgenia Schipalova, Empretec Russia Director Dmirti Croitor and Tatiana Krylova, Head of the Enterprise Branch along with other partners in Russia.

In 2013, 4 workshops were organized, where over 80 entrepreneurs and managers have been trained. These workshops were held with the support of three Senior International Master Trainers from Brazil—Mr. Roberto Gandara, Mr. Renato Santos and Mr. Daniel Real—who provided coaching for local trainers and supported the national counterparts.

First national trainer certified!

In 2013, the first Russian national trainer, Mr. Dmitri Croitor, who is also the director of the centre, was certified. Three other trainers are anticipated to be certified in 2014. This is an important milestone for Empretec Russia, and it is thanks to the cooperation of UNCTAD with Vnesheconombank, KPMG Russia, the Department of Science, Industrial Policy and Entrepreneurship of the Moscow government, as well as with SBO "Small business of Moscow", TsAGI of N.Y. Zhukovsk, Agency for Investment Development of the Republic of Tatarstan, Ministry of Economic Development and its regional agencies on export development, and other organizations.

01 | Products and Services

- Business start-up training
- Business planning
- Business registration
- Access to finance
- Access to markets
- Mentoring

02 | Highlights of 2013

Vital role in national policy

SEDA has partnered with the Swiss Economic Cooperation and Development (SECO) in developing the South Africa Country Strategy 2013-2016. The Strategy aims at improving the regulatory, institutional and infrastructural framework for economic development. As a representative of the national entrepreneurship development support agency, SEDA will collaborate with SECO projects and continue to play a vital role in the creation of competitive SMEs and innovative and green enterprises.

Partnerships

SEDA has partnered with Microsoft and Vodacom for a workshop to train unemployed ICT graduates.

Fundraising

SEDA raised funds from SECO and other Government Institutions such as the Manufacturing and ICT of Sector Education and Training Authority (Seta). The funds were used to finance entrepreneurship training workshops and other centre's activities.

Organization of substantive participation in conferences, trade fairs and events. In 2013, SEDA supported Small Enterprises to take part in National and International Trade Fairs.

Study Tours: Taiwan (China) and Russia

In 2013, SEDA hosted a Round Table Conference for a delegation from Russia with support and participation from UNCTAD. During the conference, delegates from Russia and SEDA exchanged best practices and training experiences.

SEDA also organized an International Best Practice study tour of professionals and entrepreneurs to Taiwan, China.

Name of the Centre:
Small Enterprise Development Agency (SEDA)

Name of the Director:
John Francis

Email address:
jfrancis@seda.org.za

Website:
www.seda.org.za

Year of Inception:
2010

Staff Members:
300

Number of Entrepreneurs Trained since Inception:
646

Number of Entrepreneurship Training Workshop conducted since inception:
21



South Africa

Name of the Centre:
**Small Industries Development
Organization (SIDO)
Tanzania Investment Centre (TIC)
- Business Linkages**

Name of the Director:
**Mr. Omari Bakari (SIDO)
Ms. Juliet Kairuki (TIC)**
Email address:
**dg@sido.go.tz (SIDO)
juliet.kairuki@tic.co.tz (TIC)**

Website:
**www.sido.go.tz
www.tic.co.tz**

Year of Inception:
**2008(Empretec)
2009(Business Linkages)**

Staff Members:
3 (SIDO); 3 (TIC)

Number of Entrepreneurs Trained
since Inception:
428

Number of Empretec workshops
since inception:
16

Tanzania

01 | Products and Services

- Enhancing technology sourcing, development, transfer and provision of technical services to SMEs
- Marketing and information technology programmes
- Training (entrepreneurship, business management and technical skills), consultancy and extension services
- Financial advisory and credit services

02 | Highlights of 2013

Training

In 2013, 720 trainings were conducted, including both technical and non-technical ones.

Partnerships

Under the organization of the Ministry of Trade and Industries, SIDO worked in collaboration with different donors like JICA Tanzania, KOICA Tanzania, Government of India, Government of China, UN Women, and ITC.

Increasing recognition

SIDO has organized 5 zonal exhibitions and participated in 1 International Trade Fair.

Business Linkages

The Tanzania Investment Center, which is the implementing partner of the Business Linkages programme in the country, conducted two targeted capacity-building interventions for selected suppliers in

the agri-business and mining sectors, which consists of two entrepreneurship training workshops. Health checks and upgrading plans have been developed for a selected number of suppliers, such as distributors of Vodacom Tanzania (TLC sector). Two sensitization campaigns have been carried out in the coastal area of Tanga to further promote the programme.

An evaluation undertaken on the group of suppliers linked with Vodacom showed an outstanding growth of their business operations up to 700 percent. They also created new jobs, in some cases quadrupling the work force they employed before the intervention and doubled the efficiency of their productive processes, which led to the expansion and diversification of their business.

01 Products and Services

- Entrepreneurship Training Workshop
- Entrepreneurs to access credit
- Effective customer service
- Quality management for SMEs
- Empowering youths and rural communities to create jobs (BEST)
- Growing your business with your banker
- Managing a micro, small enterprise
- Leadership skills for community groups and associations
- Dual career programme for working employees
- Farming as a business
- Operations management
- Human resource management
- Improving competitiveness of SMEs
- SMEs Appraisal by banking professionals
- Business counseling for counsellors
- Financial management
- Marketing management
- Financial records and bookkeeping
- Business planning for women
- Costing and pricing
- Financial Literacy
- Strategic management
- Gaining from competition
- Corporate governance

02 Highlights of 2013

Expanding training services

After 13 years, Enterprise Uganda has become an internationally recognized brand for entrepreneurship training. Since inception, over 1330 entrepreneurs have benefited from the trainings. In 2013, training services have expanded to farmers and youth.

Business linkages for farmers

EUG has strived to improve farmers' livelihood by offering business linkages programmes. In 2013, EUG worked with 22 partner institutions to deliver agribusiness training with farming as a business. 7 farmers' organization received Governance and Leadership training under the business linkage program with Nile Breweries.

Youth Entrepreneurship

The BEST Programme
The BEST program is specifically tailored to youth, providing youth with trainings on entrepreneurship and business skills. In 2013, Enterprise Uganda conducted seven BEST programmes. The five-day BEST training equips the youth with the confidence and practical skills to start and run successful Enterprises.

The Northern Uganda Youth Entrepreneurship Programme (NUYEP)
As a highlight of this year's achievement, Enterprise Uganda succeeded in striking a partnership with the Youth Business International (YBI) of UK to implement the Northern Uganda Youth Entrepreneurship Programme (NUYEP) sponsored by DFID. This project will train 10,000 youth (aged 18-35) and their households in five different regions of northern Uganda. MOU with ACCA

A new partnership is established between EUG and ACCA. The MOU agrees to mentor SMEs and offer entrepreneurship and financial literacy training. Participation in International events EUG participated in the Global Entrepreneurship Summit organized by YBI which was attended by over 50 countries worldwide. EUG staff also participated in a conference organized by Making Cents International, a US based institution supporting youth entrepreneurship.

Name of the Centre:
Enterprise Uganda

Name of the Director
Charles Ocici

Email address:
charles.ocici@enterprise.co.ug

Website:
www.enterprise.co.ug

Year of Inception:
2001

Staff Members:
14

Number of Entrepreneurs Trained since Inception:
1497

Number of Empretec workshops since inception:
59



Uganda

Name of the Centre:
Asociación Empretec Uruguay

Name of the Director:
Paola Albé

Email-address:
paola.albe@empretec.org.uy

Website:
www.empretec.org.uy

Year of Inception:
1989

Staff Members:
12

Number of entrepreneurs trained since inception:
2100

Number of Empretec workshop since inception:
107



Uruguay

01 | Products and Services

- Empretec Training Workshop, Intrapreneurship Development Programme, women entrepreneur, micro entrepreneur
- Teambuilding, negotiations, leadership, management competencies
- Business Plan Development Workshop
- Project Management, services management
- Effective organization, time management, efficiency and self-management
- Business plan development and implementation advisory, specialized consultancy

02 | Highlights of 2013

President calls for training of trainers

In response to the lack of expert support for entrepreneurs, in 2013, the cabinet of Presidency called for trainings of trainers. Empretec Uruguay developed a methodology of creating and strengthening networks, which has been chosen by the presidency to be used in selected trainings. Under the guidance of the presidency, training institutions delivered Training of Trainers (ToT) and coached the local teams in small communities and cities. The training strengthened the trainers' capacity to care for and support entrepreneurs.

In 2013, Empretec Uruguay delivered three ToTs, each lasting 24, 40 and 70 hours.

Building Incubators

Empretec Uruguay worked on a programme of support for business incubators. It consists of three parts: the behavioural, management and commercial area. The programme contains:

- Behavioural Area: Behaviours of achievement, Planning behaviours, Behaviours of confidence and power management

- Management area Planning: organization + control + running + settings, Difficult Conversations, Conflict Management
- Commercial Area: Marketing & Sales, Customer Protocol (as a process), Dealing with complaints -Talks

An interactive audiovisual guide

The National Agency for Research and Innovation together with the Ministry of Industry and the Ministry of Tourism hired Empretec Uruguay to develop the content of an interactive audiovisual guide to raise awareness and motivation among entrepreneurs. The programme runs into 10 modules, which cover behavioural aspects, business opportunities, support networks, profile and validation of the idea, plan development, etc. The link to the audio guide can be found here: <http://www.c-emprededor.gub.uy/el-camino-emprededor> and <http://www.innovaturismo.gub.uy/index.php/modulos>

Partnerships

Empretec Uruguay joined the newly created Support Network for Future Entrepreneurs (RAFE) of the National Agency for Research and Innovation.

01 | Products and Services

- Empretec Entrepreneurship Training Workshop (6 days)
- Business planning workshop (4 days)
- Strategic planning workshop for the Empretec Programme (3 days)
- Workshop analysing the successful examples of the Empretec Programme
- Empretec follow-up: planning of the next steps after three weeks, monitoring after three months and supervision after 6 months

02 | Highlights of 2013

Partnerships

- Yacambu University
- Technopark BUSINESS incubator. (NGO)
- Fundapyme (NGO)
- Acoinv Private Business Foundation
- University of the Western Plains

Organization of /participation in fairs, events

- National Congress of development
- Entrepreneurs Fair (IPAE-Lima-Peru)
- Entrepreneurship Fair (Piura-Peru-IPAE)
- Fair promoting entrepreneurship organized by Universidad Latina and Empretec Center Panama
- Global Entrepreneurship Week participation to events organized by IPAE-Lima-Peru

Relaunch of Empretec training

Thanks to the new partnerships with NGOs and universities, Empretec Venezuela has trained 70 new entrepreneurs and developed follow up services providing business plans development and tailor-made coaching to all participants.

The Centre also introduced short courses adapted to the different audiences.

Name of the Centre:
Centro Nacional Empretec Venezuela

Name of the Director:
Oscar Murillo Ospina

Email address:
murillooj@gmail.com

Year of Inception:
2000

Staff Members:
3

Number of entrepreneurs trained since inception:
1080

Number of Empretec workshop since inception:
44



Venezuela

Name of the Centre:
Vietrade

Name of the Director:
Do Kim Lang
Nguyen Thi Minh Thuy
(Managing Director)

Email address:
empretec.vietrade@gmail.com

Website:
www.vietrade.gov.vn/empretec

Year of Inception:
2010

Staff Members:
3

Number of entrepreneurs trained
since inception:
254

Number of Empretec workshops
since inception:
12

Viet Nam

01 | Products and Services

- Empretec Entrepreneurship Training Workshop (ETW)
- Business Matching Services through networking events.
- Skills Training Workshops: trade promotion, business planning, marketing, etc.

02 | Highlights of 2013

Four years!

After three years of introduction by UNCTAD, the Empretec Centre in Viet Nam was officially established in 2013. At the fifth session of the UNCTAD Investment, Enterprise and Development Commission, Viet Nam and UNCTAD signed a Memorandum of Understanding to officially establish the Empretec Centre in Viet Nam—the 34th such center worldwide and the first in Asia.

This establishment marks a milestone for Vietnamese entrepreneurs. So far, 254 business owners and entrepreneurs from different sectors have received the Empretec certificate.

Business Networking Events

Between 2011 and 2013, five business/networking events have been held in Hanoi and other provinces. Three events took place in Hanoi:

- Marketing Solution for SMEs
- Enhancing Company's Branding in Crisis Period
- Business Health Examination
- One event in Hoa Binh Province:
- Online Business—a cost-efficiency solution for SMEs
- One event in Thanh Hoa Province:
- Export Promotion Skill

01 | Products and Services

- Empretec ETWs
- Counselling sessions
- Business Plan Preparation Workshops
- Business Management Skills Training
- Business Linkage Programme
- National Business Incubator Programme

02 | Highlights of 2013

Raising Awareness

In 2013, the Zambia Empretec Centre organized various conferences, trade fairs and events, generating enormous popularity and influencing the society. The Centre further raised its awareness through the Zambia National Broadcasting (ZNBC) television programme, and Business and Enterprise programme, in which it regularly gave introductions on the Empretec programme.

Green Jobs

The ETWs conducted this year were the first in collaboration with the UN Green Jobs programme, which aims to link the small-scale contractors to the large contractors in the construction industry. The workshop was highly appreciated as the most important first step in leading entrepreneurs to upgrading their business and making them sustainable. The demonstrated high quality of the training instilled behavioural change, reliability and entrepreneurial skilled, which prepared the trainees for increased commitment by TNC partners to the programme.

The Green job Programme will be showcased at the World Investment Forum held in October 2014 to potential investors as a highlight of entrepreneurship development in Zambia.

Youth Entrepreneurship

The centre further strengthened its support for Youth Entrepreneurship. In 2013, the centre initiated the entrepreneurship skills development programme for young people who are qualified for the Youth Development Fund administered by the Minister of Youth Sports and Child Development. Two trainings were conducted in 2013.

National Trainers

The centre was able to get three national trainers certified during the Regional Training of Trainers Workshop held in South Africa in April 2013. The trio started in 2010 and successfully conducted 8 ETWs.

Name of the Centre:
Zambia Development Agency (ZDA)

Name of the Director:
Gabriel Musentekwa

Email Address:
gmusentekwa@zda.org.zm

Website:
www.zda.org.zm

Number of entrepreneurs trained since inception:
148

Number of Empretec workshops since inception:
9



Zambia

Name of the Centre:
Empretec Zimbabwe

Name of the Director:
Busi Bango

Email address:
busibango@yahoo.com
spb@empretec.co.zw
admin@wmpretec.co.zw

Website:
www.empretec.co.zw

Year of Inception:
1992

Staff Members:
12

Number of Entrepreneurs trained since inception:
15,000 (the figure include participants to other trainings than Empretec)

Number of Empretec workshops since inception:
133

Zimbabwe

01 | Products and Services

- Entrepreneurship Training Workshop (ETW)
- Corporate entrepreneurship training
- Microentrepreneurship training
- Youth Entrepreneurship training
- Advisory and counseling services
- Customer care
- Financial Management
- Research into the SME sector
- Information Dissemination
- Project Management
- Supply Chain Training

02 | Highlights of 2013

20 years Anniversary!

Empretec Zimbabwe celebrated its 20th anniversary in 2013. For almost two decades, Empretec Zimbabwe has spearheaded the growth of a strong entrepreneurial culture and has become a reference in the country on matters of business development, entrepreneurship and economic development.

Present at the celebration ceremony were the Financial Services Chief Executive Officer, Kenias Mafukize and the Empretec Executive Director Busi Bango. 21 awards were handed out to honour successful entrepreneurs.

Empretec Zimbabwe empowers youth

Empretec Zimbabwe empowers youth through four programmes: ETW, the micro-entrepreneurship training, the Basic Enterprise Start-up Tool training, and the Internal Savings and Lending training. Each benefitted 490, 730, 605 and 440 young entrepreneurs, respectively.

This year, Empretec Zimbabwe embarked on a project to empower youth, which included an ETW as well as training on business management skills.

Farmers

Empretec Zimbabwe reached out to the most vulnerable population in rural communities. Two types of workshops were developed: The micro- entrepreneurship preparation trained 120 farmers, and the food processing and packaging training workshop benefitted 60 farmers.

Partnerships

Empretec Zimbabwe has welcomed numerous partnership and cooperation request. To name a few, Empretec Zimbabwe partnered with Government tertiary institutions; vocational Training centres; Polytechnic training centres; NGOs working with farmers and churches and universities.

Global Entrepreneurship Week

Empretec Zimbabwe is one of the top partners and national co-host of the Global Entrepreneurship Week. In 2013, it successfully held various events, campaign, conferences and awards, all designed to raise awareness on the importance of entrepreneurship on people's lives. It will be participating in the Global Entrepreneurship Congress in 2014.





PART 3: EMPRETEC CENTRES

List of Empretec Centers

(by country alphabetical order)

Empretec Angola

Host institution: in progress

Fundación Empretec Argentina

Host Institution: Banco de la Nación
www.empretec.org.ar

CePEPE Centre Empretec (Benin)

(Association d'utilité publique)
Host institution: business association
www.cepepe.org

Enterprise Botswana

(Private consultancy company)
Host institution: private firm

Serviço Brasileiro de Apoio às Micro e Pequenas Empresas (SEBRAE) (Brazil)

(Private entity of public interest)
Host institution: Government SME development agency
www.sebrae.com.br

Centro de Emprendimiento e Innovación Empresarial (Chile)

(Foundation)
Host institution: Universidad Mayor
www.empretec.cl

Centro Empretec Cafam Colombia

(Not-for-profit private entity)
Host institution: social security agency
www.cafam.com

Centro Empretec RD/Instituto Tecnológico de las Américas (ITLA) (Dominican Republic)

(Programme)
Host institution: Centro de Exportación e Inversión de la República Dominicana
www.empretecrd.org/

CONQUITO (Ecuador)

Host institution: Agencia Metropolitana de Promoción Económica CONQUITO
www.conquito.org.ec

Fundemas (El Salvador)

(Non-governmental organization)
Host institution: Association
www.fundemas.org

Enterprise Centre Ethiopia

(Programme Office transferred to the Development Sector Institute)
Host Institute: Government agency

Empretec Ghana Foundation

(Company limited by guarantee)
Host institution: private firm

Asociación de Gerentes de Guatemala

(Not-for-profit association)
Host institution: business association
agg.org.gt

Empretec Guyana

(Not-for-profit company)
Host institution: non-governmental organization
www.empretecguyana.org

UNCTAD-Empretec India

(Private entity)
Host institution: IBF Group
www.empretec.in

Business Development Centre-Empretec Jordan

(Programme implemented under the Business Development Centre, a not-for-profit company)
Host institution: non-governmental organization

Empretec Mauritius

(Non-governmental organization)
Host institution: non-governmental organization
www.empretecmauritius.org

Empretec Mexico

Host Institution: in progress

Programme Empretec Maroc (Morocco)

Host Institution: in progress

Empretec Mozambique Foundation

(Private organization created by the Government after the end of a United Nations Development program SME development project)
Host institution: private firm

Empretec Nigeria Foundation

(Non-for-profit organization)
Host institution: non-governmental organization
empretecnigeriafoundation.org

Empretec Palestine Programme

(International donor-funded programme hosted by a local institution)
Host institution: in progress

Centro Empretec de Desarrollo Emprendedor (Panama)

(Non-governmental and non-for-profit organization)
Host institution: non-governmental organization
www.empretecpanama.org

Empretec-Instituto Peruano de Acción Empresarial (IPAE) Perú

(Non-for-profit organization)
Host institution: non-governmental organization
www.ipae.edu.pe

Agentiei pentru Implementarea Proiectelor si Programelor pentru Intreprinderi Mici si Mijlocii (AIPPIMM) (Romania)

(Programme run by the National Agency for SMEs under the Ministry for SMEs, Trade, Tourism and Liberal Professions)
Host institution: Government programme
www.aippimm.ro/categorie/centrul-empretec

Empretec Russia (Russian Federation)

(Development bank)
Host institution: in progress

Empretec Saudi Arabia (Saudi Arabia)

(Saudi Credit & Savings Bank SCSB - National Development Bank)
Host institution: SCSB
www.scsb.gov.sa

Centre de services de l'APROSI- (Senegal)

(National agency development)

Small Enterprise Development Agency (SEDA) (South Africa)

Host institution: Small Enterprise Development Agency (SEDA)
www.seda.org.za

Small Industries Development Organization (Tanzania)

(United Republic of Tanzania)
Host institution: Small industries Development Organization (SIDO)
www.sido.go.tz

Enterprise Uganda

(Private institution. Funding for the initial project came from donors, through the United Nations Development Programme, to the Government)
Host institution: private firm
enterprise.co.ug

Asociación Empretec Uruguay

(Non-for-profit organization)
Host institution: Banco de la República
www.empretec.org.uy

Centro Nacional Empretec Venezuela

(Foundation)
Host institution: non-governmental organization

Vietrade (Viet Nam)

Host institution: Vietrade
www.vietrade.gov.vn

Empretec Zambia

(Government programme)
Host institution: Zambia Development Agency (ZDA)
www.zda.org.zm

Empretec Zimbabwe

(Trust)
Host institution: Non-governmental organization
www.empretec.co.zw

Empretec - Requests for new installations

Africa

Angola (relaunch)
Burkina Faso
Cameroon
Congo
Egypt
Gambia
Kenya
Liberia
Rwanda
Sudan
Togo

Latin & Central America

Costa Rica
Mexico (relaunch)
Nicaragua

Asia

Indonesia
Islamic Republic of Iran
Myanmar
Pakistan
Sri Lanka

Eastern Europe & CIS Countries

Republic of Moldova

Middle East

Oman
State of Palestine (relaunch)
Syrian Arab Republic

