

## BEST BUSINESS INCUBATOR IN Ukraine

1. Name of the business incubator and name of its head:

Name of the Business Incubator:

Separate subdivision "Business Incubator" of the Municipal Enterprise "Business Development Agency in Slavutych"

Name of the Head

Ananieva Victoria Ivanivna

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2. The year when the Business Incubator was established:

1999

3. The size of the Business Incubator in m<sup>2</sup>:

1374.7

4. The purpose and type of the Business Incubator

- Classical business incubator with different tenants;
- Specialized business incubator oriented for certain businesses;
- Business incubators for service industries;
- Technological oriented business incubator;
- business incubator oriented for women entrepreneurs;
- Business incubator oriented for youth;
- Export processing incubator;
- Other type of business incubator (please specify)

5. What are the concept and the Vision of the Business Incubator?

Enhancing social and economic progress of Slavutych, development of civilized business as well as opportunity of self-actualization for citizens of the city; increasing competitiveness of start-ups, their rate of survival at the market during first years of operation, fostering development of small and medium business in terms of production of goods and services, creating new jobs.

8. How is/are the owner(s)/stakeholders of the Business Incubator?

Founders of the Business Incubator were regional community in the person of executive committee of the municipal council, municipal enterprise "Business Development Agency in Slavutych".

The following organizations participated in establishment of the Business Incubator:

- European Union (EC TACIS Program, "The Integrated Assistance for Slavutich town in view of the Chernobyl Nuclear Power Plant shutdown.", USAID Project, Loyola college "Establishment of a Business Incubator for Small Business")
- Slavutych Municipal Council
- Slavutich public organization "Community Development Centre"

9. What is the legal status of the Business Incubator?

Separated subdivision of the Municipal Enterprise "Business development Agency in Slavutych"

10. What kind of services is provided by the Business Incubator management?

- Provides premises leased on fixed terms;
  - Consulting services;
  - Training of entrepreneurs;
  - Shared office administration;
  - Provides accounting for tenant;
  - Provide access to financing;
  - Provides marketing services;
  - Provides technological services;
  - Provides services in consumer protection;
  - Provides services in quality management;
  - Provides services in environment services;
  - Provides coaching;
  - Provides mentoring activities;
  - Other services, please specify.
- Rendering communication services (telephone, fax, e-mail, Internet);
  - Lease of office equipment and furniture;
  - Organization of meetings with potential partners, clients, investors;
  - Search of office and production apartments for carrying out entrepreneurial activity;
  - Development of business plans and investment projects, feasibility studies, programs of organizational and personnel transformations;
  - Selection, testing, organization of traineeship of personnel for client companies of BI;
  - Technical expertise of buildings, facilities and engineering communications, industrial objects;
  - Development of projects on construction and reconstruction of adjusting costs for execution of construction and assembly works;
  - Expert estimate of business, property, property rights, intangible assets, equipment;
  - Organization and carrying out of exhibitions, seminars, conferences, training courses;
  - Development and participation in implementation of projects and programs.

11. In average how many tenants do you have? 36

12. What is the incubation period – maximum year to be stay at the Business Incubator?  
3years

13. How many businesses left the Business Incubator from the year of establishment?

66

14. How many businesses survived for those who left the Business Incubator?

50

15. How is the Business Incubator financed?

- Renting;
- Providing general consultation services;
- Providing special services;
- Government/local government contribution;
- Donor contribution;

16. How many people manage the Business Incubator? 1

17. How many support staff has the Business Incubator? Please specify these people. 2

- Director
- Administrator
- Chief Accountant

18. What is the education background of the Head of the Business Incubator? Please specify also his/her entrepreneurial background.

Specialist in projects and programs management; civil engineer

Since 2004 was registered as entity of entrepreneurship activity "Consulting in commercial activity and management. Activity in the sphere of architecture and construction".

Rendered consulting services during implementation of international social projects.

Logistics engineer of the private enterprise on the contract basis. Period of work – 5 years.

Chief Accountant at the private enterprise. Period of work – 2 years.

19. SWOT analyses of the Business Incubator

You are kindly requested to list the main important characteristics in each category like Strength – Weakness – Opportunity and Threat (maximum 5 in each categories) starting from the most important feature and ending in the least important one.

STRENGTH:

- Support by local bodies of self-government
- Wide range of high quality services
- Strong positions at local services market
- Long-term and successful partnership relations.

WEAKNESS:

- Absence of trained personnel
- Absence of production facilities for support of industrial business
- Absence of governmental license for training and retraining, introduction of quality management system
- Absence of own transport

- Dependence on local authorities

OPPORTUNITY:

- Expansion and mobile change of categories of rendered services
- Development of favourable business environment
- Activation of works on the object "Cover" SE Chernobyl AES.
- Further functioning of special economic zone "Slavutych"
- State support of structures for development of small and medium-sized business

THREAT:

- Change of local power and change of policy in the sphere of support of small and medium-sized business
- Changes in legal and regulatory environment
- Flow out of trained personnel of Business incubation
- Mass migration of population of the city as a result of discharges from SE CAES.
- Closure of special economic zone "Slavutych"

20. Does your Business Incubator reached the status of sustainability?

The business incubator is socially oriented that is why its self-sustainability is reached by accumulating funds from own economic activity (rendering chargeable services to clients), at the expense of financing by local authorities of implementation of priority programs for entrepreneurship support at the territory of Slavutych as well as international technical and donor assistance.

21. What are the critical success factors in a business incubator operation?

- Rendering high quality services
- Wide range of rendered services
- Availability of own material basis (apartments, furniture, equipment)

22. How do you measure the performance of the tenant and the Business Incubator as a whole?

- Based on amount of rendered services
- Based on amount of tenants
- Based on monitoring of companies after completion of the program of support by the Business incubator
- Based on the number of preserved and newly created jobs
- Amount of assigned the budget taxes from clients of the Business Incubator.

23. What kind of assistance do you need to improve the operation and services of your Business Incubator?

- Implementation of activities on establishment of the industrial Business incubator
- Carrying out programs of training and traineeship programs for personnel of Business incubator as well as for client companies of Business incubator
- Implementation of projects on purchase and application of licensed software, new software products on managing business, programs and projects

- Renewal and purchase of equipment (for example on leasing terms) for clients of Business incubator
- Creation (increasing amounts) of funds of repayable financial support for start-ups.

24. Is you incubator stand-alone or part of a national incubator network?

Business incubator in Slavutych is the member of the network of Business incubators of Ukraine, as a structure of support of start-ups it is the member of Ukrainian Business Incubators and Innovation centers Association.

25. Any further issues, which you consider as important why designing and establishing business incubators.

Elaboration and adoption at the state level of the Law of Ukraine “On Business Incubation”.

Organization of promoting business incubation process, further training of BI personnel and organization of traineeships.

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