





COMPETE IN Local Action Plan

to improve the support system and strengthen the capacity for internationalisation in SMEs in order to increase the number of international SMEs

Municipality of Gävle



in collaboration with













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1. Introduction

The purpose of the COMPETE IN local action plan for Gävle/Gävleborg is to address the policy instrument Investment for Growth and Jobs programme, North Central Sweden, by creating a more strategic and coordinated support system for internationalisation of SMEs and a better and more efficient cooperation between key stakeholders.

The overall objective of the action plan (that will be delivered during 2019-2021, with bi-annual follow-up) is to **Strengthen the capacity for internationalisation in SMEs** and thereby increase the number of international SMEs. This will be achieved through the delivery of three actions:

- Establishment of a Regional Export Centre in Gävleborg
- University of Gävle contribution to SME internationalisation
- Support to the internationalisation of innovative start-ups

In this action plan are the background and challenges leading to our participation in the COMPETE IN project described, followed by the policy instrument addressed, a presentation of the stakeholders involved, the objectives and actions developed with the support of the COMPETE IN partners and their good practices as well as the concrete activities to be delivered.

2. Background and Challenges

Gävleborg is one of the strongest regions in Sweden when it comes to export value. Dominated by the production industry (steel, paper and pulp, wooden products) and a few large companies. Other than that, is the number of international businesses in the region very low in a national perspective. The report "The internationalization of businesses takes new roads", by the Swedish Agency of Regional and Economic Growth (2018), places the region of Gävleborg at the bottom of the list with only 20% of the companies involved in international activities compared to 40% of the top regions in Sweden.

The existing support system is fragmented and complex, many good individual initiatives, but lack of knowledge about the different stakeholders/actors and their offer, a common objective/vision, proactiveness and coordination of system and activities. It is difficult for SMEs to know where to find information and what support is available. This, together with the lack of resources, the high cost of internationalisation and the need for contacts and network are the largest obstacles companies see for their internationalisation.

The municipality of Gävle and the Region Gävleborg have an important common mission to change and develop the regional support system. We have since 2015 gathered the stakeholders supporting SME internationalisation under the umbrella of "Team Gävleborg" (making reference to the national export strategy "Team Sweden") in order to increase cooperation and coordination



between stakeholders and the COMPETE IN project is helping in this process by bringing important knowledge and experiences from other European cities and regions to support the development.

The COMPETE IN project involves the following partners:

Reggio Emilia, Italy

IVACE – Valencia Entrepreneurship and Competitiveness Institute, Spain
Upper Silesian Agency for Entrepreneurship and Development Ltd, Poland
Wielkopolska Region in Poznan, Poland
Leeds Beckett University, UK
Gävle, Sweden

ERVET – Emilia Romagna Economic Development Agency Ltd, Italy

Thanks to the COMPETE IN project we have during three years had the possibility to learn and exchange on good practices on internationalisation from the project partners and we have as well contributed to the development of interesting reports and tools, all of which have been useful in the development of our Local Action Plan.

3. Policy instrument addressed

Investment for Growth and Jobs programme, NUTS 2: North Central Sweden (C(2014)9938, decision by the European Commission, 15th of December 2014)

Thematic goal 3: Strengthen the competitiveness of small and medium sized companies.

Investment priority 3d: Supporting small and medium sized companies to invest in growth in regional, national and international markets and engage in innovation processes

We knew from preparation phase of the COMPETE IN project that it would most probably not be possible to change this policy during the programming period and we therefore chose the self defined performance indicator: number of ERDF projects developed to improve the policy instrument.

"Team Gävleborg", the internationalisation support actors in Gävleborg, has already during Phase 1 of the COMPETE IN project, developed and received approval for a project funded by the Investment for Growth and Jobs Programme (ERDF) in North Central Sweden: Regional Export Centre Gävleborg. This project is based on the needs and demands of the companies, the input from COMPETE IN partners and with the engaged participation of all relevant stakeholders and includes the doubling of the budget for Business development cheques for internationalisation. The ambition is also that one of the activities in the Local Action Plan – Support to the



internationalisation of innovative start-ups, will lead to a new ERDF project application during 2019. We have also tried to influence the delivery (calls and governance) and the results of COMPETE IN will influence the preparation of the next programming period, 2021-2027.

The input acquired from the transnational exchange in COMPETE IN have and will also influence the governance of Region Gävleborg/municipality of Gävle and contribute to the regional development strategy that is under development.

4. Stakeholders - "Team Gävleborg"















University of Gävle







Gävleborg Regional Incubator



SEK-Swedish Export Credit Corporation

"Team Gävleborg", the stakeholders supporting SME internationalisation in Gävleborg, have different obligations and roles within the regional support system for increased growth and competitiveness. Most of them represent regional entities of a national authority/organisation. They are the operational actors in the system, working closely with the companies providing different services and support.

To be able to maximize the total output of the system it is important that the actors have a clear view of their own work in relation to each other so that duplication can be avoided and instead offer complimentary services/support to SMEs. Recent studies made on the national level in Sweden show that companies in order to increase their internationalisation express the need of contacts/networks, increased competence within the company itself, financial help and time as



their major obstacles. The different stakeholders involved in "Team Gävleborg" offer this kind of services:

Region Gävleborg has the responsibility for regional development and related polices (including the preparation of the ERDF programme).

Business Sweden: help Swedish companies grow global sales and international companies invest and expand in Sweden. For Swedish companies, Business Sweden provide strategic advice, sales execution and operational support to help them grow their international revenues. Business Sweden is present in the world's 50 most promising markets.

Almi: offers loans to companies with growth potential and assists in their business development. The Almi Invest subsidiary provides venture capital for early-stage, emerging companies with large growth potential and a scalable business concept. Almi's activities shall complement the private market with respect to the financing and business development needs of companies. Almi is project leader of Team Gävleborg – Regional export centre.

EEN – Enterprise Europe Network: helps businesses innovate and grow on an international scale. It is the world's largest support network (600 member organisations in more than 60 countries) for small and medium-sized enterprises (SMEs) with international ambitions. The network is managed by Tillväxtverket in Sweden and has 13 offices in Sweden of which EEN Dalarna-Gävleborg is one.

Chamber of Commerce of Mid Central Sweden: offers a large international network, international business experience from its member companies, judicial advice and support with export documents

EKN – Swedish Export Credit Agency: is commissioned by the government to support Swedish export by insuring export companies and banks against the risk of non-payments in export transactions. Provide financial support: guarantees, business and market advice in certain markets

Movexum (regional incubator): supporting new and innovative entrepreneurs to take their idea to market, which often is international.

Clusters (Future Position X, Fiber Optic Valley...): with active support to member companies internationalisation



5. Vision and Objectives

In order to increase the SME internationalisation and get a more efficient support system, adapted to the economy of tomorrow, where the joint resources deliver the most result, "Team Gävleborg" has agreed to a common vision and objectives for the support of SME internationalisation:

- 1000 international companies by 2022 (from 704 in 2015)

This action plan for SME internationalisation involves all relevant stakeholders and has the municipalities/region acting as facilitator of the internationalisation of the regional system.

Gävle and Region Gävleborg is coordinating the process.

The overall objectives in order to increase the number of international SMEs are:

- Strengthened capacity for internationalisation in SMEs
- Increased and more efficient cooperation between stakeholders supporting SME internationalisation

The COMPETE IN project has already contributed to the ERDF-project and first action of the Local Action Plan: **Establishment of a Regional Export Centre in Gävleborg**, which will allow more SMEs to expand internationally and increase their competitiveness. This will be achieved through activities that lead to:

- increased knowledge in SMEs on where to turn to for internationalisation support
- increased and more efficient cooperation between the actors promoting internationalisation in SMEs
- increased number of companies benefitting from support to internationalisation through the Business development cheques for internationalisation

Furthermore, the good practices from COMPETE IN have also influenced the selection of the two other priority actions of the Local Action Plan: **University of Gävle contribution to SME** internationalisation and **Support to the internationalisation of innovative start-ups**.

6. Local Action Plan (LAP)

The Local Action Plan to improve the support system and strengthen the capacity for internationalisation in SMEs in order to increase the number of international SMEs will be implemented during 2019-2021, with bi-annual follow up with the stakeholders involved and responsible for the delivery.



The action plan is made up by three actions and 11 activities:

- Regional Export Centre
- * Collaboration platform
- * Mapping and packaging
- * SME capacity building and inspiration
- * Capacity building for the support system
- * Business development cheques for internationalisation
- * Communication
- * Follow-up model for internationalisation work
- University of Gävle contribution to SME internationalisation
- * Mapping of research and education
- * International students
- Support to innovative start-ups
- * Support to the internationalisation of innovative start-ups
- * Community building

The COMPETE IN project will continue to influence the implementation of the LAP and exchange with partners will allow for continuous improvements during the delivery, as we enter Phase 2 of the project.

6.1 Action 1 - Regional Export Centre

We had already at the start of the COMPETE IN project the ambition to apply for an ERDF funded project realizing a more efficient support system for SME internationalisation. During the preparation and the early days of COMPETE IN we started the dialogue with the other partners, collecting advice and input to the future project. The kick-off in Reggio Emilia (June 2016), meeting in Wakefield (Dec 2016) and the collection of Good Practices were project activities where we collected information for the Regional Export Centre project, which was approved by the Investment for Growth and Jobs programme, NUTS 2: North Central Sweden, for a call in Thematic goal 3: Strengthen the competitiveness of small and medium sized companies (the policy instrument addressed in Compete In) on 31/05/2017. Due to a change of hosting organisation the recruitment of a project manager was delayed and the project started in September 2018.

We have gotten inspiration and used specific aspects from the following good practices to the setup of the Regional Export Centre project:

- **Export advisory service for SMEs** (Financial instruments for the support of SMEs internationalisation) from Wielkopolska region.

Export advisory/consulting improving the qualifications and knowledge of exports of employees that together with a financial service (export guarantee) provide the companies with a comprehensive service to support their growth and foreign expansion.

Input that the knowledge of the supporting system is to be continuously improved and that learnings acquired are fed back to stakeholders and used to improve the services to SMEs, a guarantee that services offered are based on companies needs. Something that is implemented in the Regional Export Centre.

- Silesian Investors and Exporters Assistance Center from GAPR.

A single point of contact assisting SMEs in taking their first steps on the international markets and to support the export already started by the SMEs. Free, high-quality, complex information services that are essential for planning, organizing and starting exports.

Input/confirmation that joining efforts and providing SMEs with an easy access to information — both digital and person-to-person is crucial. Something that has been taken into consideration in the Regional Export Centre set-up, even though we are a virtual export centre with "no wrong doors" as SMEs can enter via all stakeholders involved.

- ERGO - Emilia Romagna Go Global from ERVET, Emilia Romagna region.

Programmes supporting trade promotion and internationalisation. Specific interest to the Regional Export Centre: set-up, priorities and evaluation criteria for the selection of projects to be financed through open calls for enterprises.

Input on governance of Business support cheques for internationalisation and understanding of the importance of direct financial support, has led to the doubling of the budget through the Regional Export Centre project and a continuous work to facilitate the access and simplify the administration for SMEs.

Action 1 – Regional Export Centre includes the following activities:

Action 1:1 Regional Export Centre		
Activity	Collaboration platform	
	Strengthen the cooperation between stakeholders supporting SME	
	internationalisation in order to increase the efficiency of the support	
Objective and purpose	system.	
Target group	Stakeholders supporting SME internationalisation.	
Responsible organisation	Regional Export Centre	
Cooperating partners	Municipal business support organisations	
	Development of a collaboration platform between organisations supporting	
	SME internationalisation. Monthly meetings between the principal	
	stakeholders of the Regional Export Centre in order to build common	
	capacity and prioritize efforts based on business needs in collaboration with	
£	the business support organisations of the municipalities and in line with the	
Description of the activity	national and regional priorities.	
Timeframe	2019-2021	
Budget	1 500 000 SEK	
	Regional Export Centre budget (co-financed by ERDF - Investment for	
0	Growth and Jobs programme, NUTS 2: North Central Sweden, Thematic goal	
Financed by	3: Strengthen the competitiveness of small- and medium sized companies)	

Action 1:2 Regional Export Centre	
Activity	Mapping and Packaging
	Increased knowledge of SME needs and presentation of an offer of support
Objective and purpose	to match that
Target group	SMEs
Responsible organisation	Regional Export Centre
Cooperating partners	Municipal business support organisations, clusters etc
	Mapping of the support system and packaging of its offer to SMEs based on
(K	the needs of the companies. Survey/interviews with 100 companies.
	Information about the offer to SMEs through the website verksamt.se and
Description of the activity	an information folder.
Timeframe	2019
Budget	150 000 SEK
	Regional Export Centre budget (co-financed by ERDF - Investment for
	Growth and Jobs programme, NUTS 2: North Central Sweden, Thematic goal
Financed by	3: Strengthen the competitiveness of small- and medium sized companies)

Action 1:3 Regional Export Centre	
Activity	SME Capacity building and inspiration
Objective and purpose	Inspiration and capacity building for SMEs
Target group	SMEs
Responsible organisation	Regional Export Centre
Cooperating partners	Municipal business support organisations, clusters etc
	10 local and regional workshops and seminars for SMEs/year to inspire and
	enhance the knowledge of internationalization, thematic
	seminars/workshops, yearly Export day (thematic focus based on the needs
Description of the activity	of SMEs).
Timeframe	2019-2021
Budget	1 200 000 SEK
	Regional Export Centre budget (co-financed by ERDF - Investment for
	Growth and Jobs programme, NUTS 2: North Central Sweden, Thematic goal
Financed by	3: Strengthen the competitiveness of small- and medium sized companies)

Action 1:4 Regional Export Centre	
Activity	Capacity building of the Support system
Objective and purpose	Capacity building for Business Promotion Actors
Target group	Business Promotion Actors (banks, accountants, lawyers etc)
Responsible organisation	Regional Export Centre
Cooperating partners	Municipal Business Support Organisations
	Increased cooperation between the municipal business support
	organisations and the Regional Export Centre. One seminar/workshop in
	each of the ten municipalities of the region/year to update and enhance the
Description of the activity	knowledge of internationalisation (based on the needs of the SMEs).

Timeframe	2019-2021
Budget	300 000 SEK
	Regional Export Centre budget (co-financed by ERDF - Investment for Growth and Jobs programme, NUTS 2: North Central Sweden, Thematic goal
Financed by	3: Strengthen the competitiveness of small- and medium sized companies)

Action 1:5 Regional Export Centre	
Activity	Business Development Cheques for Internationalisation
Objective and purpose	Increased resources for SME internationalisation
Target group	SMEs
Responsible organisation	Region Gävleborg
	Regional Export Centre, municipal business support organisations, clusters
Cooperating partners	etc
	Running of a framework program: Business development cheques for
Description of the activity	internationalisation
Timeframe	2019
Budget	4 400 000 SEK
	Regional Export Centre budget (co-financed by ERDF - Investment for
	Growth and Jobs programme, NUTS 2: North Central Sweden, Thematic goal
Financed by	3: Strengthen the competitiveness of small- and medium sized companies)

Action 1:6 Regional Export Centre		
Activity	Communication	
Objective and purpose	Increased awareness and knowledge	
Target group	SMEs and business support system	
Responsible organisation	Regional Export Centre	
Cooperating partners	Municipal business support organisations, clusters etc	
	Communication and sharing of good examples, success stories. Production	
Description of the activity	of videos and information material.	
Timeframe	2019-2021	
Budget	500 000 SEK	
	Regional Export Centre budget (co-financed by ERDF - Investment for	
	Growth and Jobs programme, NUTS 2: North Central Sweden, Thematic goal	
Financed by	3: Strengthen the competitiveness of small- and medium sized companies)	

Action 1:7 Regional Export Centre		
Activity	Follow-up model for internationalisation work	
Objective and purpose	Better overview and knowledge based decisions	
Target group	Business support system	
Responsible organisation	Region Gävleborg	
	Regional Export Centre, municipal business support organisations, clusters	
Cooperating partners	etc	
Description of the activity	Development of a follow-up and evaluation model for the	

	internationalization work
Timeframe	2019-2020
	80 000 SEK (total budget for evaluation, learning and administration in the
Budget	Regional Export Centre project: 1 250 000 SEK)
	Regional Export Centre budget (co-financed by ERDF - Investment for
	Growth and Jobs programme, NUTS 2: North Central Sweden, Thematic goal
Financed by	3: Strengthen the competitiveness of small- and medium sized companies)
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6.2 Action 2 - University of Gävle contribution to SME internationalisation

The University of Gävle, established in 1977, has 17 000 students and more than 50 study programmes and second-cycle programmes. 350 courses are offered in the fields of Humanities, Social and Natural Sciences and Technology. Built Environment and Health-promoting Working Life are the overarching research profiles of the University of Gävle, which is also one of Sweden's leading universities when it comes to distance learning.

The University of Gävle has a long tradition of international educational exchanges and academic collaboration across national boundaries. A number of courses taught in English opens opportunities for foreign students to study here. The major part of this international collaboration takes place at the undergraduate and master degree levels. So far there has not been any strategic initiatives to link the international students to the businesses in the region.

International mobility for Gävle students has mainly occurred within EU countries and is limited in numbers.

The good practice of Reggio Emilia "Higher education support of internationalisation processes" with examples of the collaboration with the University of Modena and Reggio Emilia (UNIMORE) and research centres and how they contribute to the SME internationalisation in the territory made us see the potential and include this action in our Local Action Plan. Starting with an inventory of education and research, the University of Gävle will in collaboration with the Regional Export Centre evaluate, select and implement activities that make the academy meet the businesses and contribute to their internationalisation.

As the University of Gävle is reviewing the international strategy, this action will also benefit this process.

Action 2 – University of Gävle contribution to SME internationalisation includes the following activities:

Action 2:1 University of Gävle support to SME internationalisation	
Activity	Mapping of research and education networks
	Overview of intiatives in education and research that could benefit SME
Objective and purpose	internationalisation
Target group	Education and research at the University of Gävle
Responsible organisation	University of Gävle
Cooperating partners	Regional Export Centre

	Mapping of the research and education networks at the University of Gävle and how it can contribute to the internationalisation of SMEs and the region. Selection of areas of use for the SME's through dialogue with the Regional Export Center. Interviews with researchers and teachers within the selected areas. The selection will be made during autumn 2019, and the mapping is planned to be finished by June 2020. The results will be discussed with the local support group Team Gävleborg to find
Description of the activity	collaboration possibilities.
Timeframe	2019-2021
Budget	100 000 SEK
Financed by	University of Gävle

Action 2:2 University of Gävle support to SME internationalisation	
Activity	International students
Objective and purpose	Link international students to SMEs
Target group	International students and SMEs
Responsible organisation	University of Gävle
Cooperating partners	Regional Export Centre
	Mapping of international students with focus on the Master in Business
	Administration, dialogue with persons responsible for the courses, planning
	and coordination of activities together with the Regional Export Centre. The
	first activity is planned to took place on September 9, 2019, a meeting
	between MBA-students and SMEs including lectures on the topic
	Sustainable International Business Relations. As successful, similar activities
Description of the activity	will take place once per semester.
Timeframe	2019-2020
Budget	60 000 SEK
Financed by	University of Gävle and Regional Export Centre

6.3 Action 3 - Support to innovative start-ups

Movexum is the regional business incubator of Gävleborg with the task to support people that want to create successful companies from their ideas. Movexum provides support, coaching, financing, community, network, marketing and communication as well as infrastructure to build a sustainable company. They support start-ups, driven entrepreneurs and innovators to develop and commercialise their innovative ideas.

One of our own good practices, TRIIP (The Regional Innovation Internationalisation Project) run by the cluster FPX - Future Position X, has both involved participants from Movexum and contributed with new companies to the incubation process. This support to the internationalisation of micro companies has proven very successful and Movexum has decided to further develop the process for the specific needs of innovative start-ups. We will use the competence and experince of the COMPETE IN partners and ask them to give their feedback and input to the planned activities.

Focus is to support innovative start-ups in early internationalisation, foreign market entries and to establish cooperation between incubators for soft-landing.

Through the COMPETE IN project, we have learned about the good practice VIT Emprende of IVACE, Valencia and the way it works as a springboard to share knowledge, collaborate in R&D activities, transfer technology, go international and create synergies by networking for the benefit of the start-up eco-system with the use of an online platform and an app. We would like to include the experiences from IVACE to build community and further link internationalisation and innovation.

The ambition is to develop an application to the Investment for Growth and Jobs Programme (ERDF) of North Central Sweden and a call in Thematic goal 3: Strengthen the competitiveness of small and medium sized companies closing in September 2019.

Action 3 – Support to innovative start-ups includes the following activities:

Action 3:1 Support to Innovative start-ups	
Activity	Support to the internationalisation of innovative start-ups
•	Develop and pilot the support to the internationalisation of innovative
Objective and purpose	start-ups
Target group	Innovative start-ups
Responsible organisation	Movexum, regional incubator
Cooperating partners	Regional Export Centre
×	Development of the support to the internationalization of innovative start-
	ups and the international network of the regional incubator Movexum.
	Including five activities:
8	- Develop international cooperation with incubators for soft-landing (build
	on the relations created via Compete In and study from 2018)
	- Method development (test and develop method based on TRIIP results
	and Lean Start-up methodology)
	- "Export Boost", 2 days training based on TRIIP and Business Sweden's
	Steps-to-Export (min 10 innovative start-ups to participate)
*	- "Train the Trainer", "light version" of training for innovation nodes and
2	business support offices
	- Financing innovative start-up internationalization (tailor to innovative
Description of the activity	start-ups conditions)
Timeframe	2020-2022
Budget	Prel budget 1 365 000 SEK
9	Movexum and Region Gävleborg with possible co-financing from ERDF -
	Investment for Growth and Jobs programme, NUTS 2: North Central
	Sweden, for a call in Thematic goal 3: Strengthen the competitiveness of
	small-I and medium sized companies, ERDF call with deadline on the 13th of
Financed by	September 2019.



Action 3:2 Support to Innovative start-ups		
Activity	Community building	
Objective and purpose	Set up a network of innovation and internationalisation in the region	
Target group	SMEs, business support system	
Responsible organisation	Region Gävleborg	
Cooperating partners	Regional Export Centre, Movexum, University of Gävle, clusters, regional innovation nodes	
	Develop and sustain a community of innovative and international	
	companies, stakeholders from the business support system, academy,	
	students - open to anybody interested in innovation and	
	internationalisation. Building on the example of VIT Emprende, Valencia, we	
	want to build on existing activities/events and try new (for us) tools as	
	social media (Facebook) to reach out, inform and create a platform for	
	exchange. We will link our work to "Innovationsklivet" (ERDF-project run by	
	Region Gävleborg to develop the innovation eco-system in the region and	
	include future activities on communication and community building	
Description of the activity	(existing Forum Innovation Gävleborg)).	
Timeframe	2019-2021	
Budget	To be defined	
	Region Gävleborg - possibly within the budget of "Innovationsklivet" or with	
	possible co-financing from ERDF - Investment for Growth and Jobs	
	programme, NUTS 2: North Central Sweden, for a call in Thematic goal 3:	
Financing	Strengthen the competitiveness of small and medium sized companies.	



7. Commitment to Local Action Plan implementation

The following stakeholders commit to the implementation of the Local Action Plan.

Gävle, December 2019

Signatures:

Mattias Durnik

Director of Department of Trade and Industry Municipality of Gävle

Anna Rosengren

CEO

Almi Business Partner

Ulrika Malmqvist

CEO

Movexum, regional incubator

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Tommy Löfgren

Head of Communications and External relations

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Lena Johansson Skeri

Programme Director

Tillväxtverket - Managing Authority of the

Investment for Growth and Jobs Programme,

North Central Sweden