

# Client Handbook



Parque Tecnológico de Andalucía  
Avenida Juan López Peñalver, 21 29590 Málaga,  
España

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## **General Information**

### **What is BIC Euronova?**

Bic Euronova, Business Innovation Centre, is a company created with public and private capital, founded in 1991 through a European Community Commission initiative, to support the creation of innovative SME's, to promote the initiation of innovative activities of existing SME's and public administrations.

From the outset the European Commission conceived of the BIC as an international network that would allow the exchange of information and experience amongst themselves and would encourage technological, commercial and financial cooperation between them and their clients. All the BIC are endorsed by the European commission and are integrated in one network, the European and Innovation Centre Network (EBN), an international scientific and technical association, which brings together more than 150 BIC throughout Europe.

### **Mission and Vision**

Euronova Bic is a company formed by public and private, under the model of the European Commission to the European Business and innovation, in order to promote endogenous generation of wealth and employment in Andalusia, with professional advice and competitive entrepreneurs for the creation of innovative, existing SMEs to develop new activities and innovative public administrations.

### **Vision**

- BIC EURONOVA aims to be the most effective tool for company founders as support for the consolidation of innovative SMEs.
- BIC EURONOVA wants to be identified with a model of effective and efficient management of the services that an incubator can provide to entrepreneurs and innovative SMEs.
- BIC EURONOVA wants to be perceived as an organization capable of advising the best in the process of creating an innovative company.
- BIC EURONOVA intended to be perceived as an entity providing quality services by applying excellence in managing their human and capital resources.

This puts the BIC EURONOVA facilities for the proper management of the most significant impacts over which it has assumed control and a commitment to pollution prevention in the field of activity.

## Values

EURONOVA BIC has defined a set of values shared by all staff to the Mission and Vision of the company are undertaken throughout the Organization.

- Teamwork, healthy competition with seamless communication and collaboration of all the achievement of objectives.
- Quality and continuous improvement of our processes to satisfy customers and achieve more economic and social.
- Professionalism to provide useful services recognized by our customers and respecting deadlines and being rigorous in our approach.
- As a collaborator and loyalty to our customers, respecting the confidential treatment of the relationship with our customers and suppliers.
- Initiative to participate in group meetings and contribute ideas and initiatives that contribute to better development of the mission and getting positive results.

## Goals

- 1) Reduce business failures
- 2) Create jobs
- 3) Encourage new capital investment
- 4) Grow new companies and business opportunities
- 5) Increase expansions

## Who are we?

Bic Euronova, the European Business and Innovation Centre (BIC) of Malaga, is participated by: **the Innovation and Development of Andalusia** (40%) belonging to the Andalusian, **PROMÁLAGA** (40%), a company owned by **Unicaja**- bank (20%).

From the beginning, shareholders pushed for innovation and creation of innovative companies as a way to streamline the business and create wealth. In the beginning, also involved the **Ministry of Industry** through its specialized agency for small and medium enterprises IMPI.

Along with the shareholders, the European Commission through DG Region were supported during the first two financial years the launch of BIC Malaga and actively participated in the selection of its managing director.

Bic Euronova has collaboration agreements with various actors involved in the creation and consolidation of companies such as the **University of Málaga, Málaga AIE, the Municipal Institute of Employment and Training, Fundación Red Andalucía Emprende, CDT** among the most significant.

## Location/Logistics

BIC - EURONOVA, S.A., is located in Parque Tecnológico de Andalucía, Avda. Juan López Peñalver, 2129590 MÁLAGA

Tel. +34 951010504

Fax. +34 951010527

[info@bic.es](mailto:info@bic.es)



Located 13 km from the centre of Málaga, 7 km from the University Campus and 6 km from Málaga International Airport, the Parque Tecnológico enjoys an exceptional strategic location.

The normal Schedule for the building will be from 08.00 to 21.00, Monday to Friday and from 09.00 to 14.00 on Saturdays.

Outside these hours, you can only access the building if you have credited yourself at the entrance of PTA. For security reasons, this way of access cannot be used by the residents of the central building.

For operational reasons and energy savings, EURONOVA BIC reserves the right to establish a reduced 24 and December 31 and in the days of Holy Week and Feria de Málaga opening hours of the building. Also during two months of summer the building is not open on Saturdays. These restrictions affect the office area of the central module. The entry into the building is free, although EURONOVA BIC SA reserves the right to:

Check all packages, handbags and correspondence reach the building, by the means it considers appropriate, respecting the regulations.

Prevent access to the building to people, animals or objects when, according to EURONOVA BIC SA, this may affect the building or may cause damage and / or inconvenience to other users.

## **Eligibility & Qualifying Criteria**

The Selection Committee is composed of members of the Steering Committee (Director, Deputy Director and Heads of Department) along with, where possible, external independent experts to BIC.

One of the first steps in communication between a company that is interested in requesting the support of BIC EURONOVA, is the official meeting and introduction of both sides, needs and visions of the future.

Then potential client is obligated to present his business plan, which is the key point in a matter of assessing possibilities of cooperation.

(2) If the customer does not accept the contractual conditions of this review is written once and either be redrafted or attachments are included.

(3) If the project is not accepted or if accepted by BIC EURONOVA and conditions are not accepted by the customer is redirected to other support entrepreneurs organization such as; CADE or if the needs are CEPTA location and counseling if they are to be redirected; to PROMALAGA ,or others.

(4) Once the project is accepted will be assigned a tutor, project manager.

(5) The rating "Suitable" is given when the project gets a score higher than 65 points in absolute numbers, according to the following sections:

-Innovation Itself (35 points)

-market (10 points)

Ability imitative competition (10 points)

Ability of the entrepreneur (20 points)

-Resources Linked to the project (10 points)

Interest procurement of services (15 points)

The committee meeting minutes reflects all these aspects of the valued project acceptance and they are transmitted to the promoter.

### **Non-Eligible Companies**

Businesses engaged in the sale of products or services which may endanger or threaten the public safety, environment or general wellbeing of the rest of the incubator residents.

Retail or service businesses that require a high volume of customer walk-in traffic on a daily basis.

Warehousing or storage of personal properties or other items which will not be considered inventory items to be sold at a later date, or business equipment/materials not used regularly in the execution of business activities.

### **Graduation Criteria**

Incubator graduation may occur earlier, but typically will occur in the third to fifth year. BIC EURONOVA continually provides support to member companies.

At such time as the Client is deemed ready or chooses to graduate, please give BIC EURONOVA at least a 15-day notice to allow for an exit review, discussions of continued or follow up assistance, and to provide publicity for the Client announcing a move toward a self-sustaining business.



## Expectation of Clients

1. Provide all requested documentation pertinent to business planning and benchmarking of client progress.
2. Provide incremental status reporting of company progress to the Executive Director as requested. Meet as requested with the Executive Director and/or the Center Advisory Board to review progress.
3. Take advantage of technical support assistance & advisory services. Clients should realize that the utilization of these programs greatly improves the long-term probability of success.

### Client Space and Service Rates

Clients of BIC EURONOVA must sign a contract upon entrance. This document allows for flexibility for the client and BIC. Signature of the contract defines the limited obligations of both parties.

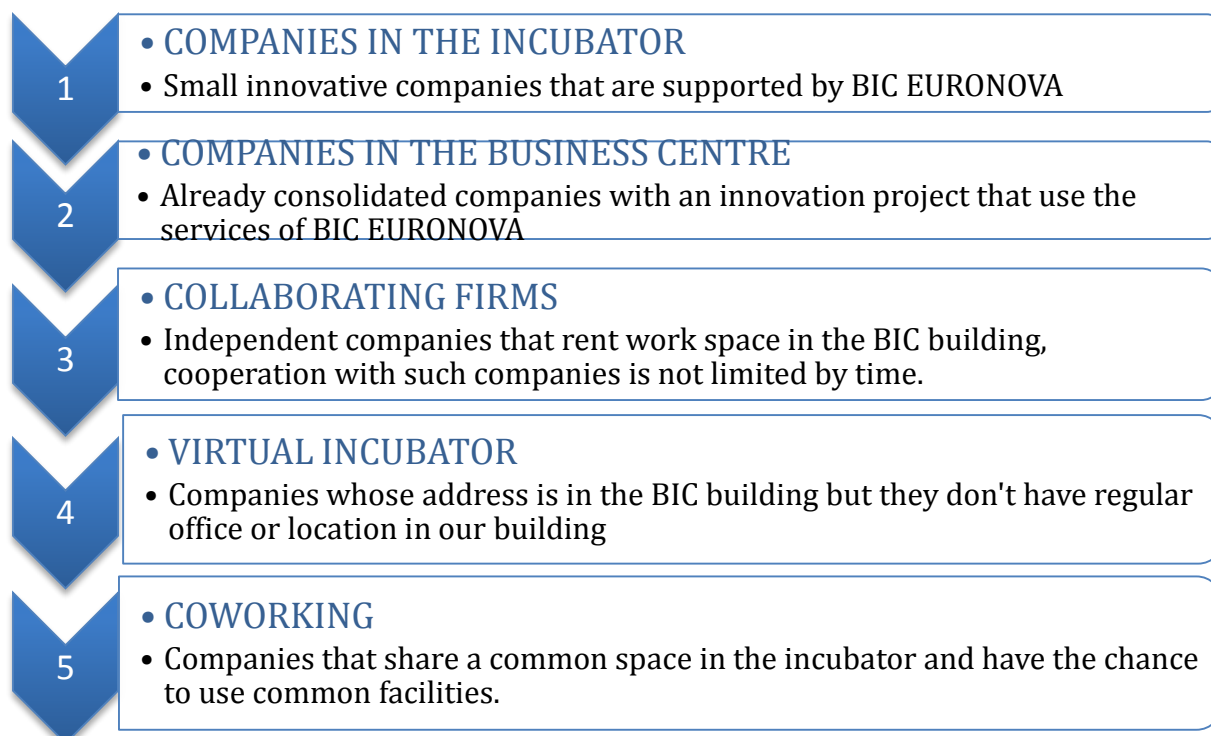
<b>Business Centre</b>	<b>First year</b>	<b>Second year</b>	<b>Third year</b>
Modular offices From 20m <sup>2</sup> to 160m <sup>2</sup>	€6.00/m <sup>2</sup> /month	€7.00/m <sup>2</sup> /month	€8.00/m <sup>2</sup> /month
Workshop 160m <sup>2</sup>	€3.00/m <sup>2</sup> /month	€4.00/m <sup>2</sup> /month	€5.00/m <sup>2</sup> /month

<b>Incubators</b>	<b>First year</b>	<b>Second year</b>	<b>Third year</b>
Modular offices From 20m <sup>2</sup> to 160m <sup>2</sup>	€4.50/m <sup>2</sup> /month	€6.00/m <sup>2</sup> /month	€8.00/m <sup>2</sup> /month
Workshop 160m <sup>2</sup>	€3.00/m <sup>2</sup> /month	€4.00/m <sup>2</sup> /month	€5.00/m <sup>2</sup> /month

<b>Virtual incubator</b>	€50.00/month
<b>Coworking</b>	€65.00/month

## Incubator Services

BIC EURONOVA has 5 types of clients. The following graphic presents details.



BIC EURONOVA provides an integrated set of services to support young companies during their critical early years. Firms accepted into the program can receive the following services either in-house or through our talent pool:

<p><b><i>Facilities/Equipment</i></b></p> <p><i>24/7 Secure Access</i></p> <p><i>Furnished Offices</i></p> <p><i>Storage Facilities</i></p> <p><i>Conference/Meeting room</i></p> <p><i>Audio/Visual Equipment</i></p> <p><i>Copier/Scanner/Fax</i></p> <p><i>Colour Laser Printers</i></p> <p><i>Free Long Distance Calling</i></p> <p><i>Internet</i></p>	<p><b><i>Support Services</i></b></p> <p><i>Receptionist/Customer Service Assistance</i></p> <p><i>Legal Assistance/Counsel</i></p> <p><i>Bookkeeping Assistance</i></p> <p><i>Marketing Assistance</i></p> <p><i>Industry Research/Technical Assistance</i></p> <p><i>Business Management Assistance</i></p> <p><i>Industrial Process Management Assistance</i></p> <p><i>Exporting Assistance</i></p> <p><i>Intellectual Property Guidance</i></p>
<p><b><i>Continuing Education/Training/Counseling</i></b></p> <p><i>Business Plan Development</i></p> <p><i>Marketing Strategy Development</i></p> <p><i>Leadership Skills Training</i></p> <p><i>Organizational Management</i></p> <p><i>Customer Service Training</i></p>	<p><b><i>Internal &amp; External Networking</i></b></p> <p><i>Advertising/Promotional Events</i></p> <p><i>Chamber of Commerce Membership</i></p> <p><i>Mentor Program</i></p>

## Mentor Program/Independent Advisors

BIC Mentoring is a pilot initiative implemented by the BIC of Málaga, BIC Euronova, to make easier and to coordinate the mentoring for young innovative businesses with the help of an exclusive group of executives with a wide experience in business management.

The mentoring model is based on similar experiences implemented by other European Business and Innovation Centres belonging to the national network ANCES, specifically to the Barcelona Mentoring Program, initiated by Barcelona Activa in 2012, which is based itself on the Venture Mentoring Service(VMS) model of the MIT.

## Public Relations

- Publication on news on Bic Euronova website
- Publication of the events and news of interest of BIC companies on BIC Euronova website.
- Newsletter
- Publication of news of BIC Euronova companies on the monthly newsletter.
- Interview- The Entrebicta
- Monthly interview with Manager of BIC Euronova companies
- Brokerage media
- Press conferences
- Organization of Press Conferencesfor BIC Euronovacompanies.
- Press releases
- Supporting and writingof press releases of BIC Euronova companies for local, regional or national media.
- Social media
- Publication of contents of interest of BIC EURONOVAcountries on BIC Euronova social networks profiles (facebook, twitter, linkdin, youtube).
- Public relations
- Organization of events
- Organization of networking meetings
- Institutional relations
- Communication management and coordination of the relations of BIC companies with different administrative agencies and institutions.
- Protocol and ceremonial.

## Liability Insurance

BIC EURONOVA as itself or through the IDEA Agency, the owner of the building, will set up the insurances of the place. The assigner has the sole responsibility by taking care of his goods and his activities.

The assignor must set up the insurance policies to guarantee the following risks:

- Lost or hurt of the good, particular facilities and materials in the module and of its staff.
- Any kind of hurt that could affect to the goods and facilities of BIC EURONOVA, S.A., or the another enterprises and people in the Centre.

The assigned must justify before BIC EURONOVA, S.A. the hiring of these insurances, in due time of thirteen days, to be calculated from the date of signing.

## Indemnifications

In further consideration for being allowed to participate in BIC EURONOVA program, the Client unconditionally agrees that BIC EURONOVA shall not be liable for any advice or the depth, extent, quality and/or quantity of services provided under the program, or direct and indirect services. Client unconditionally agrees further that services provided to the Client by BIC EURONOVA and its talent pool partners are merely advisory in nature, without any binding effect on Client, and Client may accept and/or reject such advice and services offered, and shall exercise due diligence and caution in receiving such advice and services, and the Client shall exercise informed and independent judgment in accepting and/or rejecting any such advice or services.

## Office Equipment Policies

In the building there is an office services company where client can use service printing, scanning, sending a fax or laser printing. Below you will find information about the company.

Copistería de Parque - CopyShop

Customer service: 951 010 568

Mail: [tienda@copyshop.es](mailto:tienda@copyshop.es)

## Audio/Visual Equipment

Below there is a table showing the prices of meeting rooms which can be rented by our clients. First 8 hours (monthly) are for free for companies in the incubator and 3 hours (monthly) for companies in the virtual incubator.

Please remember meeting and conference rooms are available for business, education and government purposes, and are not available for private parties, religious activities or entertainment purposes.

Halls	EUR/hour	Half-days	Full time
Conference hall (~50seats)	37.50	52.50	90.00
Ingeniameeting hall (~25seats)	33.00	45.00	75.00
BIC EURONOVA meeting room (~10seats)	10.50	37.50	60.00
SpritaStartUpsmeeting room (~6seats)	7.50	30.00	37.50
Top Digital meeting room (~6seats)	7.50	30.00	37.50
Offices	10.50	30.00	45.00
Projector + screen	15.00	20.00	27.00

## Telephone

It is strongly recommended that the client signs an agreement with an independent company with telephone service. Below there is price of infrastructure which is installed in each of office.

Telephone	Switchboard line: €12.00
	Outside line: €8.00

## Wireless Internet Access

Bic Euronova provides Internet access through cooperation with company BigLan (see below for information about the company and the price of service). Our client can use as well independent services of different company.

Name of company: BIG-LAN internet

Customer service: 952 901 202

Monthly price of service	€40.00 Public IP surcharge: €10.00
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## IT & Data Usage

Being considered for acceptance in Bic Euronova, prospective clients can use our IT service in case of need.

IT service	€22.00/h
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## Electricity

The building contains two types of offices. The first type of office has independent electricity box (independent modular office). The second type of office does not provide independent box of electricity so our clients are forced to share expenses of electricity by number of meter square rented.

Electricity (independent modular office)	Fixed payment: €22.00 (only for spaces larger than 20m <sup>2</sup> )  + taxes: €0.21 kWh
Electricity (shared modular office)	Fixed payment: €22.00 (only for spaces larger than 30m <sup>2</sup> )  + taxes: €3.00/m <sup>2</sup>

## Cleaning service

BIC Euronova uses the services of cleaning company three times per week in order to maintain the purity of descent in the workplace. It is strongly recommended to use the services of the same company. Below there is a price list of service.

Name of company: EULEN

Website: <http://www.eulen.com/es/>

Cleaning service €2.30/m<sup>2</sup> (Three days a week)



## Furniture

Each office is equipped with a complete set of office furniture. The incubator based company also has a possibility to rent furniture which are installed on the workplace. The rental price depends on the sort of furniture. Price is typically located between 15-40 euros per month.

Furniture	From €15.00 to €40.00/office (it depends on the quality of the furniture)
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## Car park

The building has parking spaces for employees of companies. Price of renting space is 22 euros per month + 50 euros paid once as a deposit for a remote control to open the gate to allow entrance to the parking.

Car Park	€22.00/parking space
	€50.00/remote control

## Smoking Policy

Smoking is forbidden anywhere inside or near the entrance doors of the building BIC EURONOVA. Clients are responsible for proper disposal of cigarette butts and related waste.

The costs of the cleaning inner services, electricity, telephone, Internet connection, furniture, etc..are recharged in addition to the rental agreed price. Having in mind that the building provides already these services, the assignee must hire them with BIC EURONOVA according to published rates. Exceptionally, the assignee can hire directly those services with the utility companies, prior consent written by the assignor. The service provided directly by BIC EURONOVA, S.A, will be monthly invoiced.

## **Mail/Shipping**

### **Incoming Mail**

Numbered mail boxes for Resident Clients and lettered mail folders are located in the BIC EURONOVA entrance lobby. Incoming mail will be posted to boxes as soon as possible after it is received. Items which are too large for the mail slots will be placed on or under the table. Please pick up these items as soon as possible.

### **Couriers**

In most cases packages will be signed for by BIC EURONOVA staff at the front desk and placed at the mail box area. If for any reason, you do not wish staff members to sign for your packages, please inform the BIC EURONOVA office in writing immediately.

### **Outgoing Mail**

Clients will be responsible for their own outgoing mail which may be placed in the outside mailbox prior to noon, each business day

### **Security**

All the security signals located in the common areas of the building must be respected. The users will ensure the free access to hoses and sprinklers in their private areas or modules.

The users must ensure the security of the doors and the conduits.

### **Recycling**

BIC EURONOVA supports recycling. Use recycling bins for plastics, paper, aluminum cans, printer cartridges and other recyclable materials where available. If a Client is interested in maintaining recycling bins in individual offices, BIC EURONOVA staff will provide smaller bins.

### **Signage**

Our clients are responsible for the logo of their company but must be previously consulted with BIC EURONOVA staff.

## Technical Support Services

In case any doubt related to technical problems like air condition, internet connection, etc. please contact with our maintenance staff who is responsible for maintenance at BIC Euronova building. Below you can find all details of maintenance officer.

**SERGIO SEPULVEDA**

Office connection  
501

Phone number  
951 010 501

## Additional facilities

In the building BIC there is vending machine with coffee, cold drinks and snacks. There is also possibility to buy a hot meal prepared in the cafeteria which is located on the ground floor of the building. On the top floor there is a spacious terrace which is available for all our customers. BIC Euronova is giving also possibility of bike service. Our clients can rent a bike to facilitate navigating in PTA.

## Map building

# PLANTA 2. ALTA

