



**OAE**

Business Support  
Office

**The key to  
boost your  
company**



**Barcelona  
City Council**



**Barcelona  
Activa**

# Summary

## OAE

### What are we offering?

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2. Municipal information and procedures
3. Business funding
4. Business advisory services
5. Talent recruitment
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7. Internationalisation and foreign trade procedures
8. Business location
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Advice

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Management of procedures

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Business programmes

# OAE

A unique space offering  
everything that your  
company needs to grow





## OAE • Business Support Office

The Business Support Office (OAE) is a **benchmark space for companies and SMEs** in Barcelona. It is a place for contacts, information and advice to **develop** and **strengthen** organisations.

Promoted by Barcelona City Council through Barcelona Activa, the OAE aims to support and improve the economy and the business fabric of the city. It is a unique space that brings together all the **added-value services** that companies need to grow, where expert teams **accompany** organisations in a comprehensive way to solve business needs.

At the OAE you can get information and **carry out business-related** procedures, such as municipal paperwork, setting up a business or foreign trade; you can also participate in business development **programmes** or **training** activities. As well, entities and organisations can use the Espai Barcelona, an area set aside to hold corporate meetings that incorporates the values of Barcelona's brand.



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*A unique space  
offering everything  
that your company  
needs to grow*

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**barcelona.cat/  
business**

# What are we offering?



## Advisory services

Advice and personalised support regarding the incorporation of companies, business funding, hiring workers, internationalisation, business transfer, business growth, localisation and business landing and information on municipal paperwork.



## Training

Short training courses to improve the chances of companies succeeding in different strategic business areas.

These complement the OAE's personalised services.



## Business Programmes

We organise activities focused on businesses, commerce and professionals in Barcelona to improve aspects related to company growth, the scaling of businesses and sales.



## Completing paperwork

We provide information, support and manage procedures at the municipal level (licenses and taxes) or other OAE services like setting up a company.



## Events

Business-focused activities such as investment forums, networking events, marketplaces and sector gatherings organised by the OAE or in collaboration with other entities, allowing companies to promote and develop strategic contacts.

# Services

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## We meet the strategic needs of companies in a personalised way

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By means of the services of the OAE (Business Support Office) we attend the needs of the companies and SMEs in a personalised way and a technical team accompanies and advises them in all the strategic aspects for their management and development.

We also provide guidance in carrying out all the procedures and processes required for enabling their growth and expansion.

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# 1. Company incorporation

**Information, advisory and online services to set up a firm (limited companies) and to register as an individual entrepreneur (self-employed).**

It takes between 4 to 10 days to incorporate a limited company (SL), but this process is immediate for an individual entrepreneur.

To access the Company incorporation Service, you must first attend a two-hour training course entitled 'How to carry out online procedures'.

Don't know what type of company to set up?  
At the OAE you'll find the guidance you need and save time with online processing

More than  
**3,750**  
incorporated  
firms  
since 2008



## 2. Municipal information and procedures

We guide you through all of the paperwork your business needs, step by step

More than **350 companies & 3,000 entrepreneurs** were attended to in 2017

**Information and advisory services regarding the main municipal paperwork required for an economic activity in Barcelona.**

Depending on the company's activity, we guide entrepreneurs and companies through all the paperwork needed during the process, resolving questions and facilitating each step.

The service includes access to detailed information on procedures related to local planning issues, technical queries, processing public notices and communications, inquiries about the ongoing status of different applications, or information about the transfer of licenses, among others.

**Collaborators:**  
Department of Citizen Attention and Urban Planning Services of Barcelona City Council.



### 3. Business funding

**Support service to help find funding via an expert team that works with companies to diagnose and define the best route to follow.**

A team of professionals provides advice based on the specific needs of each company. It identifies the best ways to find financing, offering support during the process of application and actually getting the resources.

The service includes access to existing public, private and banking sector financial products and alternative sources, but always depending on the specific needs of the company and with Barcelona Activa's seal of approval.

**Collaborators:**

**Public financing:** ICF, CDTI, Enisa, Horizon2020, etc.

**Bank financing:** Banc de Sabadell, BBVA, La Caixa, Caixa d'Enginyers, etc.

**Business Angels networks:** BANC, Eix Technova, ESADE BAN, IESE Business Angels, Keiretsu Forum, SeedRocket, Antai Business Angels, etc.

And fifteen alternative financing platforms.

If you need funding, our expert team at the OAE will guide you through the best options and help you make contact

More than  
20 million Euro  
raised annually

by an average  
of 200 companies



## 4. Business advisory services

With personalised assessment and advice, we will help you in the growth of your company

More than  
**400**  
self-employed  
people and small  
businesses were  
attended in 2017

**Personalised and expert service for diagnosing and defining actions for freelance and self-employed workers, shops, SMEs, companies and entities from the Social and Solidarity Economy.**

Through this service expert support is provided for the companies to be able to define improvement actions. Training actions and programmes are recommended which are adapted to the needs of each business and/or entity so as to increase their competitiveness.

**Assessment in fostering gender equality in the company.** To boost the equality between men and women in their internal functioning. Guidance both for facilitating the fulfilment of the legal regulations in matters of equality, as well as identifying suitable measures so that the company can improve the labour climate and get the most out of the talent for the staff.

**Collaborators:**

VAE, SECOT and Department of Gender Transversality of Barcelona City Council.



## 5. Talent recruitment

**Support and advisory service in needs related to the Human Resource management of companies.**

Capturing and retaining talent, information and support in matters of hiring, pay policies, hiring bonuses, life and professional balance measures and resources for the skills improvement of the teams.

Support is offered both for labour positions and for the incorporation of staff in university or third cycle internships.

Moreover, actions of intermediation and work assessment are optimised thanks to a specialisation by sector, the capturing of staff is enabled through the employment programmes of Barcelona Activa.

In the OAE  
we help you  
in the tasks of  
human resource  
management

**1,000  
labour contracts  
and more than  
200 internship  
agreements**

signed during  
2017

We collaborate with more than 50 training centres and we have our own candidate platform.



## 6. Business transfer

If you want to transfer or take over a viable business the OAE can help you achieve your goal

More than **300 transfers** with more than **850 jobs saved** since 2011

**Support service to facilitate company and SME transmission for people who want to transfer their business and for potential entrepreneurs who want to keep a business going.**

Geared to businesspeople or entrepreneurs who want to keep a solvent business going, the OAE provides personalised advice and information to both parties about the transfer process and it also offers access to a transparent market of those interested in transferring their company and entrepreneurs looking for a business to manage.

For the re-entrepreneur, we help identify business opportunities and provide guidance to draw up a transferral plan. For the transferring party, we draft a feasibility study and transfer plan, and there is support during the negotiation and closure of the agreement.

**Collaborators:**  
Programa Reempresa / CECOT



## 7. Internationalisation and foreign trade procedures

**Diagnostic and advisory services for foreign trade and international business.**

Designed for companies engaged in an internationalisation process, this service includes prior analysis and initial guidance to answer any questions on foreign trade and doing business abroad.

Through this service, we provide companies with a specific programme of training activities on internationalisation and for entering new markets.

If necessary, we also facilitate and guide them on how to access complementary programmes offered by other organisations.

If you want to internationalise or do business abroad, at the OAE we can help you with an in-depth analysis of your situation

**125**  
**companies**  
**were attended**  
**in 2017**



## 8. Business location

Choosing a good location for your business is key. At the OAE you'll find the right place

More than **50 companies** have found premises with an expected investment of more than **2 million Euros** and more than **200 jobs created** since 2015

**Information and advisory services for companies with expansion projects looking for premises in Barcelona and its metropolitan area.**

For companies and local projects, we help find the right location for your needs in Barcelona Activa's own facilities (Incubator Network and Technology Park) and in other spaces, particularly unique spaces (industrial sites, buildings and large office spaces).

For companies and international entrepreneurs residing abroad, we offer bespoke advisory services on key aspects such as the legal requirements to set up in Barcelona, procedures regarding company incorporation, talent searches and also to find work spaces. We also facilitate contacts and networking with other stakeholders in the city.



## 9. Innovation

**Training programmes and activities to encourage innovation in companies and SMEs, and to facilitate access to European programme funding.**

This advisory and support service helps with the search for new business opportunities through new customer, product or service segments, which can lead to company growth.

In addition, it incorporates mechanisms that foster innovation and creativity, facilitating spaces and moderators for creative sessions and developing company competitiveness thanks to the OAE's programmes, resources and activities.

To be more competitive, you have to innovate. At the OAE, we help you get the training and resources you need



## 10. Espai Barcelona

**All of the city's economic information is located in an innovative audiovisual space where holding corporate meetings and receiving professional visits.**

This space especially focuses on explaining the city's economic potential, with interesting resources, content and data, available to institutions, SMEs, and local firms and international companies that visit the city with an interest in doing business here.

An innovative space of MediaTIC building with all the economic information about Barcelona.

With the  
**Espai Barcelona**  
you can bring  
all the values  
of the city  
to your business  
presentations

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## Programmes for improvement in competitiveness

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The OAE provides a series of business programmes for improving and boosting the development, sizing and sales of companies.

We organise activities aimed at companies, commerce and professionals that want to find out about the characteristics and dynamics of their economic sector with the aim of identifying and taking advantage of the opportunities that the market offers.

Some of the programmes we organise:

- *Business Strategy:  
Learning to Grow*
- *Barcelona Mentoring  
Programme*
- *Sales:  
Sales Management*
- *Industrial digitisation*
- *Economic  
strengthening  
of associations*
- *Training and  
digitalisation  
for commerce*
- *Barcelona Urban  
Industry*
- *Business cooperation  
and accompanying  
in Trade Fairs*
- *Responsible companies  
(CSR)*
- *Energy consultancy*

# Business programmes



More information at:  
[barcelonactiva.cat/empreses/programes](http://barcelonactiva.cat/empreses/programes)

# Spaces for SMEs

## For technology and industrial SMEs

### Technology Park

Located in the district of Nou Barris and geared to technology and industrial SMEs, its objective is to contribute to the development of advanced industry.

- 📍 c. Marie Curie, 8-14, 08042 Barcelona
- ☎ +34 932 917 777
- 🕒 Monday to Friday, from 8 a.m. to 8 p.m.



## Incubators Network

### Glòries Incubator

New innovative companies have the chance to develop themselves in the 22@ district, benefiting from the expert support of Barcelona Activa and its cutting-edge facilities.

- 📍 c. Llacuna, 162-164, 08018 Barcelona
- ☎ +34 934 019 700
- 🕒 Monday to Friday, from 8 a.m. to 8 p.m.



### MediaTIC Incubator

The MediaTIC Business Incubator is a space specialised in companies of high technological impact, it is designed for start-ups in fields such as robotics, the Internet of Things, artificial intelligence, or nanotechnology.

- 📍 Edificio MediaTIC, c. Roc Boronat, 117, 2ª planta, 08018 Barcelona
- ☎ +34 933 209 565
- 🕒 Monday to Friday, from 9 a.m. to 7 p.m.



### Almogàvers Incubator

In the heart of the 22@ district, Almogàvers Business Incubator hosts companies, SMEs and projects linked to benchmark entities in the entrepreneurial ecosystem.

- 📍 c. Almogàvers, 165, 08018 Barcelona
- ☎ +34 934 019 855
- 🕒 Monday to Friday, from 9 a.m. to 7 p.m.



### ESA BIC Incubator

This centre offers workspaces, Barcelona Activa's business advice, and technical support from the Polytechnic University of Catalonia (UPC and the European Space Agency ESA for companies and SMEs).

- 📍 Parc UPC - RDIT Building, Parc Mediterrani de la Tecnologia, c. Esteve Terradas, 1, 08860 Castelldefels (Barcelona)



# Find out what Barcelona Activa can do for you



Support during the whole job search process

[barcelona.cat/treball](http://barcelona.cat/treball)



Support for setting up your business idea

[barcelona.cat/emprenedoria](http://barcelona.cat/emprenedoria)



Services for businesses and social economy initiatives

[barcelona.cat/business](http://barcelona.cat/business)



Free technology training for citizens

[barcelona.cat/cibernarium](http://barcelona.cat/cibernarium)

## Barcelona Activa in your local neighbourhood

- 1 Barcelona Activa Headquarters  
Porta 22  
Glories Entrepreneurship Centre  
Glories Incubator
  - 2 Sant Agusti Convent
  - 3 Ca n'Andalet
  - 4 Business Support Office  
Cibernàrium  
MediaTIC Incubator
  - 5 Almogavers Incubator
  - 6 Technology Park
- Working in the Neighbourhoods spaces
  - Cibernàrium Satellites
  - Barcelona Treball spaces
  - Vocational guidance spaces
  - A prop Jove Social and Labour market integration points
  - Defence Point for Labour Rights



 Barcelona Activa

Barcelona City Council





## OAE - Business Support Office

MediaTIC Building

Roc Boronat, 117

08018 Barcelona

(22@ District)

+34 933 209 600



## Customer service hours:

Monday to Thursday, from 8:30 a.m. to 6 p.m.

Friday, from 8:30 a.m. to 2:30 p.m.



## Access:

Underground - L1 Glòries and L4 Llacuna

Bus - 71, 90, 92 and 192

Bicing - 143, 342 and 393

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