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Agreement on ECO-NautiNET model of
Network's joint management system

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Project presentation

Project

PROGRAMME: Adriatic-Ionian Programme Interreg V-B (ADRION) 2014-2020

PROGRAMME PRIORITY SPECIFIC OBJECTIVE: Support the development of a regional innovation system for the Adriatic-Ionian area

PROJECT ACRONYM: ECO-NautiNET

PROJECT TITLE: Network's support for SMEs in the Nautical sector of the Adriatic-Ionian Region

PERIOD: February 2018- January 2020

The ECO-NautiNET project pursues the objective of improving the competitiveness and innovation of SMEs in the nautical sector through an innovative NETWORK Model based on a multilevel approach, which includes:

- involvement, motivation and training of SMEs to improve their networking approach
- the selection and training of key figures to support the creation, maintenance and growth of networks (facilitators, tutors and brokers)
- the creation of a web platform with particular attention to ECO-solutions in the nautical sector. The platform will give SMEs the opportunity to create or join the Ionian Adriatic eco-networks and to support product innovation through the involvement of research institutes and universities. The ECO-NautiNET network, jointly managed by the local Business Support Organization, will work together with the Research Institutes to assist the related SMEs and develop important tools to promote innovation and internationalization of SMEs
- a joint management system between business support organizations, SMEs and research institutes
- the creation of tools (for example, e-learning programs in the platform) to guarantee and facilitate the growth and transferability of results
- the use of a specific tool to support innovation and the transfer of new technologies "ready for the market" by researchers to SMEs

The project will capitalize the existing experimental experiences in the nautical network, also providing innovative aspects for the transferability and duration of the network, providing the BSO (business support organization), SMEs and research institutes, the tools to support the creation and duration of the networks, with particular attention to the nautical sector.

Partners

CA - Επιμελητήριο Αχαΐας Chamber of Achaia

CNA RAVENNA- CONFEDERAZIONE NAZIONALE DELL'ARTIGIANATO E DELLA PICCOLA E MEDIA IMPRESA ASSOCIAZIONE TERRITORIALE DI RAVENNA

RRC KOPER- Regionalni Razvojni Center Koper

UNIZAG FSB- Sveučilište u Zagrebu, Fakultet strojarstva I Brodogradnje

CCE PULA- Hrvatska gospodarska komora

DURA- Dubrovačka Razvojna Agencija

CCIT- Dhoma e Tregtisë dhe Industrisë Tiranë

1. Introduction

1.1 Network's management definition

The project aims to:

- define the network's joint management system and to
- create and implement the ECO-NautiNET's web-based platform, core of the transnational cooperation.

Following the joint management system already described, so triple helix participation, the platform will have different access targeted to three different typology of user needs:

- - Business Support Organization and their internal brokers' daily work
- - SMEs and their tutors/facilitators
- - Research Institutes

Finally, as specific sector dedicated to transferability of the ECO-NautiNET's network, called "Getting started" will facilitate the joining of the joint methodology, collecting e-learning materials developed under the Work Package "Involvement of SMEs and Networking training" for a quick start.

This internal user's organization is structured in order to guarantee high usability "3 click to target mode" to their goal. After the access, each user will find a set of tools tailor-made on his specific needs, avoiding waste of time in searching.

As example, each SME will find after his access (and creation of the company's profile):

- Company's Profile, services and products offered
- Partner/product search (request for services direct to his local broker)
- Best Available Technologies (BAT) and innovative services/products (in the specific Company's Sector) and the direct contact to researchers.

Specific templates will be realized, adapt to moderate and facilitate interpretation among the ECO-NautiNET's network.

Each user will have also direct access, in every sector, to specific "step to step" e-guides, helping them in case of problems in using a specific internal tool.

As the final goal is to obtain sustainability and transferability after the project end, the platform will be stored in UniZAG FSB servers and continuous upgraded (following suggestion during implementation Work Package titled "Launch and testing of the network") during the project lifetime to facilitate the joining of non-participating countries.

1.2 Transnational working groups enterprises/research

Partners will involve (at local level) strategic stakeholders and take part to the transnational working groups aiming at collecting the needs and expectations on the platform's objectives and tools. Agreement on the ECO-NautiNET model of Network's joint management system based on

the triple helix participation (Business Support Organizations, SMEs, research institutes) and on the three involved levels (facilitators/tutors/brokers). A final list of tool per type of user (Business Support Organizations, SMEs, research institutes) will be the basis for the development of the platform by UNIZAG.

The ECO-NautiNET project foresees two transnational working groups to be organized aiming to facilitate the involvement of strategic stakeholders in the definition of the Network's joint management system.

More specifically one transnational working group is foreseen to be organized in Patras, Greece and one in Dubrovnik, Croatia.

In both transnational working groups the project partners will exchange information with strategic stakeholders aiming to develop a consensus in an important aspect regarding the Management of Network, the operation of the Network and to foresee several issues regarding the members obligations and rights.

1.3 Deliverable Agreement on ECO-NautiNET model of Network's joint management system

The ECO-NautiNET project will deliver a model for the Network's joint management system.

Each participant in the ECO-NautiNET model will sign an agreement to respect specific terms and conditions regarding the use of the common methodology and tools for transnational cooperation.

In the specific deliverable will be prepared the agreement and will be defined all the details aiming to establish a proper and sustainable working environment for the network.

The key point is to identify all the functional/ethical/operational issues for each participant (facilitator, tutor, broker, SME, researcher, etc.) and to eliminate cases of misuse. The final deliverable will be a document specifying the terms and conditions per participant.

2. Description of the ECO-NautiNET Network

The aim of the ECO-NautiNET Network is to improve the competitiveness and innovation of SMEs in the maritime sector and related sectors (materials, repairs, fuel, catering, etc.) in the wider Adriatic - Ionian region.

The desired improvement will result from the synergies of the SMEs between them and with research institutes. The role of Research Institutes is related to not only evaluate and promote to SMEs the best available technologies of the specific sector, but also to offer innovative concepts and initial research for development.

The development of a business support network with innovative features, training as well as mediation and networking between enterprises will facilitate the specific innovation transfer and will increase the competitiveness of its members.

Main emphasis of the network is related to the implementation of specific possibilities for cooperation on product and process innovation between SMEs in the ADRION zone.

Business support organizations will play an important role in the sustainability and expansion of the network by promoting the core elements of the Network's common management and operation system, which is:

- Facilitators, supporters of the creation and expansion of the Network. The Facilitators will act as Network Ambassadors in the Adriatic-Ionian region and aim to attract SMEs to the network.
- Tutors, who will undertake the training of SMEs in the operation of the Network and the exploitation of its tools.
- Brokers, who will take on the day-to-day support of Network members and serve the internationalization of SMEs.

The vision of the ECO-NautiNET network is to build on the heritage and prospects of the Maritime Sector, bringing together SMEs from different regions and giving them access to the best available technologies offered by research organizations to increase their competitiveness.

2.1 Objectives

The main objective of the ECO-NautiNET network is to establish a network between SMEs, Research Organisations and Business Support Organisations from different regions of Adriatic - Ionian Area.

The operation of the network aims to:

- deliver an effective and stable cooperation between SMEs and / or research institutions through a common management system in order to improve competitiveness and innovation in the maritime sector and other related sectors,
- facilitate collaborations between different stakeholders such as Chambers, SMEs, Associations and Development Organizations, with a view to developing a trans-national and common Adriatic-Ionian network.
- facilitate the work of the key players in innovation in supporting the internationalization of local SMEs.

2.2 Members of the network

The Members of the network are:

- SMEs of the nautical and other related sectors
- Research Organisations offering Best Available Technologies related to the interests of the SMEs
- Business Support Organizations interested to facilitate the synergies between entrepreneurship and innovation production focusing on the internationalization of the SMEs.

All the members of the Network constitute the “Agents of Change”, which will be the important critical mass to communicate the key message “that something has changed” and to distribute to target groups (Best Available Technology owners, SMEs, Academia, Policy Makers, BSOs, etc.) the project tools.

They will become the mean to facilitate the “change” of nautical sector through the deployment of the project methodology and tools.

2.3 Role Analysis

ECO-NautiNET’s methodology foresees three specific roles in the organization and operation of the network.

These roles are the “Facilitator”, the “Tutor” and the “Broker”.

- The Facilitator will promote the concept of the network and will attract the interest of the SMEs and Researchers to join. The Facilitators are important especially in the first phase of the project, since they will operate as “ambassadors” of the network.
- Tutors will be responsible to train the SMEs to exploit the tools and services of the networks and minimize the time needed for an SME to gain the maximum benefit from its participation to the network. Additionally, ECO-NautiNET’s methodology will train the innovative position called “Network’s broker” as final phase of the Work Package “Involvement of SMEs and Networking training”.
- The “broker” will be the key operator of the network facilitating the day-to-day work and more specifically will be responsible to monitor the requests and match the offers with demands. In addition, the “broker” will facilitate the internationalization of SMEs finding partners from the entire network area.

SMEs representatives will be one of the key stakeholders of the ECO-NautiNET’s network. More specifically SMEs representatives are able to act as “Facilitators”, which will be properly trained to promote the network. The SMEs will also be the members of the network gaining the most profits from their participation to it, since that they will have the possibility to facilitate their level of access to Best Available Technologies of their sector offered by Research Organisations.

2.4 Responsibilities - Obligations and Privileges of the members

The specific section details the main responsibilities, obligations and privileges of the members of the network. It will consist a document named "General Terms & Conditions of the ECO-NautiNET Network".

General Terms & Conditions of the ECO-NautiNET Network

1. Introduction

The ECO-NautiNET Network ('we' or 'us' or 'network') offers the possibility to:

- SMEs of the nautical and related sectors ('SME')
- Research Organisations and / or any entity with proven capacity to produce research results in the nautical and related sectors ('Research Organisations') and to
- Business Support Organisation,

which are established in the Adriatic - Ionian Region to become members of the ECO-NautiNET network.

By registering as a member or by using the services of the network in any way, you accept these Terms of Service ("Agreement"), which forms a binding agreement between you and the ECO-NautiNET Network.

2. Objective of the ECO-NautiNET Network

- Build on the heritage and prospects of the Maritime and related Sectors, bringing together SMEs from different regions and giving them access to the best available technologies offered by research organizations to increase their competitiveness

3. Membership fee

There is no membership fee.

4. Responsibilities and Obligations of a member

- Each member (SMEs, Research Organisations and Business Support Organisations) is responsible to generate and maintain its account on the web platform of the network, which is the main tool for the operation of the network.
- Members are responsible for keeping their own information accurate and up to date.
- Any business between members is on their own risk. The Network is not responsible for any transactions between members. Use common sense when going into business with someone.
- Each member is responsible and obliged for proper use of information listed on the network's platform. The Network is not responsible for abuse of this information or for any damages resulting from the use of this information
- In case of abuse of the services of the platform after registration, the account owner will be contacted and asked for clarification. Failure to alleviate charges of fraud may result in the termination of the member's account.

- Each member is responsible for the content that uploads to the platform. For each piece of content that a member submits, the member represents and warrants that: it has the right to submit the content to the Network and grant the licenses set forth above; the Network will not need to obtain licenses from any third party or pay royalties to any third party; the content does not infringe any third party's rights, including intellectual property rights and privacy rights; and the content complies with this Agreement and all applicable laws.
- Users of the Services will operate in a lawful, ethical and professional manner. Users shall conduct themselves in a fair, responsible and businesslike manner at all times and will avoid any discourteous, deceptive, misleading or unethical practices. You are solely responsible for any information and / or data you leave on our platform.
- The network does not control content posted and does not guarantee the accuracy, integrity or quality of the content.
- Under no circumstances will the network be liable in any way for any content, including but not limited to any errors or omissions in any content or any loss or damage of any kind incurred as a result of the use of any content posted or otherwise made available via the Platform or the Services.
- Examples of unethical or unlawful activities include, but are not limited to the following:
 - False, misleading or disparaging statements of any kind including but not limited to about the network or its members;
 - Any unauthorized use of the name, logo, trademark or copyrighted material of the network or its members, or any other person or entity;
 - Violation of any state or local laws or regulations;

5. Member information and reputation

The ECO-NautiNET Network provides an on-line platform of nautical and related sectors SMEs, Research Organisations and Business Support Organisations. We run a reasonable quality check on our members, but cannot guarantee their reputation.

3. Tools of the network

Tools are available for each of the user profiles and roles, to enable and facilitate the work of each participant/member and to provide functionality to the platform.

Members can be SMEs, Research Organizations or Innovators offering Best Available Technologies and their innovative research and Business Support Organizations interested to facilitate the internationalization of the SMEs.

All users sign in to the network through creating a detailed profile of their institution or company. This profile includes basic information about the company, short description, list of interests and also provides the space for presentation (through pictures, documents or data) of the most interesting products.

Major tools are:

- general account search
- list of interests (major interests and minor interests), which influences the search and notifications which can be toggled on/off
- search mechanism (per topic of interest), which can search through materials, data repository and documents of the network
- Network Calendar (to organize their work and meetings inside the ECO-NautiNET network), which includes events for the whole network and option to input and follow personal events and meetings with members of the network, including e-mail notification
- “innovators pocket” - additional space for innovation on the platform, dedicated to data and descriptions of the innovations the user offers to the network
- Network statistics - users can see how many and which type of users are present at the platform
- Request match tool - toggle on/off - user can ask for the help of the broker to create connections outside their area

Each user builds profile, which is either SME, BSO or Researcher in principle. Depending on the role the user has on the platform, tools on their disposal in accordance to their needs expressed through the activities of the ECO-NautiNET project (Work package 2, Activity 2.1). General account search, search mechanism and network statistics is on disposal for all users.

4. Terms and Conditions for the members

The ECO-NautiNET platform works as a platform supplied with data and profiles of the network members. By using this platform, you agree to the storage and processing of your data on the platform in accordance with the GDPR. It may not be available 24/7 for technical, legal or operational reasons. The Provider can also suspend your access at any time in our sole discretion without responsibility to you. You use the network services at your own risk and neither the Provider nor the Network Operator is responsible to you for any damages, losses, costs or expenses

you suffer because the network services are unavailable, does not operate as expected or causes loss or damage to any data.

The terms are accomplished with their applicability to laws and regulations that are to be read understood and should bound themselves in their terms.

Two categories of data exist on the platform (owner chooses the licence):

- Public use - user allows for such data to be distributed freely on the internet. Profile can also be “public” or “private” (visible only to researchers from the field of interest which was defined by the user)
- Network confidential - users are prohibited to copy, modify, display or transmit the information from this website to other websites or to publish the data provided from other participants/network members without prior agreement on cooperation. The information, data or software with data base or other services should not be leaked for any commercial advantage.

One has to accept the terms and policies of the platform for its usage. All the content that is available within the platform is completely owned by network members who published the content and the sole membership in the network does not grant any permission to any copy rights or patents.

The usage of the platform will terminate automatically if any violation observed in the terms and notices. The usage is completely at the users own risk as the website may contain inaccuracies or errors technically. The services and the information provided in the site can be modified without any prior notice. The user can continue to use the website only if you accept the modified agreement.

5. Adhesion to the ECO-NautiNET Network

I, Platon Marlafekas, legal representative of Chamber of Achaia have read the contents of the Network joint management Memorandum of Understanding and wish to express our willingness to join the ECO-NautiNET Network and use the ECO-NautiNET platform as proposed by this document and terms of and conditions of use as declared in above chapters.

**Signature and
official stamp:**

**Date and place:
Patras,
21/12/2018**

This agreement is also valid if accepted on the platform, by reading and accepting “terms and conditions” during the sign-up process.

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Patras,

21/12/2018



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5. Adhesion to the ECO-NautiNET Network

I, Giuliano Nemarnik (*name and surname*), legal representative of Regional Development Center Koper (*name of the company/research institution/BSO*) have read the contents of the Network joint management Memorandum of Understanding and wish to express our willingness to join the ECO-NautiNET Network and use the ECO-NautiNET platform as proposed by this document and terms of and conditions of use as declared in above chapters.

Signature and official stamp:

REGIONALNI RAZVOJNI CENTER KOPER
CENTRO REGIONALE DI SVILUPPO CAPODISTRIA
Ulica 15. maja 19,
6000 KOPER - CAPODISTRIA

Date and place: Koper, 21/12/2018

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5. Adhesion to the ECO-NautiNET Network

I, Dubravko Majetić, legal representative of University of Zagreb Faculty of Mechanical Engineering and Naval Architecture have read the contents of the Network joint management Memorandum of Understanding and wish to express our willingness to join the ECO-NautiNET Network and use the ECO-NautiNET platform as proposed by this document and terms of and conditions of use as declared in above chapters.

Signature and
official stamp:



Date and place: 21.12.2018, Zagreb, Croatia

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5. Adhesion to the ECO-NautiNET Network

I, **Jasna Jaklin Majetić** (*name and surname*), legal representative of **CCE Pula** (*name of the company/research institution/BSO*) have read the contents of the Network joint management Memorandum of Understanding and wish to express our willingness to join the ECO-NautiNET Network and use the ECO-NautiNET platform as proposed by this document and terms of and conditions of use as declared in above chapters.

Signature and official stamp:

Date and place: Pula, 17.12.2018



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5. Adhesion to the ECO-NautiNET Network

I, PIERPAOLO ETTORE BURIOLO (name and surname), legal representative of CNA RAVENNA (name of the company/research institution/BSO) have read the contents of the Network joint management Memorandum of Understanding and wish to express our willingness to join the ECO-NautiNET Network and use the ECO-NautiNET platform as proposed by this document and terms of and conditions of use as declared in above chapters.

Signature and
official stamp:

CNA
Associazione Territoriale di Ravenna
Viale Randi 90 - 48127 Ravenna
Codice Fiscale 80007850391

Date and place: RAVENNA 21/12/2018

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5. Adhesion to the ECO-NautiNET Network

I, Ana Marija Pilato Krile, legal representative of City of Dubrovnik development agency (BSO) have read the contents of the Network joint management Memorandum of Understanding and wish to express our willingness to join the ECO-NautiNET Network and use the ECO-NautiNET platform as proposed by this document and terms of and conditions of use as declared in above chapters.

Signature and
official stamp:



Date and place: December, 21st 2018.

This agreement is also valid if accepted on the platform, by reading and accepting "terms and conditions" during the sign-up process.

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5. Adhesion to the ECO-NautiNET Network

I, Nikolin Jaka (name and surname), legal representative of CCIT (name of the company/research institution/BSO) have read the contents of the Network joint management Memorandum of Understanding and wish to express our willingness to join the ECO-NautiNET Network and use the ECO-NautiNET platform as proposed by this document and terms of and conditions of use as declared in above chapters.

Signature and official stamp:



Date and place: 20.12.2018

This agreement is also valid if accepted on the platform, by reading and accepting "terms and conditions" during the sign-up process.