

Service Charter

Andalucía Emprende

Version in plain English





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What is Andalucía Emprende?

Andalucía Emprende is a public foundation that supports entrepreneurial projects in Andalusia. We offer our services through the Andalusian Entrepreneurship Centers (Centros Andaluces de Emprendimiento, CADE) network and information points in all Andalusian provinces.

We provide comprehensive follow-up on the creation of new companies and the consolidation of existing companies. To achieve this, our values are:

- Personalized attention.
- Accessibility and equality for all persons demanding services.
- Co-operation with other organizations promoting entrepreneurship.
- Service quality and innovation.

We aim to be the benchmark institution for promoting entrepreneurship in Andalusia and to coordinate and lead the Andalusian Entrepreneurial System. This way, we strive to position our region as one of the leading regions in Europe for implementing entrepreneurial projects.

Who can request our services?

We focus our activities on people who want to start a business or grow their existing one. Andalucía Emprende also offers services for consolidated companies, for entities related to entrepreneurship in Andalusia, and citizens in general.

What services do we offer?

Andalucía Emprende offers entrepreneurs the main lines of services:

1. We advise and support the creation and growth of companies:
 - We assist citizens who want to start or grow their businesses, in person or online, at our Andalusian Entrepreneurship Centers (CADE).
 - We guide, process, and accompany entrepreneurs in the procedures and search for financing to:
 - Create a company.
 - Obtain grants and subsidies.
 - Access favorable financing conditions with financial institutions that have agreements with Andalucía Emprende.
 - Borrow from public companies, such as ICO or ENISA, among others.



- We assist in developing the business plan and business model. We analyze the economic and financial viability of new business projects and the consolidation of existing companies.
2. We offer resources for company creation and consolidation:
- We lease warehouses and offices for a limited period.
 - We mentor in basic business skills.
 - We offer training itineraries and tailored advice with mentors for a limited time to accelerate the development and growth of a business project or an existing company.
 - We offer business management tools, free of charge.
 - We provide information of interest to companies, such as studies on sectors, trends, and business opportunities, as well as the situation of entrepreneurship in Andalusia.
 - We facilitate attendance at regional, domestic, and international innovation and investment events. We provide support to projects and companies with technological, economic, and/or environmental impact that have growth potential and are innovative.
3. We organize training and dissemination activities on entrepreneurship, such as:
- Activities to inform and encourage entrepreneurship as a professional option among students, citizens in general, and specific people groups, such as women, younger generations, or people from rural areas.
 - Entrepreneurship promotion workshops, professional, business, and public relations meetings, business opportunity forums, and business success stories.
 - Awards and contests to recognize entrepreneurship projects and successful companies.
 - Brief theoretical and practical training sessions on basic and advanced business management, both in person and online. Attendees receive a training certificate.

How can citizens access our services?

Andalucía Emprende offers its services in the following ways:

1. On-site services for entrepreneurial projects and business development:
- [Andalusian Entrepreneurship Centers](#) in all provinces.
2. Telematic appointment services:
- [Request information and advice.](#)
 - [Request information on data and/or documentation that Andalucía Emprende prepares on entrepreneurship activity.](#)



What are we committed to doing with our services?

1. Regarding advice and support for the creation and consolidation of companies:

- Offer a first appointment at an Andalusian Entrepreneurship Center (CADE) in less than five (5) working days to:
 - Inform and advise on entrepreneurial projects or business consolidation endeavors.
 - Initiate the company creation process.
 - Opt for financing sources.

2. Regarding resources for the creation and consolidation of companies:

- Respond to requests for the assignment of warehouses and offices in less than 24 working days.
- Provide a tutoring itinerary in business skills within a maximum of 30 working days from the signing of the contract for the transfer of an Andalucía Emprende warehouse or office.
- Open a call each year for each training and mentoring pathway.
- Update information on management tools on the Andalucía Emprende website within the first five (5) days of each month.
- Maintain updated information on entrepreneurship indicators in Andalusia every six months.
- Open at least two (2) calls per year to select entrepreneurial projects and companies interested in attending innovation and investment events.

3. Regarding entrepreneurial training and dissemination activities:

- Organize at least one activity per year to promote entrepreneurship in each of the Andalusian provinces:
 - At each educational stage.
 - For citizens in general and/or specific groups.
- Organize at least two (2) activities per year to support and disseminate entrepreneurial projects in each of the Andalusian provinces.
- Achieve a score of 8 out of 10 in the general questionnaire on the training received in the business training courses provided by Andalucía Emprende.



Information on the service 's relationship with the public

What rights do the users of our services enjoy?

When users request our services, they have the following rights:

- Receive appropriate and respectful care.
- Receive a correct orientation to solve their requests.
- Choose the channel to communicate with us: face-to-face, telephone, or e-mail.
Except for those who are required by Law to communicate through one of them.
- Receive information about our activities and functions.
- Andalucía Emprende shall protect their personal data and, in particular, ensure the security and confidentiality of the data in our files, systems, and applications.
- Participate in the improvement processes of the services we provide.
- Submit suggestions, complaints, and claims about the service we provide and the commitments we make in this charter.

What are the obligations of the users of our services?

When users request our services, they have the following obligations:

- They will be held responsible for the truthfulness of the information and documents submitted.
- They must provide the information and documentation that we require in order to provide our services, develop projects, and elaborate statistics and studies.
- If the users are new entrepreneurs, they must upkeep the assigned warehouses and offices and return them to adequate conditions when the contract ends.
- They must comply with the commitments acquired in the contract for the transfer of warehouses or offices.

How can citizens help improve our services?

To contribute to the improvement of our services and the revision of this charter, users may use the following channels:

- A. Information and consultation mailbox for citizens: info@andaluciaemprende.es.
- B. [Contact us via the website](#).
- C. [Electronic suggestions and complaints book of the Government of Andalusia](#).



How can citizens submit suggestions and complaints?

Citizens may submit suggestions and complaints regarding our services and commitments through the following channels:

- A. If users have an electronic ID: [Electronic Suggestions and Complaints Book of the Government of Andalusia](#).
- B. If users do not have an electronic ID and want to submit their comments digitally, they may use the [Suggestions and Complaints section of Andalucía Emprende](#).
- C. If users do not have an electronic ID and want to deliver it in person:
 - Step 1. Download the [Electronic Suggestions and Complaints Book of the Government of Andalusia](#).
 - Step 2. Deliver it to any Registry Assistance Office of the Government of Andalusia or any other public administration, post offices, and, if abroad, to Spanish diplomatic representations or consular offices.

The General Inspection of Services of the Government of Andalusia will review suggestions and complaints about our service submitted by citizens through the Electronic Suggestions and Complaints Book of the Government of Andalusia.

What are the consequences of a claim when we fail to fulfill a commitment?

The Directorate General of Andalucía Emprende will respond upon submitting claims. In that reply, users will be informed of the measures taken to address the cause of our failure to meet our commitment. In any case, users will not be able to claim compensation for possible damages.

Service charter information sheet

Service charters are documents that highlight sound administrative principles established in the Statute of Andalusia and in Act 9/2007, of October 22, 2007, on the Administration of the Regional Government of Andalusia.

Body, agency, or unit

Andalucía Emprende, Fundación Pública Andaluza Medio Propio, is a non-profit organization under the Ministry of Economy, Innovation, Science, and Employment of the Regional Government of Andalusia.

Responsible for the elaboration, follow-up, dissemination, proposal for updating, and suspension of the service charter



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Query of compliance indicators:

[Andalucía Emprende.](#)

[Government of Andalusia](#)

**Regulatory regulations of the body, agency, or unit
(in reverse chronological order):**

- [Agreement of December 16, 2024, of the Governing Council, whereby it is agreed that Andalucía Emprende, Fundación Pública Andaluza, shall act as a personified own means of the Administration of the Regional Government of Andalusia and its public instrumental entities linked to or dependent on it.](#)
- [Decree Act 9/2022, of October 18, which amends, among others, Act 3/2018, of May 8, the Andalusian Entrepreneurship Promotion Act.](#)
- [Decree 176/2021, of June 8, approving the General Entrepreneurship 2021-2027 Plan.](#)
- [Act 3/2018, of May 8, Andalusian Act for Entrepreneurial Promotion.](#)
- [Act 10/2005 of May 31, 2005, on Foundations of the Autonomous Community of Andalusia.](#)

This list is for guidance only. A comprehensive list of regulations is available in the [Regulation section of the Andalucía Emprende website](#).

Andalucía Emprende channels to communicate and inform about the service charter

- Digital channels
 - [Service charter of the Government of Andalusia site.](#)
 - Andalucía Emprende: [home banner](#) and [service charter section](#).
 - [Directory of Andalusian Entrepreneurship Centers](#), with direct link to commitments.
 - Clear language version in English and Spanish.
 - Easy-to-read version in English and Spanish.
- On-site
 - Notice board at the main headquarters of Andalucía Emprende and



the Andalusian Entrepreneurship Centers.

- Information Points of the Government of Andalusia.
 - Courses and conferences: brief informative presentation.
- Press and social media
 - Link to Andalucía Emprende press releases.
 - [Instagram](#)
 - [X](#)
 - [Facebook](#)
 - [YouTube](#)
 - [LinkedIn](#)

Recognitions and regulatory compliance

- [Commitment to environmental responsibility through the Act Green](#) (Actúa en Verde) project.
- [Adaptation of the information systems and services of the National Security System](#) within the field of Electronic Administration, complying with Royal Decree 311/2022.

Compliance with service charter regulations

This service charter is subject to the provisions of:

- Decree 317/2003, of November 18, 2003, regulating the service charters, the system for evaluating the quality of services, and establishing the Awards for Quality in public services.
- Decree 177/2005, of July 19, 2005, which amends Decree 317/2003.

This letter will enter into force on the day following its publication in the Official Gazette of the Government of Andalusia (BOJA).