



IMPACT
HUB

2019

Impact
Report

Networks as drivers
for positive change



**Impact cannot
happen in isolation.
It requires
collective action.**

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ENTREPRENEURIAL NETWORKS

as Drivers for Positive Change

As many entrepreneurs, governments and larger organizations galvanize under the 17 Sustainable Development Goals (SDGs), networks of entrepreneurial communities are becoming key to driving locally rooted, globally connected change. Being able to offer the autonomy of a user-centred, decentralized approach within a supportive community structure that improves social capital, ideas sharing and connection, networks are finding innovative ways to address the most pressing issues faced by local, national and global communities.

Inspiring, connecting and enabling entrepreneurs, Impact Hub is exemplary in showing how a network of entrepreneurial communities can be deeply embedded locally, while providing powerful global connections, acting as a multiplier and amplifier for the small and medium enterprise sector around the globe.

With a community of over 16,500 members in 55+ countries, we have created a series of safe and nurturing spaces that give members access to ideas, markets and collaborators around the world. Deeply attuned with the critical social and environmental issues in their respective countries, our diverse network shows how collaboration can drive impact at scale.

In the last year alone, 100+ Impact Hubs globally have created over 200 bespoke programs showing how partnerships with various organizations, businesses and governments can drive change locally, while collectively working towards achieving the SDGs. From Impact Hub San José working with the Vice President of Costa Rica to identify the nation's pressing issues, to the Accelerate2030 program, where 16 Impact Hubs are working with the United Nations Development Programme to identify and scale innovative ventures tackling the SDGs, our network of entrepreneurial communities is proving that together, we can do more.

Endorsed by



The United Nations Office in Geneva acknowledges Impact Hub as a driver of community engagement, helping not only to foster but also to extend the efforts directed to tackle the SDGs via entrepreneurial and innovative solutions.

THE IMPACT HUB NETWORK

Locally Rooted, Globally Connected.

A network of committed entrepreneurial communities can truly create positive change at scale. Diverse and inclusive, it fosters collaboration by bringing together different actors that would otherwise not meet and exchange. Our network is locally rooted to adapt to the regional context and globally connected to replicate and learn from one another, while creating a robust entrepreneurial support infrastructure.

Africa & Middle East

Accra
Bamako
Bujumbura
Dakar
Dar es Salaam²
Dubai
Harare
Johannesburg
Khartoum
Kigali
Lagos
Lusaka

Asia Pacific

Almaty
Jakarta
Kuala Lumpur
Kyoto
Manila
Phnom Penh
Shanghai
Taipei
Tbilisi
Tokyo
Yangon
Yerevan
Waikato²

Europe

Amsterdam
Athens
Barcelona¹
Bari
Basel
Belgrade
Bergen
Berlin
Bern
Bratislava
Brno
Bucharest
Budapest
Donostia
Dresden
Florence
Geneva
Hamburg¹
Inverness
Islington
Istanbul
King's Cross
Leipzig²
Lisbon
Madrid
Málaga²
Milan
Moscow

Munich
Odessa
Ostrava
Prague
Reggio Emilia
Rome
Ruhr
Stockholm
Stuttgart¹
Syracuse
Trento
Turin
Vienna
Vigo
Zagreb
Zaragoza
Zurich

Latin America & Caribbean

Antigua
Belo Horizonte
Bogotá
Brasília
Buenos Aires²
Caracas
Curitiba
Florianópolis
Managua
Manaus
Medellín
Mexico City
Monterrey
Port-au-Prince
Recife
San José
San Salvador
Sao Paulo
Tegucigalpa

North America

Austin
Baltimore
Boston
Honolulu
Houston
Minneapolis
Saint Paul
Montreal
New York

1,200
makers (staff
& volunteers)

100+
communities

5
regions

16,500
members

55+
countries

Public Servants
Intrapreneurs
Investors and Funders
Students
Academics
Career Shifters
Activists
Start-up Support Providers
Artists
Nonprofit Professionals
Business Professionals
Start-up Professionals
Freelancers
Entrepreneurs

¹ Candidate ² Coming soon

THE IMPACT of our Members in 2018

Community is at the core of any entrepreneurial network. Our Impact Hub community members fuel innovation, foster education and create employment opportunities through the vibrant solutions they start-up, grow, and scale.

16,500 members

More than half
of our members are
founders or co-founders



Female Other Male

Reach overall:

20MIL

Reach customers and
beneficiaries:

7MIL

1,800 new ventures
created
10,000+ new ventures
since 2012
6,000 net new jobs
created
29,000+ since 2012

65%
of members
achieved double
digit revenue growth

78%
of members increased
the number of products
and services offered

60%

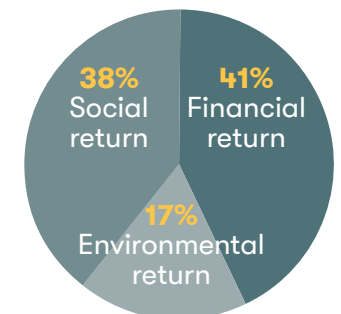
of members are putting
“impact-first”

Members attribute

30%

of their professional
success to Impact Hub

Blended value
orientation



EFFECTIVE Entrepreneurial Support

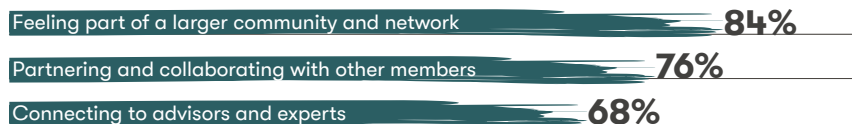
To achieve impact at scale, it is necessary to inspire, connect, and engage a critical mass of people by providing them with valuable and inspiring knowledge, resources and access to an engaged and like-minded community. Whether they are working independently or as intrapreneurs within a larger organization, relevant connections and a wider supportive community are essential when starting out on their entrepreneurial journey. From this point, more dedicated support is needed to accelerate growth - support such as training in new skills, providing increased visibility, giving access to new customers and markets, and more - offered through a flexible, needs-based approach.

Thanks to our support, our members feel supported in...

INSPIRE



CONNECT



ENABLE



"The ambiance of Impact Hub Caracas contributes to creating an energy that Venezuelans are looking for: people that help each other achieve their goals and even find common ground to make them a reality. It is a ray of hope in an atmosphere that is plagued with difficulties and that helps you dream and improve your community"

Atilana Piñon
CFO and Co-Founder City Wallet,
member of Impact Hub Caracas



THE POWER OF Intentional Communities

"The more people feel trust and a sense of community, the more likely they are to collaborate"

Beyond Co-Working Report, 2019¹

Impact Hub members come together, inspire one another, connect and form communities of peers who intentionally collaborate and support each other. The collaborative nature of our communities creates connections that not only increase members' social capital, but also help to diversify investment sources, accelerate growth and boost impact. For the more advanced enterprises, our research has shown that collaboration leads to increased revenue growth, while also improving the quality of service delivery, showing the benefits of creating connections on every level.

Members feel that people at Impact Hub can be trusted **82%**

Members feel comfortable discussing new ideas with other members **78%**

Members feel that the time and support they invest in others comes back to them over time **67%**

Members feel a sense of community belonging **73%**

435,000 Hours

of peer support were provided by members. That's an equivalent of

226 Advisors

within the community on top of our curated programs

¹ Vandro, P., Leitner, L., Vienna University of Business and Economics, Stamatiou Nichols, S., Impact Hub, "Beyond co-working: Drivers of collaboration in shared workspaces." Working Paper. (February 2019)

"We loved the collaborative nature of the Investment Ready Program and found it inspiring to exchange knowledge with entrepreneurs from completely different fields. We could always call the Investment Ready Program Manager for quick chats about deal terms. It's these little things that made the program great. Through the Investment Ready Program, we established a network of over 20 interested investors, and have now signed a €1.5 million investment deal"

Quote from Covadem

Participant of the Investment Ready Program initiated by Impact Hub Vienna and running at Impact Hubs in Amsterdam, Athens, Jakarta, Madrid and Munich, that aims to grow and scale existing social ventures



1,500 Projects

were started together by two or more members.

2 out of 10

members worked together

The research found that positive effects of collaboration on organizational performance are particularly noticeable over time:

Every additional contact a member made through Impact Hub led to **2,000 USD more investment in the following year.**

2,000 USD

Compared to members who collaborate less, members who made many connections ended up with a total of **17,300 USD more investment by the end of the following year.**

17,300 USD

FROM INTENTION to Scale

"It takes a village to raise a child."

Given their need for both nurture and support throughout their development, this traditional African proverb can easily be transferred to entrepreneurial ventures. Impact Hubs across the world offer such assistance, accompanying members on their journeys and offering them what they need most, when they need it most. From business advice, access to mentors and investors, exposure to possible partners and supply chains, entry into pitching competitions, training sessions to maybe most importantly, the peer-learning that comes from meeting those embarking upon similar journeys, Impact Hubs offer a full service. Once entrepreneurs are then ready to scale, we provide a nurturing network that can orient them towards new markets, connect them with relevant partners and investors and provide them with guidance on the ground.



"The program gave us the confidence to think beyond our Costa Rican scale, especially through the scaling impact methodology. Plus tools like design thinking helped us to organize our ideas and planning sessions".

Diana Chaves

Co-Founder of Jungle Foods,
LatAM Scaling Program Participant,
Impact Hub San José, Costa Rica

Today, they are working with more than 20 farms, exporting to the United States and during breadfruit season, they process between 1,000-3,000 tons per day.

Take the journey with us...

Annual growth of member enterprises



TAILORED Support Programs

Our understanding of the different needs of social entrepreneurs throughout the various stages of their entrepreneurial journey, combined with our broad network of talent, tools, partners and infrastructure, ensures that we can tailor the support we offer. Subsequently, we ran **over 100** successful entrepreneurial support programs in 2018, focused on business and entrepreneurial skills as well as networking opportunities. The results speak for themselves, with **program participants attributing 40% of their professional success to Impact Hub** and feeling supported by us to:

75%

Develop new skills
and capabilities

81%

Strengthen
personal motivation

75%

Gain visibility
and credibility
for my venture

82%

Connect with experts
and advisors that
support my growth

83%

Partner and
collaborating
with peers

88%

Feel part of a
larger community
and network

100+
entrepreneurial support programs

100+
collaborative innovation programs focused
on SDGs and ecosystem development



The environmental business, Ioniqa, attracted a €12 million investment and a partnership with Unilever after taking part in the Plastics Free Ocean Accelerator run by Impact Hub Amsterdam and WWF Netherlands. Their platform technology upcycles coloured plastics back to virgin raw materials, for its reuse as food-safe packaging, and the investment will go towards the launch of their upcycling process for the infinite use of PET plastic materials. They are also developing applications for other materials, such as textiles and carpets and aim for universal adoption of their innovative technology via www.nowthemovement.com.

<http://www.ioniqa.com>

PARTNERING for Impact

There are ample opportunities to create and implement solutions to the world's most pressing issues. We are matching these opportunities with programs to achieve tangible progress towards the SDGs.

Join us to scale our collective impact and drive positive change!

Learning & Education

The global SDGs have provided a common language for the issues that demand our urgent attention and action. We need to increase awareness and share stories that inspire and engage more people in every corner of the world, especially focusing on the youth who will shape our future. We also need to explore and share lessons learned,



best practices and trends that can help lead to solutions driving systemic change.

Startup Support from Ideation to Scale

Startups have proven to be dynamic and powerful vehicles for solutions with truly transformative impact. Entrepreneurs need support throughout their challenging journeys; as ideas form and solutions develop, but also as they fail, pivot, and grow. Even the most effective startups with the best solutions need support to transform themselves into a scalable operation.



Access to market and financing are key to this transformation, particularly when considering vulnerable entrepreneurs in markets that demand a high level of resilience.

Corporate Innovation

Established institutions and corporations are facing an urgent need to innovate in a world that is faster and more interconnected than ever before. Entrepreneurs have become an important source of inspiration and learning for leading organizations, when it comes to how they can think in new ways, design solutions and products, and operate in constantly changing environments. Impact Hub immerses institutional partners in the entrepreneurial ecosystem,



giving them access to hundreds of high potential enterprises and leading edge innovations, as well as sustainability methods, tools, and experts.

Convening

Solving the world's most complex problems requires more than the brilliance of a few — it takes the collaboration of many. Our programs bring bottom-up innovators together with institutional players; invite new perspectives from scientists, artists, activists, and youth; and include those who are the most affected, but whose voices are often not heard. We use formats and methodologies



that get the best out of such diversity and drive meaningful action.

IMPACT AT SCALE

Ecosystem Development

Impact cannot happen in isolation; it takes shape



in interdependent, lively ecosystems comprised of diverse actors, inspiring interactions, enabling policies, and robust resources. Impact Hub provides collaborative environments where many of these elements come together. Even in some of the most challenged parts of the world, we provide a safe space for the foundation of ecosystems where minimal infrastructural support already exists.

Impact Hub is proud to have collaborated with leading organizations from a variety of sectors to amplify our impact. Here are some of our strategic partners:



IMPACT in Action

Here are a few examples taken from the 200+ programs Impact Hubs ran in the past year.

My life in my hands

Run by Impact Hub Caracas, 'My Life in My Hands' tackles early pregnancy, violence and drug use among youth: crucial topics in the country with the highest rate of teen pregnancy in Latin America. Through a holistic range of methodologies, it has improved the quality of life of 280 children in slums, providing 7,500+ meals, and teaching them how to lead a worthy life.

Startarium

Impact Hub Bucharest and ING Romania created Startarium, a program supporting entrepreneurs by using mentorship, online courses and networking in three areas: learning, testing and financing. With a total of 35,000+ community members, 60+ mentors, 400 learning materials and 3,500+ business ideas, Startarium is unique in combining the mechanisms of incubators and accelerators to assist entrepreneurs.



LatAM Scaling Program

With the support of the Argidius Foundation and EU's AL-INVEST program, Impact Hubs in Brazil, Colombia, Costa Rica and Mexico identified 60 enterprises with great potential to increase their social, environmental and economic impact. They were supported in preparing to scale their operations and given invaluable assistance in attracting investments as well as entering new international markets.

Socialchallenges.eu

EBN and Impact Hub created a pioneering social-challenges platform, which supported almost 50 cities and regions in defining social and environmental challenges, from sustainable food to urban mobility. Some 500 social innovators and SMEs (small and medium-sized enterprises) pitched their existing solutions. In addition, socialchallenges.eu gave the 80+ most promising entries 30,000€ each to test their solutions in the new markets.



Carrefour Impact

In an attempt to improve eating habits, Impact Hub Taipei and Carrefour Taiwan Foundation opened Carrefour Impact, the supermarket's first healthy-living concept store. The store sells a range of purpose-driven goods, while also encouraging healthy eating and sustainable living through in-store education. It is also fast growing into an event space, inviting local companies and individuals to pitch their ideas for talks and workshops.



Circular Economy Transition

Circular Economy Transition is a pioneer initiative from all 5 Swiss Impact Hubs that aims to accelerate the transition of Switzerland to a circular economy by fostering collaboration along the value chain. Designed around four pillars of action to support and inspire different key actors and sectors, 30 Swiss corporate partners will be supported on their journey to circularity by 2021.

BEYOND (un)employment

Beyond (un)employment is a regional convening program supported by Robert Bosch Stiftung that developed and prototyped 20 citizen-led solutions to local unemployment challenges, ranging from skillbuilding for youth to advocacy for the elderly. 12 solutions, each developed by key actors in each market representing various sectors, were successfully implemented and will



continue operations - solving issues from the bottom up, one step at a time.

Global Social Innovation Festival

Impact Hub Florianópolis hosted 1,000+ participants at the Global Social Innovation Festival, a day of knowledge exchange between impact entrepreneurs, social innovators and partners. The day celebrated diversity in Brazilian culture, with arts performances, 30+ workshops and 30+ speakers from public servants, indigenous leaders and even favela makers, each giving their unique perspective on addressing key global challenges.

MedUP!

MedUP! is a project funded by the European Commission and led by Oxfam Italy in consortium with Impact Hub, aiming to drive job creation and growth by promoting social entrepreneurship in the Middle East and Africa. MedUP! provides financial and technical support to 100 social enterprises, reinforces 60 social entrepreneurship support organizations through capacity building and networking activities, and promotes national and international policy and advocacy initiatives and dialogue.



Resilient Entrepreneurs Program

Impact Hub and Inter-American Development Bank partnered to strengthen the entrepreneurial ecosystem in Central America, choosing the challenging markets of El Salvador, Honduras and Nicaragua. The partnership created thriving communities and ran incubation programs in each country. With 100+ entrepreneurs supported, they are paving the way for multiple new communities and programs to promote and scale impact in the region.

COLLECTIVE IMPACT

in Achieving the SDGs

The Sustainable Development Goals (SDGs), described by the UN as a “blueprint to achieve a better and more sustainable future for all”, offer a common language to describe the world’s most pressing challenges and a framework within which they can be resolved.

By identifying and measuring drivers of positive change towards this agenda, we are mapping the impact we are having as a global network towards these goals.



The size of the circle segments indicate which SDGs our members focus on the most



LOCAL KNOWLEDGE. Global Impact.

As locally rooted, globally connected communities, our Impact Hubs may look at their work through the lens of the SDGs, but they also contextualize their work based upon a deep understanding of the challenges, needs and demographics of their region and local communities.

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Edemy

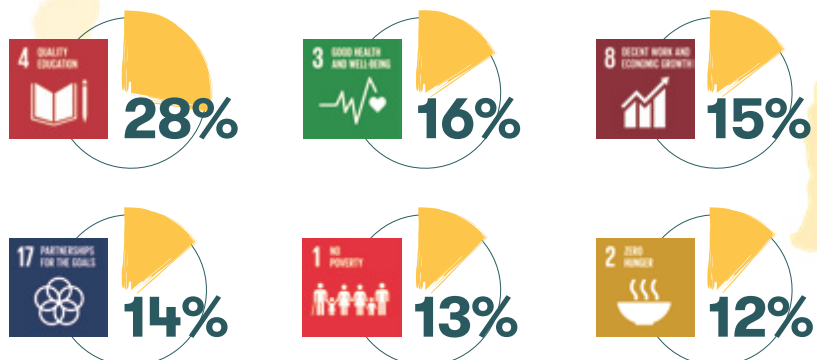
Impact Hub Phnom Penh

Edemy's ambition is to make learning English accessible to everyone in Cambodia. As members of Impact Hub Phnom Penh since 2015, they have received mentoring, training, networking opportunities and even \$20,000 from the 2017 EPIC! Incubator Program. Edemy's success lies in the fact that they have embraced education technology, an area barely explored in Cambodia. Working closely in partnership with Impact Hub Phnom Penh, Edemy has converted paper-based content into an online learning management system - impacthubphnompenh.online. Most recently they also launched Tesdopi, a mastery learning mobile app for high school students. It has already proven such a success that it gained the founder, Sovan Srun, won the Top Female Founder of the year award at the Total Startupper Awards in Cambodia.

[More information on Edemy](#)

ASIA PACIFIC

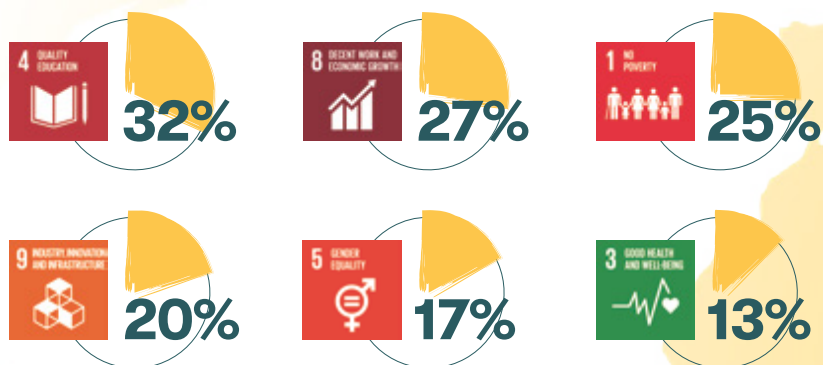
The most commonly addressed SDGs by our members in the region:



Sovan Srun

AFRICA & MIDDLE EAST

The most commonly addressed SDGs by our members in the region:



@ Driven Entrepreneurs

#HUMANISOIMPACTHUB

Driven Entrepreneurs

Impact Hub Johannesburg

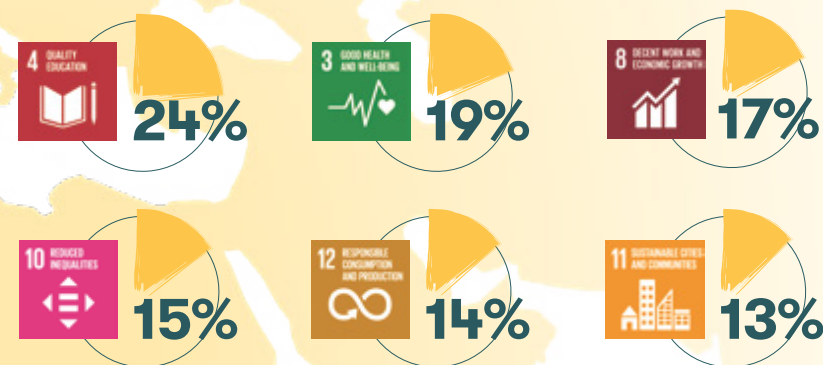
Driven Entrepreneurs is a social enterprise offering Entrepreneurship Education and Training Programs to members of Impact Hub Johannesburg

from disadvantaged communities. With carefully developed, bespoke programs designed for high school students, unemployed individuals and small and medium enterprise owners respectively, they inspire and support those who undertake their programs to build the entrepreneurial knowledge and skills needed to start their own ventures. With over 4,000 learners on their programs, Driven Entrepreneurs is not only creating tangible opportunities to many who are residing in vulnerable communities, they are also acting as a catalyst for longer term socio-economic development.

<http://www.drivenentrepreneurs.co.za>

EUROPE

The most commonly addressed SDGs by our members in the region:



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jobs4refugees

Impact Hub Berlin

jobs4refugees' mission is to enable refugees to rebuild their lives and become active members of German society. They drive labour market integration through trainings, workshops and active work placements, helping refugees and employers to overcome cultural, language and bureaucratic barriers and biases, thereby leading to successful integration. Today, the members of Impact Hub Berlin reach 22,000+ refugees nationwide, have placed over 280 and offered trainings, workshops and consultation to 1,700+. Founder Robert Barr's work with jobs4refugees has earned him a place in Capital Magazine's "Top 40 under 40" and a chance to meet Barack Obama.

<https://www.jobs4refugees.org>



@ Jobs for Refugees

NORTH AMERICA

The most commonly addressed SDGs by our members in the region:

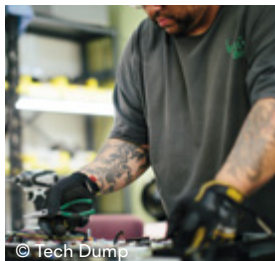


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Tech Dump

Impact Hub Minneapolis-St. Paul

Tech Dump, a member of Impact Hub Minneapolis-St Paul, provide secure and responsible recycling of old electronics, offering local residents and businesses a much-needed service, while also protecting the environment. Even more impactful, TechDump is run by a workforce with a history of crime, addiction, homelessness, mental illnesses and learning disabilities. Each new team member is enrolled in an 18-month work-readiness program to help them ease back into society and gain the skills they need to find long-term employment. Tech Dump have truly established themselves as an invaluable player in



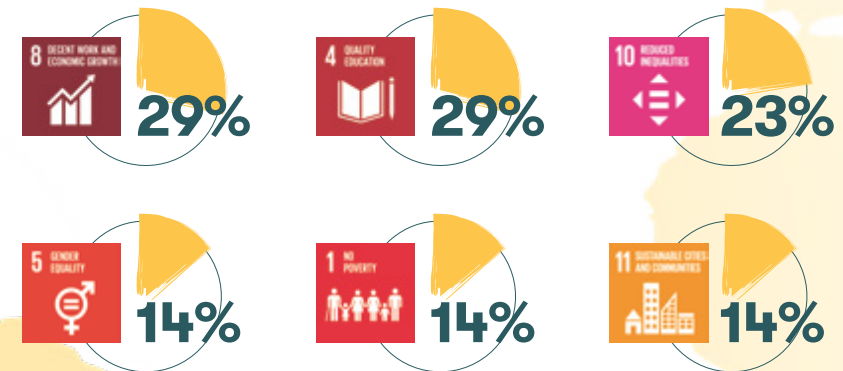
© Tech Dump

Minneapolis, winning a Community Impact Award for Social Enterprise. With over 25 million pounds of electronics processed since they're founding and a ROI of over \$9 of economic value for every \$1 spent among Tech Dump trainees who complete the program, Tech Dump's self-funding model is proving once again that purpose and profit can be combined.

<https://www.techdump.org>

LATIN AMERICA & THE CARIBBEAN

The most commonly addressed SDGs by our members in the region:



© Movimento

#HUMANSOFIMPACTHUB

Em Movimento

Impact Hub São Paulo

Em Movimento is a network of organizations that are engaging youth in impacting change, both as a member of, but also partnering with Impact Hub São Paulo. The project has

grown rapidly, running regional get togethers to discuss outreach strategies and local issues such as mental health, reaching over 400 people and even holding a festival to connect young people and organizations engaged in social transformation. Perhaps most importantly, Em Movimento has also initiated a national survey, the first of its type in the country, which maps the profile of Brazilian youth, providing insights and data so as to allow for a better national understanding of both the issues and potential of this generation.

<http://www.emmovimento.org.br>

WHAT'S Next?

Initiated in 2018, Impact Hub's 'Next Level Strategy' collectively identifies three strategic interventions, which we believe are essential to achieving impact at scale within our sector:

1. **Mobilizing and connecting communities for global action**
2. **Accelerating translocal collaboration on key issues**
3. **Prototyping the future of business & society**

Especially during today's societal fragmentation and polarization, collaboration is proving to be crucial in achieving the SDGs, hence the need for entrepreneurial networks. As one such network acting to make this vision happen, our commitments for the coming year are:

Join our network!

or take part in one of our capacity building programs!

Sharing our Knowledge & Community to Connect with Like-Minded Partners

We are taking the lead in boosting our sector's influence and quality of practice by codifying, facilitating, and distributing our knowledge and tools around the acceleration and scaling of social enterprise and multi-stakeholder community building. We are also affiliating with others in the sector and inviting them to make the knowledge we share more relevant. By doing this, we create connected frameworks and facilitate new connections between like-minded communities, providing them with a stronger support network and inspiring them to take collective action in driving positive change.

Become a member!

and get the long-term entrepreneurial support you need!

Building the Infrastructure for Effective Trans-Local Entrepreneurial Support

Entrepreneurs typically receive a lot of help during the early stages of their journey, but support often plateaus when they want to scale. In 2019, we are compiling learnings from the 200+ annual programs we are currently running with a focus on growth and offering to the sector in 2020. To this aim, we have prototyped a groundbreaking new approach to scaling social and environmental solutions - the EU Social Challenges Platform, which we intend to replicate in the future. Moreover, through our Scaling Programs in Europe (2015-16), Latin America (2017-18) and Africa (2019-2020) we've tested and refined a methodology that provides key insights on effective social enterprise scaling and replication routes. We are also working with Spring Impact to combine our knowledge, thereby offering stronger tools and knowledge around scaling.

Partner with us!

to research, apply and amplify innovative solutions together!

Providing Robust Insights to Improve Impact Strategies in Business & Society


As markets & societies are disrupted by persistent changes in the technological, environmental and political spheres, there is an increased pressure to innovate in private, public and not-for-profit organizations towards a more sustainable business model, organizational structure and leadership approach. Throughout our network, social enterprise, social innovation and community organizing are proving to be hotbeds for this kind of sustainable innovations. Over the past five years, we have conducted research in over 56 markets, while validating approaches to organizational innovation with a variety of partners. Throughout 2020, we are going to prepare insights, research and knowledge that we will share with private, public and not-for-profit institutions, actively encouraging them to integrate such pioneering solutions into their future strategies.


Let's collaborate!


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Displayed member data and information is based on the Annual Global Member Survey conducted in February/March 2019. The final sample contains a total of 3,017 responses from 78 Impact Hubs. Results have been independently analyzed and compiled by the Social Entrepreneurship Center / Vienna University of Economics and Business in coordination with Impact Hub GmbH.

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