



MANUAL of

SoPro Innovation platform

Offers, structure and organisation

Collection of documents of SoPro Innovation-Platform for SoPro-partners, -consultants and -members

Produced within the framework of the project „SoPro HU-AT“



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Introduction

Life is more successful, if we live together instead of living against one another, and so are economic activities. A challenge in our times is sustainable economic activity, i.e. to harmonize environmental awareness, social thinking and entrepreneurial core business.

SoPro link apparent opposites!

SoPro and the SoPro Innovation Agency, respectively have arisen from the initiative of "socially produced" in public-private partnership in Lower Austria. Within the framework of a cross-border ETC project ("SoPro HU-AT" 2012-2014), this approach has been developed further on the base of numerous good practice examples with partners in Eastern Austria and West Hungary into socio-ecological production. An essential element of our activity is procurement between social economy and private economy using the principles of sustainability and appreciation, as well as promoting social innovation in the field of socio-ecological entrepreneurship.



What makes SoPro up! Results of the international SoPro-Kongress on June 3rd and 4th 2014 in Vienna.

We consult, procure, develop and support the course of products, services, CSR projects, social franchising concepts and sustainable start-ups.

When enterprises and public institutions cooperate with social projects, innovative, individual and socio-ecological services with socially precious advantages for all parties concerned come into existence.

Through SoPro projects and initiatives, many more "good jobs" will come into existence in your region and in the entire Danube region. Let us work together for this goal.

About this manual

This manual collects the essential documents of SoPro Innovation platform for SoPro-partners, -consultants and -members.

The terms „SoPro Innovation Agency“ und „SoPro Innovation platform“ are used synonymously – they reflect the development-process in the course of SoPro HU-AT.

Another manual contains descriptions and explanations regarding the offers, the sustainable background and lots of results of the project SoPro HU-AT. Both manuals were published in English and German and can be downloaded here: www.sozialproduziert.at/ergebnisse



Principles and mission

Value creation through appreciation

We stand for a Europe and a world, in which **solidarity and sustainability**, within the meaning of long-term conservation and fair distribution of natural resources, are given priority. A world, in which all people may participate in social life **on an equal footing** (“inclusion”), and are welcome within the meaning of diversity and originality as an enrichment of society. A world, which lives love as its guiding principle, through confidence and appreciation in personal as well as in economic relationships.

SoPro intend to contribute, together with partners and clients / customers from economic enterprises, administration, social enterprises, agriculture and start-ups, towards a method of economic activity, which is based on appreciation: Appreciation of people, objects and our environment. The model of socio-ecological production is the starting point and companion for small and large-scale **social innovations with an ecological added value**. Through consultation and development, regional, high-quality products and services, produced in a resource-saving manner, come into existence. Through networking, support and marketing we provide for new orders for social enterprises and occupation for disadvantaged persons. Through support of eco-social entrepreneurial start-ups and through social franchising we facilitate social and ecological innovations. The activities of SoPro have positive effects upon persons occupied in enterprises, on society (through inclusion and social cohesion), on the environment and on economy.

The **SoPro Innovation Agency** is a beneficial, non-profit organization, which pursues aims precious for the whole of society. They direct their offers to public, economic and social enterprises as well as consumers that are aware of their social responsibility. The SoPro Innovation Agency pursue the goal of internationally establishing the model of socio-ecological production, through installation of national service points and regional partners: Economic and social enterprises, public institutions, agriculture, associations and private persons that are regionally organized and at the same time linked Europe-wide as the **SoPro value cluster**.

Our quality label, the trademark of “SoPro – socio-ecologically produced“ shall catch the attention of consumers on an international scale, and creates awareness of certified sustainable products and services, which have been produced mainly by disadvantaged persons, and which come up to social, ecological and regional criteria. Economy thus receives an instrument of communication of their commitment, and for public procurement social and environment-friendly criteria are safeguarded. Consumers receive products with a “sustainable biography” on which they may rely.

Motivation of initiators

We regard as fundamentals a cooperation shaped by Christianity, open to all men of good will in a spirit of service, an orientation towards the living God of the Bible and towards peace between men and in their own hearts.



I. ORGANISATION

SoPro Innovation platform

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Organisation and structure – SoPro Innovation platform

Legal form of EEIG – European Economic Interest Grouping

Corresponding to the demands of a comprehensive research and investigation, the legal form of EEIG (European Economic Interest Grouping) was chosen as the legal form of an internationally active platform. The following arguments were decisive:

- An EEIG is an international (European) legal form, which is acknowledged in the EU member countries and beyond.
- Most diverse legal forms may become members of an EEIG (i.e. economic enterprises just as well as public institutions, associations, cooperatives etc.)
- An EEIG is oriented to working in the interest of their members.
- An EEIG can be organized as a non-profit organization (no profits may be realized)

Structure of the SoPro Innovation platform

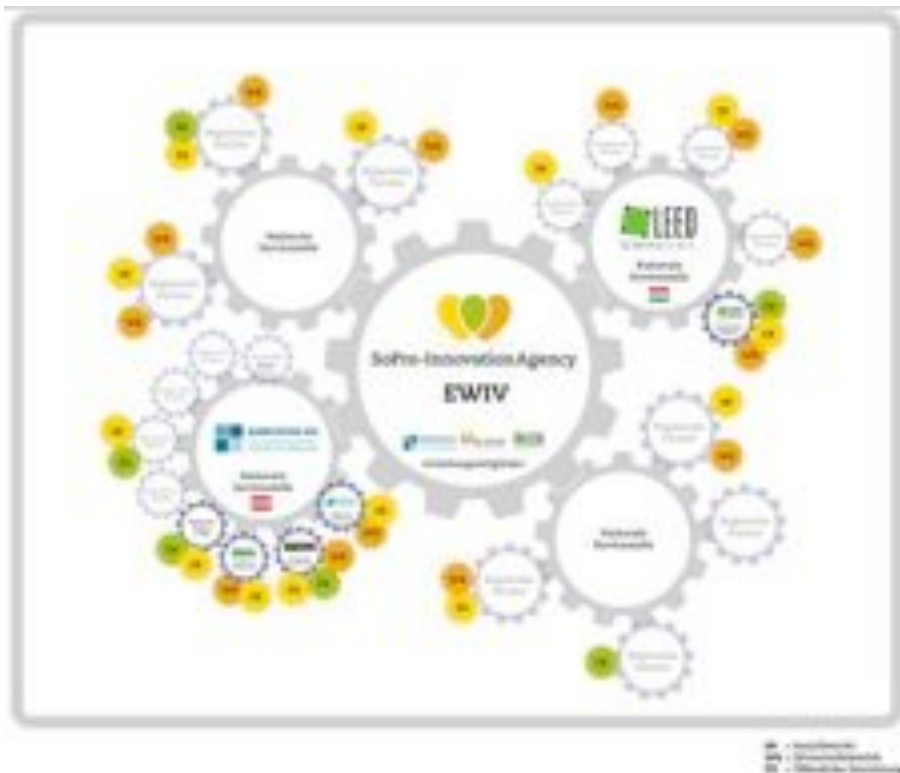
The structure of the future platform shall be designed in such a way that the EEIG acts as an umbrella or a center, respectively in which a “national service point” each per country shall have a vote.

In order to safeguard regional anchorage, furthermore there will be installed “regional service sites” in the single countries, which will be coordinated by the respective national service point. These regional service points are central contact points for economic enterprises, public institutions and social enterprises.

In order to integrate social enterprises, economic enterprises and public institutions as active players, a “value cluster” shall be created in the long run. Economic cooperation between various partners are the core of this network, which is based on the values of sustainability and appreciation for man and nature. Much information has been gathered concerning the organizational form of a “cluster”. The creation of a cluster is, however, only scheduled as a next step.



The following charts show the long-term organizational structure:





Task sharing within the SoPro Innovation Agency

The tasks within the SoPro Innovation Agency have to be harmonized between the umbrella organization EEIG, national and regional service points. – This will require some practical trial.

Tasks of the EEIG

The umbrella organization is responsible for the rough scope, provides for international dissemination of socio-ecological production (international projects), administrates the quality label etc.

In detail:

- responsible for internal communication, networking, decision structures
- organization of internal procedures and processes
- specification of standards: for instance for trainings of the consultation and procurement model (SoPro consultant)
- international administration of membership (cluster)
- international projects and internationalization (new countries, new members)
- administration of quality label
- development and implementation of model projects
- public relations and creation of awareness for strengthening socio-ecological production and a sustainable manner of consumption
- organization of international events
- marketing of products and services from socio-ecological production

Tasks of national service point:

- membership and communication with EEIG
- national expansion, projects, financing
- coordination of regional service points
- development and implementation of national model projects
- instruction / training of consultation and procurement model (SoPro consultant)
- active implementation of consultations in regions, where the are not (yet) regional service points
- development of products and services
- national product labelling
- national member administration (cluster)



- public relations and creation of awareness on a national scale
- organization of national events

Tasks of regional service point:

- participation in national network meetings (at least once a year), preparation of information for regional players
- coordination of SoPro consultation (avoidance of duplication)
- communication with national service point
- short documentation of all regional SoPro activities
- regional administration of cluster
- regional contact platform for enquiries about SoPro
- contact point for national and international enquiries about SoPro concerning regions
- active implementation of consultation and procurement model on a regional scale (plus product developments)
- financing options and projects within the region
- consultation on quality label



Establishment of a regional SoPro service-center – using the example of Styria

In order to be able to support and procure instances of cooperation between social enterprises, public institutions and economic enterprises also after the project period of the “SoPro – socially produced“ ETC project, or to apply the consultation concept to other “non-project regions”, the establishment of a long-term structure and network, respectively beyond the project period and the spatial limitation of this project is required. In addition to a European Economic Interest Grouping (EEIG) as the SoPro umbrella organization and a national SoPro coordination office, regional information centers shall be established (consolidation strategy).

Also the knowledge of regional structures, existing regional networks and the regional consultants are arguments for the establishment of regional offices, in order to safeguard area-wide consultation in the future.

It is required to make an “analysis of interests” on site, in order to be able to organize a regional office, but also mainly to finance it.

In addition to the search for a suitable regional information center, which may take over the concept for instance within a franchising system, strategical, financial and implementing partners are needed in the respective region.

Using the example of Styria, the present manual provides for suggestions for institutions and organizations that intend to establish SoPro in their region in the long run and plan to establish a regional information center for this purpose.

Structure of SoPro Innovation Agency

Umbrella Organisation EEIG

The SoPro-Innovation Agency is the international umbrella organization of the entire SoPro network. It coordinates all management processes within the SoPro network, and is in charge of quality assurance, further development and expansion of the consultation concept in general.

This umbrella organization is formed by a European Economic Interest Grouping (EEIG), to be founded in common, of the partner organizations of the present ETC project of “SoPro HU-AT - social production for the environment”. In case of need, i.e. expansion of the SoPro consultation area to further European countries, it can be expanded.

Concrete tasks see above.



National service and coordination office

The national coordination office is the national umbrella and service organization of the single regional SoPro information centers. It coordinates the national harmonization of the SoPro strategies, is responsible for training of SoPro consultants, administrates the granting of the SoPro trademark and many more.

Currently, the project partners BIENE Association – Soil and Bioenergy Network of European Countries (AT) and LEED (HU) act as national coordination offices for the SoPro network in Austria and Hungary.

When a new EU-member country participates in the SoPro network, also in this country a national coordination office must be identified and established. The most important features of national coordination offices are a nation-wide range of action as well as the dedication to a social and sustainable orientation of the respective organization.

Concrete tasks see above.

Regional service and consultancy-center

The regional information center consults economic enterprises and public institutions on social production. It provides for networking with social enterprises, supports cooperation, and supports the cooperation partners in the fields of documentation and public relations.

Within the framework of the SoPro consultation, it procures services, production steps (manufacture), ideas for the use of a residual product and/or the development of a CSR product together with socio-economic institutions to enterprises (and public institutions).

Ideally, the regional SoPro consultation shall be within an organization/institution that already has experience in consultation and long-standing contacts with the regional/local economy and public institutions on site.

Concrete tasks see above.

SoPro partners

Implementing partners / Consultation customers on a regional scale

The implementing partners are all private-economic enterprises, associations, organizations, public institutions and social enterprises that search and find one another within the network, in order to develop and introduce together new services and products within the meaning of the social production.

After implementation of the social production / service in the enterprise, the local partner may apply for certification of the product / service with the SoPro quality label at the regional information center.

The cooperation as an implementing partner may take place permanently or may be limited to a certain period (one-time/seasonal need).



Financing partners on a regional scale (potential)

In order to finance and organize the establishment of this network in the respective region, it is necessary to consider the existing structures and to identify the most important potential financing partners.

All institutions may be financing partners that are personally interested in the expansion of the idea of SoPro. The consultation services, regional public relations, granting of the quality label and all other tasks of the regional SoPro information centers (see above) must be financed.

As the SoPro consultation of economic enterprises and public institutions is a matter of a consultation concept suiting the CSR topics of “social and ecological sustainability”, it lies close at hand to undertake research in the respective region, whether the **provincial government**, the **Economic Chamber** and other regionally active institutions already offer **sustainability programmes for enterprises**, which might (at least partially) finance the SoPro consultation. Mostly such programmes are to be found in cooperation between more than one organizations, e.g. the Styrian WIN initiative in cooperation between the province of Styria and the Economic Chamber of Styria, the eco-business plan of the Department for Environmental Protection (MA 22) etc.

In Styria, the idea has come up to **address province-related information centers** concerning environmental and CSR consultation, and to suggest instances of cooperation in the field of the SoPro consultation. The background of this idea is the currently strained provincial budget in Styria, and the resulting difficulty to obtain financing for a new information center. If, however, a consultation organization mainly financed by the provincial government joins the SoPro network, the possibility of using the staff resources and PR-channels of the information center also for SoPro arises.

Furthermore in any case the **regional employment service** and the **Chamber of Labor** are contact partners for financing SoPro in the respective region. Both organizations are obliged to the employees and not to the employers in their orientation, but they might be interested in expanding the SoPro concept, as the social production aims at the long-term creation and safeguarding of workplaces on the second and third labor markets.

Strategical partners on a regional scale (potential)

All organizations and institutions are strategical partners that use their competence and existing structures and contacts, in order to support the long-time establishment of the SoPro concept in the respective region, but are not able to / do not want to provide direct financing of the SoPro consultation.

The activities of the strategical partners may comprise support in public relations using their existing PR channels, the expansion and support of the SoPro vision among political and economic decision-makers and many more.

The classical strategical partners for the regional SoPro consultation are provincial governments, administrations of towns and municipalities, the regional economic chambers, regional groups and associations.

In the fields of strategical and financing partners, there may certainly be overlaps.



Practical research / First ideas – Styria

Nachfolgend die ersten Ergebnisse der Recherche von konkreten AnsprechpartnerInnen für den Aufbau einer regionalen SoPro –Beratungsstelle in der Steiermark (Stand August 2014).

Potentielle regionale Beratungsstelle in der Steiermark

Subsequently, the first results of the research of practical contact partners for the establishment of a regional SoPro information center in Styria (status as of August 2014):

- **Styria environment education center (Umwelt Bildung Zentrum Steiermark)**

Type of organization:

Non-party, non-profit, cultural educational and consultation institution oriented towards the common weal.

Current fields of consultation:

Environmental education in the fields of waste/resources, sustainability, environmental protection, climate, energy, ecological footprint and many more.

Current main target groups:

Schools, educational organizations, consumer, cooperation with partners from education, science, economy, politics and media.

- **Styria Rural Development (Landentwicklung Steiermark)**

Type of organization:

Styrian control center for the development of the Agenda 21 in municipalities

Current fields of consultation:

Sustainable development in municipalities with the participation of male and female citizens

Current main target groups:

Municipalities, regions, associations, enterprises, schools, male and female citizens, institutions in Styria



Further optional organizations, already active in consultation that suit the SoPro vision as regards topics (sustainability mission), but are not permanently subsidized (by the province):

- **Wast Avoidance Association, joint venture (Verein ARGE Müllvermeidung)**

Type of organization:

Non-party association, environmental and sustainability area

Current fields of consultation:

Waste avoidance and conservation of resources, re-use/re-pair networks, development of business area for socio-economic enterprises in the environmental field and many more

Current main target groups:

Enterprises, public institutions, municipalities, socio-economic enterprises, male and female consumers, educational organizations and many more in Austria and abroad (EU projects)

- **Ecoversum Association (Verein Ecoversum)**

Type of organization:

Non-party association, environmental and sustainability area

Current fields of consultation:

Environment, environmental management, sustainability and human resources, regional development concepts

Current main target groups:

Enterprises, municipalities and public institutions

- **Dimitroff business consultancy (Dimitroff Unternehmensberatung)**

Type of organization:

Business consultancy, consultant of the economic initiative of sustainability – WIN, consultancy services may be subsidized up to 50 % or 70 %.

Current fields of consultation:

Enterprise waste management, management systems (cost-benefit check)

Current main target groups:

Enterprises, municipalities, waste management associations



Potential financing partners - Styria

- **WIN – Styrian economic sustainability initiative (WIN – Steirische Wirtschaftsinitiative Nachhaltigkeit)**

The economic sustainability initiative is a common initiative of the province of Styria, the Economic Chamber and the Styrian business development agency (SFG). It is the target of this initiative to support the Styrian enterprises in focusing the economic, ecological and social interests of the Styrian enterprises.

The WIN programme assists in improving the cost structure of enterprises, in developing new ideas for products and services, with which new business areas can be opened or existing business areas can be secured: all this with a focus on responsibility for nature and society.

The sustainability initiative is divided into three core areas, two of which suit the SoPro vision as regards topics:

Core area A: sustainable enterprise management.

- Sustainability-check consultation, evaluating potentials, developing ideas of improvement.

Core area B: sustainable management systems

- Analysis of the present situation in enterprises, establishment of new (environmental) management systems, integration of existing management systems.

Core area C: product- and process-oriented environmental and climate protection

- Cutting down resources in the enterprise, for instance through optimization of internal material-flows, improvement of emission situation and waste management, respectively, increase of energy efficiency.

In their tasks and targets, the core areas A and C perfectly suit the SoPro consultation concept. The CSR development for which SoPro strives and the support of creation and maintenance of workplaces in the second and third labor markets (core areas of the social production) pursue the same priorities as the core area A of WIN (sustainable enterprise management).

The SoPro activities, such as, for instance, developing new products for the social production out of production waste meets the priorities of the WIN core area C, the product- and process-oriented environmental and climate protection.

The target groups of the WIN initiative, just like those of the SoPro consultation, are enterprises and public institutions.

Basically, the WIN economic sustainability initiative subsidizes the first consultation and analysis of potential in enterprises and public institutions with 70 % of the project costs, or the net sum of a maximum of EUR 1,000.

The practical implementation is subsidized with up to 50 % of the consultation costs.



- **Chamber of Labour of Styria (Arbeiterkammer Steiermark)**

The online research has not yielded any direct results in Styria. Despite this, however, it is scheduled to get into contact with the Chamber of Labor of Styria and to evaluate, whether there is the opportunity and mainly the interest to enter into instances of cooperation in the field of the social production. The direct consultation of enterprises is not the task of the Chamber of Labor, as the focus is naturally on consultation of the male and female employees, on the occupation of persons in the second and third labor markets, slogan: just distribution, but it might still meet with interest.

- **Public employment service, provincial office, Styria (AMS Landesgeschäftsstelle Steiermark)**

In the work report 2014 of the public employment service of Styria eight strategies are mentioned, which mainly pursue the target, in addition to optimization of providing experts, to support groups of persons who are threatened by a permanent exclusion from gainful employment. The public employment service mentions in this context mainly persons, who encounter poorer chances in the employment market, either due to health impairments or due to lacking qualifications.

The strategies are as follows:

1. Effectiveness of training measures offered
2. Functioning quality placement
3. Fostering the integration of persons far from the employment market or with health-impairments
4. Intense support of young people at the time of transition from school to the job
5. Intensification of staying in contact through the electronic account with the public employment service
6. Intensified orientation towards the satisfaction of male and female customers
7. Further development of customer management and sales planning
8. Continuation of implementation of the gender mainstreaming

The strategy 8 is in line with the social targets of SoPro: By supporting and fostering disadvantaged persons, such as persons far from the employment market and with health-impairments, the public employment service assumes important socio-political tasks.

In its 2014 work report, the public employment service of Styria mentions the following activity under strategy 3, amongst others:

The targeted use and orientation, respectively of programmes for fostering employment and of institutions of consultation and support

In this context, there may be starting points for a cooperation within the SoPro network.



- **Economic Chamber of Styria (Wirtschaftskammer Steiermark):**
Within the framework of the WIN initiative, the economic chamber of Styria is addressed. If there are further programmes for fostering the ecological and social sustainability in enterprises (the online research yielded no results), this will become clear in the scheduled evaluation discussions with WIN.
- **Government of Styria – Departments of sustainability, economy and social affairs**
As all preliminary research and evaluation discussions with the Government of Styria have shown that there are currently no budget resources for a direct subsidy of the SoPro consultation, the efforts for cooperation by SoPro focus on the economic initiative of WIN as well as on implementation of the SoPro consultation in province-related information centers (see above).

Potential strategical partners in Styria

In addition to the classical (potential) strategical SoPro partners, such as the Government of Styria, the Economic Chamber of Styria, the Chamber of Labor of Styria, the public employment service etc., the focus of research was mainly directed towards existing regional associations. According to the most various targets of regional associations, in the first place the following initiative has been identified as suitable to be addressed as a strategical partner for the SoPro network:

- **ECO WORLD STYRIA**

Eco World Styria is a cluster of currently 170 Styrian enterprises and institutions that are dedicated to fostering environmental technology.

The ECO WORLD STYRIA environmental technology cluster GmbH is owned by the Styrian business development agency (SFG), the province of Styria, department 14 – waste management and sustainability department, the city of Graz, department of economic and tourism development, the Binder+Co AG, the e² group environmental engineering GmbH (e² group umweltengineering GmbH), the FIBAG research center for integral construction (FIBAG Forschungszentrum für integrals Bauwesen AG), as well as the KWB power and heat from biomass GmbH (KWB Kraft und Wärme aus Biomasse GmbH). Financing is made through contributions by the members, project earnings as well as subsidies by the owner and the European Union within the framework of the EFRE programme.

The member enterprises are active in the fields of: Biomass, biogas, biodiesel; Solar power, photovoltaics; Waste and material flows; Water; Energy efficiency

The interest of SoPro has already been expressed on behalf of the executive board, and further discussions are scheduled. ECO WORLD Styria has a huge network of enterprises which may be addressed on behalf of SoPro. As a strategical partner, ECO WORLD Styria might participate mainly through its various PR-channels in the expansion of the SoPro concept.



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- **Styrian volcano land (Steirisches Vulkanland)**

79 municipalities in the districts of South-Eastern Styria, Fuerstenfeld and Weiz form the region of the Styrian volcano land. Within the framework of this cooperation, this region is committed to its vision to design its future sustainability in its own responsibility in the human, ecological and economic respect: to take intelligent steps and measures already today, in order to sustainably and responsibly design the value and dignity of this special living environment. The common work for this region means to this volcano land to substantiate targets in common with the participation of responsible male and female citizens, and to integrate equally the views of economy, ecology and the area of social cooperation.

The Styrian volcano land might expand, advertise and support the SoPro concept in the region of the volcano land as a strategical partner. Especially the value creation in the respective region (one of the main targets of SoPro) is also in the deep interest of this regional association.

- **and many more**



II. SOPRO CONSULTANCY MODEL

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SoCoPro – Cooperation of private enterprises, public institutions with social enterprises

A focus of SoPro is the networking between responsible enterprises and public institutions with social enterprises. To initiate such cooperations, enterprises and public authorities can utilise consultancy- and mediation-services of SoPro.

As an innovative link, SoPro procures based on partnership and appreciation at eye level between possibilities and potential of disadvantaged persons and the requirements of economic enterprises, public institutions and private consumers. We support the process and develop high-quality products, services and projects, which are implemented together with disadvantaged persons. We link the offers of social enterprises, and support them in sales and marketing.

Socio-ecological production is the starting point and companion for small and large innovations, imbedded into a system of sustainable economic activity. Its benefit lies with individuals (people and enterprises), as well as with society as a whole (inclusion, social cohesion).

Consultation – Development – Procurement

Our consultancy-offer comprises:

- Free or funded **initial consultation** – with inspection on site, check of residual material (which high-quality residual materials occur in your enterprise, which are suited for up-cycling production or re-utilization), check of regionalism (offers of social enterprises in your closer surroundings), check of core business (which fields relevant to your enterprise are possibly suited for “social cooperation”?)
- **Development and procurement** of individual and innovative products and services, which are drafted and implemented in common according to criteria of eco-design (up-cycling of residual materials, utilization of renewable raw materials, certified preliminary products)
- **Support of implementation:** procurement and implementation in a regional social enterprise, quality management, handling, cost accounting etc.
- **Public relations** (optional): documentation, PR activities, presentations, event management, social media activities.
- **Special offers** for social enterprises in the field of marketing, quality-management etc.

We offer various CSR consultation packages: product development, procurement of services up to implementation of innovative CSR projects.

The SoPro team develop innovative products (especially in the field of upcycling) and services: from the classical giveaway and merchandising production up to complex products / services and project management.

Consultancy model of socio-ecological production

Seven steps towards socio-ecological co-production = SoCoPro using the example of Variotherm

I. CONSULTANCY

Step 1: Acquiring enterprises / public institutions

Target: Finding and acquiring economic enterprises interested that intend to make use of the SoPro procurement and consultation process.

SoCoPro (social co-production) extends from the market (from economy) to the offer (products / services by social enterprises). In order to be able to start SoCoPro at all, economic enterprises / public institutions interested are needed. The first question comes up: In which way does the SoPro consultant get into contact with them?

Good contact points are economic enterprises dealing consciously (or unconsciously) with the topics of sustainability / CSR (Corporate Social Responsibility). In part these economic enterprises are linked in networks concerning the topic of CSR (e.g. RespACT, WIP etc.). It is a good option to present SoPro at events around the topic of sustainability, for instance at the regulars' table of the regional Economic Chambers.

Contact person:

In larger economic enterprises, there is often an environment and quality manager -> getting into contact directly is an advantage (persons are often more important than organizations).

Important: In case of enquiries and expressions of interest by economic enterprises it is recommended to consider the philosophy of the respective enterprise and the public opinion about these companies. Economic enterprises may be declined in single cases, if there are reasons against them (size, dealing with the environment or employees, bad reputation etc.)

This is important, because otherwise SoPro runs the risk of being used by economic enterprises as a kind of sustainability appearance, although these companies otherwise deal with the environment or people (employees) badly. This damages the credibility of social production.

Step 2: Preparation of enterprise consultancy

Target: Starting the first consultation well-prepared, well arranged as a team.

Before the first SoCoPro consultation in an economic enterprise, it is useful to research some basic information about the economic enterprise, and to exchange information within the respective team of consultants (according to information available on the phone / by mail or also personally).

The following items should be prepared:

- Facts about the economic enterprise (branch of trade, size etc.)
- Partly also before the first consultation a clear interest has been uttered (in preliminary talks, e.g. processing of a residual material, service)
- Which team of consultants will be present (important to be clarified in case of varying teams), and how can the roles / competences be distributed?
- Preliminary considerations regarding needs / concerns of the economic enterprise
- Which social projects are there at close distance?

Concerning team of consultants and distribution of roles – the following competences have proven very helpful in consultations:

- Waste industry: legal and logistic aspects of the topic of residual materials
- Craft / design / creative: concerning the theoretical development of ideas as well as the practical development of new, creative products made of waste materials (for details, refer to step 4)
- Social economy: Knowledge about social enterprises – local, structures, how they work, their type of economic activity (especially important for step 5)
- Economy / marketing: knowledge about economic structures and procedures (mainly concerning the procurement of services) and marketing know-how, respectively, if new products shall be developed out of residual materials.
- Section competence: sustainability and CSR (ecological, economic and social dimensions of sustainability).

Step 3: First consultation

Target: open exchange lasting two to three hours, in order to procure basic information about SoPro and to learn to know the problems and concerns of the economic enterprise.

The team of consultants should at least consist of two persons, in order to be able to distribute competences, to facilitate reflection, and to develop ideas in common (towards step 4).



Also on behalf of the economic enterprise it helps if not only one person participates in the first SoPro consultation, and stays involved in the SoPro consultation process for longer periods, respectively.



In the course of the first consultation, the fields of specialization of these person are frequently not yet known (unless there is a clear interest):

- e.g. marketing – for creative further treatment of enterprise waste
- e.g. production – for procuring a production step
- e.g. administration – for buying a service in addition
- also a short contact with the executive board may be useful.

Hint: Provide for a good and rather undisturbed atmosphere; be well-prepared, open and curious for he talks.





Process of consultation:

- Introduction of the SoPro project and the SoCoPro offer: procurement of services by social enterprises
- facts and basics about the economic enterprise
- Tour through the economic enterprise: of crucial importance(!) -> facilitates a survey of the economic enterprise and steps of production, respectively, allows for concerns and problems uttered by the representative of the respective enterprise, facilitates many questions.
- Reflection of the enterprise tour, ideas for SoPro links, details about residual materials etc.
- Determining the next steps in common.



Hints:

- *Lending an ear to matters considered a problem / difficulty by the economic enterprise – a good precondition for win-win links to SoPro.*
- *Not only focusing on residual materials, but also considering services.*
- *Taking pictures(!), if the economic enterprise agrees, of the enterprise tour, residual materials, persons and a group picture(!) for subsequent reports, public relations may help a lot).*

Concerning ideas for SoPro links / next steps:

Possibly, also the first consultation shows that the topic of social production is not relevant to the economic enterprise after all. Then it may naturally be sensible already at this point to disrupt the process. Experience shows, however, that all economic enterprises on the whole wish to continue with this topic and, even there is no immediate link, are interested in development steps.

Important: Recording selected points of results, and distribution of the minutes to the participants of the first consultation

Variotherm: Extract from the documentation of consultation – process of the first consultation



II. DEVELOPING

Step 4: Developing

Target: Clarifying of and preparing for implementation a completely sustainable idea, in the best case, in discussion with the economic enterprise

The development of SoPro links and ideas starts already with the first consultation, and there are often already practical ideas of implementation. In other cases, the development of these ideas requires several “loops”.

Important: Reflection among the team of enterprise consultancy (directly after first consultation), periodical meetings for exchange of intermediate result of consultations of all consultants of a region..

Consider in development:

- *Socially produced:* the predominant share of production must be performed by a social enterprise.
- *Ecologically produced (saving resources):* for instance, using residual materials and materials made of renewable raw materials, using no components with problematic substances, developing high-quality, durable, low-waste products.
- *Regionally produced:* the predominant share of production shall be performed in the respective region (maximum of 150 km around the enterprise of the client).

Developing of the idea in the interplay between the consultancy team and the economic (and social) enterprises:

Our experience shows: The social enterprise should not be addressed too early with an idea (not to hand it over too early). According to situation further dates are required for a personal exchange with the economic enterprise.

Also at this stage there is the opportunity for the development not to yield any idea ready for implementation, which may lead to the disruption of the SoPro consultation process.



III. PROCUREMENT / NETWORKING

Step 5: Networking

Target: Finding a social enterprise that intends to assume the task.

At a certain stage of development it is useful to address a social enterprise with this idea and to clarify options of manufacture.

Possible procedure:

- Enquiring with social enterprise(s)
- Describing order
- Procure cooperation between economic and social enterprise (stay in communication)
- Ordering of social enterprise by economic enterprise (agreement and preliminary agreement, respectively)

2 social enterprises involved in Variotherm:
 GESA St. Pölten (production of USB sticks)
 women's project fairwurzelt (production of wrapping)



IV. SUPPORT

Step 6: Supporting

Target: Supporting, tracing and maintaining procedure of practical implementation between the economic enterprise and social enterprise.

Experience shows that it is quite often not sufficient to procure only between the needs (of an economic enterprise) and the offer (of a social enterprise, for instance truck canvases and producers of bags made of canvases). These processes once initiated easily vanish. Furthermore it is also sensible to stay in communication, in order to learn about the development of the respective instance of cooperation. Documentation and a report and the results thereof may be useful for further consultations.

At this stage it is a matter of support, continuity, staying in contact with both partners, enquiring in case of need (too long interruptions), possibly clarifying misunderstandings / different views and expectations, communicating in detail, for instance in respect of time: the economic enterprise wants the service (product or service) immediately, the social enterprise needs more time to handle or has difficulties with too huge amounts.



Step 7: Report / results / public relations

Target: Documentation of the procedures and results (for each product procured / each service procured)

Documentation: Pdf sheet of "documentation of consultation"

Documentation servers for:

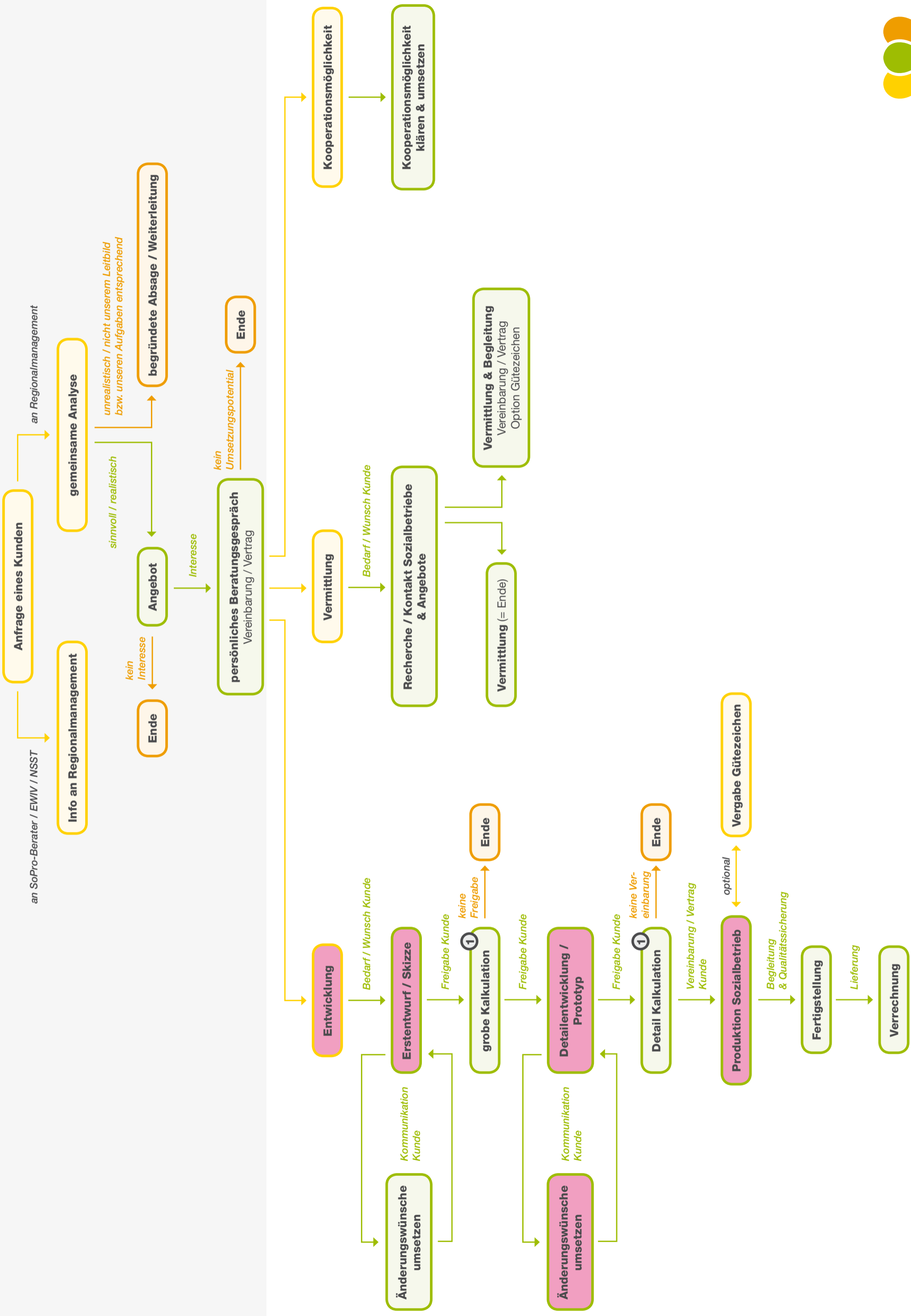
- Making visible the process of procurement and the work performed (within the project)
- further development of the concept of SoCoPro
- promotion of further parties interested
- public relations / PR
- evaluation and quality management

Products and services developed by SoCoPro may be procured and developed further via the SoPro Innovation Platform.

The SoPro Innovation Platform develops a functional structure for this platform, in which active and interested economic and social enterprises become members.



Web-Bericht über die Produktion von SoPro-Give-Aways für Vario





III. SOPRO QUALITY-LABEL

Chapter contents:

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„SoPro certified”: Incentive for sustainable procurement and consumption

The trademark of “SoPro socio-ecologically produced” distinguishes certified sustainable products and services, which have largely been produced by disadvantaged persons, and which meet social, ecological and regional criteria. Economy thus receives a tool of communication of their commitment as well as an increase of marketing opportunities of their products. For public procurement, social and environment-friendly criteria are safeguarded. Consumers receive products with a “sustainable biography” and of high quality, on which they can rely.



The bases for this quality label were developed in the “SoPro HU-AT” 2012-2014 project, fostered by the EU. As of spring 2015, enterprises and public institutions may apply for this quality label for products and services produced in cooperation with social enterprises, social enterprises for their own products and services.

The SoPro innovation platform supports in marketing and distribution of certified products on Qualthe website, by e-newsletters and through processes of procurement with enterprises and public institutions.

More and more enterprises and public institutions intend to assume their social responsibility and produce sustainable products and use services, which do not only meet the ecological dimension of sustainability, but also the social dimension.

The quality label of “SoPro – socio-ecologically produced” shall raise the attention of international consumers and create awareness for certified sustainable products and services, which meet social, ecological, regional, innovation and quality criteria. The social criterion safeguards that products and services distinguished by this quality label have largely been produced and offered, respectively by disadvantaged persons. Persons are said to be socially disadvantaged, if their opportunities of social participation are limited, because they are affected by poverty and/or social exclusion. These are especially vulnerable groups, such as long-term unemployed, persons with a migration background, single parents, and families with several children.

In a guideline also the EU has affirmed that decision-makers in public invitations to tender shall in the future take social criteria into consideration. The SoPro quality label safeguards social and environment-friendly criteria for the public procurement.

Economy thus receives a tool for the communication of their commitment, because the example made is of crucial importance for a sustainable social change of awareness.

Consumers also want meaningful products “with a sustainable biography”, on which they can rely.



Target groups

“SoPro-certified” is directed towards economic enterprises that intend to proudly distinguish their socially produced products, and the consumers receive an orientation aid and an added value: responsible action in favor of the community. Their attention is drawn to environment-friendly and social (socio-ecological) products among the range of goods.

„SoPro-certified“ shall also motivate producers to take into consideration, already at the time of development of new products, which components can be produced with the help of disadvantaged persons, which services of social enterprises can be integrated. Moreover, awareness of eco-design shall be increased: orientation towards the principles of sustainability. The target is to achieve the maximum benefit for all players participating (along the value chain) through an intelligent use of available resources, at the same time minimum environmental impact and under socially fair conditions erreichen



A dynamic process shall thereby be triggered on the market, which influences the structure of offers positively towards socio-ecological products (effect of competition).

Furthermore, only these proven socio-ecological products are distinguished, which also show an adequate usability (high quality).

SoPro quality label: Criteria overview

Products and services distinguished by the quality label of “SoPro-certified” must comply with a range of criteria, which are assessed by an internal expert committee in the fields of social affairs, economy and ecology. The criteria are constantly examined by an external advisory board (renowned persons from the economy, public institutions, science and social enterprises).

These criteria are as follows: social (mainly produced by disadvantaged people), resource-saving (ecology), regional (economy), high-quality and innovative.

Details regarding criteria see below.

The connection between the different criteria render the quality label a unique multi-dimensional sustainability label. This trademark creates equally awareness of the significance of sustainability, regional economic activity and social balance.

SoPro quality label – Criteria

SOCIAL

Products / services are produced / performed in social enterprises and by disadvantaged persons, respectively.

A considerable share of the respective product is manufactured in the social enterprise, and a considerable share of the respective service is performed by the social enterprise, respectively.

Social enterprise: at least 30 % of persons occupied are disadvantaged (e.g. socially inclusive enterprises and social projects and occupational institutions, respectively)

Or: The lion's share of the production steps required for the production of the respective product (at least 50 %) is performed by socially disadvantaged persons.

Socially disadvantaged persons are adequately occupied through production of this special product.

The production of product and service, respectively corresponds to the abilities / interest and offers qualification opportunities for the persons occupied.

The enterprise generally offers an adequate and sensible occupation for socially disadvantaged persons (in the view of the enterprise and of the male and female workers).

The enterprise facilitates appreciative, dignified working conditions for its male and female workers (job, earnings etc.). Persons occupied are occupied according to their abilities and with the target of fostering their personal development.

ECOLOGICAL

Components and resources are ecologically advantageous and are in addition oriented towards eco-design criteria (environmental effects over the entire lifecycle of a product).

Utilization of residual materials (may not contain any harmful substances), or renewable domestic raw materials (ecological criteria of cultivation) and utilization of certified raw materials / preliminary products.

Service: performance according to ecological criteria (e.g. nature in the garden).
Choice of required material resources according to ecological criteria.

The product must have at least the same ecological standard as comparable environment-friendly products on the market.

Especially, if no residual materials, renewable domestic raw materials or certified preliminary products are used, the components must be justified ecologically as the only sensible alternative.

REGIONAL	All production steps are performed in the region of the client or in the region of the social enterprise. <u>Service</u> is performed within the respective region.
	Region is in a radius of less than 150 km of the client and social enterprise, respectively.
	Or: With a statement of reasons, also the European regions (NUTS-2 region for Austria) are recognized as regions.
	Raw materials and preliminary products come from the region around the producers (e.g. social enterprise). <u>Service</u>: material resources are largely produced and processed within the region.
	Raw materials and preliminary products come from the region of the producer / service provider (= social enterprise).
	Or: If the raw material / the preliminary product / the resource is not regionally produced and available at a regional producer's, respectively, it may be acquired from a regional supplier.
Or: Raw material / preliminary product / resource may be acquired from a greater distance, if it is not regionally available or if this is preferred for ecological reasons.	
QUALITATIVE	High-quality and quality-assured product / service
	Fulfilling the obligations under labor law and legal obligations of warranty (terms and conditions).
	The product comes up to the quality requirements of goodworks: durability, stability, functionality; but also creativity, unique character and others are considered in this context.
	Quality-assured products and services: the enterprise is obliged to elaborate and apply internal measures of quality assurance for the respective product / service. This also comprises customer-oriented management of complaints. Optionally, in connection with, if available, official plant quality management systems (ISO, EFQM etc.).
INNOVATIVE	Innovative as regards product and service, respectively
	Innovative in communication, in cooperation with social enterprises, in production process, functionality, disposal, marketing, novel instances of cooperation, functional design, treatment of resources etc.



SoPro quality label: description of criteria

Socially produced

Products and services distinguished with the SoPro quality label are produced in social enterprises and by disadvantaged persons, respectively. Clients and customers thus contribute towards social balance, facilitate more participation and job opportunities for socially disadvantaged persons, and foster fair and appreciative working conditions.

Social criteria: Every single one is so important – just like the whole!

SoPro facilitates job and qualification opportunities and thus social participation and appreciative working conditions in times of increasing joblessness and exclusion of disadvantaged persons. The social criteria mean:

- Contribution towards a more balanced and thus socially sustainable society
- Job opportunities for socially disadvantaged persons
- Facilitating of social participation (social inclusion) of disadvantaged persons
- Fostering of fair and appreciative working conditions
- Development of human capital (qualification, support)

What does “socially” produced mean?

Products and services distinguished by the SoPro quality label must come up to certain social criteria. These criteria refer to enterprises in which the respective product is produced and the respective service is offered, respectively. These are enterprises occupying disadvantaged persons and pursuing social aims. These are largely “socially inclusive enterprises”, which are often non-profit enterprises and which occupy long-term unemployed or persons with disabilities (at least 30 % of the persons occupied are socially disadvantaged, this number refers to the EU procurement directive of January 15, 2014, Art. 20). These also may be private-economic enterprises, which do not comply with the criterion of the 30%-share, in which socially disadvantaged persons are occupied for certain production branches or services in a targeted manner. In this case, the lion's share of the production steps required for the production of the respective product (at least 50 %) must be performed by disadvantaged persons themselves.

In addition, the quality label safeguards that persons occupied in these enterprises are occupied according to their abilities and with the target of fostering their personal development.



Ecologically and resource-conserving

Products and services distinguished by the SoPro quality label fulfill criteria of environment-friendliness. In this context, the raw materials, components and resources used are taken into consideration, as well as the environmental effects over the whole lifecycle of a product and the long-term effects of a service, respectively.

Ecological criteria are important!

The resource consumption of mankind has been rapidly increasing for decades, mainly the industrial nations consume clearly more raw materials and energy than are provided by nature in the long run. Our economic activities up to now have destroyed natural assets at the cost of poorer countries and future generations. A responsible treatment of natural resources is an indispensable basis for long-term sustainable economic activity.

- Conserving resources: reduction of consumption of material and energy
- Avoidance of substances polluting the environment
- Environment-friendly production along the chain of value creation
- Expansion of environmental know-how in enterprises and among persons participating
- Utilization of residual materials: longer utilization of precious resources, waste avoidance
- Utilization of renewable raw materials, under consideration of ecological criteria of cultivation
- Fostering ecologically compatible production of raw materials
- Climate protection

Products and services distinguished with the SoPro quality label are good for the environment

Whoever receives the quality label, uses ecologically advantageous materials with little consumption of resources. This applies to the direct components of a product as well as to resources of material and energy that are required for the production of a product and the performance of a service, respectively. All materials used must be ecologically compatible, at least a part thereof must have a special ecological advantage. The release of environmental pollutants must be avoided or reduced as much as possible. Products must be designed in such a manner that they can be sensibly used for as long as possible, and be reused or recycled in an environment-friendly manner in the end. Services and products, the use of which has a polluting effect on the environment (for instance on account of excessive energy consumption), cannot be awarded the quality label. For the examination of ecological advantages, the established environmental certifications and the expertise of environmental experts are used. In addition, the quality label safeguards that persons occupied in these enterprises are occupied according to their abilities and with the target of fostering their personal development.



Regionally produced

Regionalität ist wichtig!

SoPro aims at regional production and high regional value creation. In times of increasing globalization of economic processes, it is a matter of utilizing regional chains of value creation in the sense of sustainable development.

- Safeguarding of regional jobs
- Cutting down transport distances
- Regional retention of purchasing power
- Climate protection
- Resource efficiency: prolonging the utilization of the materials cycle
- Creation of regional opportunities of income and occupation
- Increasing awareness of regional and global contexts
- Supporting regional economic cycles
- Formation of new alliances for a sustainable regional development

SoPro products and services are produced regionally

SoPro products and services are exclusively and largely, respectively produced, processed and performed using resources, raw materials and preliminary products from the respective region (target: within a radius of 150 km) of the client and social enterprise responsible for production, respectively. If high-quality preliminary products are not available in the respective region and cannot be supplied by a regional distributor, a justified supra-regional purchase is possible. Preliminary products with a recognized certification and of proven high ecological quality, respectively may be supplied from a radius of more than 150 km.



High quality

Products and services distinguished with this quality label fulfill a certain measure of quality. This means, they are functional, conceived in a preferably durable manner, repaired easily, customer-oriented etc. In order to safeguard high quality, producers and suppliers must elaborate and apply measures of quality assurance for the respective product and service, respectively.

High quality instead of cheap goods and throw-away society!

In times of the so-called throw-away society and planned obsolescence (the conscious shortening of the life-span of products), quality is increasingly less relevant. Cheap bulk goods from the Far East, often produced under precarious working conditions, overstock our stores. SoPro is working against this trend!

Quality is important, because male and female customers shall be satisfied with products and services for a long time, because it is a matter of creating confidence, because social enterprises are able to produce more than simply handicraft work for the X-mas market.

Quality is important, because these products are of higher value and have a longer life-span or/and are easy to repair, and thus are not thrown away so quickly.

High-quality products with a biography

The SoPro checking procedure safeguards high quality of products and services:

- The products comply with all legal requirements, especially legal warranty obligations (terms and conditions).
- The products correspond to certain quality requirements, durability, stability, fulfilling their function; but also creativity, unique character and others are taken into consideration.
- These are quality-assured products and services: The enterprise is obliged to elaborate and apply internal measures of quality assurance for the respective product / service. This also comprises customer-oriented management of complaints. Official plant quality management systems (ISO, EFQM etc.) may simplify this process, but they are not a precondition.

An essential characteristic of quality of SoPro furthermore consists of distinguishing products and services with a biography, which provides for transparency in respect of their raw materials / preliminary products, their materials and their producers.



Innovative

The SoPro trademark makes visible the innovative character of products and services produced by socio-ecological production. In this context, light is thrown on various types of innovation (social, ecological, technical etc.). Innovations are important in order to facilitate and to foster a sustainable, resource-conserving lifestyle.

Innovations as a contribution towards a sustainable lifestyle!

Innovation means renewal, i.e. in the figurative sense innovations deal with improvements, developments, novel solutions. The concept of sustainability has a lot to do with innovation, for a sustainable lifestyle means that we could get by with far fewer resources in Europe in the future (studies point to up to a tenth of resources currently consumed!). If a corresponding living standard shall be maintained, not only technical renewal and a much more resource-conserving lifestyle are required, but also mainly social innovations for a society, which is based on solidarity and community.

SoPro promotes social, technical and ecological innovations

Innovation is a cross-section criterion of the SoPro quality label, because it plays a role in all other criteria (social, ecological, regional, high quality). Through the trademark, the innovative character of products, services and processes in socio-ecological production becomes clear. Innovations as such are made visible, and thus can be multiplied.

SoPro considers innovations on various levels:

- Technical innovations on the level of products, for instance upcycling, eco-design, functionality of products, manufacturing process
- Ecological innovations: resource-conserving production, durability of products, easy to repair etc.
- Social innovations: inclusion of socially disadvantaged persons in the production process
- Innovative processes and communication, e.g. appreciation and cooperative cooperation between economic enterprises and social enterprises; strengthening of regional chains of value creation
- Innovations in the fields of marketing
- Etc.



IV. SOPRO SOCIAL FRANCHISE

Chapter contents:

MTR production manual	p. 38
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Handicap tailor's	p. 47



PRODUCTION MANUAL

Instructions for the independent production of recycled products out of used waste containers for franchisees of the social franchising model of waste container recycling.

This production manual is an integral part of the social franchising agreement.

The production steps described herein shall be regarded by the franchisee in the first place as assistance for the establishment of their own production. The production itself, however, shall be observed within the meaning of compliance with the basic thought of the project inventors. This means this project shall in the first place comply with the social and environment-friendly basic thoughts, and not be implemented for purely commercial reasons.

Contents:

Production steps for the production of recycled snow pushers and shovels

pp. 3 to 6

1. Delivery of used waste containers to the production site
2. Unloading of used waste containers
3. Storage of used waste containers
4. Transport from the storage to the production site
5. Marking for cutting out the snow pusher blades
6. Drilling of holes for fastening the wooden shaft to the pusher blade
7. Cutting out of the snow pusher blades
8. Deburring of snow pusher blades
9. Washing of the snow pusher blades cut out
10. Drilling of holes in the shaft
11. Mounting of shafts to the snow pusher blades

Checklist for production

p. 7

1. Waste containers
2. Size of the snow pusher blades
3. Shafts
4. Branding

Instructions for operation of the CNC milling machine

p. 8

The single production steps

The production steps mentioned herein are based on the experience of Lilienfeld Emmaus, where the recycled snow pushers for Lower Austria have been produced. Any further production site will certainly acquire their own procedures and best practice due to spatial and other conditions.

1. Delivery of used waste containers to the production site

In order to safeguard a smooth and efficient production process, the waste containers should, if possible, already have been washed before delivery. Furthermore, the wheels at the bottom of the waste containers should already have been removed. This also facilitates more stackability for transport and storage of containers. In addition, the residual material need not be separated separately, when it comes to further processing (for instance, plastics granulation).

Materials required:

Delivery – pick-up truck
 Preliminary cleaning – pressure washer
 Disassembling of wheels - hammer

2. Unloading of used waste containers

Unloading of used waste containers may on the one hand be performed manually, on the other by means of a lift truck. Careful overturning of the waste containers is not recommended, because the containers may be damaged, but it can certainly be done.



3. Storage of used waste containers

For spatial reasons the waste containers are often stored outdoors. Ideally, they should be stored indoors.



4. Transport from the storage to the production site

In this context, it is recommended that storage and production site be at close range. This shortening of distance may save much time and energy. The waste containers are brought to the workshop for production in small amounts. In this context, transport by means of a hand truck has proven sensible.

Materials required:

Hand truck

5. Marking for cutting out the snow pusher blades

For this purpose, the waste containers are laid sideways on pallets stacked one upon the other, or on a suitable table. Thus the workers do not have to bend down so much. Then the shape of the future snow pusher blade is drawn by means of a prefabricated jig and a waterproof white paint stick on all sides of the container, which can be used. It must be considered further that there are five different jigs, which can be used, on account of their size, only in certain waste containers.

Materials required:

Workbench

XL jig for waste containers with a capacity of 240 litres

Power jig for waste containers with a capacity of 240 litres

Standard jig for waste containers with a capacity of 120 litres

Kids jig for waste containers with a capacity of 80/90 litres

Car jig for waste containers with a capacity of 80/90 litres

White waterproof paint stick: Edding 750 paint marker



5.1 Quality assurance

If quality shortcomings can be detected within the marked area of the container, it need not be processed further. Cracks, fissures or a strongly burnt and crusted inside of the container respectively render the products produced thereof unsaleable.

5.2 Snow shovel

The snow shovel is directly cut out of the container bottom. The models SNOW SHOVEL LARGE (out of 240 litre containers) and SNOW SHOVEL SMALL (out of 120 litre containers) are produced. It is recommended to cut out a snow shovel of all containers with a clean bottom by means of jigs and tools as described below. Experience shows that a maximum of one third up to half the containers come into consideration for the production of shovels. The rest is too dirty.

6. Drilling of holes for fastening the wooden shaft to the pusher blade

The respective jigs for marking the shape of the snow shovel blades also have a mechanism for drilling the holes. This mechanism has two guide sleeves. When the jig is applied, i.e. after marking, two holes are immediately predrilled by means of a 6 mm drill with a commercial drilling machine. The wooden shaft is later on screwed to the snow pusher blade by means of these holes.

Materials required:

Jigs

Drilling machine

6 mm drill



Jig



7. Cutting out of the snow pusher blades

Cutting out is performed manually, by means of a commercial electrical jig saw. It is sawn along the designed white line.

Materials required:

- Jig saw
- Saw blade Bosch T 101D wood



8. Deburring of snow pusher blades

The snow pusher blades cut out are exclusively deburred at the edges by means of a wire sponge and cold water.

Materials required:

- Vileda stainless steel pot cleaner
- wire sponge

9. Washing of the snow pusher blades cut out

The snow pusher blades cut out are scrubbed and washed by means of a wire sponge and clean water. A water basin may be an old bathtub, for instance. Furthermore it is recommended to perform washing under running water, in order to get into contact with as few bacteria as possible. Chemical detergents are not used at all.

Materials required:

- Vileda stainless steel pot cleaner, wire sponge
- Running water
- Water basin



10. Drilling of holes in the shaft

For this purpose, three jigs suiting the three different shaft sizes are created. These jigs are stuck to the shaft, already milled by the carpenter's, and bored with a 6 mm drill.

Materials required:

Holzstiele

Wooden shafts

Length of 150 cm / DM 3.0 cm

Length of 130 cm / DM 3.0 cm

Length of 85 cm / DM 3.0 cm

3 jigs

6 mm drill



r

11. Mounting of shafts to the snow pusher blades

Mounting of the respective wooden shafts to the respective snow pusher blades: For this purpose, the screws are stuck into the bored holes of the snow pusher blade cut out. Then the screws are beaten into the snow pusher blade by means of a hammer, so that they have a tight fit.

Afterwards the blade is turned, and the bored shaft is mounted to the screws of the blade sticking out. Then the screw is fixed with a washer and a self-locking screw nut on the other side. The screw nuts are tightened by a ratchet or a drilling machine attachment and a 7 mm nut.

For saving storage capacities, it has proven sensible to store the shafts unmounted, apart from the snow pusher blades. Thus the snow pusher blades can be stacked more easily and require only a fraction of the space.

Materials required:

DIN603 M 6 x 35 GAL V. galvanized screws, round head screws for power and XL blades

DIN603 M 6 x 30 GAL V. galvanized screws, round head screws for standard, kids and car blades

Washers: car body washers, galvanized washer 6.4x20

Screw nuts: safety screw nuts DIN 985/8 M6, galvanized

Ratchet / nut

Hammer



Checklist

1. Waste containers

For the production of the five different recycled snow pushers, the following sizes of waste containers are required:

X-Large RSS: 240 litres

Power RSS: 240 litres

Standard RSS: 120 litres

Kids / car RSS: 80/90 litres

From experience we can say that per used waste container delivered on an average two snow pushers can be produced.

2. Size of the snow pusher and shovel blades

The franchisee shall receive five jigs for the production of pusher blades after signing of this agreement. If any own jigs should be used by the franchisee, these have to comply with the official measurements:

X-Large RSS: 71 x 36.5 cm

Power RSS: 51 x 36.5 cm

Standard RSS: 45.5 x 30.5 cm

Kids RSS: 42 x 26 cm

Car RSS: 30 x 26 cm

Snow shovel SMALL: 35 x 30 cm

Snow shovel LARGE: 45 x 33 cm

3. Shafts

For the production of the four different recycled snow pushers, which are equipped with three different shafts, the following wooden shafts are required, which must be made of Austrian hardwood:

RSS X-Large shaft / snow shovel LARGE shaft: length of 150 cm / DM 3.0 cm

RSS power shaft: length of 150 cm / DM 3.0 cm

RSS Standard shaft & snow shovel SMALL shaft: length of 130 cm / DM 3.0 cm

RSS Kids / car shafts: length of 85 cm / DM 3.0 cm

The shafts are milled for later mounting of the snow pusher blades at one end. These wooden shafts can be ordered from the franchisor. (Annually, collective orders for shafts are performed.) If the shafts are acquired from their own source, it must be considered that the shafts have to comply at 100 % with the measurements predetermined, and consist of Austrian hardwood.

4. Branding

In branding it must be considered that the official WCR logo is placed on each waste container recycling product (as a label, printed directly etc.). In addition to the RSS logo, logos of any kind (sponsors, companies etc.) may be placed thereupon. Furthermore, labeling of the recycled snow pusher and the recycled snow shovel by the goodworks quality label is possible and recommended, because the recycled snow pushers and shovels are certified. For social franchisees the annual licence fee for the goodworks quality label is dispensed with.

Printing of labels may be performed by the franchisor or through their own sources.



offizielles MTR-Logo



goodworks Gütezeichen

Instructions for operation of the CNC milling machine

1. Mounting crude workpiece
2. Connect USB cable of CNC control to laptop
3. Boot laptop
4. Click user name (possibly insert password)
5. Launch programme WIN PC NC USB
6. Open file: (MTR – CNC – products)
7. Chose product and open
8. Mount milling cutter to milling spindle (MTR material – 3 mm cutter)
9. Perform reference run (at the same time remove suction scrubber)
10. Referenzfahrt durchführen (dabei Absaugbürste entfernen)
11. Run manually: start up
 - XY zero point
 - Z+ to material surface
 - save XYZ
 - Z- raise by 7-8cm
 - click "end"
12. Mount suction scrubber
13. Click "start"
14. Increase feed by % in case of need (maximum of 150 %)
15. Manually stabilize workpiece
16. After end of milling click "run manually"
17. Z- raise by 7-8cm
18. Go down to parking position
19. Remove residual material of workpiece
20. Turn off control
21. End programme – close down
22. Shut down laptop





goodworks
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2nd Life Computers

Organized transfer of functional devices to social projects and environmentally aware persons

Subsequent to the great regional success (Waidhofen/Ybbs and Amstetten) of the 2nd life computers, the first steps towards an internationalization of this model project have been taken. The focal point of 2nd life computers lies on the organized transfer of functional devices to social projects and environmentally aware persons, respectively.

Also in Hungary, in the future **the period of utilization of computers and accessories shall be increased through transnational cooperation**, in this context the experience gained in the two regional cycles in Austria are essential.

The goodworks Innovation Agency first acts as a procurer, later on common marketing shall be established and franchising models shall be developed. The **SOCIUS association** in Vienna, experienced in revitalizing PCs, assumes technical training of the Hungarina IT enterprise **Pencom Kft.**, which shall in the future provide for a 2nd life cycle of computers in Hungary as well. Contrary to the Austrian approach, services for mainly older persons shall be established there, as well as a technical hotline.

After a first exchange of the two IT enterprises from Austria and Hungary, a Hungarian social cooperative has been founded by return, which shall establish and support this project further.





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Handicap Tailor's

Custom-fit, timeless and fashionable functional clothing for persons with special needs

Within the framework of a cooperation between **goodworks**, the **CLUB 81** (club for handicapped and non-handicapped persons in St. Poelten) and the Hungarian **ESÉLY Kft.** (social enterprise at Győr), true-to-size, custom-fit, timeless fashionable functional clothing for persons with special needs is produced. Persons with disabilities and their relatives are invited to introduce their personal clothing wishes into the development process of this project, and to benefit from such clothing specially tailored for them.



mittendrin
im Leben



Low-cost clothes made to measure for everybody?

In autumn 2013, the first "socially produced" clothes for wheelchair users were presented in St. Poelten. This "fashion show" and further discussion with persons especially interested showed that there is on the one hand actually demand for such clothing, and on the other that good support is required right from the start, in order to get perfectly suiting clothes, which are comfortable and visually appealing, of high quality and at a reasonable price.

The entire organization is performed by the goodworks Innovation Agency. Through much commitment by an expert woman (master tailor Silvia Buchetitsch), in the meantime a complete sample **collection of trousers** in nine sizes each has been created for ladies and gentlemen. In the Hungarian workshop, these trousers are currently tailored.



Handicap Tailor's: An idea with future potential

In a project together with NOeGUS (Lower Austrian health and social fund), this model has also been implemented successfully in **special-care homes**. In the meantime, an expansion to all special-care homes has been considered.

The next step in cooperation with the „goodworks Innovation Agency“ is on the one hand an expansion of the offer of outerwear and casual clothes, as well as an expansion of the supply territory to new regions on the other.

Up to now, custom-fit clothes for special needs have been "luxury goods" and therefore hardly available. Through **cross-border cooperation**, a production and delivery structure will be successfully established, which offers advantages to all participants. Partially custom-fit clothing of high quality at a cheap price for persons with special clothing needs, as well as more use to capacity and fair conditions of orders and work for the Hungarian workshop.