Enterprise & Co-working Space Providers in Dublin

Research Report

(November 2019)

Comhairle Cathrach Bhaile Átha Cliath Dublin City Council

Comhairle Contae Átha Cliath Theas South Dublin County Council

dlr Comhairle Contae County Council

Comhairle Contae Fhine Gall Fingal County Council

Enterprise & Co-working Space Providers in Dublin - Research Report

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1 Forward

Entrepreneurship is an increasingly important and recognised driver of economic growth, employment and innovation globally and indeed in Ireland. As almost one in five people aspire to start a business in Ireland and as entrepreneurial activity continues to increase[1], the importance and impact of entrepreneurship is set to further increase.

Entrepreneurship is enabled to thrive when various eco-system conditions such as: policy, finance, taxation, education, structure, support, training, infrastructure, bureaucracy and research and development transfer are positively and proactively designed, structured and implemented. Another key condition is the provision of suitable space where entrepreneurs and enterprises can be based, supported and developed from[2].

In line with international trends[3] [4], the provision and type of space in which enterprises and entrepreneurs are based in is shifting towards co-working and enterprise centre models in Ireland and Dublin. As Dublin continues to be a national and international hub for entrepreneurship and enterprise development, it is vital that the enterprise eco-system and its' various enabling conditions such as space are supported, developed and better understood. This report thus seeks to develop a deeper understanding of the impact and provision of enterprise and co-working centres in Dublin along with the identification of trends and sector insights.

The report was led by Dublin City Council in collaboration with Dun Laoghaire Rathdown; Fingal; and South Dublin - County Councils and produced as part of the Dublin Regional Enterprise Plan to 2020. I would therefore like to thank each of the Heads of Enterprise and Economic Development for their assistance along with the Dublin Regional Enterprise Plan to 2020 – Working Group. Finally I wish to acknowledge the work of Norman Thompson in conducting the research and completing this report.

Greg Swift

Head of Enterprise and Economic Development – Dublin City Council

2 Acknowledgements

Dublin Regional Enterprise Plan to 2020 – Working Group:	
Greg Swift – Dublin City Council	Declan McCulloch – DREP
Mary Mac Sweeney – Dublin City Council	Aideen O'Hora – Sustainability Works
Oisin Geoghegan – Fingal County Council	Ann Gilton – CDETB
Owen Laverty – DLR County Council	Liz Halpin – Failté Ireland
Tom Rooney – South Dublin County Council	Natasha Kinsella – Dublin Regional Skills Forum
Eoghan Hanrahan – Enterprise Ireland	
Working Group Support Staff:	Norman Thompson – Dublin City Council
Special thanks to the representatives from Enterprise / Co-working Space Providers that kindly participated in the survey as part of this research report.	

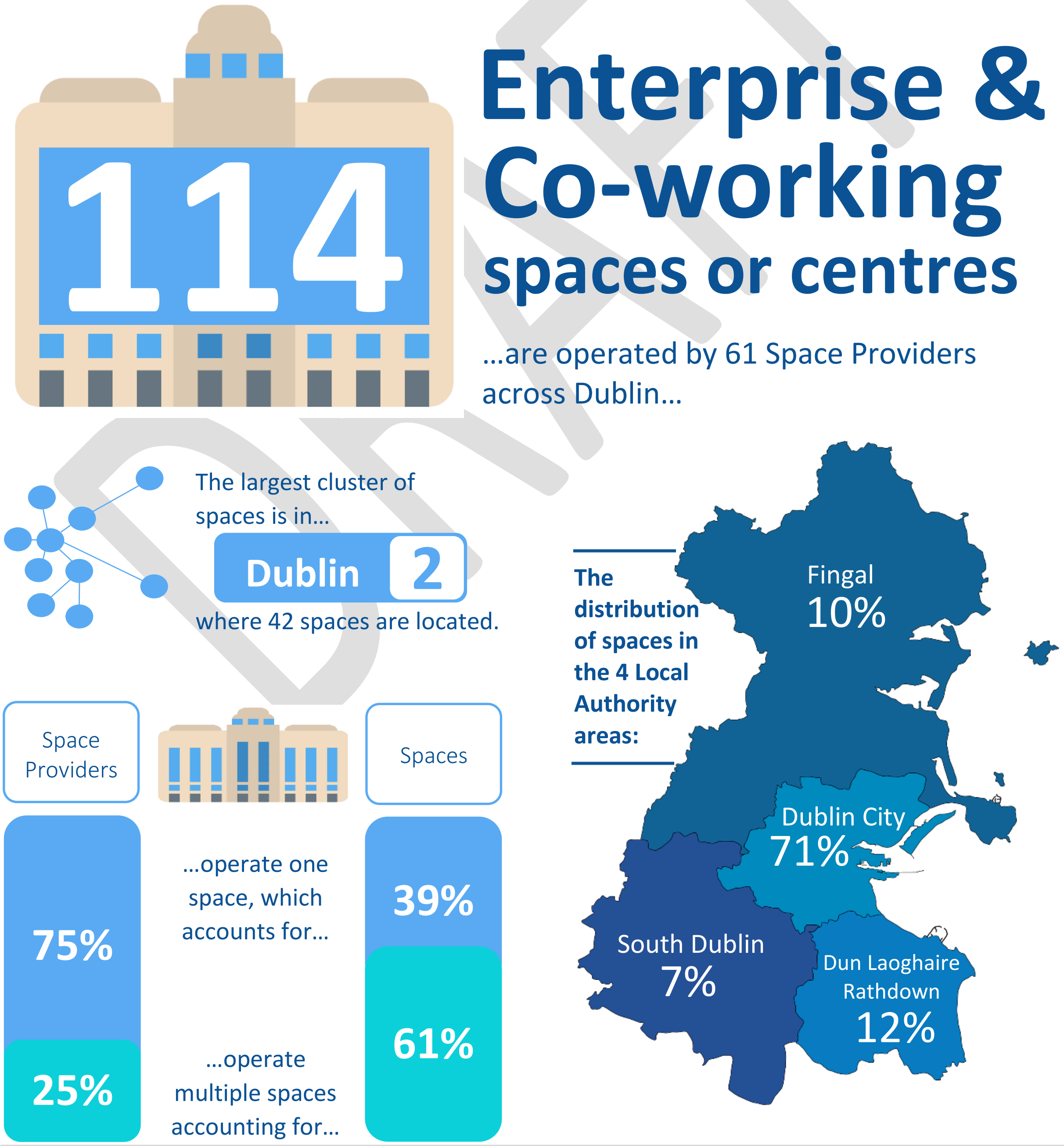
[1] Global Entrepreneurship Monitor (GEM) - Entrepreneurship in Ireland 2018
[2] National Association of Community Enterprise Centres – Strategic Plan 2019-2021
[3] Janet Merkel – Coworking in the city
[4] Bruno Moriset – Building new places of the creative economy. The rise of coworking spaces

3 Executive Summary

This report provides an overview of enterprise and co-working space in Dublin along with the identification of trends and insights. The report and associated research was produced as part of the Dublin Regional Enterprise Plan to 2020, (DREP) regarding Strategic Objective 3, Action 1:

> Conduct and publish joint surveys across the four Dublin Local Authority areas on existing co-working and enterprise space in order to identify providers, current trends and gain sector insights to inform future planning and networking. The information will be promoted on Dublin.ie and the Local Authority websites
>
> Measurement: Survey conducted, report produced of the full landscape of available space.

A desktop review was initially carried out to identify space providers and spaces after which a survey was conducted of the providers. Space providers were identified in the context of the DREP whereby providers are those that provide a level of enterprise ecosystem support beyond operating on a sole landlord basis. A summary is provided below, regarding enterprise and co-working space across Dublin and the key findings of the research and survey conducted for this report.



64% of identified Space Providers participated in the research survey

Key Findings:

200+

…people are directly employed in enterprise & co-working spaces / centres…

- Growth of new spaces has increased over the last 5 years
- The majority (59%) of spaces were established in the last 10 years (2018-2008)

Space Providers - Top Challenges:

Staffing, Competition, Client Management, Costs

Almost half the respondents plan to expand existing space locations or to new locations.

1/2

2500 Enterprises

& 10,000 People

…approximately, are based at respondents' spaces where they can typically avail of numerous services and supports…

Stemming from this study is a further indication that enterprise and co-working spaces are becoming more prevalent across Dublin and are contributing significantly to and enhancing Dublin's start-up and enterprise ecosystem. The majority provide an extensive array of supports and services as well as suitable space to assist enterprises to commence and scale in Dublin.

4 Introduction

Space for enterprise activity has a long history in Dublin dating back to when commerce and trade first began and became concentrated in the county and region. The early provision and creation of space for enterprises enabled previous generations to commence new business ideas and enterprises to grow which brought about further economic development, trade and innovation.

As Dublin has grown to be where over 700,000 people - the highest on record[5] - are employed and as the most popular location for company start-ups in Ireland accounting for nearly half of all start-up companies in 2018[6], space for enterprise activity continues to be a vital enabler and element of economic development and the enterprise ecosystem. The current provision of space, supports and talent enables a vibrant and globally recognised start-up and business community to create and scale new enterprises in the various enterprise and co-working spaces and centres throughout Dublin. On account of this and other factors, Dublin has grown in terms of reputation and rankings regarding investment and its dynamic enterprise ecosystem.

According to the: Global Cities of the Future 2018/2019 report[7], Dublin ranked:

- 1st globally in both the ‘Large City’ and ‘Economic Potential’ category;
- 2nd place globally for ‘Business Friendliness’;
- Retained its third position as overall ‘Global City of the Future’; and
- Ranked in the top 10 of ‘Large Cities for Human Capital and Lifestyle’.

Other reports and benchmarks also highlight Dublin’s positive rankings, such as Dublin ranked:

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[5] Dublin Economic Monitor - Issue 17
[6] CRIF Vision-net Annual Review 2019 Business Barometer
[7] FDI Global Cities of the Future 2018/2019 - Report

- 3rd in the FDI Smart Locations of the Future 2019/2020[8]
- 4th in the Cushman and Wakefield European Co-working hotspot index[9]
- 26-30 in the Startup Genome Global Startup Ecosystem Report 2019[10]

Regarding spaces in Dublin, some have been ranked highly on international and national benchmarks on account of their programmes and centres. According to the UBI Global World Rankings of University-Linked Business Incubators and Accelerators 2017/2018[11]:

- The Guinness Enterprise Centre (GEC) ranked 1st as the World's Top Business Incubator in the 'Collaborating with University' category
- The National Digital Research Centre (NDRC) ranked 6th in the World's Top Business Incubator in the 'Linked to University' category
- TU Dublin Hothouse was highlighted as a 'Top Challenger' in Europe due to its' overall impact and performance achievements relative to regional peers

Coworker – a global industry representative network and organisation operates the annual Coworker Members' Choice Awards in which:

- Pine Hub (Blanchardstown) was selected as being the best co-work space in Dublin[12]

The further improvement of these rankings and the continued reputation of Dublin being a global enterprise hub is dependent on the enhancement of the enterprise ecosystem; the ongoing creation and development of innovative start-ups and enterprises; and on the provision of suitable spaces and centres for them to begin and scale from. New enterprises drive change, innovation and competitiveness while also contributing to economic, community and policy benefits.

On account of this, National and Local Government seeks to support enterprise development and the enterprise ecosystem through policy, resources and various initiatives. A key policy document which seeks to collaboratively lead the further development, support and understanding of the Dublin enterprise ecosystem is the: Dublin Regional Enterprise Plan to 2020[13]. It includes a range of practical actions and strategic objectives including:

Strategic Objective 3 – Build a pipeline of sustainable and scalable start-ups in Dublin and provide quality support. Within this objective, a key and relevant action regarding enterprise space is:

Action 1: Conduct and publish joint surveys across the four Dublin Local Authority areas on existing co-working and enterprise space in order to identify providers, current trends and gain sector insights to inform future planning and networking. The information will be promoted on Dublin.ie and the Local Authority websites

Measurement: Survey conducted, report produced of the full landscape of available space.

This report is on research and the findings from the survey which were conducted as per the action above. It identifies the current providers, highlights relevant trends and provides insights from representatives of enterprise and co-working space providers who kindly participated in the survey.

[8] FDI Smart Locations of the Future
[9] European Coworking Hotspot Index
[10] Startup Genome Global Startup Ecosystem Report 2019
[11] World Rankings of University-linked Business Incubators and Accelerators 2017/2018
[12] 2019 Coworker Members' Choice Awards Winners: Europe
[13] Dublin Regional Enterprise Plan to 2020

5 Context

An extensive, dynamic and steadily increasing array of enterprise and co-working centres / spaces operate across Dublin. In order to identify these various spaces and space providers a desktop review was initially conducted after which identified providers were invited to participate in the associated research survey. The identification of enterprise and co-working spaces and space providers was made in the context of the Dublin Regional Enterprise Plan whereby relevant providers were those that provide a level of enterprise ecosystem support beyond operating on a sole landlord basis. Identified space providers operate as either innovation, enterprise, co-work - centres, spaces or hubs and in addition to space: provide supports such as networks, advice, events, training and mentoring. For the purpose of clarity, the following distinctions are made regarding the types of spaces typically offered by space providers:

- Co-working space is shared work / studio space where participants or members can opt for a dedicated desk in a shared room / space or may 'hot-desk', whereby a first come first served policy exists for members to sit where there is an unoccupied desk within a communal space.
- Office / studio space is private work space usually available in a range of different sized and sometimes customisable private offices / studios.

Co-work, hot desk and private office space is typically available to different extents at enterprise and co-working centres and spaces, however some centres specialise in one of these space types.

Please note:

The desktop review was conducted during Quarter 3, 2019 when the spaces featured in this report were identified and confirmed at that point in time and according to the above mentioned categorisation of spaces / centres in Dublin.

If a space was not featured in this report or has changed since this report, please contact the Economic Development Office of Dublin City Council.

5.1 Overview of enterprise and co-working space in Dublin

The tables below feature the spaces and centres according to each local authority administrative area in the county of Dublin that were identified in the desktop review. The primary location or headquarters of the space provider and number of other spaces / centres that the provider manages are also noted.

Enterprise spaces and centres are counted according to the amount of them within each area, however space providers are counted once according to the primary / headquarter location. Thus a space provider that operates multiple spaces / centres in different Local Authority administrative areas is only counted once as per its headquarters / main location.

Dublin City								
#	**Enterprise & Co-working Space Providers**	**Primary Location**	**# of Spaces**		**#**	**Enterprise & Co-working Space Providers**	**Primary Location**	**# of Spaces**
1	Ballymun Whitehall Enterprise Centre	D11	1		23	Invent DCU	D9	1
2	Bank of Ireland Work Bench	D2	3		24	Liffey Trust (Enterprise) Centre	D1	1
3	Block T	D8	1		25	MART	D6	8
4	Broombridge Business Centre	D7	1		26	National Digital Research Centre NDRC	D8	1
5	Cluster	D2	1		27	NCI Business Incubation Centre	D1	1
6	CoCreate	D1	2		28	New Work Junction	D6	1
7	DCU Alpha	D11	1		29	Northside Enterprise Centre	D17	1
8	DHDA (Digital Hub)	D8	1		30	Number 9	D1	1
9	Docklands Innovation	D3	1		31	Office Suites Club	D2	1
10	Dogpatch Labs	D1	1		32	Regus	D2	5
11	DoSpace	D2	1		33	Space @ Dublin BIC	D2	*[1]
12	DoCentre	D8	1		34	SPADE Enterprise Centre	D7	1
13	eDot Connect	D2	1		35	Talent Garden	D11	1
14	Element 78	D2	1		36	tcube	D2	1
15	FlexHuddle	D6W	1		37	Terenure Enterprise Centre	D6W	1
16	Fumbally Exchange	D2	1		38	The Chocolate Factory	D1	1
17	Glandore	D2	6		39	The Clockwork Door	D2	1
18	Guinness Enterprise Centre	D8	1		40	The Gravity Hub	D2	1
19	Greendale Coworking Enterprise Space	D5	1		41	The Tara Building	D2	1
20	Huckletree	D2	1		42	TU Dublin Hothouse	D7	2
21	Iconic Offices	D2	15		43	Wework	D2	5 *[2]
22	Innovate Dublin	D9	1		44	Us&Co	D2	1
	Total # of Providers in Area	**44**				**Spaces / Centres Clusters in Area**	**D2**	**43**
	Total # of Spaces / Centres in Area	**81**					**D8**	**9**

Notes: *[1] Space @ Dublin BIC do not currently provide a space, however are actively seeking to provide a new space.
*[2] Wework's 5th space at central plaza is due to open in late 2019

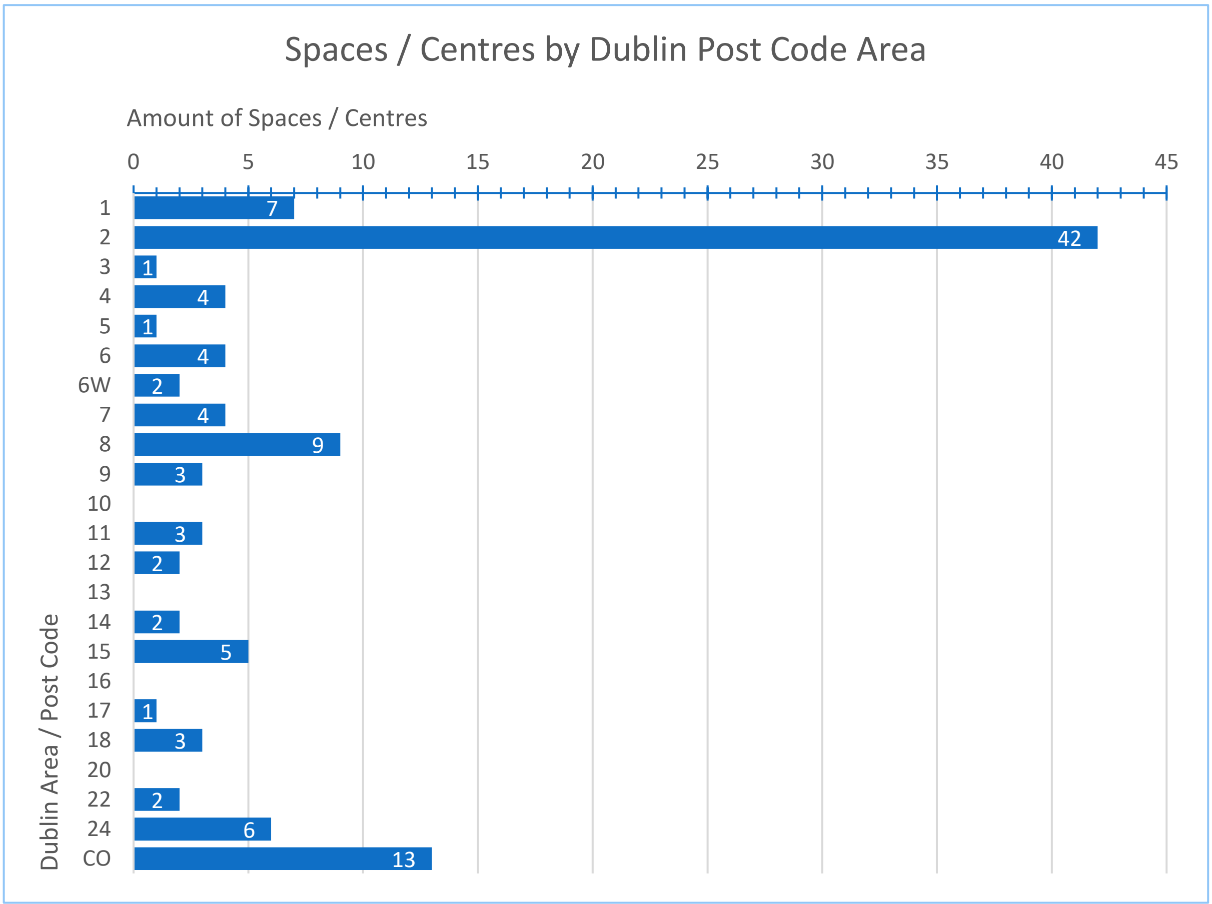
Fingal								
#	**Enterprise & Co-working Space Providers**	**Primary Location**	**# of Spaces**		**#**	**Enterprise & Co-working Space Providers**	**Primary Location**	**# of Spaces**
1	Balbriggan Enterprise And Training Centre BEaT	Co	1		**6**	Fumbally Exchange*	Co	1
2	Bank of Ireland Work Bench*	D15	1		**7**	LINC Blanchardstown IT	D15	1
3	Base Enterprise Centre	D15	1		**8**	Pine Hub	D15	1
4	DoCentre*	Co	1		**9**	Regus*	Co	3
5	Drinan Enterprise Centre	Co	1					
	Total # of Providers in Area	**5**				**Spaces / Centres Clusters in Area**	**D15**	
	Total # of Spaces / Centres in Area	**11**					**Blanchardstown**	
South Dublin								
1	ACE Park	D22	2		**3**	Synergy Centre ITT	D24	2
2	Partas	D24	4					
	Total # of Providers in Area	**3**				**Spaces / Centres Clusters in Area**	**D24**	
	Total # of Spaces / Centres in Area	**8**					**Tallaght**	
Dun Laoghaire Rathdown								
1	COWORKINN	D18	1		**7**	PierConnect	Co	1
2	Harbour View	Co	1		**8**	Regus*	Co	2
3	Hour Kitchen	D14	1		**9**	Saint Kieran's Enterprise Centre	D18	1
4	NOVA UCD	D4	1		**10**	The Media Cube IADT	Co	1
5	Nutgrove Community Enterprise Centre (Nutgrove Enterprise Park)	D14	1		**11**	The Glasshouses	Co	3
6	Office Suites Club*	Co	1					
	Total # of Providers in Area	**9**				**Spaces / Centres Clusters in Area**	**DL Town Area**	
	Total # of Spaces / Centres in Area	**14**					**SF Business Park**	
Total # of Providers in Dublin		**61**	**100%**		**Total # of Spaces / Centres in Dublin**		**114**	**100%**
# of Providers operating 1 Space / Centre (P1)		**46**	**75%**		**# of Spaces / Centres managed in Dublin (by: P1)**		**45*2**	**39%**
# of Providers operating >1 Space / Centre (P>1)		**15**	**25%**		**# of Spaces / Centres managed in Dublin (by: P>1)**		**69**	**61%**
Notes: *These Space providers are already counted according to their primary location in Dublin City. *2Space @DBIC is not currently managing a space								

As can be seen in the tables above, a diverse range of enterprise & co-working space exists across Dublin. The vast majority (46 or 75%) of space providers operate one space in Dublin which account for 45 (39%) of the spaces that are currently open. Interestingly however, a minority (15 or 25%) of space providers operate multiple spaces across the county which account for the majority (69 or 61%) of the spaces that are currently open.

Regarding the 4 Local Authority areas: Dublin City, Fingal, South Dublin and Dun Laoghaire Rathdown, there is a high concentration of spaces / centres in the Dublin City area with 81 or 71% located there followed by: Dun Laoghaire Rathdown 12%; Fingal 10% and South Dublin with 7%.

Spaces / Centres within Dublin Local Authority Areas		
Local Authority	**# of Centres**	**%**
Dublin City	81	71
Dun Laoghaire Rathdown	14	12
Fingal	11	10
South Dublin	8	7

In each of the 4 Local Authority areas, clusters of spaces / centres exist. The largest cluster exists within the Dublin city area of Dublin 2 where 42 (36%) spaces are located. Dublin 8 is also host to a cluster with 9 spaces / centres based there. In Dun Laoghaire Rathdown, clusters exist in the Dun Laoghaire town area as well as Sandyford Business Park. A cluster exists in the Dublin 15 / Blanchardstown area of Fingal and in South Dublin, a cluster exists in the Dublin 24 and Tallaght areas.



As can be seen in the chart above – there is a space / centre in almost all areas of Dublin by post code. Of those spaces in the 'CO' or County Dublin area, 8 are located in the Dun Laoghaire Rathdown area and 5 are located in the Fingal area. There are however some post code areas which do not currently have an enterprise / co-working space / centre such as:

Area / Post Code	Local Authority Area
Dublin 10	Dublin City
Dublin 13	Fingal
Dublin 16	Dun Laoghaire Rathdown / South Dublin
Dublin 20	South Dublin / Dublin City

5.1.1 Dublin Unemployment Blackspots & Enterprise / Co-working Spaces / Centres

As part of this report, a further analysis of spaces / centres regarding unemployment blackspots in Dublin was also conducted. According to the 2016 Census, unemployment black spots are defined as electoral divisions with a labour force that exceeds 200 people and where the unemployment rate exceeded 27%. 79 such black spots were identified throughout Ireland. In the context of Dublin, unemployment blackspots exist in the Dublin City and South Dublin administrative areas.

By administrative area or county, Dublin City ranked 3rd highest nationally with 7 unemployment black spots. The average unemployment rate in those 7 Dublin city black spots was 30.4% compared to the county / administrative area unemployment rate of 12.9%. South Dublin ranked 7th nationally with 4 unemployment blackspots and an average unemployment rate of 29.4% in the blackspots compared to the county / administrative area unemployment rate of 13.3%[14]. The current unemployment or economic black spots in Dublin (Dublin City & South Dublin) are:

Census 2016 Unemployment Black Spots - Dublin[15]					
Dublin City					
Electoral Division	**Unemployment Rate %**	**Post Code Area**	**Electoral Division**	**Unemployment Rate %**	**Post Code Area**
Priorswood B	36.2	D17	Finglas North A	28.9	D11
Ballymun D	32.1	D11	Finglas South C	28.7	D11
Ballymun B	31.8	D11	Ballymun C	28.0	D11
Kilmore C	29.9	D17			
South Dublin					
Electoral Division	**Unemployment Rate %**	**Post Code Area**	**Electoral Division**	**Unemployment Rate %**	**Post Code Area**
Tallaght-Killinardan	32.9	D24	Tallaght-Fettercairn	28.0	D24
Clondalkin-Cappaghmore	32.2	D22	Clondalkin-Rowlagh	27.2	D22

The Dublin post code areas noted above which do not currently have a space / centre are not designated as blackspots. In regard to the designated blackspot areas in Dublin, spaces and centres exist within most of them, however at lower levels of concentration than in other areas. The table below highlights the black spot areas and the relevant spaces / centres currently within them.

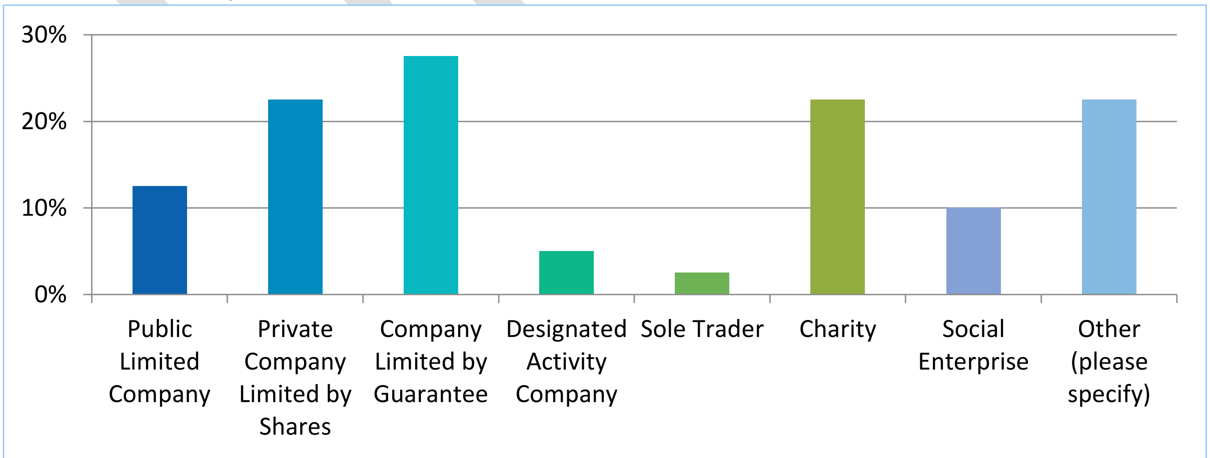
[14] CSO 2017 – Census 2016 Summary Results – Part 2 (p. 25)
[15] CSO 2017 – Census 2016 Summary Results – Part 2 Appendices (p. 117)

Provision of enterprise / co-working centres in Dublin Unemployment Blackspot Areas:			
Dublin City			
Blackspot Area	**Centres**	**Blackspot Area**	**Centres**
Priorswood B	0	Finglas North A	0
Ballymun D	Innovate Dublin*	Finglas South C	0
Ballymun B	Ballymun Whitehall Enterprise Centre	Ballymun C	Innovate Dublin*
Kilmore C	Northside Enterprise Centre		
South Dublin			
Blackspot Area	**Centres**	**Blackspot Area**	**Centres**
Tallaght-Killinardan	Partas (Kilinardan)	Tallaght-Fettercairn	Partas (Brookfield Enterprise Centre)
Clondalkin-Cappaghmore	0	Clondalkin-Rowlagh	ACE Park Neilstown
Notes: *Innovate Dublin is an enterprise / co-work centre located on the border of Ballymun D and Ballymun C and is therefore referenced regarding both electoral divisions.			

6 Survey Findings & Analysis

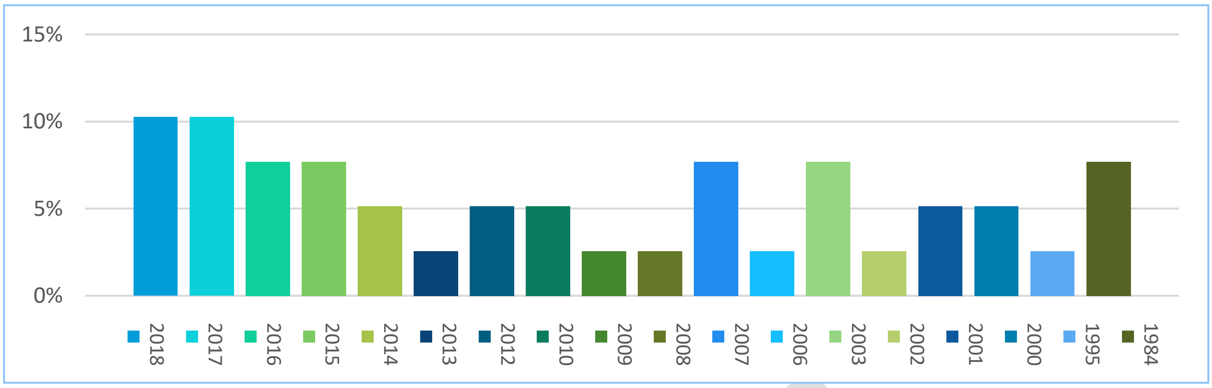
61 space providers were identified and invited to participate in a survey of which **39** responses were received. This represents a **64%** response rate and an effective research sample size. Responses were received from a mixture of different sized space providers based in the 4 Local Authority areas and thus provide insights according to various aspects of enterprise and co-working space in Dublin. The responses have been anonymised in the findings section below.

6.1 Status of Spaces / Centres



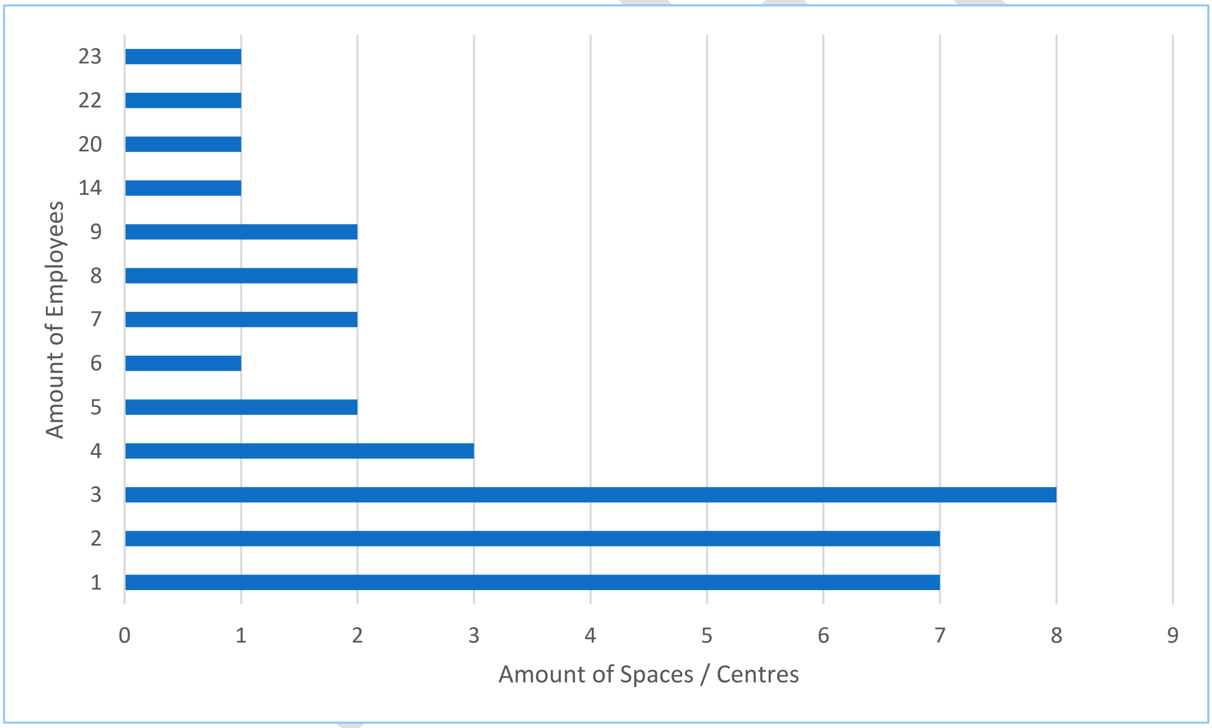
The highest proportion of centres or spaces operate as Companies Limited by Guarantee (CLG) followed jointly by Private Company Limited by Shares, Charity and Other. Of those that selected Other, the majority stated that they operate as a university / third level incubator.

6.2 Spaces / Centres – Years of Establishment



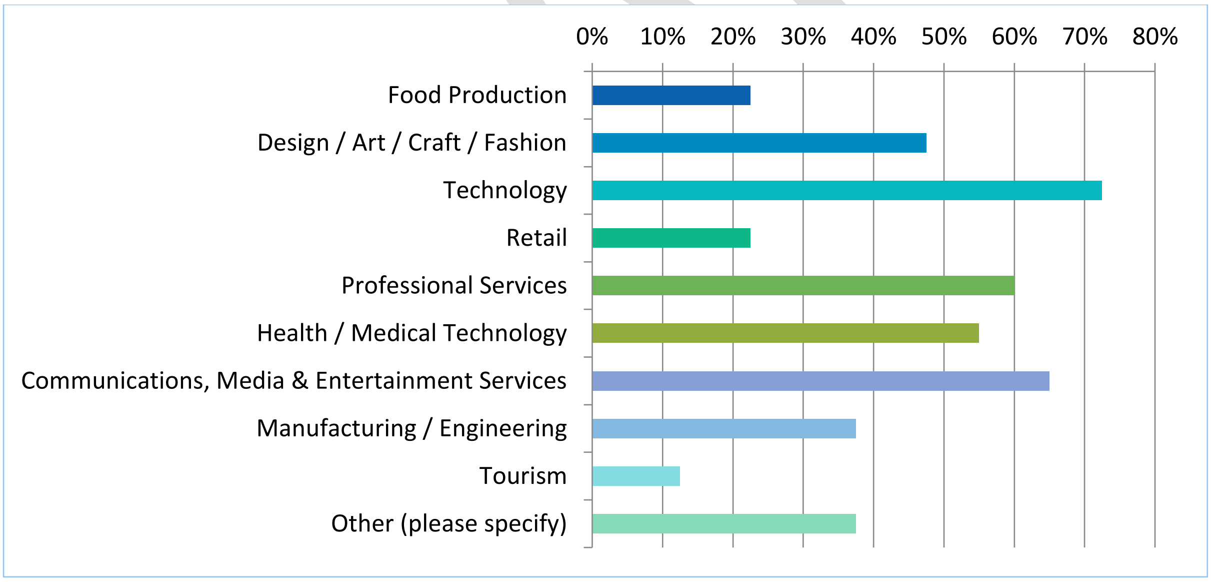
The majority (59%) of spaces were established in the last 10 years (2018-2008). Growth of new spaces / centres being established has increased in the last 5 years with 41% established (2018-2014). This highlights both an increasing demand and trend towards co-working and enterprise space / centre based working in Dublin.

6.3 Employees of Enterprise / Co-working Spaces / Centres



Spaces / centres directly employ varying amounts of people to engage in client, programme, event and space management. The majority of respondents (22 or 58%) directly employ between 1-3 people. The total amount of direct employees among respondents is approximately 200 people.

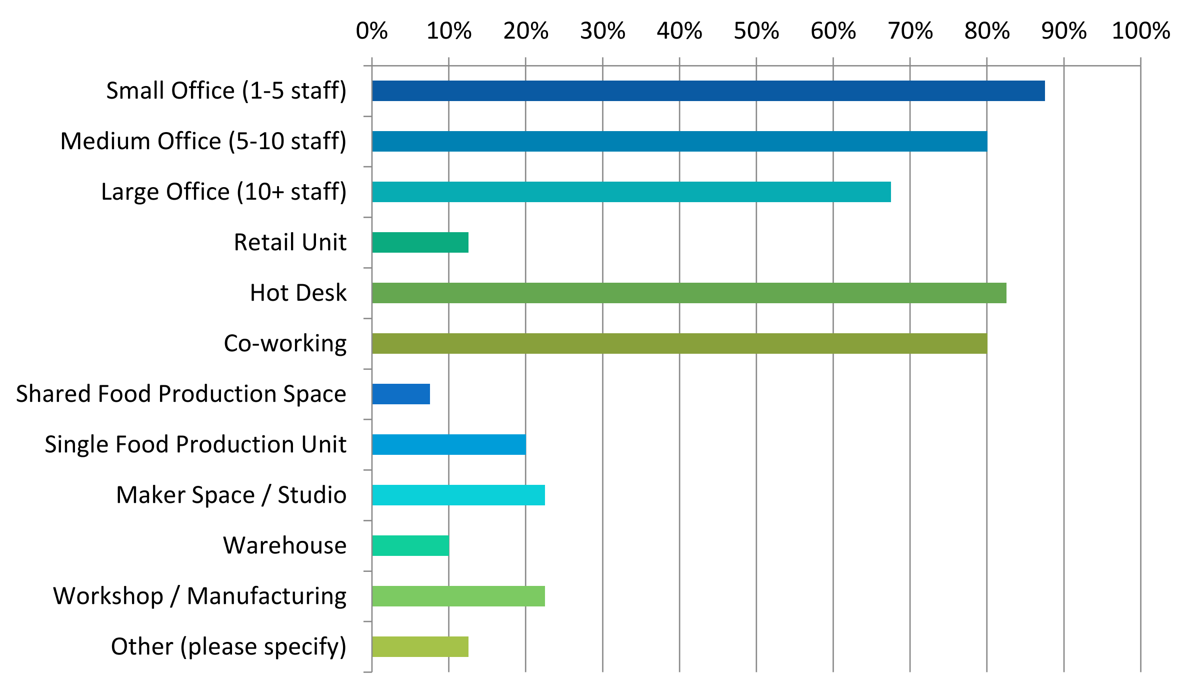
6.4 Sectors Catered for at Spaces / Centres



The most common sector that the spaces / centres cater for is 'Technology' followed by 'Communications, Media & Entertainment Services' and then 'Professional Services'. Of those that selected 'Other', some specified other sectors or examples of activities which they cater for including:

Social / Community Enterprises; Charities; Energy; All Sectors; Internet of Things / Artificial Intelligence; Coffee Roasting.

6.5 Unit Types Available

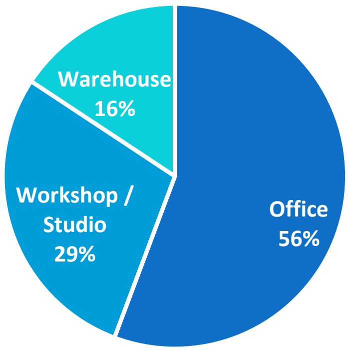


The majority of spaces / centres provide Small, Medium and Large Office units as well as Hot Desk and Co-working units. Among the respondents, Shared Food Production Space; Warehouse and Retail Units are provided by a small minority. Some respondents selected 'Other' and specified additional unit types that they provide including: Electronic Labs; Training Rooms, Meeting Rooms.

6.6 Allocation of Space in Spaces / Centres

The most prevalent type of space that is provided by respondents is Office, followed by Workshop and then Warehouse.

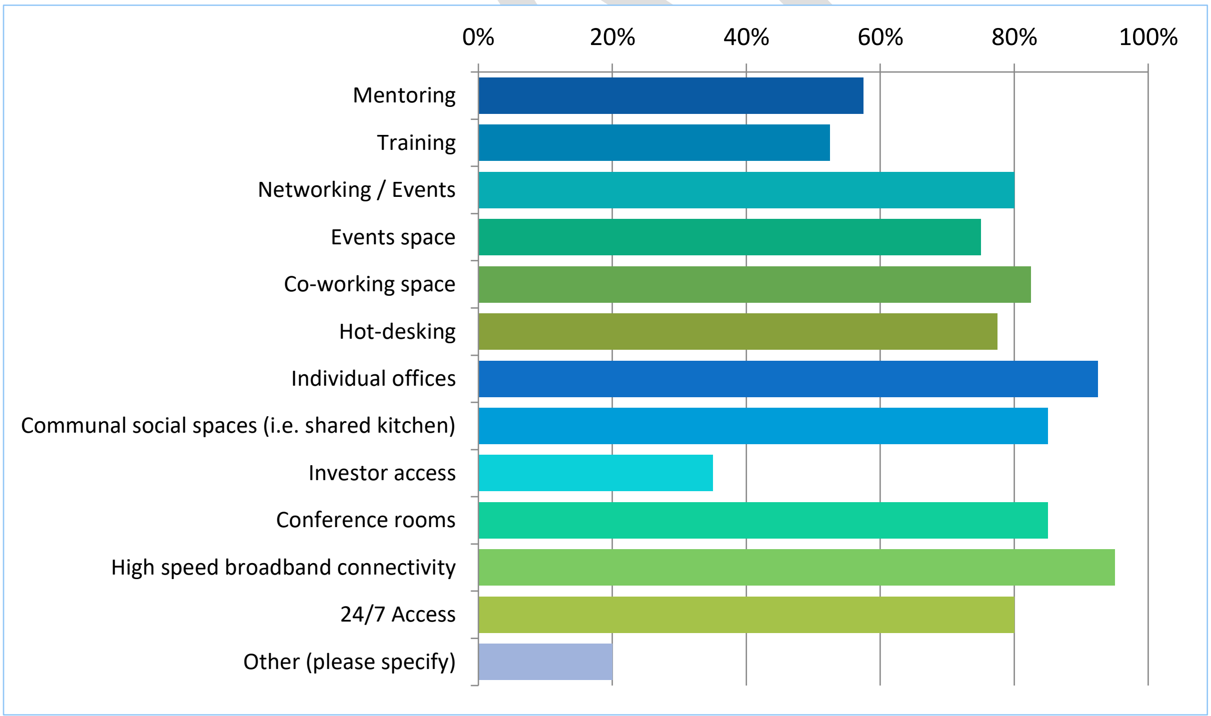
Some respondents provided additional details regarding their rental area and stated they also provide: Laboratory facilities; Training Rooms; Café; Communal Spaces; Breakout Spaces.



6.7 Spaces / Centres – Operational Basis

Among respondents, a very slight majority of space / centre providers operate on a Not for Profit basis. Stemming from the very close result, is an indication that both a For Profit and a Not for Profit basis are equally pursued by space / centre providers in Dublin.

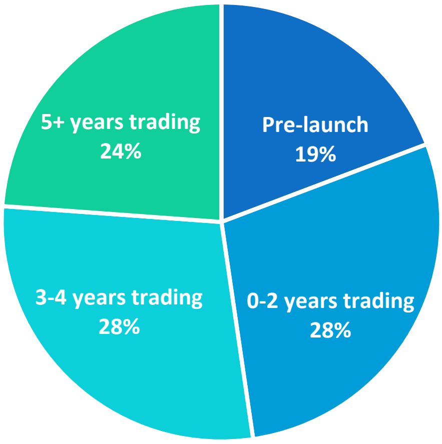
6.8 Services Available to Clients



Various services are available to clients in the respondents' spaces / centres. Aside from investor access, the rest of the services listed are available in most of respondents' spaces / centres. Of those who selected 'Other', some gave examples of additional services including:

Linkage / Access to University MBA Project Teams; Meeting Rooms; Health & Fitness Programmes; Accelerator Programmes; Laboratory Space; Makerspace; Brokering & Business Development Services; Café; Linkage to International Campuses; Social Events; Virtual Office; Car Parking.

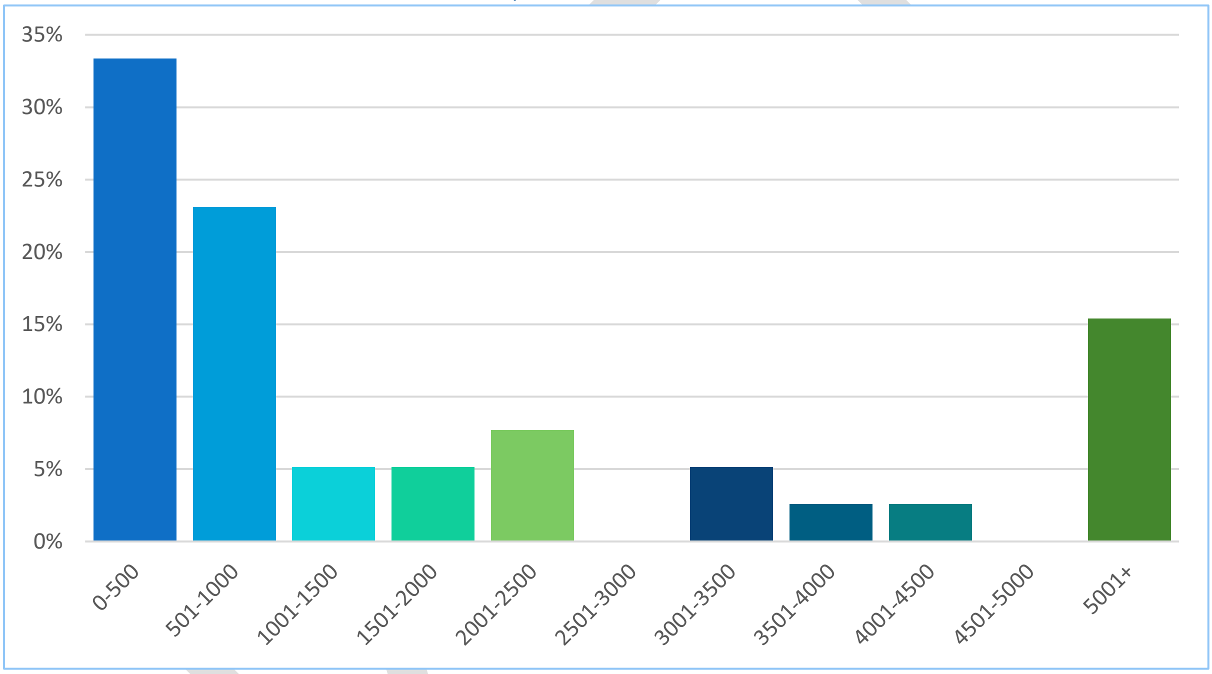
6.9 Stage of Enterprises at Spaces / Centres



Across the respondents' spaces / centres, there is a relatively balanced mix of enterprises at different stages.

A slightly higher proportion of tenants are in the 0-2 years trading and 3-4 years trading stages.

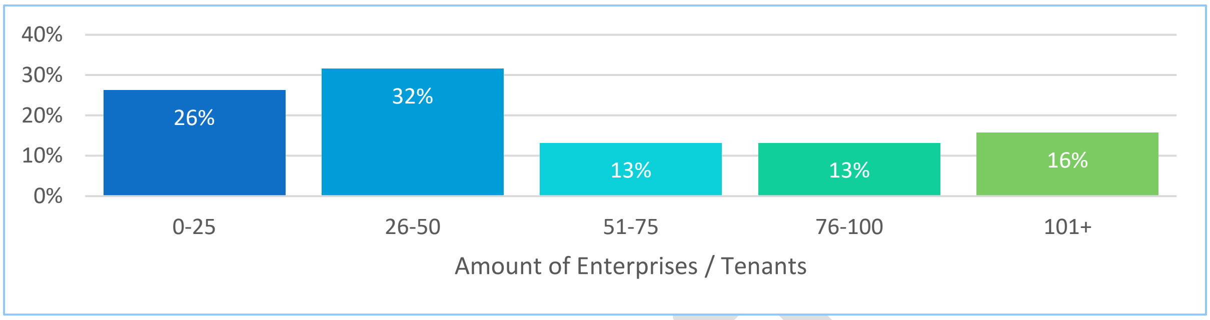
6.10 Total Rental Area Available in Spaces / Centres



The majority of respondents (56%) provide rental space between 0-1000 square metres in their spaces / centres. This indicates that the current most common size of spaces / centres in Dublin is within this range. There are some outliers which provide large amounts of rental spaces, the largest being 39,000 m^2, followed by 20,000 m^2, and then 15,000m^2. Interestingly, the outliers that provide 5,001+ m^2 of space account for the vast majority (71%) of total rental space available within this sample.

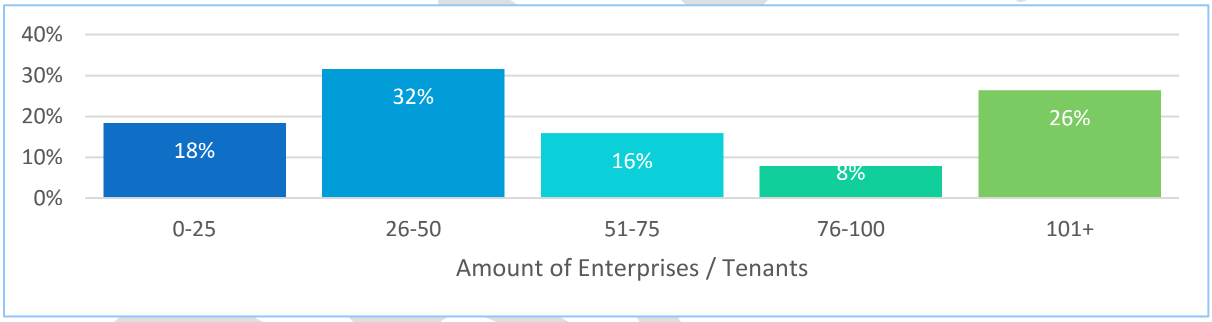
*** Please Note:** Due to variations in responses and survey clarification, approximates and estimations were used regarding capacity in findings 6.11, 6.12 and 6.13. The findings although approximated, provide indications on capacity levels in spaces / centres.

6.11 Amount of Enterprises / Tenants Currently Located in Spaces / Centres



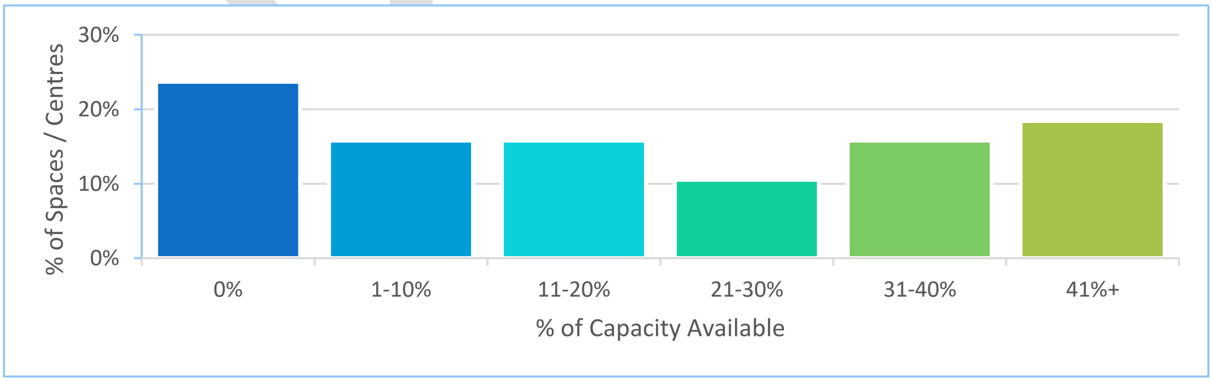
The majority (58%) of respondents' spaces / centres host between 0-50 enterprises in them. There are approximately 2,500 enterprises and 10,000 people based at the respondents' spaces / centres*.

6.12 Max Capacity of Enterprises / Tenants at Spaces / Centres



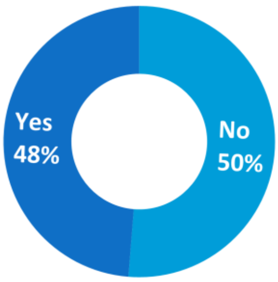
The most common max capacity of enterprises at spaces is in the 26-50 range. The max capacity at all respondents' spaces / centres combined is approximately 3,200 enterprises and 13,000 people*.

6.13 Capacity Available at Spaces / Centres



In regard to current capacity available among respondents' spaces, the majority (55%) have between 0-20% capacity available. 24% are at full capacity. The low level of capacity available indicates that demand for work space in enterprise / co-working spaces / centres is relatively high in Dublin*.

6.14 Client Turnover Policy at Spaces / Centres



A client turnover policy is a measure to manage and encourage mature enterprises to move on. There is an almost equal proportion of spaces / centres that have client turnover policies and those that do not.

Of those that do have a policy, some stated that:

‘A churn policy is in place where pricing increases overtime’

‘Rental rates are increased if clients stay longer than three years’

‘Increased rental charges encourages mature companies to graduate’

‘Clients are aware of 3 year residency terms. We regularly engage with them to assess their continued space requirements. Subject to space availability we offer clients the option of relocating to our other facility where longer term occupancy is possible’

‘We have a policy of 20% churn’ ‘Members must move after 12 months’

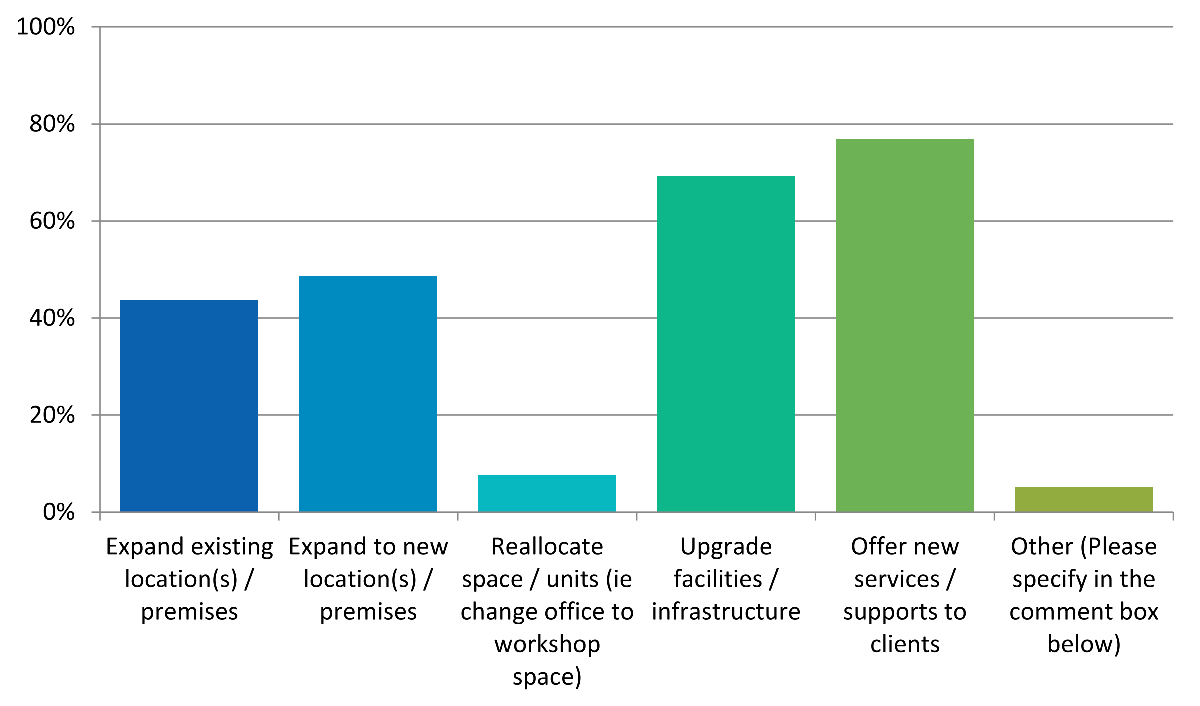
‘After 3 years we encourage clients to move on if we have demand for the space’

‘We work with clients that are exiting and try to locate them to suitable spaces within the area’

One respondent which does not have a client turnover policy stated:

‘Natural turnover is sufficient to ensure we are not static’

6.15 Plans to develop in the next 3 years



All respondents plan to develop their spaces / centres in the next 3 years. The most common area of development is 'Offer new services / supports to clients' followed by 'Upgrade facilities / infrastructure'. Interestingly almost half (49%) of respondents stated that they plan to 'Expand to new location(s) / premises' and 44% plan to 'Expand existing location(s) / premises'. The extent and areas of plans selected by respondents indicates confidence of continued demand for enterprise / co-working spaces among respondents. A number of respondents provided further details about plans to expand and made statements including:

'New supports / joined up supports to be promoted' 'Plan to develop an alumni network'

'Consideration is being given to co-working space' 'We are investing in doubling our space'

'Improve ICT in meeting / training rooms, expand support & research collaborations'

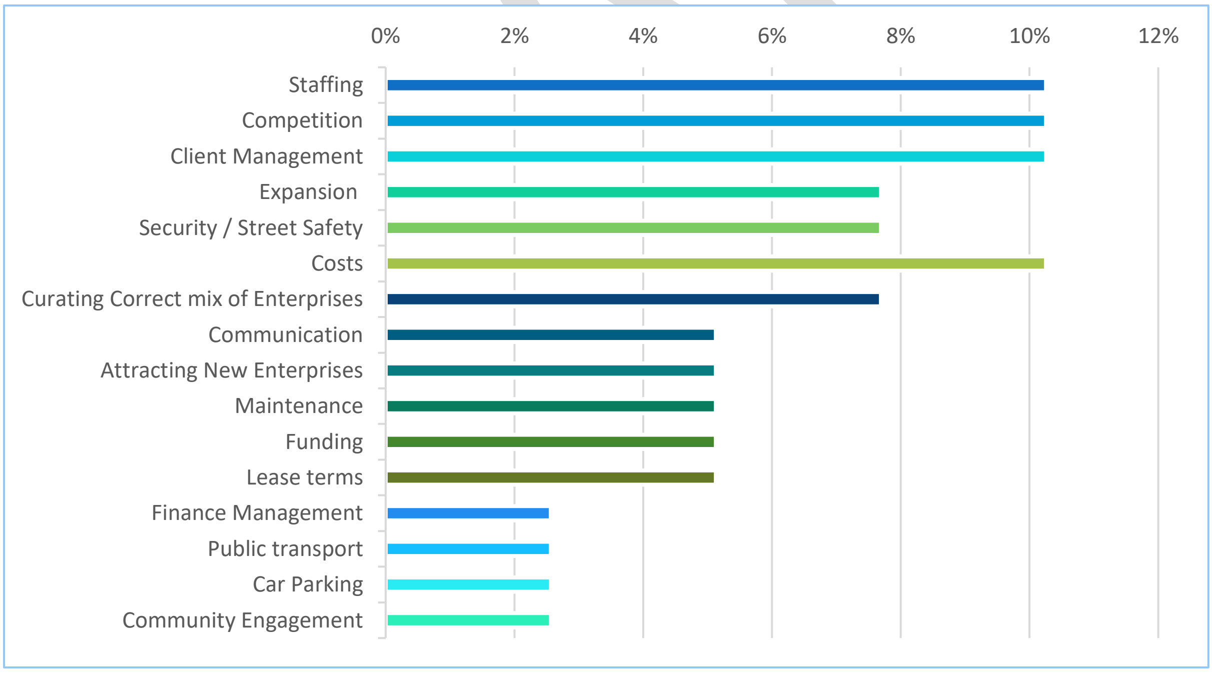
'Increase co-working spaces by renovating existing office spaces' 'Programme development'

'Reallocating a unit to become a workshop in the Centre' 'Plan to create a second hub / space'

'Investing in doubling the current space' 'Adding a Regional Program and University Program'

'We plan to redesign the training area into small incubation offices, shared work-space, community space and upgrade two of the current training rooms'.

6.16 Challenges Regarding Operating Spaces / Centres

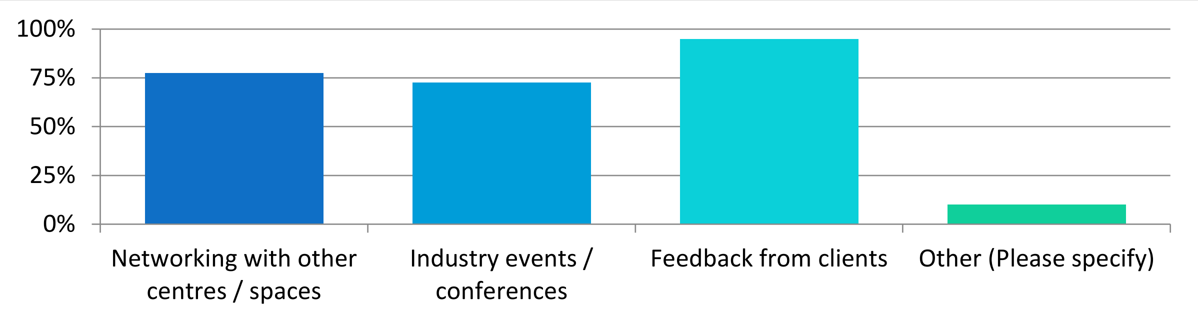


Various challenges were highlighted by respondents, the most prevalent challenges are jointly:

'Staffing' **'Competition'** **'Client Management'** **'Costs'**

Other notable challenges include: 'Expansion', 'Security / Street Safety' and 'Curating the correct mix of enterprises'.

6.17 How Space Providers Engage in Innovation / Learning Regarding Operations



The most common way space / centre providers engage in innovation / learning regarding their operations is 'Feedback from clients' followed by 'Networking with other centres / spaces' and then 'Industry events / conferences'. Of those that selected 'Other', some respondents provided further information including: 'Through participating in EU projects that are innovation based'

'We are actively examining the implementation of a CRM system that could assist in capturing our own data analytics regarding clients and alumni' 'Looking at trends in other countries'.

6.18 Comments regarding the enterprise / co-working space sector in Dublin

'Notwithstanding the growth in high end shared office / co-working space (and there is lots more growth ahead in that area) there remains - demand for affordable, flexible and value added office space for innovative SMEs'

'Incorporating co-working into the development plan zoning would be helpful'

'Somewhat concerned about the number of private players in the market and the amount of space they are providing. We are commencing a feasibility study regarding expansion plans to determine demand in our area for office space, training facilities, food production and co-working space'

'The sector needs to be much more joined up in order to provide coordinated support for Dublin's innovation ecosystem. We would welcome Dublin City providing this coordination layer and bringing all the stakeholders together'

'We would be interested in participating in any groups / forums looking at co-working space models'

'We specialise in activating underutilised space to help repopulate main street areas. Government incentives to encourage conversion of empty space to co-working space would be welcome'

'I think the co-working sector is currently thriving in Dublin. However, there comes a time in every enterprise when they need to build a team and privacy. There are insufficient opportunities to enable companies to graduate from co-working to scale their businesses'

'We have found that our companies tend to want to remain connected to us because of the access we provide to other networks. Building that eco-system is paramount to our success'

'The sector I believe is in transition. Many are redeveloping their strategy. I think they play an important part in the enterprise ecosystem and culture, and need further financial support'

'Demand for space is high and younger business starters require more holistic style support. There is not enough State support to acknowledge the work we do'

'Enterprise Centres provide a vital space within the community for the development of local businesses and the up skilling of local work force to retrain and therefore quit the live register'