SmartUp - Social Innovation Lab

Project Reference list

***Mission**: To catalyze innovation for societal change in the region and beyond.*
***Vision**: Our vision is to shape a sustainable, equitable, and prosperous region transformed by innovation and co-creation.*
***Values**: Innovation, systematic change, and co-creation for a sustainable future where individuals can fulfill their potential.*
***Work areas:** Education & Youth, Public Sector Innovation, Climate Change*

SMARTUP SOCIAL INNOVATION LAB - REFERENCE LIST-		
Date	Sector	Project Description
Jan 2026- June 2027	*Climate Change*	***Pathways2Resilience: Resilient Kumanovo: Building Kumanovo's Climate Readiness*** Flooding and stormwater management are the main priorities of Kumanovo's climate resilience work, with drought and water scarcity highlighted as connected risks. Under Pathways2Resilience, the Municipality of Kumanovo is leading work on developing a climate resilience strategy to address these risks, in partnership with SmartUp. The work builds on existing climate assessments, municipal plans and technical studies rather than repeating completed analyses. SmartUp is supporting the Municipality through stakeholder engagement, participatory planning and capacity-building activities. A multidisciplinary expert team will support the development of the Climate Resilience Strategy, Action Plan and Investment Plan, translating identified risks into adaptation measures and investment priorities. Through this work, up to ten investment concepts will be developed that the Municipality will use in discussions with potential donors and financing institutions. More info here. ***Donor:*** *Climate KIC*

Jan 2026- June 2027	*Climate Change*	***Pathways2Resilience: Resilience and Climate Adaptation in Southern Serbia*** The Toplica, Nišava and Pirot regions of Southern Serbia are developing a shared approach to climate adaptation through the RECAPSS project. Led by the Regional Development Agency JUG, in partnership with the Platform for Energy Transition (PET) and SmartUp, the project addresses climate risks including floods, droughts and heatwaves. It will bring together local authorities, experts, civil society organisations and communities to identify priorities and explore adaptation solutions. SmartUp will support the participatory process, focusing on stakeholder engagement and involving different groups in consultations and workshops. The wider partnership will develop a Regional Climate Resilience Strategy, Action Plan and Investment Plan, supported by research and capacity-building activities. These documents will help guide future adaptation measures and investment priorities across Southern Serbia. More info here. ***Donor:*** *Climate KIC*
Jan 2026- June 2027	*Climate Change*	***Pathways2Resilience: Resilient Sarajevo*** Sarajevo is working to develop a coordinated approach to climate adaptation, addressing risks such as floods, heatwaves, droughts and landslides, with a specific focus on the river Miljacka. As part of Pathways2Resilience, SmartUp, together with Korimako, are working alongside the City of Sarajevo and the Hydro Engineering Institute Sarajevo to support the preparation of a climate resilience strategy and the wider climate resilience planning process. The work examines existing strategies, climate risks, institutional responsibilities and planned investments, while identifying stakeholders across public institutions, research, civil society and business. SmartUp is supporting participatory workshops and capacity-building activities, and will also support the development of the strategy, action, and investment plans. More info here. ***Donor:*** *European Union (Pathways2Resilience)*

September 2026- August 2029	*Education*	***Promoting a safe school environment 2026-2029*** SmartUp is a delivery partner in the second phase of *Promoting a Safe School Environment*, a national programme supporting safer, more inclusive and participatory schools in North Macedonia. Responsible for digital learning and school-based innovation, SmartUp will identify up to 8 Resource Schools, facilitate peer learning across 50 schools through six events, and deliver capacity-building activities through its EduLab platform. These activities include training 80 teachers and support staff in violence prevention and 100 teachers in digital tools for student participation. SmartUp will also train 60 teacher-advisors to support at least 600 colleagues in applying national Standards for Safe and Participatory Schools, helping schools share and sustain effective practices. More info here. **Donor**: Pestalozzi Children's Foundation
June - December 2026	*Youth*	***Youth Climate Action Fund: Sveti Nikole*** SmartUp served as the local civil society partner to the Municipality of Sveti Nikole in implementing the Youth Climate Action Fund, sponsored by Rockefeller Philanthropy Advisors, supported by Bloomberg Philanthropies. The programme enabled young people aged 15–24 to develop local climate initiatives eligible for grants of US$1,000–5,000. SmartUp facilitated two co-creation workshops, guiding youth teams through identifying climate challenges, developing project ideas, defining activities and preparing budgets and applications. We also developed the programme's visual materials and landing page, coordinated communications and outreach, and engaged two external evaluators to support the grant selection process. The initiative focused on turning youth-led ideas into practical climate action aligned with the municipality's Climate Resilience Strategy. More info here. **Contracting authority:** Municipality of Sveti Nikole

June – November 2026	*Education*	***Development of digital course for Parents and Educators on Supporting Their Teenagers in Building Resilience Against Negative Social Phenomena*** SmartUp developed a free digital course for parents and educators on supporting teenagers in building resilience against bullying, peer violence and other negative social influences, with support from the OSCE Mission to Skopje. SmartUp conducted desk research and a focus group with parents, educators, students and youth organisations to inform the course content. We designed the learning programme and produced five video tutorials in Macedonian, supported by practical resources, downloadable tools and scenario-based quizzes. The content was developed with expert input and reviewed by a psychologist. SmartUp also deployed the course on our EduLab platform, tested it with parents and incorporated their feedback to improve the learning experience before publication. More info here. **Donor:** OSCE Mission in Skopje
March – June 2026	*Education*	***Innovate4Europe Hackathon*** SmartUp designed and delivered the Innovate4Europe Hackathon, a national programme helping primary and secondary school students develop digital skills through practical problem-solving. We developed and facilitated teacher training on mentoring, project-based learning and digital tools, preparing 21 teachers to guide student innovation projects. The trained mentors supported 10 teams from 10 schools, involving 51 students in identifying real-life challenges and developing digital solutions. SmartUp coordinated the national hackathon, where students presented 10 functional digital solutions and received 14 awards and recognitions. We also evaluated the programme through mentor feedback and shared methodologies, templates and learning resources with the regional Code Week Lead Teachers Network to support wider application of the approach. More info here. **Donor:** Junior Achievement of Albania / Code4Europe

February 2025 - February 2027	*Climate Change*	***Community Mobility Cooperatives*** SmartUp is a project partner in Community Mobility Co-operatives, an initiative developing community-owned electric mobility and charging solutions in Southeast Europe. At the project level, SmartUp led awareness raising, including design of project branding and communication materials, and development of the communication strategy. We also led the design of the open call for pilot communities, including criteria, guidelines and a platform for the call. As the local partner for North Macedonia and Bosnia and Herzegovina, we delivered capacity-building workshops and provided coaching to community teams developing mobility initiatives. Our work also included supporting the grantee through business and investment planning, building partnerships with local stakeholders and guiding pilot implementation. The project supported four community mobility pilots through grants of up to €10,000 each. More info here. **Donor**: Federal Ministry for the Environment, Climate Action, Nature Conservation and Nuclear Safety (BMUKN) through The European Climate Initiative (EUKI) funding mechanism
December 2024- December 2025	*Education*	***EmpowerED -Digital Self-Evaluation Tool*** SmartUp designed, developed and deployed a national digital platform for teacher self-evaluation and professional development planning in North Macedonia. Working with teachers, the Ministry of Education and Science and the Bureau for Development of Education, SmartUp co-created a competency-based self-assessment process that automatically generates personalised development plans. We also developed a centralised teacher-needs database and analytical dashboards to support evidence-based planning. SmartUp piloted the platform in 20 primary schools, engaging 1,294 teachers and 163 professional development team members. Of these, 1,244 teachers (96.14%) successfully completed their professional development plans. To support national implementation, SmartUp deployed the platform on government infrastructure and transferred its source code and ownership to the Bureau for Development of Education. More info here. **Donor**: Pestalozzi Children's Foundation

October 2024- December 2024	*Education*	***From Ideas to Action Through eTwinning Projects and Design Thinking*** SmartUp designed and facilitated a practical design thinking workshop series for 45 educators at the national eTwinning conference in Struga. Through interactive, hands-on sessions, SmartUp introduced human-centred methods for identifying educational challenges, understanding users' needs, developing ideas and turning them into collaborative education projects. Our team guided participants through problem definition, ideation, prototyping and action planning, while introducing digital tools for teamwork, project management and communication. We organised educators into nine multidisciplinary teams and supported each team in developing and launching a national eTwinning project on the platform. The workshops resulted in 9 published projects and strengthened educators' capacity to design collaborative, student-centred learning activities. More info here. **Donor:** National Agency for European Educational Programs and Mobility, under the eTwinning programme**.**
October 2024 - March 2026	*Climate Change*	***Action4Climate (Erasmus+)*** SmartUp led the data storytelling component of Action4Climate, an Erasmus+ project supporting climate literacy and youth engagement in North Macedonia, Spain and Cyprus. SmartUp researched climate misinformation and developed the Action4Climate Datatelling Methodology, a practical guide for finding and verifying climate data, developing narratives and creating evidence-based stories. The methodology includes case studies from all three countries, templates, worksheets and practical exercises. SmartUp tested the approach with youth workers, educators, trainers and data specialists, incorporating their feedback into the final materials. We also supported training young people to create climate-action video stories and contributed to the co-creation and testing of digital educational resources, the Climathon event in Cyprus and project communications. More info here. **Donor**: Erasmus+ European Union

September-December 2024	*Youth*	***Mediathon: Youth Voices for Social Change*** SmartUp designed and delivered Mediathon: Youth Voices for Social Change, a youth media and storytelling programme addressing challenges in secondary schools in Skopje. SmartUp engaged 47 students and teachers from seven schools and facilitated three interactive workshops, complemented by mentoring in research, design thinking, media literacy, storytelling and campaign development. It guided seven student teams through identifying school-level challenges, gathering evidence, developing campaign concepts and producing media content. The resulting initiatives addressed bullying, inclusion and the common good through short films, interviews, posters, surveys, social media campaigns and school activities. Seven student-led campaigns were launched, giving participants practical experience in digital communication, teamwork, leadership and civic engagement. More info here. **Donor**: OSCE Mission in Skopje
September 2024 - February 2026	*Climate Change*	***Pathways to Resilience: Mission for a Resilient Montenegro*** SmartUp provided targeted capacity-building and advisory support to the Resilience Mission in Montenegro under the Pathways2Resilience programme. Working alongside the Agency for Business Development and Support Cetinje, Korimako and NGO Nest, SmartUp helped the local team strengthen the technical skills and collaborative approaches needed for climate resilience planning. Our contribution focused on developing local capacities, supporting stakeholder collaboration and providing consultation during the preparation of a Climate Resilience Strategy, Action Plan and Investment Plan. The planning process addressed priorities including flood and wastewater management, wildfire response and community development. More info here. **Donor**: EIT Climate KIC

September 2024 - February 2026	*Climate Change*	***Pathways to Resilience: Sv. Nikole Resilience Lab*** SmartUp partnered with the Municipality of Sveti Nikole to deliver the Pathways2Resilience climate resilience planning process, guiding the municipality through every stage of its Regional Resilience Journey. SmartUp designed and facilitated all participatory workshops and learning sessions with municipal staff, local stakeholders and experts, combining stakeholder mapping, strategic foresight, co-creation and capacity building. We supported participants in assessing climate risks, identifying priorities, exploring future scenarios and developing a shared resilience vision for 2035. SmartUp also strengthened collaboration across municipal departments and with the community, provided guidance throughout the planning process and connected the municipality with specialist expertise. This work contributed to three published documents: a Climate Resilience Strategy, Action Plan and Investment Plan. Building on these plans, applications have already been submitted to seek support for implementing four measures identified in the strategy, taking the work beyond planning towards practical action. More info here. **Donor**: EIT Climate KIC
August 2024	*Public Sector Innovation*	***Researching Mechanisms for the operationalization of the National Development Strategy*** SmartUp designed and facilitated a participatory policy development process to support the implementation of North Macedonia's National Development Strategy 2024–2044. Focusing on migrant and refugee integration, SmartUp prepared background research, led three co-creation workshops and provided mentoring between sessions. Participants mapped stakeholders, identified challenges, developed personas, prototyped policy ideas and prepared action plans. The process engaged and trained 93 representatives from public institutions, government, civil society and business in strategic foresight methods. It resulted in 15 proposed measures, at least three incorporating policy pilots, with three measures presented to the National Council in March 2025. SmartUp also researched options for establishing a national foresight unit, proposing scenarios for its institutional structure and placement. More info here. **Donor**: UNHCR

September 2023 - August 2026	*Education*	***Promoting a safe school environment 2023-2026*** As a consortium partner in Promoting a Safe School Environment, SmartUp led digital learning and school-based innovation activities across 50 primary and secondary schools in North Macedonia. SmartUp developed three professional development courses on its EduLab platform, covering violence prevention and basic and advanced digital teaching skills, alongside a practical teacher guide. We organised nationwide webinars reaching over 5,000 education professionals and facilitated design thinking workshops in all 50 schools, engaging over 400 students and staff in co-creating school safety initiatives. SmartUp also published over 100 student-created educational resources in Macedonian and Albanian. The digital courses recorded more than 1,500 enrolments, while teachers' application of newly acquired digital skills benefited over 20,000 students. More info here. **Donor**: Pestalozzi Children's Foundation
August 2023 – January 2024	*Education*	***EduInclusion - Innovation for every child*** SmartUp designed and led EduInclusion – Innovation for Every Child, a participatory research and co-creation project focused on improving communication for children with special educational needs in North Macedonia. SmartUp conducted desk research, questionnaires and stakeholder interviews, engaging more than 600 educators, parents, students and other stakeholders to identify communication barriers and needs. We designed and facilitated co-creation workshops with 87 participants, involving children with special educational needs, educators and parents in developing, testing and refining prototype concepts. The project produced design guidelines for accessible and adaptable communication tools, alongside recommendations for future digital and non-digital educational resources. These outputs provided a practical foundation for developing more inclusive communication solutions in schools. More info here. **Donor**: Pestalozzi Children's Foundation

Aug 2023 - May 2024	*Education*	***SafeCyberEdu -Cybersecurity Training for Teachers*** SmartUp designed and delivered SafeCyberEdu, a national cybersecurity training programme for teachers in North Macedonia. We developed and launched the EduLab digital learning platform, and we developed and launched a free online course covering cyber threats, online privacy, digital rights and responsible digital citizenship. We also organised two national cybersecurity awareness webinars for teachers, parents and caregivers, and strengthened the capacity of education stakeholders to promote online safety. The course engaged more than 1,050 educators, with over 680 successfully completing the training, while the two webinars reached approximately 3,000 participants. By keeping the course freely available on EduLab, SmartUp provided an ongoing professional development resource that continues to support educators beyond the project's completion. More info here. **Donor**: U.S. Embassy Skopje
May 2023 - September 2023	*Public Sector Innovation*	***Public Sector Innovation Training for Local Government and Local Community Councils (Mjesne Zajednice) Representatives*** SmartUp designed and delivered two tailored innovation training programmes for local government officials and local community council (mjesne zajednice) representatives in Bosnia and Herzegovina, commissioned by UNDP. Following background research and stakeholder interviews, SmartUp developed training frameworks, materials and practical exercises adapted to each audience. Across three cohorts, including sessions in Banja Luka and Sarajevo, we trained 66 participants in public sector and social innovation. Through facilitated, team-based exercises, participants applied user interviews, journey mapping and design thinking methods to real local challenges, with eight teams developing solution ideas. SmartUp also produced an innovation guidebook, practical templates and case studies to support further application. Participants rated the training 4.6 out of 5. More info here. **Contracting authority**: UNDP BIH

February - April 2023	*Education*	***JUST SMART / Shtreber Education Portal*** SmartUp led the localisation of Shtreber, a Serbian gamified education portal, for North Macedonia, working alongside lead implementer JustSmart d.o.o. It adapted the platform's design, digital learning functionalities, quizzes and educational games to the Macedonian curriculum and classroom needs. SmartUp recruited 20 educators for the pilot implementation and delivered capacity-building activities on digital learning tools, gamification and creating interactive educational content. We also organised introductory webinars and targeted outreach campaigns to engage teachers and build an early-adopter community. By combining digital platform adaptation with practical teacher training, SmartUp established a foundation for piloting gamified learning resources in Macedonian schools and supported educators in integrating interactive digital content into their teaching practice. More info here. **Donor:** Project financed by the UNDP Serbia, implemented by JustSmart D.O. Serbia in cooperation with SmartUp – Social Innovation Lab Skopje within Serbia's Official Development Assistance (ODA) Challenge
August 2022 - December 2022	*Climate Change*	***Innovative financial models to support the transition to renewable energy sources (N.Macedonia)*** SmartUp implemented InnoFinRES with the Municipality of Ilinden and international partners to develop community financing models for renewable energy projects in North Macedonia. Working with economic and legal experts, we organised three co-creation workshops where stakeholders designed, simulated and tested crowdfunding models adapted to local conditions. The project also supported the installation of a hybrid photovoltaic and thermal solar system at the Goce Delchev kindergarten in Ilinden, with 2 kW electrical and 14 kW thermal capacity. Energy production and cost savings were monitored, confirming the system's feasibility and potential to reduce energy costs. SmartUp documented the process in the *Handbook for Co-creating New Financing Models for Local Government*, giving other municipalities practical guidance for developing similar financing mechanisms. More info here. **Donor**: EIT Climate-KIC

August 2022 - December 2022	*Climate Change*	***EnerBuild - Democratise the Process of Energy Consumption Optimisation by Means of Smart Building Technologies*** EnerBuild piloted smart building technologies to improve energy efficiency in buildings without advanced management systems, under the leadership of the Energy Island Council of Gran Canaria. SmartUp participated as a partner from North Macedonia, contributing to knowledge sharing within the international consortium. At the final technical seminar, a representative speaking on SmartUp's behalf discussed the relevance of energy monitoring tools and European funding opportunities for public institutions in the region. At the El Sabinal care centre in Gran Canaria, project partners combined HiPerWare and Infraspeak technologies to create a live digital twin that monitored building systems, identified anomalies and recommended efficiency improvements. The consortium reported energy cost reductions of approximately 15%. More info here. **Contracting authority**: EIT Climate-KIC
May - June 2022	*Education*	***Creative Business Cup (N.Macedonia)*** The second national edition of Creative Business Cup connected creative and innovative startups in North Macedonia with business development support and international opportunities. SmartUp organised the competition in partnership with UMPACI, selecting 10 finalist startups and delivering expert advisory sessions, business mentoring and pitch coaching. It also coordinated the national final in Skopje, where startups presented their solutions to an expert jury. Best Online Assistant (BOA), a platform supporting education, digital upskilling and employment for people with disabilities, won the competition and represented North Macedonia at the Global Finals in Copenhagen. SmartUp also connected finalists with additional training and mentoring opportunities, including SKALA School scholarships, while the top three earned an opportunity to present at the Creative Industries Fair. More info here. **Donor**: CBNet - Creative Business Network

March 2022	*Public Sector Innovation*	***Workshop on service development for national parks (N. Macedonia)*** As part of the project *Digitalization of Governance as a Tool for Rejuvenating Democracy*, SmartUp worked with the Macedonian Chevening Alumni Association to deliver a two-day workshop on the sustainable development of national parks. Held in Mavrovo, the workshop brought together 37 representatives from national parks, municipalities, public institutions, development agencies, businesses and civil society. SmartUp designed the participatory process and facilitated design thinking sessions focused on identifying challenges, exploring opportunities and developing practical solutions. Participants generated five initial ideas related to tourism, digitalisation, education and technology, which were refined into three project concepts for further development and potential funding. More info here. **Donor**: Macedonian Chevening Alumni Association (MCAA)
March 2022 - April 2022	*Public Sector Innovation*	***Public Sector Innovation Training for Public Sector Leaders in BiH*** SmartUp designed and delivered a public sector innovation programme for government leaders and civil servants in Bosnia and Herzegovina, commissioned by UNDP and developed with project partners. Drawing on interviews with public servants, the team tailored a three-day innovation training, a two-day practical policy lab and a month-long Train-the-Trainers programme. Through facilitated design thinking and co-creation exercises, participants explored seven public sector challenges and developed solutions. The programme engaged 72 people overall, including 57 in the innovation training and 36 in the policy lab, while 15 local experts took part in the trainer programme. SmartUp and its partners also produced a public sector innovation guide in English and Bosnian to support further learning and application. More info here. **Contracting authority**: UNDP BIH

Sep 2021- Dec 2021	*Public Sector Innovation*	***Open Government Partnership (OGP) for the City of Skopje*** As part of the Open Government Partnership initiative, the City of Skopje worked to improve the management and accessibility of environmental and climate data. SmartUp developed open-data guidelines, a four-step dataset inventory method, a prioritisation framework and a catalogue template aligned with European metadata standards. Through facilitated working sessions with city departments, we supported the identification and organisation of datasets across 12 environmental themes. The work also included establishing a shared data workspace, supporting the formation of a municipal open-data working group and appointing a portal administrator. The process involved 14 City and UNDP staff and resulted in an organised data catalogue and prioritised datasets prepared for submission to the national open-data portal. More info here. **Donor**: UNDP MK
Jan 2021- Dec 2021	*Climate Change*	***From Corporate Responsibility to a Healthier Living Environment*** Through a programme supporting environmental responsibility in the private sector, SmartUp delivered 10 four-hour workshops on ISO 14001 and ISO 15001 standards for companies across North Macedonia, funded by the Ministry of Environment and Physical Planning. Tailored to businesses in construction, textiles, coffee processing and wine production, the workshops covered waste reduction, emissions management, environmental impact monitoring, energy consumption and compliance with environmental standards. SmartUp provided practical training and customised materials to help companies improve their environmental management practices. Each participating company developed an action plan for reducing waste, managing emissions and meeting environmental requirements. The workshops achieved a reported 95.2% success rate based on participant feedback, with participants indicating improved understanding of environmental management and sustainable practices. More info here. **Donor**: Minister of Environment and Physical Planning | MOEPP

April - June 2021	*Education*	***Creative Business Cup (N.Macedonia)*** The first national edition of Creative Business Cup in North Macedonia was organised by SmartUp in partnership with UMPACI, connecting creative and innovative startups with business development and international opportunities. SmartUp managed a nationwide open call, selected 10 finalist startups and delivered a multi-day Bootcamp Academy covering business model development, investment readiness and pitch preparation, supported by domestic and international mentors and investors. We also organised the national finals, where startups presented their solutions to an expert jury. ArchX Studio's EnergyBOX won the competition and earned the opportunity to represent North Macedonia at the Global Finals in Copenhagen, while InRoomPreview and eBionics placed second and third. The programme connected participating entrepreneurs with the global Creative Business Cup network spanning more than 70 countries. More info here. **Donor**: CBNet - Creative Business Network
February 2021 - September 2021	*Climate Change*	***X-KIC project on circular economy in Western Balkans (Serbia, Kosovo, Montenegro, Bosnia&Herzegovina, Albania and N.Macedonia)*** As part of the regional X-KIC circular economy initiative, SmartUp led the activities in North Macedonia. We mapped 82 circular economy actions and identified over 300 stakeholders across different sectors to understand existing gaps and opportunities for collaboration. We developed an open dataset, an interactive Power BI dashboard and three Kumu system maps to visualise the circular economy ecosystem. We also facilitated a sensemaking session and two policy co-creation workshops, engaging representatives from public institutions, businesses, academia, civil society and international organisations. The findings were presented to the participating Knowledge and Innovation Communities, together with recommendations for new initiatives and potential partnerships to strengthen circular economy development in North Macedonia More info here. **Donor**: EIT Climate-KIC

Jan 2021-Dec 2022	*Climate Change*	***Future Cities of South East Europe- Phase 2*** During the 2021–2022 phase of Future Cities of Southeast Europe, SmartUp served as lead project partner, coordinating activities across four cities: Maribor (Slovenia), Križevci (Croatia), Niš (Serbia) and Skopje (North Macedonia). In Skopje, SmartUp facilitated two catalyser sessions and five working meetings that helped establish the Skopje Development Institute, providing an organisational structure for the YES Team. We engaged around 50 stakeholders to develop and prioritise the city's impact investment portfolio and produced a handbook on impact investing for local governments. The initiative also supported the development of digital municipal services, including a funding application platform and a registry of civil society organisations. The work helped attract almost €800,000 for a construction and demolition waste project. SmartUP also led the development of a green transition service aimed at local governments in SEE. More info here. Donor: EIT Climate-KIC
Jan- Dec 2021	*Youth*	***3D Modeling and 3D Printing*** The second edition of the 3D Modeling and 3D Printing Workshop provided high school students in Skopje with practical experience in digital design, fabrication and emerging technologies. Supported by the City of Skopje, SmartUp delivered the programme at the Faculty of Computer Science and Engineering (FINKI), in partnership with M3DS Academy. From 75 applications, SmartUp selected 15 students and provided hands-on training in 3D modelling software and professional 3D printers, guiding participants through the process from digital design to printed models. Participants received certificates and joined a follow-up mentoring network. The workshop achieved an overall satisfaction score of 4.8/5 and a trainer rating of 4.91/5, while 96% of participants expressed interest in advanced training. More info here. **Donor**: City of Skopje

Dec 2020 — May 2022	*Public Sector Innovation*	***"Inclusive and successful digital transformation for all - DIGITAL ALL" (N.Macedonia)*** Through DIGITAL ALL, SmartUp established and operated an e-government support centre within the City of Skopje's Info Center to help residents and organisations use online municipal services. It equipped the centre with two support agents and a dedicated web portal, providing assistance with electronic applications for subsidies and grants. SmartUp delivered eight training and co-design sessions, strengthening the digital skills of 10 people from local administration and civil society. Working with city departments, it facilitated three workshops to improve public calls and developed an online register of civil society organisations. It also produced communication materials and supported preparations for the City's continued operation of the centre. More info here. Donor: Metamorphosis Foundation
Nov 2020 - Feb 2021	*Climate Change*	***Online platform for reporting pollution for the State Inspectorate for Environment in N. Macedonia*** Under the ClearUp ("Razbistri se") initiative, SmartUp developed a digital system for reporting pollution to the State Environmental Inspectorate in North Macedonia. Built on Freshdesk, the platform brought citizen reports from Facebook, email, the Inspectorate's website and the Map of Polluters into a single workspace. SmartUp established a process for inspectors to receive, record, assess, forward and track reports, respond directly to citizens and share cases electronically with department heads. The platform improved the organisation and monitoring of pollution complaints and supported coordination of inspection activities at state and local levels. Led by the Institute for Communication Studies and funded by the British Embassy in Skopje, the initiative aimed to strengthen cooperation between citizens and environmental inspectors. More info about the project can be found here. **Donor:** Institute for Communication Studies, The British Embassy in Skopje

Mar 2020 - Jan 2023	*Education*	***EDUINO: Collectively Improving Education Through Co-Creation and Innovation (N.Macedonia)*** EDUINO was a national digital education initiative conceptualised, designed and led by SmartUp through crowdsourcing and co-creation, bringing together educators, institutions and families across North Macedonia. At the onset of the COVID-19 pandemic, SmartUp mobilised more than 2,000 educators to produce over 4,700 curriculum-aligned video lessons in Macedonian and Albanian, supported by a quality assurance process involving the Bureau for Development of Education. The lessons were also broadcast on national television. SmartUp delivered over 50 webinars reaching more than 70,000 live viewers, developed an early childhood learning platform with 638 published activities and a digital science laboratory featuring 17 experiments. Er also established the EDUINO Ambassadors programme with 75 educators to support peer learning and professional collaboration. The platform reached over 30,000 students and 25,000 teachers and received international recognition through HundrED's 2021 Global Collection. SmartUp subsequently transferred the platform's operation to the Bureau for Development of Education. More info about the project can be found here. **Contracting authority**: UNICEF MK
February 2020 - December 2021	*Climate Change*	***Intersectional Convergence of European Youth towards Green New Deal (System REset)*** Under System REset, SmartUp worked with Kolektiv Z to involve young people, including underrepresented communities, in shaping North Macedonia's National Green Deal. The project combined national youth gatherings, thematic working meetings on circular economy, financing and social justice, and training on intersectionality. SmartUp helped design, build and maintain Zelen Glas, a participatory digital platform for collecting citizens' visions for 2030. It also supported 11 local solidarity actions and contributed to a three-day regional forum bringing together participants from across the Balkans. The work produced a National Green Deal organised around nine areas, contributed to the Balkan Green Deal and green recovery principles, and established the Coalition of the Future. The collected visions were shared with the Ministry of Environment and Physical Planning. More info here. **Donor:** Erasmus + / Young Friends of the Earth Europe

Jan 2020 – Dec 2022	*Climate Change*	***Transformation Financial Mechanism for Communities of South Eastern Europe*** The Transformation Financial Mechanism project brought together five cities — Skopje, Križevci, Maribor, Sarajevo and Niš — to develop financing approaches for urban decarbonisation. SmartUp led the international consortium and coordinated work with city teams, mapping potential investments, analysing local market and governance conditions, and identifying priority projects. We also organised workshops and capacity-building activities to help local stakeholders understand impact investing and prepare projects for financing. Working with Bankers without Boundaries, the consortium developed a blended-finance mechanism combining grants for project preparation with a proposed regional investment fund. Material Economics developed an economic case for Skopje, assessing emissions, investment needs and potential benefits of climate measures. The project delivered a detailed financing mechanism and an initial pipeline of priority projects for further development. More info here. **Donor**: EIT Climate-KIC
Jan 2020-Dec 2020	*Public Sector Innovation*	***Velo Parking (N. Macedonia)*** Velo Parking transformed a neglected area near Skopje's Transport Centre into the city's first open bicycle parking space. SmartUp led the design and implementation process in collaboration with the City of Skopje and with support from GIZ, applying design thinking and facilitating co-creation with citizens, public institutions and private sector representatives. More than 50 citizens participated in the design process, while around 10 public sector representatives were introduced to participatory approaches. SmartUp coordinated the design challenge and implementation partnerships, resulting in four enclosed bicycle parking spaces, 13 open parking spaces, a changing room and eight benches. Additional support enabled greenery, a mural, a water fountain and a bicycle repair station. The project revitalised a public space and strengthened collaboration between local stakeholders. More info here. **Donor:** GIZ

Jan 2020 – Dec 2021	*Public Sector Innovation*	***Impact Investment Portfolio for local governments (within Future Cities of SEE project) (N. Macedonia, Skopje)*** Through the Future Cities of South East Europe initiative, SmartUp worked with the City of Skopje, Elson Solutions and Bankers Without Boundaries to develop an impact investment portfolio for local government. SmartUp conducted research, developed future scenarios and facilitated co-creation workshops with representatives from the City, public enterprises, businesses and civil society. The process involved defining investment assessment criteria, evaluating and prioritising around 60 municipal projects, and providing detailed feedback. It resulted in a prioritised investment portfolio and a quantitative assessment tool covering strategic alignment, environmental and social impact, financing, returns and risks. SmartUp also documented the methodology in a practical guide to impact investing for local governments and promoted the approach through a webinar to support its application by other municipalities. More info here. **Donor**: EIT Climate-KIC
Oct 2019 – Feb 2021	*Education*	***#Inno4Edu - Setting up an enabling environment for improving quality teaching and learning through co-creation and innovation (N.Macedonia)*** #Inno4Edu established the foundations for EDUINO, North Macedonia's national collaborative education platform, by bringing educators, parents, children and technology specialists into the creation of learning resources for ages 3–10. SmartUp designed and led the project, developed the platform's initial framework and functionalities, and organised three national crowdsourcing initiatives to co-create educational activities, games and materials. It established an expert-led verification process and published more than 100 curriculum-aligned resources. SmartUp also introduced ways for educators to contribute their own content and organised five regional events and over 55 presentations in schools and kindergartens to engage the education community. The project concluded with a sustainability model and transfer of the platform to the Bureau for Development of Education, supporting its subsequent expansion into EDUINO. More info here. **Contracting authority**: UNICEF MK

August 2019 - December 2020	*Climate change*	***Future Cities of South East Europe*** Working with the City of Skopje, SmartUp led the local activities of the first phase of Future Cities of South East Europe, an initiative involving five cities: Skopje, Maribor, Sarajevo, Križevci and Niš. SmartUp mapped existing projects and stakeholders, reviewed city strategies and data, and facilitated a multi-sector workshop to identify shared priorities across air quality, waste, mobility and public services. We helped design an innovation team (YES team) governance model and worked with expert partners to develop an experimental impact investment portfolio and an economic case for decarbonising Skopje. These activities established the foundations for the next phase of the initiative. More info here. Donor: EIT Climate-KIC
August 2019 - April 2020	*Youth*	***Extended Mentorship and Incubation for team AndroMeta - Global Winners of GenU Youth Challenge (N.Macedonia)*** After Team AndroMeta was selected as one of five global winners of UNICEF's Generation Unlimited Youth Challenge, SmartUp provided extended mentorship and incubation to support the development of SpeakOut, a mobile application designed to help young people affected by bullying share experiences anonymously, receive peer support and connect with trained volunteers. SmartUp helped the team improve the application's concept and functionalities, develop its business and communication plans, and plan the use of the US$20,000 seed funding awarded through the competition. The programme also included practical coaching in entrepreneurship, product development, leadership and pitching skills. SmartUp continued supporting the team during its participation in the global Generation Unlimited incubation programme in Cairo. More info here. **Donor**: UNICEF MK

July 2019 – November 2019	*Youth*	***Nasoci.me - Career Guidance Platform for High School Students(N.Macedonia)*** Nasoci.me was designed and launched by SmartUp with financial support from the City of Skopje as a free digital career guidance platform for secondary school students. The platform provided accessible career information and educational videos featuring professionals from diverse fields, including social entrepreneurship, filmmaking, management and sign language interpretation. SmartUp developed the platform and produced video content in which professionals shared their career journeys, everyday responsibilities, challenges and practical advice for young people. By presenting first-hand experiences from both familiar and less visible professions, Nasoci.me complemented career guidance offered by schools and educators. The project delivered an accessible digital resource that helped students explore different educational and employment opportunities and make more informed decisions about their future careers. More info here. **Donor**: City of Skopje
Jan 2019-Dec 2019	*Youth*	***New Technologies as Entrepreneurship and Innovation Boosters - 3D Modeling and 3D Printing Workshops for High School Students (N.Macedonia)*** Through two intensive, three-day workshops in Skopje, SmartUp introduced high school students to 3D modelling, printing and practical applications of emerging technologies. Designed and delivered with support from the City of Skopje and FINKI, the programme provided hands-on training for 32 students. Participants learned to use 3D modelling software, operate professional 3D printers and apply design thinking to turn ideas into physical prototypes. SmartUp combined technical demonstrations with practical guidance throughout the design and production process. Every participant successfully designed and printed at least one original model, producing more than 40 prototypes in total. The programme demonstrated how practical technology education could help students develop digital skills, creativity and entrepreneurial thinking. More info here. **Donor:** City of Skopje

2019 - 2020	*Youth*	***Generation Unlimited Youth Challenge 2019/2020*** Focused on digital inclusion for children and young people with disabilities, the second national Generation Unlimited Youth Challenge was designed and delivered by SmartUp in partnership with Foundation Telekom for Macedonia and with support from the Scout Association of Macedonia. SmartUp managed a nationwide call attracting 218 applicants across 53 teams and selected 10 teams for a practical co-creation programme. It organised two information days, two design thinking pre-workshops and a three-day bootcamp supported by more than 20 mentors, followed by two weeks of field research with disability-sector organisations. Five finalist teams received three months of incubation, dedicated mentoring and US$1,000 in seed funding each to further develop their solutions. More info here. **Donor:** UNICEF MK
Oct 2018 – Jul 2019	*Climate Change*	***ICT for Urban Resilience (N.Macedonia): digital tools for the City of Skopje*** Working with the City of Skopje and with support from UNDP, SmartUp developed digital tools to strengthen urban resilience planning, environmental monitoring and communication with citizens. It designed an interactive survey to assess implementation of the Resilient Skopje strategy, including data collection, reporting and Power BI visualisations. SmartUp also developed four interactive flood-scenario maps using ArcGIS, the EcoMarko chatbot explaining how transport choices contribute to air pollution, and an online vehicle pollution calculator with animated results. The project included the design of infographics, visual materials and a flooding study publication, alongside social media awareness campaigns. SmartUp also delivered a newsletter campaign for the City's environmental website, producing four newsletters per month over eight months to support public awareness and engagement. More info here. **Contracting authority**: UNDP MK

Oct 2018 – Jul 2019	*Education*	***RE:THINK Libraries"Bibliobum" (N.Macedonia)*** Seven public libraries across North Macedonia worked with SmartUp to rethink their role as community spaces through the RE Libraries – #BiblioBum programme. SmartUp designed and delivered a practical capacity-building programme based on design thinking, engaging library staff and volunteers in identifying community needs, setting strategic priorities and developing new services. It guided each library in preparing a Strategic Development Plan for 2019–2021 and facilitated knowledge exchange with national and international library experts. The programme resulted in new community-focused services, including a makerspace in Negotino, board game clubs in Valandovo and Kavadarci, a youth art club in Veles, and a children's learning area and IT youth corner in Sveti Nikole. SmartUp also helped establish partnerships between libraries, municipalities, businesses and civil society organisations. More info here. **Contracting authority:** U.S. Embassy Skopje
May - Jun 2018	*Education*	***Education camp #Inno4Edu (N.Macedonia)*** As a follow-up to the #EducationHackathon, the 18-day Education Camp #Inno4Edu brought together 42 educators, students and specialists to develop practical solutions to three educational challenges. SmartUp designed and delivered the programme, providing hands-on training in design thinking, human-centred design, co-creation and rapid prototyping, supported by more than 30 mentors and experts. Through multidisciplinary teamwork, participants developed five functional prototypes, including MojKarakter for character education, Igrame Zaedno for preschool game-based learning and IncloRoom for inclusive classroom design. The solutions were prepared for further testing in formal education settings and presented at a public showcase attended by 154 people. The programme also laid the groundwork for the subsequent #Inno4Edu platform and the EDUINO educational ecosystem. More info here. **Contracting authority**: UNICEF MK

Jan 2018 — Dec 2018	*Education*	***GIZ German Cooperation Startup Camp – a side event to the WB Digital Summit 18-19 April 2018, Skopje*** Held alongside the Western Balkans Digital Summit in Skopje, the German Cooperation Startup Camp connected entrepreneurs from across the six Western Balkan economies with mentors, investors and innovation stakeholders. SmartUp designed the event concept, coordinated its delivery and consultant team, supported participating startups and provided monitoring and evaluation. The two-day programme combined inspirational talks, an investor workshop, an Open Innovation Lab and a pitching competition. Fifteen entrepreneurs participated in the camp, while ten startups presented their solutions to a jury of investors and experts. The winning startup, Meerkiddo, earned participation in the 1Million Startup Conference in Vienna. The event provided practical pitching experience and opportunities for regional networking, knowledge exchange and connections with potential investors. More info here. **Contracting authority**: GIZ N.Macedonia.
Jan 2018 – Dec 2019	*Climate Change*	***SkopjeseZagreva Interactive Visualizations Project*** To make household heating data more accessible and useful for public decision-making, SmartUp developed #SkopjeSeZagreva, an interactive open-data visualisation platform. Working with UNDP, the City of Skopje and the Ministry of Environment and Physical Planning, SmartUp transformed findings from an existing survey of 5,044 households across 17 municipalities into interactive Power BI dashboards. The work included data preparation, analysis, interface design and the development of scenarios allowing users to explore heating methods, insulation and household characteristics by municipality. SmartUp created versions in Macedonian, Albanian and English, alongside communication materials to promote the platform. The resulting tool gave citizens, researchers and public institutions access to data that could inform heating policies and measures to address air pollution. More info here. **Donor:** UNDP MK,

Jan 2018- Dec 2019	*Youth*	***Generation Unlimited Youth Challenge, 2018 and 2019 (N.Macedonia)*** Under the theme "Ending Violence Against and Among Children," SmartUp designed and delivered North Macedonia's first national Generation Unlimited Youth Challenge for UNICEF. The programme engaged 154 young people in 40 teams to develop solutions addressing bullying, access to support and youth participation. SmartUp organised two preparatory workshops and a three-day design thinking bootcamp, where 44 participants developed 10 solution concepts. We also adapted a toolkit for local competitions and provided three months of mentoring, incubation and seed-funding support to the five highest-ranked teams. Two national winners advanced to the global competition, where Team AndroMeta was selected among five global winners. The programme combined youth engagement, co-creation, facilitation and entrepreneurship support, establishing the foundation for the next national edition. More info here. **Contracting authority**: UNICEF MK
Jan 2018 – Dec 2019	*Youth*	***#ZapoznajGiSkopjani*** #ZapoznajGiSkopjani (Meet the Skopjans) was a self-financed storytelling initiative created by SmartUp to highlight the people, cultures and everyday experiences shaping life in Skopje. SmartUp collected and published more than 110 residents' stories through a dedicated platform, working with a volunteer network of writers, photographers, designers and interviewers. We organised two community events combining storytelling, music and networking, and developed the initiative's visual identity and branded merchandise to help fund further activities. Over time, the platform expanded beyond personal stories to feature local events, youth initiatives, artists, entrepreneurs and civil society organisations. The initiative demonstrated SmartUp's capacity to design and deliver community engagement activities that connect residents and give local voices greater visibility. More info here. **Donor:** Self-financed

Dec 2017	*Education*	***#EducationHackathon, within UNICEF Conference for Quality Education for growth, development, and a better future*** Organised as part of UNICEF's national conference on quality education, #EducationHackathon brought together 70 students, educators, designers, developers and other professionals to address five challenges in North Macedonia's education system. SmartUp conceptualised and delivered the two-month innovation process, using design thinking and human-centred design to guide multidisciplinary teams in developing practical solutions. Participants created five early-stage prototypes, including a character education tool, a professional networking platform for teachers, a digital library of preschool games, a gamified learning application and an inclusive classroom concept. More than 500 conference participants contributed ideas and feedback. The prototypes provided a foundation for further testing and development through the subsequent #Inno4Edu programme, including the 2018 Education Camp. More info here. **Contracting authority**: UNICEF MK
Dec 2017 — Jan 2018	*Public Sector Innovation*	***Testing of the Portal for Provision of National E-services*** SmartUp conducted usability testing of North Macedonia's National E-Services Portal to identify improvements that would make online public services easier to access and use. Working with the Ministry of Information Society and Administration and UNDP, SmartUp organised two days of testing with 31 participants of different ages and digital abilities. Participants completed realistic tasks to assess navigation, readability, accessibility, website speed and overall usability. We documented user interactions, analysed the findings and produced a report with recommendations across 15 categories. These included improvements to the homepage, clearer service navigation and a standardised structure for presenting information about public services. The findings provided practical evidence to inform the subsequent redesign of the national portal. More info here. **Contracting authority**: MISA & UNDP N.Macedonia

Dec 2017 — Jan 2018	*Public Sector Innovation*	**Physical Space Testing for the Single Point of Service (SPS) Office** The planned Single Point of Service office was tested with citizens to identify improvements to its layout, accessibility and overall service experience. SmartUp, in cooperation with Studio Tilt, developed a spatial prototype at the actual service location and conducted testing with 20 users of different ages, genders, abilities and nationalities. The assignment was carried out for the Ministry of Information Society and Administration, with UNDP support. SmartUp documented how participants interacted with the space and developed recommendations covering accessibility for people with disabilities, multilingual signage, queue management, seating and basic facilities. The resulting report provided practical guidance for designing a more accessible and welcoming public service environment that responds to citizens' needs. More info here. **Contracting authority**: Ministry of Information Society and Administration & UNDP N.Macedonia
Jul 2017 — Feb 2022	*Public Sector Innovation*	***City of Skopje Innovation Center – SkopjeLab*** SkopjeLab was the first public sector innovation lab established within a public institution in the Balkans. Developed in partnership with the City of Skopje and UNDP, its programme and collaborative approach were designed and managed by SmartUp. The lab worked across five areas: public administration capacity building, citizen engagement, digitalisation and service redesign, urban resilience, and green and sustainable development. SmartUp brought city staff, citizens, businesses, academia and civil society together to research challenges, co-design solutions, develop prototypes and test them with users. This approach informed the redesign of public services, including bulky waste collection, and the transformation of public spaces. By 2021, SkopjeLab had delivered 40 activities, engaged over 850 citizens and involved more than 150 public administration employees and partners in capacity building. SmartUp also developed the City's first innovation framework and supported successful funding proposals. More on Skopje Lab here. **Contracting authority:** UNDP MK

Activities under Skopje lab - City of Skopje Innovation Center project	*Public Sector Innovation*	***Redesign of the bulky waste collection service*** The focus of this project, carried out through SkopjeLab, was improving bulky waste collection service in Skopje. SmartUp worked with the City of Skopje and the public utility Communal Hygiene Skopje to review the existing service, gather feedback from citizens and organise workshops with utility staff and waste management experts. We redesigned the collection process, developed the user experience and interface design for an online service, and prepared a detailed implementation plan. We also developed four additional service proposals, including options for furniture collection, donation and reuse. The project involved 10 utility employees, 5 waste management experts and 15 citizens in developing practical improvements. PU Communal Hygiene Skopje later implemented several recommendations from the project. More info here.
	Public Sector Innovation	***Redesign of the service for grants for NGOs and the e-applications platform*** Applying for City of Skopje grants previously required paper forms and visits to municipal offices. Through SkopjeLab, SmartUp worked with city departments and service users to redesign the application process and introduce online applications. We organised three workshops to identify problems, map existing procedures and develop a simpler user experience. We developed a basic e-applications platform with separate forms for public calls, tested it with 20 users and delivered five training sessions for city administrators. Additional working sessions helped integrate the new process with the City's existing systems. The project also delivered an online register of more than 4,000 active civil society organisations, enabling them to share information and receive updates about funding and cooperation opportunities**.** More info here.

Activities under Skopje lab - City of Skopje Innovation Center project	*Public Sector Innovation*	***Redesign of the "Correct Address" service*** Through SkopjeLab, SmartUP redesigned the City of Skopje's "Correct Address" service to make the process clearer for citizens and prepare it for the national e-services portal. We reviewed the existing procedures, technical requirements and communication with users. We also organised two working sessions with the relevant city departments, mapped the service process and developed a revised model aligned with national requirements. The proposed model was tested with 50 users, providing feedback on how the service could be improved. SmartUp also prepared recommendations for updating the City's website, service information and application forms, and outlined the steps needed to register the service in the national catalogue. The project delivered a tested redesign and recommendations for further implementation. More info here.
	Public Sector Innovation	***Inspectorate: open data (interactive dashboards)*** Through SkopjeLab, SmartUP transformed six months of inspection records from the City of Skopje into two interactive dashboards. SmartUp worked with the City's Inspectorate to collect and digitise data from environmental inspections, communal inspections and communal wardens. Together, we organised the information and developed Power BI dashboards for two audiences: a public version without personal data and an internal version for Inspectorate staff. Users could explore cases by municipality, type of offence, fines and legal basis. The dashboards helped the Inspectorate review its workload and identify areas requiring attention. The findings later informed changes in policies, staffing and preventive measures related to waste disposal. More info here.

Activities under Skopje lab - City of Skopje Innovation Center project	*Public Sector Innovation*	***Inspectorate: communication tool*** Citizen reports received by the City of Skopje's Inspectorate through phone calls and social media were difficult to record, assign and track. Through SkopjeLab, SmartUp worked with Inspectorate staff to develop an internal communication tool using Freshdesk. The team interviewed employees, explored possible solutions and tested the selected system before introducing it across the department. The tool enabled reports to be recorded as cases, shared with department managers and assigned to inspectors in the field. SmartUp also organised a two-day training programme in October 2019 and provided technical support after implementation. The tool was used by 60 Inspectorate employees, providing a more structured way to manage citizen reports and coordinate work across departments. More info here.
	Public Sector Innovation	***Capacity building for the City of Skopje's public administration*** Through SkopjeLab, SmartUp delivered a series of practical workshops and training programmes to strengthen the skills of the City of Skopje's public administration. The training covered human-centred design, design thinking, project development, digital research and everyday digital tools, using real challenges faced by city departments. Activities included nine human-centred design workshops, training on tools such as Typeform and Canva, and practical sessions for Inspectorate staff. SmartUp also developed four self-paced video modules with guides covering Word, Excel, SurveyMonkey and Zoom. More than 150 public administration employees participated in training activities. The programme also produced the City's first innovation framework, while a design thinking workshop helped participants develop three project concepts addressing local challenges. More info here.
	Public Sector Innovation	***Redesign of public spaces, Edition 1*** Residents of Skopje helped shape the redesign of neglected green spaces through a public initiative organised by SmartUp as part of SkopjeLab. SmartUp collected citizens' proposals and researched how people used 12 selected locations through field observations, interviews and an online questionnaire. We gathered feedback from more than 100 people and over 150 online suggestions. Based on these findings, we developed design concepts reflecting residents' needs and invited public feedback. Seven concepts progressed to a City of Skopje tender for detailed design documentation in 2019. The City subsequently built five green public squares in Karpoš, Centar and Aerodrom during 2020–2021. SmartUp also identified private-sector partners interested in supporting implementation. More info here.

Activities under Skopje lab - City of Skopje Innovation Center project	*Public Sector Innovation*	***Redesign of public spaces, Edition 2*** The second edition of Skopje's public space redesign initiative brought together students, young professionals and citizens to develop ideas for improving neglected urban areas. Through SkopjeLab, SmartUp organised and facilitated two rounds of four-day co-creation workshops, involving 35 participants and eight mentors selected through public calls. Working in mixed teams, participants researched selected locations through field observations, interviews and surveys before developing design proposals for greener and more welcoming public spaces. SmartUp coordinated the process and supported the presentation of initial concepts to city representatives and residents for feedback. The project resulted in nine detailed concept designs, which were published online in April 2020 to encourage future investment and implementation. More info here.
	Public Sector Innovation	***Rock Hackathon*** Rock Hackathon brought together students, young professionals and entrepreneurs to explore how Skopje's cultural heritage could be used to create greener public spaces and sustainable business opportunities in the Old Bazaar. Organised on 9–11 November 2018 as part of the international ROCK project and Young Ecopreneurs Climathons, the event combined teamwork, co-creation and practical business development. Through SkopjeLab, SmartUp facilitated the process alongside the City of Skopje, the Faculty of Architecture and Ecopreneurs for the Climate. Participants worked on ideas for reusing heritage spaces and developing eco-business models, supported by the Green Business Canvas approach. The programme also included a planned incubation opportunity for the winning team to further develop its proposed solution. More info here.

Activities under Skopje lab - City of Skopje Innovation Center project	*Public Sector Innovation*	***Cooling, recycling, donating: E-waste (N. Macedonia, Skopje)*** The campaign within the SkopjeLab project, and in cooperation with Zero Waste, aimed at awareness raising among Skopje citizens, especially the youth - on e-waste and its proper disposal. It also implemented a design-thinking methodology and gathered ideas around the future implementation of e-waste management. The campaign displayed a fun, informative, and creative public event for secondary school students aimed at promoting good practices on e-waste disposal, grassroots problems/solutions identification, and promoted Канта.мк eco mobile app that was designed by SmartUp and financed by CPRM. More info here.
	Public Sector Innovation	***Energy Efficiency Campaign (N. Macedonia, Skopje)*** The City of Skopje's energy efficiency campaign, "Change Starts with You", was developed through SkopjeLab, managed by SmartUp with UNDP support. Working with the City's Environmental Protection Department, SmartUp helped develop practical information materials to encourage energy-efficient habits at home, including a booklet and brochures in Macedonian, Albanian and English, alongside an explanatory video. The initiative also included a webinar on solar energy featuring four experts, a week-long Energy Facts awareness campaign and a public design competition inviting citizens to create posters and badges. Four winning designs were selected for the City's campaign. By combining accessible information with opportunities for creative participation, the initiative aimed to raise awareness of energy efficiency and encourage citizens to contribute to Skopje's sustainability efforts. More info here.
	Public Sector Innovation	***Definition of the model for finalization of the Green Cadastre (N. Macedonia, Skopje)*** SmartUp supported the City of Skopje in developing a model for completing, managing and maintaining its Green Cadastre through SkopjeLab. The work involved reviewing existing implementation challenges, mapping relevant institutions and stakeholders, and facilitating two workshops with representatives of the City of Skopje, the public enterprise Parks and Greenery, and all ten Skopje municipalities. These participatory sessions focused on defining institutional responsibilities, coordination arrangements and options for the long-term sustainability of the cadastre. Based on the workshop discussions, SmartUp prepared a report outlining a proposed management and maintenance model, together with recommendations for its further development. The initiative provided a basis for improving cooperation between the institutions responsible for managing urban greenery and maintaining the Green Cadastre. More info here.

Jan 2017 — Dec 2017	*Climate Change*	***Co-designing household-waste solutions*** Household waste collection in Skopje was the focus of five co-design workshops developed and facilitated by SmartUp with UNDP support. Drawing on 73 in-depth interviews, including 48 citizens across six locations, SmartUp brought together 35 stakeholders from public institutions, waste companies, informal waste collectors and local communities. Participants mapped challenges, developed 16 ideas and refined five prototype concepts covering organic-waste composting, deposit-return machines, bulky-waste removal, a waste-mapping mobile application and the formalisation of informal collectors. SmartUp also facilitated a focus group with ten informal collectors and helped develop user journeys, indicative budgets and implementation plans. The outputs provided practical options for improving household-waste management but remained proposals for further development rather than services already in operation. More info here. **Contracting authority**: UNDP MK
2017	*Climate Change*	***Kanta.mk - GARB (Interactive Eco Mobile Application)*** Kanta.mk (GARB) was a mobile application developed to help Skopje residents report waste problems and share information about collection points. SmartUp built the Android application with funding from the Centre for Research and Policy Making, using crowdsourcing to collect location-based data. Residents could map existing waste containers, suggest locations for new ones, report illegal dumping sites and view approved entries on an interactive map. Reports included photographs, locations and waste categories, and were reviewed by administrators before publication. The application aimed to give public institutions and waste-management organisations better information for planning collection and cleanup activities. It developed the GARB concept explored through SmartUp's 2017 waste-management workshops into a separate digital solution for citizen participation. More info here. **Donor**: CRPM

Jan 2016 — Dec 2016	*Education*	***A Winter Course in Design Thinking (N. Macedonia)*** University students from different academic backgrounds came together to explore how design thinking could help solve social challenges. SmartUp designed and delivered North Macedonia's Winter Course in Design Thinking in cooperation with the Faculty of Computer Science and Engineering (FINKI) and the Social Innovation Hub, with support from UNDP. Through practical exercises, students learned to research users' needs, map user journeys, define problems, generate ideas and develop prototype concepts. Working in multidisciplinary teams, they applied these methods to issues including climate change, youth unemployment, social services and urban resilience. The course also introduced entrepreneurship and business development, helping participants connect creative problem-solving with the process of developing solutions for real-world needs. More info here. **Donor**: UNDP MK
Jan 2014 — Dec 2017	*Education*	***TEDxSkopjeSalon & TEDxSeptemvrsijaSesijaSalon*** TEDxSkopje and TEDxSeptemvriskaSesija Salon events brought together people from different backgrounds to exchange ideas and discuss social, educational and technological challenges. Between 2014 and 2017, SmartUp organised and supported a series of licensed TEDxSalon events, engaging participants from civil society, academia, business and public institutions. The licences were held by SmartUp co-founder Aleksandar Lazovski in his personal capacity, while the events were organised and delivered by the wider SmartUp team. Our work included developing event programmes, coordinating volunteers and partners, managing logistics and communications, and facilitating discussions with audiences. Project documentation records 12 Salon events attended by more than 700 people, with contributions from 30 expert speakers and over 40 partner organisations. SmartUp also developed an event organisation toolkit to support future TEDx activities. The initiative helped build a local community of volunteers, experts and organisations interested in knowledge sharing and public dialogue. More info here. **Donor:** TEDxSalon Events