



Under BSO & Social Dialogue, PUM experts support the development of strong Business Support Organisations by improving member services, facilitating peer exchange between entrepreneurs, and offering targeted training—strengthening collective representation and dialogue for better business environments.

BSO & Social Dialogue

PUM strengthens the business ecosystem by supporting Business Support Organisations (BSOs) such as chambers of commerce, associations, federations, and cooperatives. Strong BSOs help improve the business climate by offering valuable services, representing shared interests, and fostering dialogue between entrepreneurs, government and other stakeholders.

Our experts support BSOs in our core sectors with strategic planning, service development, member engagement, and training programmes. We also help set up networks for sharing experiences and good practices between entrepreneurs.

Whether you're looking to start or strengthen a BSO, PUM can offer practical, expert advice tailored to your context. A clear and specific request helps us match you with the right expert so your organisation can grow and contribute to a more inclusive, resilient business environment and to the communities that are closely connected to it.

Areas of expertise

Management and service development of Chambers of Commerce

A chamber of commerce is a local or regional business network that represents the interests of its member companies. It acts as a platform for advocacy, information sharing, and business development. PUM experts support chambers in strengthening their management, expanding services, and increasing member engagement.

Management and service development of Employers' Associations

Employers' associations are organisations that represent the collective interests of employers such as manufacturers, retailers, and service providers—especially in negotiations with trade unions and government bodies. PUM helps these associations improve their internal organisation, policy development, and support services for members.

Management and service development of Sector Associations

Sector or industry associations unite businesses within a specific field to collaborate on shared goals, such as standardisation, quality improvement, education, and public relations. PUM experts advise on effective governance, service design, and the creation of programmes that benefit both members and the sector as a whole.



Andrew Kizito Seruma

PUM representative, Uganda

"PUM expert Dries Stoel collaborated with AREA-Uganda: they looked at the chances and challenges, worked on administration and governance, built a new strategy, and discussed membership management. Dries' detailed approaches and methodologies set standards to attract new clients and build replicable knowledge in this domain, especially for other associations."

Professional people for positive impact

PUM collaborates with businesses and organisations to grow sustainably and build a brighter future for their community. Check [PUM.nl](https://pum.nl) for more information and criteria, and apply for advice.

PUM.