

2023 IMPACT REPORT

Our social and environmental results



Welcome to the first edition of this impact report!
Entrepreneurs du Monde celebrated 25 years in 2023.

The association's mission and commitment to fighting poverty among vulnerable people have remained unchanged over the years.

The association has created a complete ecosystem with Microfinance Solidaire and Investisseurs Solidaires to support local organisations and vulnerable people. These three Social and Solidarity Economy organisations have "Entreprise Solidaire d'Utilité Sociale" accreditation, attesting to their strong social utility.

This report follows on from our annual report. It consolidates social and environmental experiences and results in the various countries and areas of action.

OUR MISSION

Entrepreneurs du Monde supports the social and economic integration of people in very precarious situations around the world. We help them become entrepreneurs, access energy and adapt to climate change so they can liberate themselves. We contribute to eight Sustainable Development Goals (SDGs):



To achieve its mission, Entrepreneurs du Monde creates and incubates local organisations until they are self-sufficient.

ENTREPRENEURS
du Monde

InVestisseurs
Solidaires

micro
FINANCE
solidaire



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INTRODUCTION OUR THEORY OF CHANGE

THE PROBLEM IDENTIFIED

Vulnerable people, particularly women, in low- and middle-income countries lack the resources and opportunities to emancipate themselves due to economic, climatic, social and health factors. At the same time, climate change is accelerating and the environment is deteriorating as a result of economic growth and modes of production and consumption that do not respect people and the planet.

THE SOLUTION PUT FORWARD BY ENTREPRENEURS DU MONDE

To create a network of social enterprises in these countries to promote an inclusive, equitable, resilient and eco-responsible Social Solidarity Economy.

These social enterprises offer products and services to meet the following challenges:

- Economic and social inclusion SDGs – 1, 8, 10 
- Liberation of vulnerable people, especially women – SDGs 5, 10 
- Clean and affordable energy – SDGs 7, 13 
- Adapting to climate change – SDG 13 
- Sustainable agriculture and food security – SDGs 2, 13 

To combat poverty and improve the living conditions, resilience and empowerment of the most vulnerable people in the face of economic, social and climate change, Entrepreneurs du Monde is committed to the following **principles of action**:

1- Consider the people we support as active players in their own lives

- They are consulted on decisions that affect them, such as defining their needs and designing and adjusting products and services.
- They get involved by contributing financially or through their work.
- They are part of a learning process.

2- Guarantee that the beneficiaries reached are part of our target audience

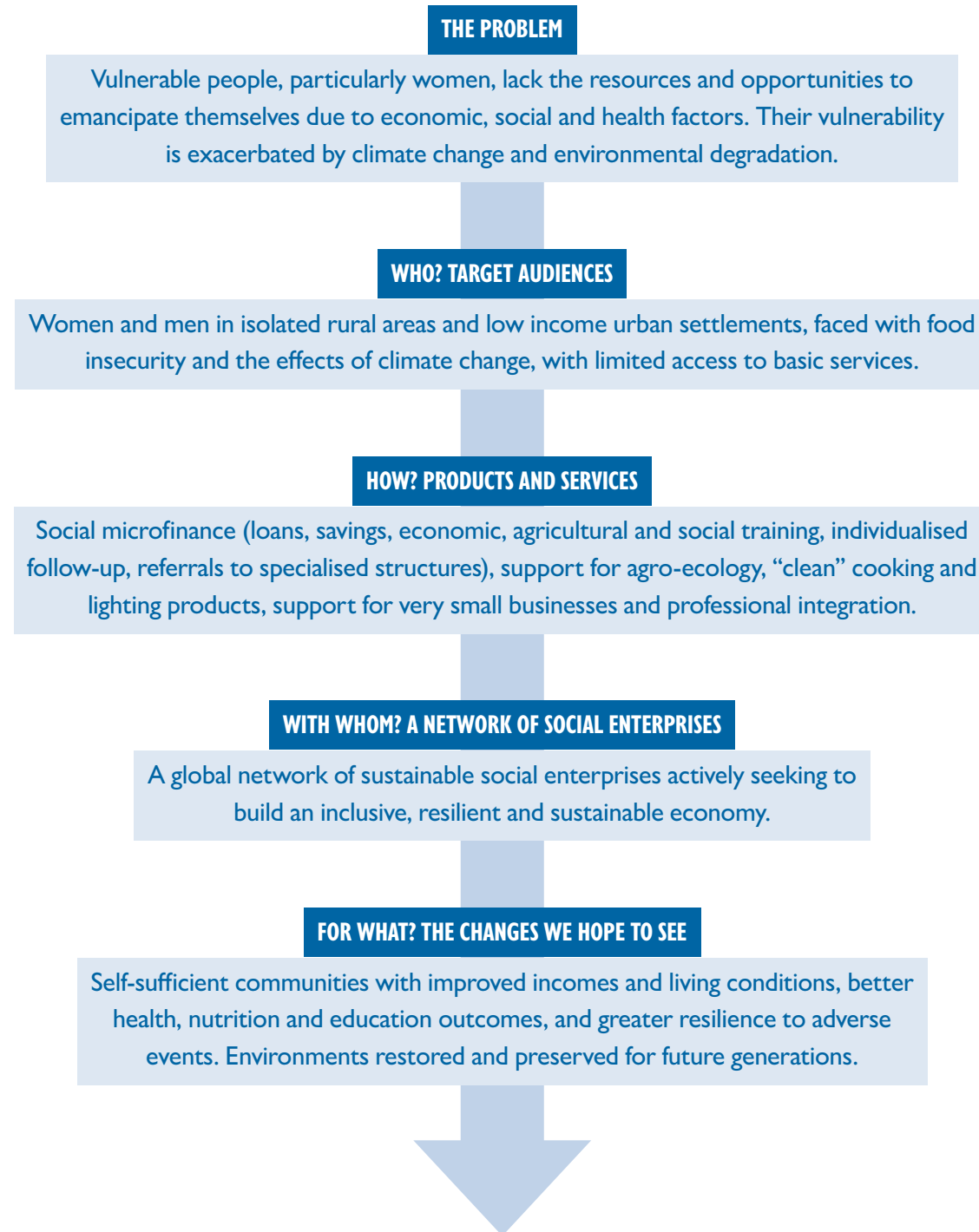
- Evaluate and monitor the profile (demographic, socio-economic) of beneficiaries of products and services over time.
- Run local networks to deal directly with beneficiaries.
- Always put safeguards in place when we serve a minority of less vulnerable people (“customers”) to help ensure the sustainability of the services provided to beneficiaries.

3- Design actions with the intention of sustaining them over time in social enterprises

- Prioritise group methodology with individual responsibility.
- Systematise synergies between our activities to leverage our impact.

OUR THEORY OF CHANGE

It describes how Entrepreneurs du Monde plans to contribute to the fight against poverty.



In this report, we'll share the progress we've made and the questions we're asking, in relation to each of the levers of this theory of change.

1. WHO? Profile of people receiving support

- Do we have the capacity to reach vulnerable people?
- What is the profile and level of vulnerability of the people using the products and services?
- What are their needs?

2. HOW? Products and services tailored to vulnerable people

- Are the products and services of our social enterprises tailored to the needs and preferences of vulnerable people?
- Are the beneficiaries satisfied?
- What could we improve?

3. WITH WHOM? Building a network of social enterprises

- On what principles are our social enterprises built?
- What level of operational self-sufficiency are they achieving?
- What levels of social and environmental performance are they achieving?

4. FOR WHAT? Changes observed in the daily lives of people receiving support

- What changes are we seeing in the lives of the people we support?
- Are they in line with the expected impact?
- What trends can we identify from the data we collect?

PROFILE OF PEOPLE SUPPORTED

SOCIAL MICROFINANCE

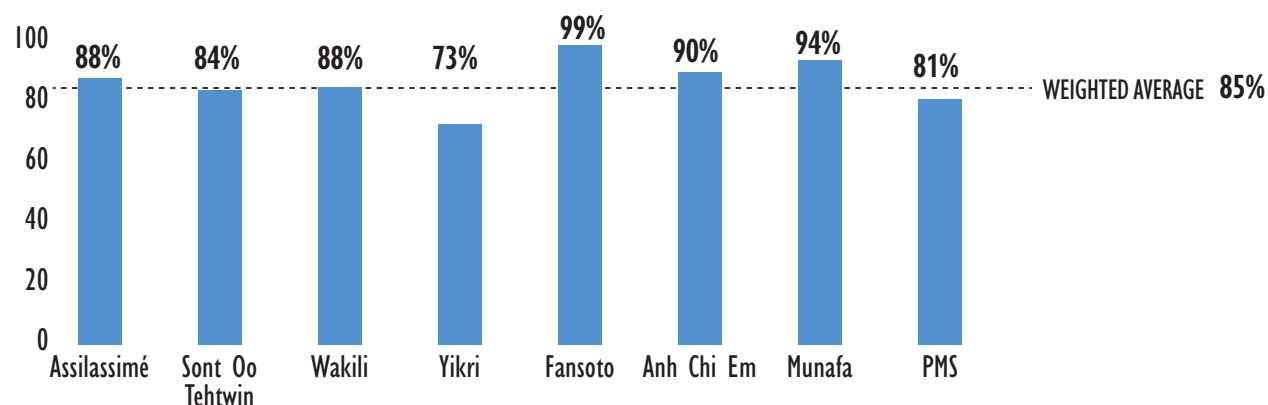
What is the profile of beneficiaries who joined our microfinance institutions in 2023?

Before the official loan application process begins and the activity is fully examined, the facilitator takes the time to ask the future beneficiary a number of questions to assess their profile and understand their living conditions. This information is not taken into account in the decision to grant a loan, but it does provide a snapshot of the client's initial situation, which will serve as a reference point for monitoring their progress throughout their support.

This questionnaire is then submitted with each odd-numbered loan application and the information is recorded in the databases.

The vast majority of people supported by the institutions are women (85%). In 2021, this figure was 87%.

Proportion of women borrowers



EXAMPLES OF DATA

extracted from the questionnaires used to assess the socio-economic profile of beneficiaries



SDG 1: No poverty

Anh Chi Em, Vietnam

39% live below the national poverty line
22% have a poverty card

Fansoto, Senegal

92% had never had access to a formal loan
46% live in overcrowded accommodation

Munafa, Sierra Leone

84% had never had access to a formal loan

Palmis Mikwofinans Sosyal, Haiti

99% do not own a refrigerator
48% live in a house with a straw or tin roof
78% had never had a savings account

Sont Oo Tehtwin, Myanmar

52% live below the national poverty line
45% of farmers applying for a loan own less than 4 hectares

Wakili, Guinea

87% had never had access to a formal loan

Yikri, Burkina Faso

34% live below the threshold of \$3.20/day, purchasing power parity (PPP) 2011
10% live below the threshold of \$2.10/day, purchasing power parity (PPP) 2011
95% had never had access to a loan



SDG 2: Zero hunger

Munafa, Sierra Leone

88% eat fewer than 3 meals a day

Sont Oo Tehtwin, Myanmar

45% of farmers work less than 5 hectares of land



SDG 4: Quality education

Fansoto, Senegal

58% are illiterate

Sont Oo Tehtwin, Myanmar

50% have never had secondary education

Munafa, Sierra Leone

64% did not complete primary school

Wakili, Guinea

78% are illiterate

Palmis Mikwofinans Sosyal, Haiti

44% of partners do not send all their children to school

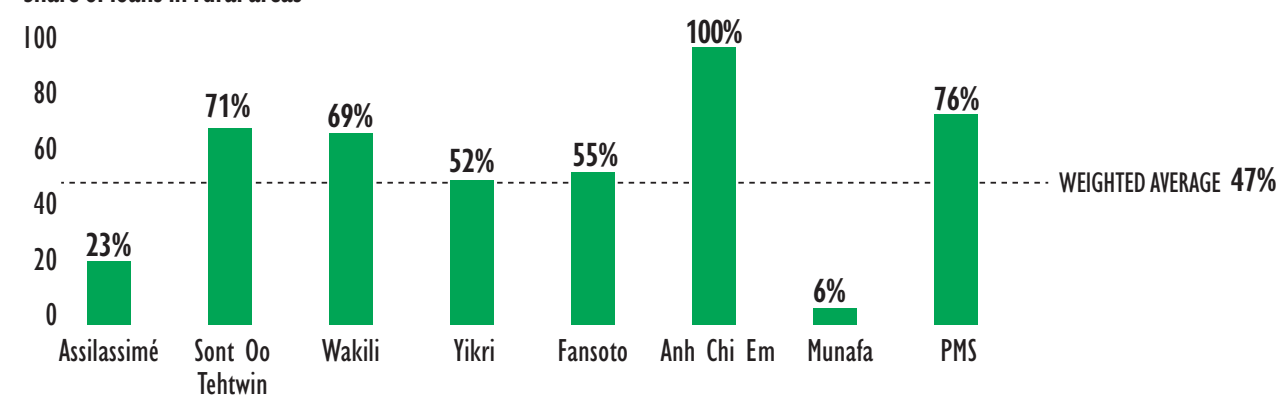
Yikri

55% are illiterate

Half of the people we support live in urban, suburban or rural areas.

The rural outreach of our network's microfinance institutions increased from 31% in 2021 to 47% in 2023.

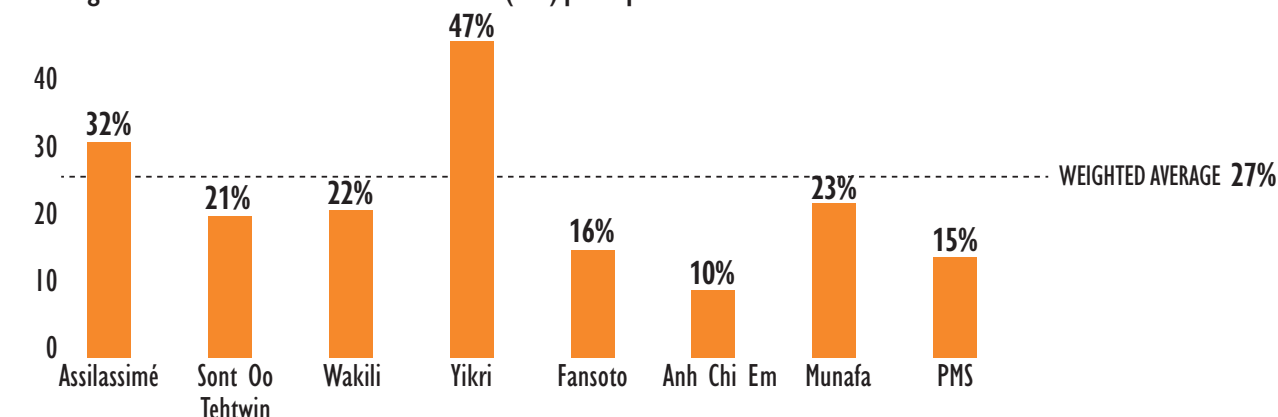
Share of loans in rural areas



Asian institutions (Sont Oo Tehtwin and Anh Chi Em) have a very good reach in rural areas, in line with the 52% benchmark proposed by the ATLAS platform.

These figures illustrate the ability of the institutions in our network to target vulnerable people who have very small income-generating activities to begin with or who are just starting out in business. **On average, the amount of loans corresponds to 27% of GNI per capita** compared with 61% of the institutions listed by ATLAS.

Average loan disbursed/Gross National Income (GNI) per capita



Daw Than Than Aye
Seller in Myanmar

I joined Sont Oo Tehtwin three years ago and thanks to the loans I was granted, my institute has developed well. Now I can take on new projects and look after my family.



ENERGY ACCESS

Contact with product users is less frequent than in microfinance. This is because, once the products have been sold, there is no interaction at regular intervals like the monthly group meetings in microfinance. Collecting regular data on their profile is therefore more difficult. However, sales certificates containing information on the profile of buyers of gas stoves are issued as part of carbon finance. At Ateco in the Philippines, a full questionnaire is administered at the time of sale. Occasional surveys are also used to gather data on the profile of solar product users.



Example of data on the profile of beneficiaries collected over the last three years

	Mivo Energie Togo	Palmis Enèji Haiti	Nafa Naana Burkina Faso	ATECo Philippines	Pteah Baitong Cambodia
Not connected to the electricity grid	14%	24%	64%	82%	68%
Using precarious* lighting equipment	13%	56%	11%	81%	n.d.
Using precarious** cooking equipment	78%	60%	86%	n.d.	n.d.
Below the \$5.50/day threshold (PPP 2011)	76%	71%	43%	27%	n.d.
Mainly female users	69%	66%	87%	n.d.	62%

* For example: battery torches, candles, kerosene lamps, etc.
** For example, wood, charcoal, etc.

SUPPORT FOR AGRO-ECOLOGY

The profile of the beneficiaries of the agroecology resource centres is assessed through occasional surveys.

Profile of people using the granaries managed by Fina Tawa in Matam, Senegal

- 52 years old on average, 75% women, 69% illiterate.
- Onion, okra, sweet aubergine, cabbage and bitter aubergine grown on plots averaging less than 1 hectare
- 51% of producers use only chemical products, 24% use only organic products
- 20% combine chemical and organic products
- 65% have problems accessing sufficient food – 33% during the year and 32% during the month



PRODUCTS & SERVICES TAILORED TO VULNERABLE PEOPLE

SOCIAL MICROFINANCE

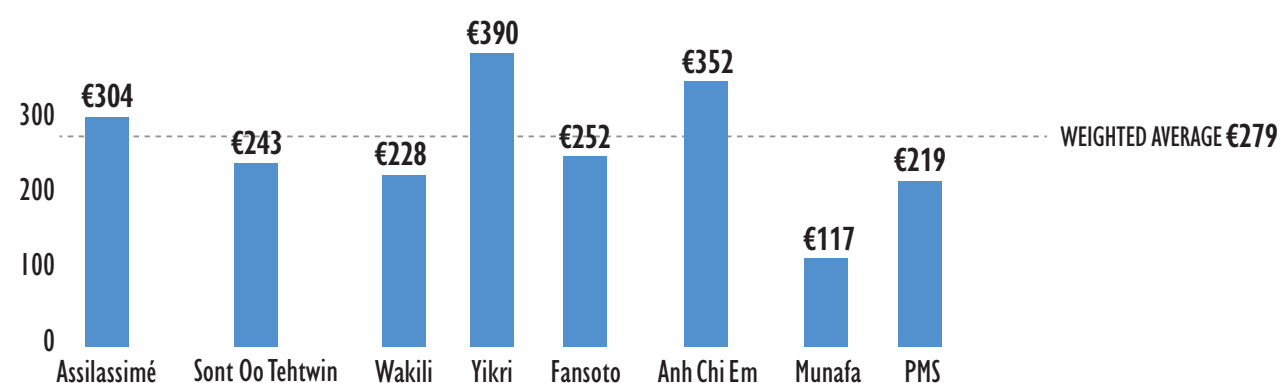
Our association has designed and deployed a social approach to microfinance to meet the needs and preferences of vulnerable people and help them to start a business and emancipate themselves.

PRINCIPLES OF ACTION

- Be **accessible to the most vulnerable people who are excluded from traditional microfinance**. These people are not in a position to provide material or financial guarantees or to mobilise sureties, and their borrowing requirements and savings capacities are often lower than the minimum amounts authorised elsewhere. They sometimes have no identity papers, their mobility is limited to their neighbourhood or village, and they are often illiterate. We remove these barriers to access using a group methodology with individual responsibility
 - Offer a **broader range of services**
 - **Financial services:**
 - Savings products** with no account maintenance or withdrawal fees, and interest payments. Individual liability **loans**, granted without guarantee or deposit. Features tailored to the needs of vulnerable people (repayment amount and frequency adapted to the seasonal nature of the business and repayment capacity)
 - **Training and support services:** training in management, agro-ecology, health and social issues, farm advisory services and referrals.
 - **A group dynamic that fosters social inclusion:** the entrepreneurs form groups of around 25 people, whom the facilitator meets once a month to make repayments and provide training and share experiences.
- “The ambition of the institutions that we create and support goes further than the financial inclusion of vulnerable people. The aim is to give them the means to increase their income and improve their living conditions and resilience.”*
- Deploy a system for **monitoring the profile of people supported** to ensure that:
 - The people joining the institutions are very vulnerable and correspond to the target populations,
 - The changes they had hoped for in their lives become apparent over time.

The average amount of loans granted is **€279**, a slight increase (€258 in 2022). This trend reflects our determination to compensate for high inflation and continue to support our growing businesses.

Average amount of loans disbursed*



*This graph and the following ones are taken from the annual dashboard. Only organisations incubated by Entrepreneurs du Monde are presented here

Satisfaction surveys are carried out at least every 3 years. Information is collected by external teams. These surveys use quantitative and qualitative data collection methods to measure the level of satisfaction of beneficiaries and understand their experience of services.

Satisfaction rate by type of service

% of people satisfied or very satisfied

Overall satisfaction	97%
Loan	96%
Savings	99%
Training	93%

Gender analysis is useful for understanding variations in access, use and perceived impact of services.

Yikri in Burkina Faso

The results of the 2023 satisfaction survey showed that the quality of services provided to beneficiaries has been maintained with the growth in activities (96% satisfaction).

The perceived effects of the training provided by Yikri are strong, particularly among male beneficiaries, for example for the following modules:

- Relationships between spouses
- Relationships between parents and children

So why do men value this training more than women?






One theory is that although men have the most power in the household, they have less access to these lessons about balanced relationships between spouses and with children, the importance of dialogue, etc. These lessons may also challenge the negative image of masculinity. It seems that the men who have benefited from Yikri have embraced the messages of these courses and decided to put the lessons into practice for the benefit of the whole family.



ENERGY ACCESS

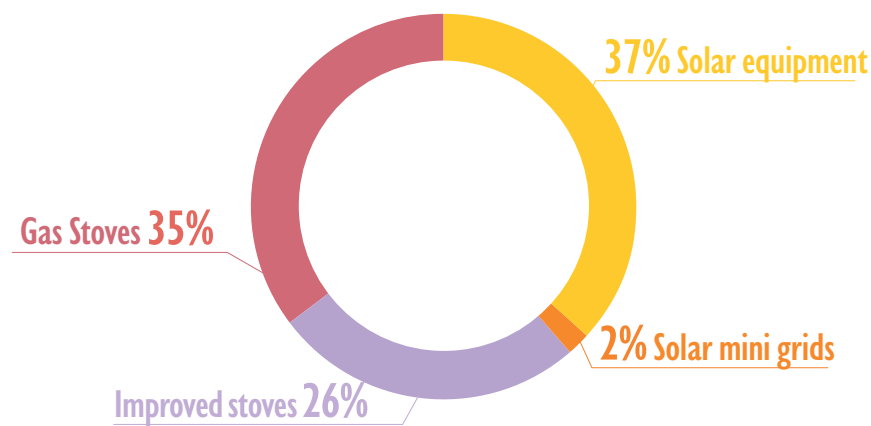
Social enterprises in the energy sector facilitate access to **clean, economical cooking and lighting equipment to improve the living conditions** of vulnerable populations and help them develop income-generating activities. This equipment is accessible through financial services, and distributed through local distribution networks offering good after-sales service. These solutions enable households to **reduce their energy costs, while improving their living conditions** (less fatigue, less smoke) **and protecting the environment** (less wood cut and fewer greenhouse gas emissions).

Profile of organisations

Organisation	Country	Creation	Families equipped	Distribution method
	Burkina Faso	2012	2,454	Direct sale Associations Shops
	Haiti	2012	5,170	Indirect sale Resellers
	Togo	2013	6,971	Microfinance institution
	Philippines	2015	1,427	Paygo with monthly collection of repayments
	Cambodia	2015	64	Direct sale Door-to-door Village meetings

In 2023, the organisations equipped **16,086 households**. The number of people using the products was **73,697**. This is the number of people who bought the product (i.e. the number of people who bought the product multiplied by the average number of people in the household).

Breakdown of products



Solar equipment (37%) accounts for more than a third of the 16,279 products sold in 2023, with the remainder made up of **cooking equipment**, notably refills for gas stoves (35%), improved stoves (26%) and solar mini-grids (2%).

The table below shows the overall results of the satisfaction surveys carried out among organisations in the energy sector over the last three years. These good results show a high level of satisfaction with the products on offer, a high probability of daily use and satisfaction with after-sales services in the event of problems with the products.

Satisfaction indicators

% of people satisfied or very satisfied	95%
Daily use of products	80%
Satisfaction with after-sales service	94%
Net Promoter Score*	71

Yawa Domanou

Street cook in Togo

Using the Mivo Energie gas cylinder has become an integral part of my lifestyle. I can't live without it. I used to cook with charcoal, which took a lot of time and made me cough. Cooking with gas saves me a lot of time, so I have more free time to spend with my family.



* Indicator of the proportion of people recommending products and services. The result can range from -100 (if all your customers are detractors) to +100.

SUPPORT FOR AGRO-ECOLOGY

To promote adaptation to climate change and food security, Entrepreneurs du Monde is pursuing its development in rural areas: the reach of our network's **microfinance** institutions in these areas was 47% in 2023. The proportion of loans for agricultural activities rose from 21% in 2021 to 27% in 2023.

Entrepreneurs du Monde has also set up **2 resource centres**: Fina Tawa in Senegal and Ekofoda in Togo, to devise, test and develop appropriate agroecological practices.

Centre activities in 2023

	Total	Fina Tawa - Senegal	Ekofoda - Togo
Agricultural sectors supported	5	2	3
Supported groups	24	12	12
Farmers supported	1,842	1,556	286
of which women (%)	82%	90%	40%
Beneficiaries of the agricultural warning and information system	350	350	0
School fields	45 ha	40 ha	5 ha
Training courses	624	480	144

In **social microfinance**, the work of the technical agricultural advisers (TAA) is recorded in the Fonio software developed by Entrepreneurs du Monde and used by Anh Chi Em, Assilassimé, Fansoto, Palmis Mikwofinans Sosyal, Sont Oo Tehtwin, Wakili and Yikri.

TAA activities in 2023

Activities	Number	Women
Farm visits	4,542	57%
Operating assessments	1,492	69%
Field schools	322	-
Participation in field schools	5,429	-

Farm profile*

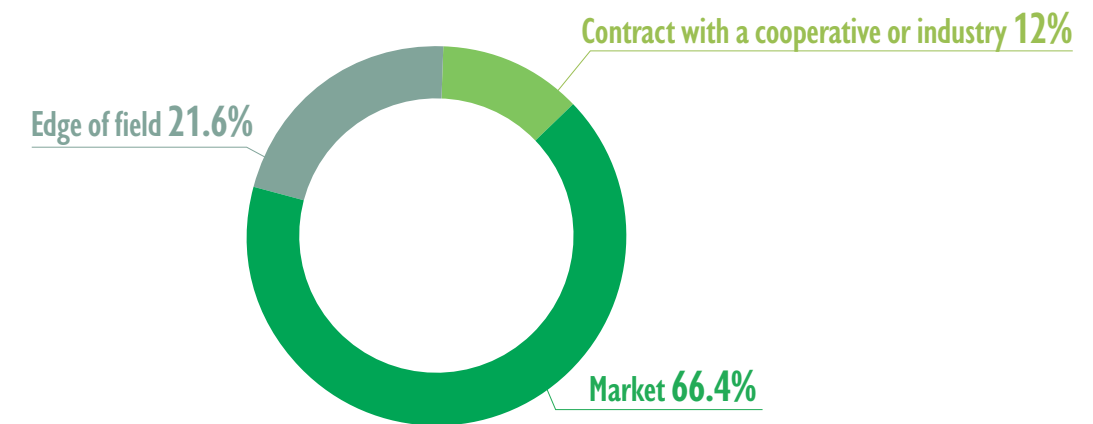
	Indicators	Women	Men
Average surface area	3 ha	2 ha	5 ha
Women farm managers	62%	93%	0%
Without equipment	44%	55%	19%
No easy access to veterinary care	68%	74%	56%
Transformation of their production	3%	2%	3%

The vast majority (93%) of beneficiaries are farm managers. The 48% of men supported are all farm managers.

*Assessment data

The majority of producers sell part of their production at the market (66%). More men than women have contracts (15%), which reflects better integration into the industry. They sell less frequently at the edge of their fields (15%) than women.

Marketing



Fina Tawa in Senegal

The results of the 2022 satisfaction survey were used to evaluate the training courses, agricultural advice and granaries in terms of management, quality of conservation and selling prices at the end of the year. The overall satisfaction rate of 76% for these services is very encouraging. Producers expressed their satisfaction by explaining that these services were helping to reduce food insecurity. They also came up with concrete ideas for improving the operation of the granaries in subsequent seasons. "Thanks to Fina Tawa we now understand the true value of agriculture."

Satisfaction indicators*	Yikri Burkina Faso	Wakili Guinea	Fansoto Senegal
Overall satisfaction rate among agricultural loan customers	97%	84%	99%
Satisfaction rate: farm advisory services	100%	100%	96%
Satisfaction rate: agricultural loans	94%	98%	97%
Satisfaction rate: field schools	-	-	98%

Farmer, Guinea

"The techniques we've learned are very useful because they enable us to solve some of our problems, such as animal diseases and insect control."

Farmer, Senegal

"The services were of a high standard. He explained how to make insecticides using nime, papaya leaves, onion, garlic and chilli. These are natural ways of protecting plants."

Farmer, Burkina Faso

"The agricultural adviser is very much at our side. And he's very helpful because he knows our growing and farming conditions. His advice is useful. Personally, it has helped me a great deal in managing my business."

*Survey year: 2023 for Yikri and 2022 for Wakili and Fansoto

BUILDING A NETWORK OF SOCIAL ENTERPRISES

By social enterprises we mean:

- organisations whose activities are economically viable in the long term
- with a strong social and environmental mission
- with a profit-making potential limited to the benefit of this social and environmental mission
- with transparent governance set out in the Articles of Association.

Key figures for 2023

Activity	Orgs	Names	Staff	Beneficiaries	Women	Country
Social microfinance (EdM Association)*	8	Fansoto	69	18,869	88%	Senegal
		Wakili	55	15,287	85%	Guinea
		Munafa	56	11,073	94%	Sierra Leone
		Palmis Mikwofinans Sosyal	72	12,080	81%	Haiti
		Yikri	104	33,194	73%	Burkina Faso
		Assilassimé	164	41,357	88%	Togo
		Sont Oo Tehtwin	52	6,344	84%	Myanmar
		Anh Chi Em	35	6,246	90%	Vietnam
Social microfinance (Microfinance Solidaire)**	5	Alidé	84	36,167	92%	Benin
		Chamroeun	406	42,840	78%	Cambodia
		Sampurna Finance	431	79,165	100%	India
		Vahatra	308	21,174	70%	Madagascar
		SCPI	34	3,286	90%	The Philippines
Energy access	5	Mivo Energie	44	6,971	75%	Togo
		Pteah Baitong	6	64	0%	Cambodia
		ATECo.	18	1,427	50%	The Philippines
		Palmis Enèji	32	5,170	34%	Haiti
		Nafa Naana	16	2,454	47%	Burkina Faso
Other	6	Emergence Net	3	110	95%	Burkina Faso
		Miawodo	27	404	48%	Togo
		Des Saveurs et Des Ailes	3	19	62%	France
		Un Toit Vers l'Emploi	8	53	23%	France
		Fina Tawa	10	1,556	90%	Senegal
		Ekofoda	9	286	40%	Togo
TOTAL	24		2,046	345,596		15

*8 organisations incubated by Entrepreneurs du Monde in 2023
 ** 5 organisations receiving only Solidarity Microfinance funding in 2023

These 24 organisations are active in 15 countries, supporting 345,596 beneficiaries



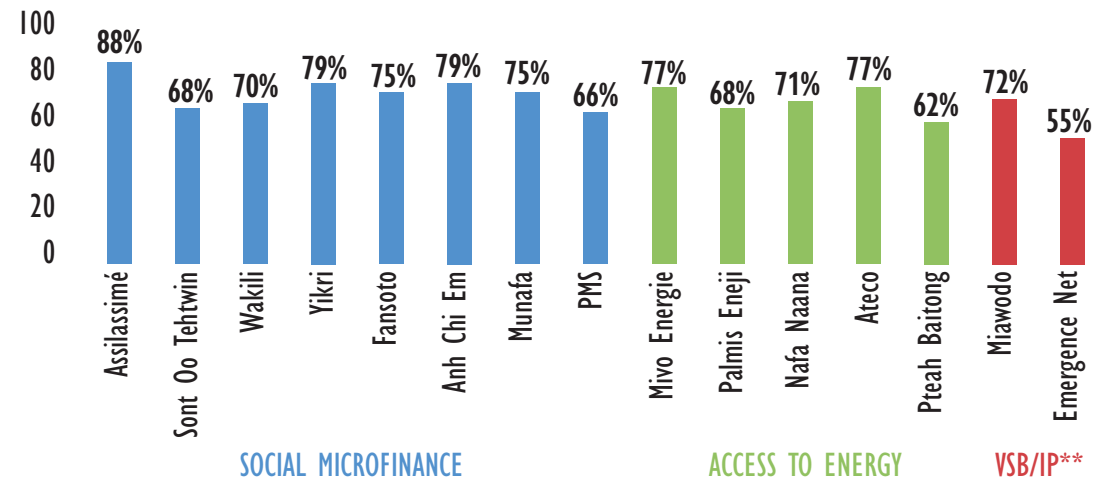
LOCAL COMPANIES WITH A CLEAR, AMBITIOUS AND MONITORED SOCIAL MISSION

With our support, each social enterprise in our network defines the essential foundations of its action: its vision, mission, theory of change and monitoring indicators, in line with the relevant benchmarks for its field of action, such as CERISE+SPTF or GOGLA.



We assess the capacity of social enterprises to put their mission into practice and to achieve the social and environmental objectives they have set for themselves by conducting audits according to the methodology developed by CERISE-SPTF.

Results of social and environmental audits*



FOCUS ON RESULTS IN SOCIAL MICROFINANCE

The institutions in the Entrepreneurs du Monde network are performing in line with or better than their peer group. The average score rose from 68% in 2020 to 75% in 2022 using the SPI4 tool. In 2023, Fansoto Senegal and Sont Oo Tehtwin Myanmar used version 5 of the SPI, which included the environmental dimension in the total score. This makes comparison with previous audits less immediate.



* Latest results available for SBS, SPI4 and SPI5 (for Sont Oo Tehtwin and Fansoto) in 2023 and previous years
 ** Small Business Support/Professional Insertion

CHANGES OBSERVED IN THE DAILY LIVES OF PEOPLE RECEIVING SUPPORT

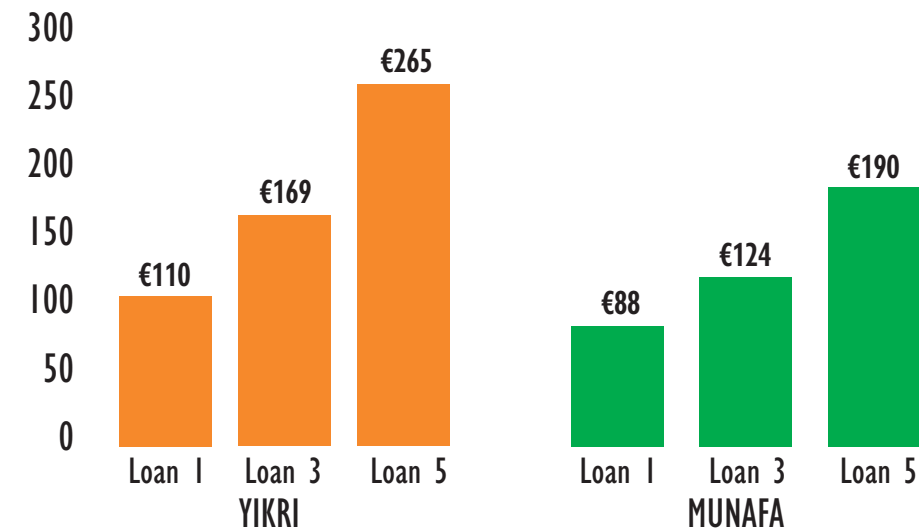
SOCIAL MICROFINANCE

CHANGE IN NET INCOME FROM ACTIVITIES AND BENEFICIARIES' HOUSEHOLDS

In **West Africa**, among the people supported by Munafa Sierra Leone and Yikri Burkina Faso, there has been a sustained increase in the net income generated by the activity over time, as shown in the graph below. On average, the activity financed generated a net monthly income of €110 for Yikri and €88 for Munafa at the time they applied for their first loan. This income increases by more than 115% for the same group of beneficiaries when they apply for their fifth loan, around 2.5 years later.

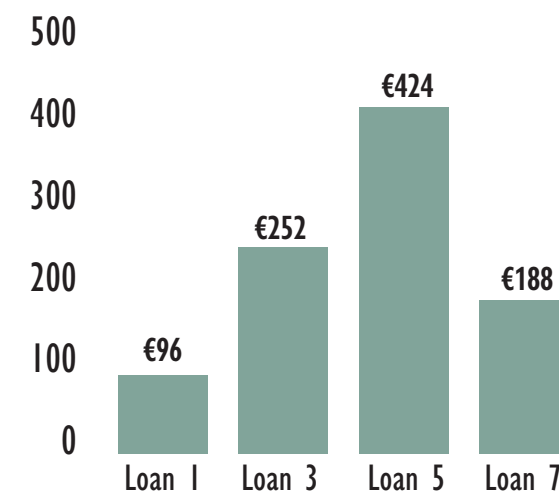


Changes in net income from activities for beneficiaries of Yikri, Burkina Faso and Munafa, Sierra Leone



On the other hand, in **Myanmar**, for the people supported by Sont Oo Tehtwin, there was a drop in net income from the business in 2023. This trend appears to be attributable to the deterioration in the political, social and economic environment following the summer coup in 2021.

Change in net household income at Sont Oo Tehtwin, Myanmar



COOKING AND LIGHTING EQUIPMENT



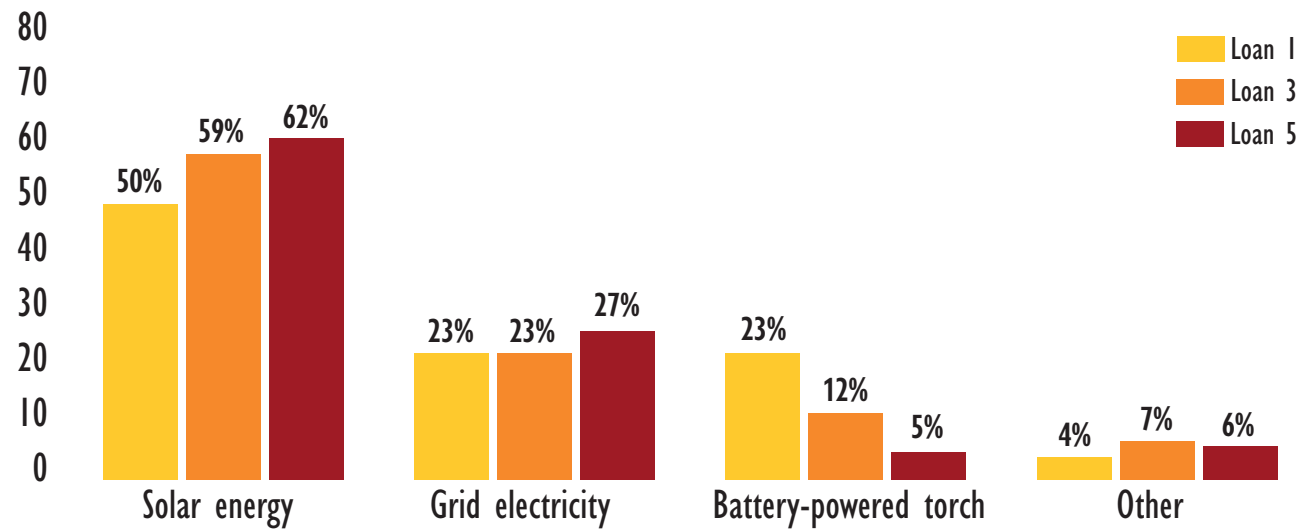
We are forging links between the social enterprises in our network that operate in the social microfinance and energy access sectors.

In Burkina Faso, **Yikri is working in partnership with Nafa Naana**, whose mission is to make products and services that improve living conditions and protect the environment available to as many families as possible, while developing the local economy. :

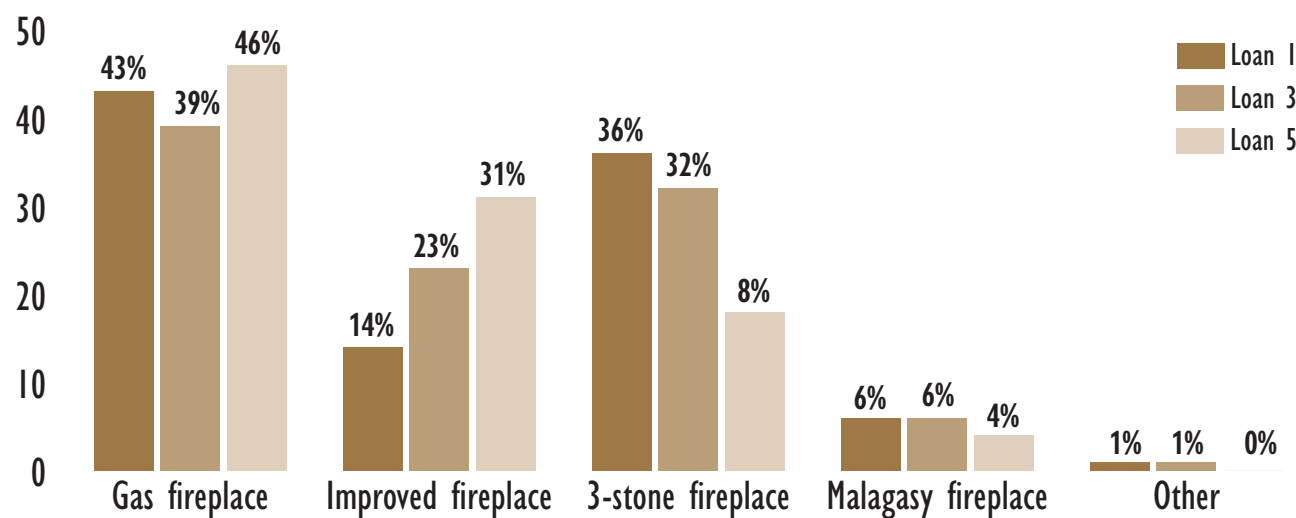
- Nafa Naana offers cooking and lighting equipment such as improved gas stoves and solar lamps.
- Yikri provides financing solutions through loans and savings.

As the following graphs show, **there has been an increase in the rate** of clean, economical and environmentally-friendly equipment among the households of Yikri beneficiaries.

Changes in lighting equipment in households supported by Yikri, Burkina Faso



Changes in cooking equipment in households supported by Yikri, Burkina Faso

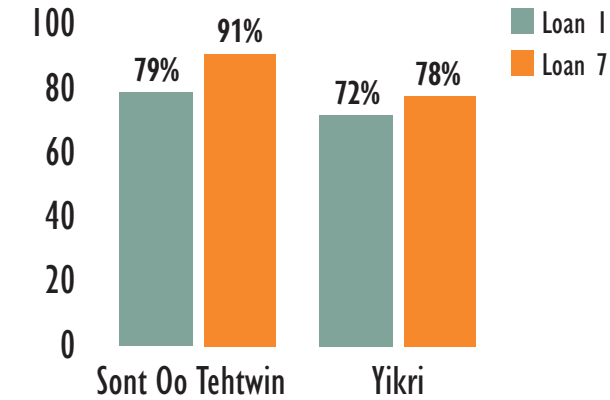


SCHOOLING FOR BENEFICIARIES' CHILDREN



The positive trend in income and savings balances, coupled with training on the importance of educating children, seems to be benefiting school enrolment, as shown by the rising school enrolment rates among beneficiaries of Sont Oo Tehtwin Myanmar and Yikri Burkina Faso.

Changes in children's enrolment rates over the last school year

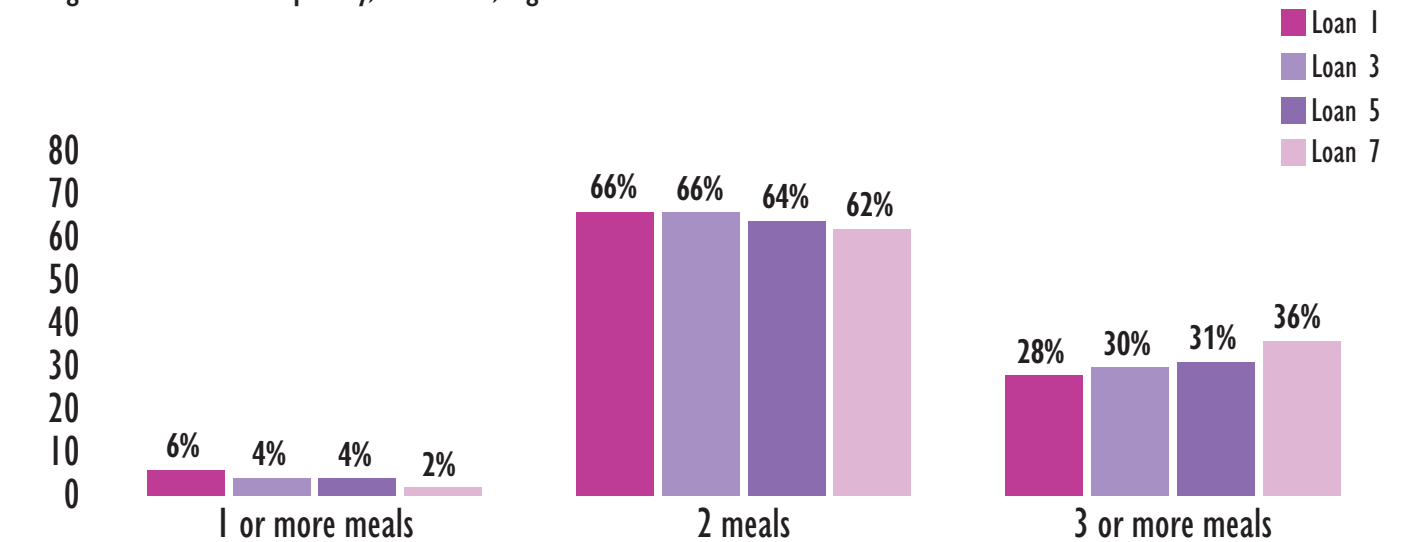


FOOD SECURITY AND NUTRITION



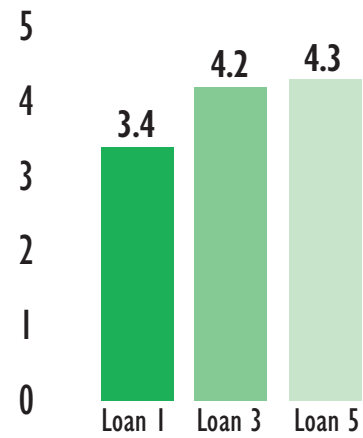
In **Togo**, for example, over the course of Assilassimé's support, the average number of meals per day increased between the first and seventh loans. Encouraging results have been achieved in terms of the quantity and quality of food provided to beneficiaries.

Change in number of meals per day, Assilassimé, Togo



In **Sierra Leone**, with Munafa, food is diversifying. This aspect is measured by the [FAO](#) food diversity score.

Change in number of food groups consumed per day, by beneficiary Munafa, Sierra Leone



In Burkina Faso, **Yikri** is a fine illustration of the role played by social microfinance in the fight against food insecurity and malnutrition. It was awarded the European Microfinance Prize 2023 for its commitment to tackling the complex challenges of food security and nutrition in Burkina Faso. Burkina Faso has some of the highest levels of food insecurity in the world. To meet this challenge, the country needs to adapt its agricultural model to the risks caused by climate change. To support small-scale farmers in this transition, Yikri offers an unsecured agricultural loan tailored to harvest cycles, as well as support from technical agricultural advisers. They support and advise farmers in implementing agro-ecological practices to increase yields while protecting the environment. Yikri also strengthens value chains by linking farmers with input suppliers and buyers.

This close support takes place over time through individual visits and monthly group training sessions. In addition, Yikri's team of social workers identifies the families most affected by malnutrition, particularly in disadvantaged areas of the capital, and refers them to associations offering subsidised milk distribution programmes.

Lo Van Thi Nien

Livestock farmer in Vietnam

ACE has been working with me for several years. Thanks to this, I can look after my livestock better, so my business has grown and I can generate more income to look after my family.



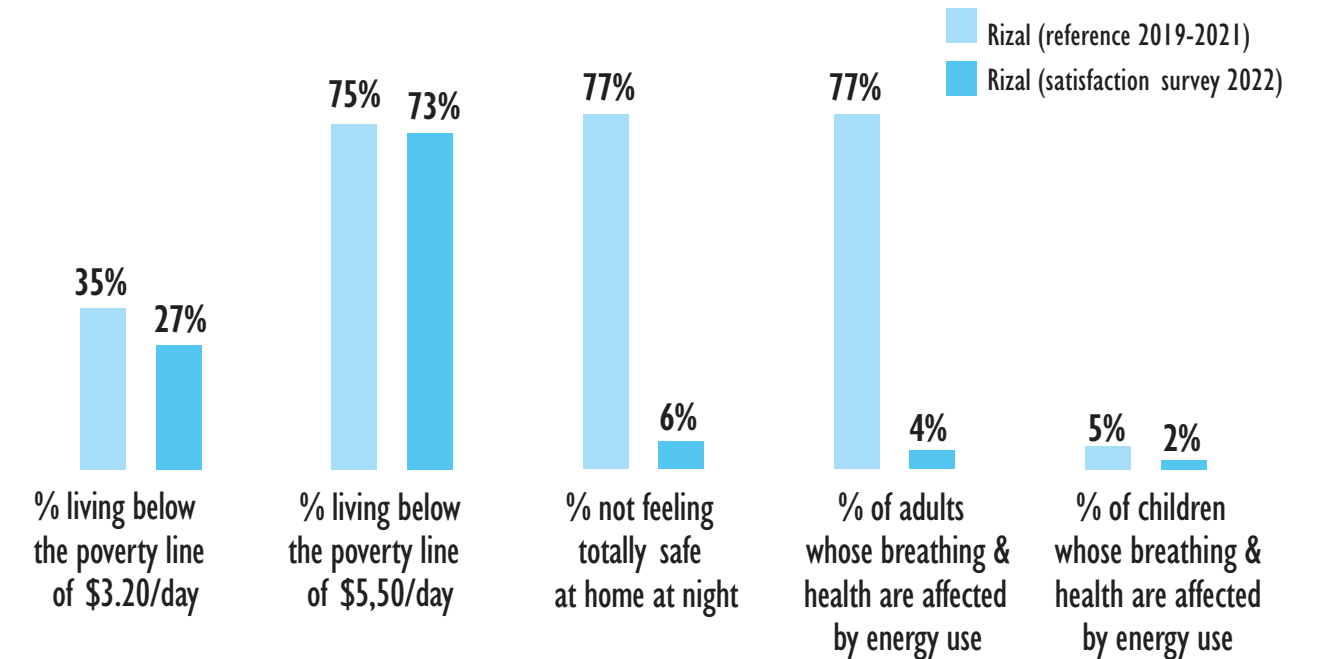
ENERGY ACCESS

Access to energy solutions such as solar lights, larger solar kits, access to mini-grids and clean cooking solutions such as improved stoves and gas stoves is closely correlated with a number of social, economic, health and environmental outcomes.

As part of Ateco's activities in the Philippines

Data is collected at the time of sale to record a baseline situation on areas such as the sense of security within the household and village, health problems related to energy use and overall poverty rates. The questions are then asked again during satisfaction surveys carried out at least one year after the purchase of the product. Ateco beneficiaries based in the province of **province of Rizal** have better results in terms of overall exposure to poverty, safety and health, as shown in the graph below.

Changes identified by the beneficiaries of Ateco, Philippines*



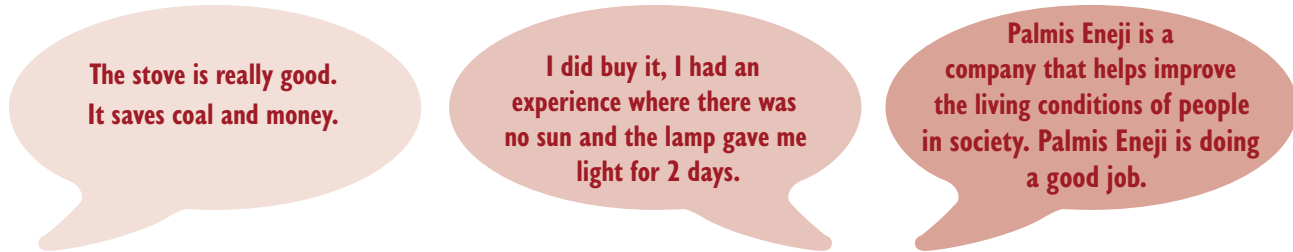
In another satisfaction survey conducted by Ateco in 2023 in the Samar region of the Philippines

58% of customers said their household income had increased 'a little' as a result of Ateco's intervention, and 38% said it had increased 'a lot'. Only 4% of customers said that their income had fallen. Similarly, 51% of customers said their standard of living had improved 'a little' and 44% said their standard of living had increased 'a lot' as a result of Ateco's solar lighting intervention.

*Sources: benchmark survey and satisfaction survey

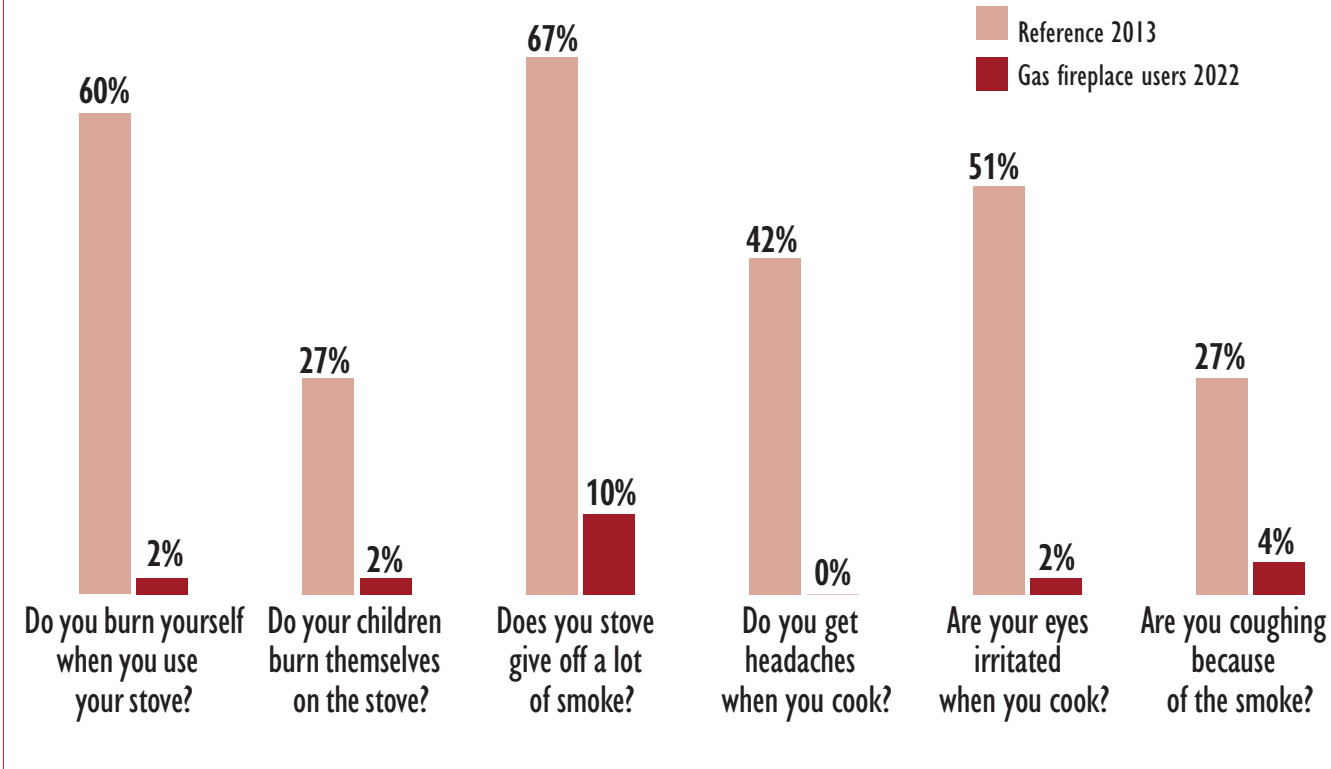
As part of Palmis Enèji's activities in Haiti

Palmis Enèji in Haiti provides vulnerable households with solar lighting and gas stoves (or less energy-intensive coal stoves). The following extracts are taken from a recent satisfaction survey. They have a positive feeling about the organisation.



In our first carbon finance baseline survey, we found a significant reduction in the negative effects of cooking on health for gas stove users, compared with the situation observed when they previously used rudimentary wood/charcoal stoves.

Changes identified by the beneficiaries of Palmis Enèji, Haiti



Solar lamp users have also reported the following positive effects on their daily lives

- 98 % felt safer in their homes.
- 97 % felt it was easier to move around the home.
- Among households with children, 74% of users said they were better able to study in the evenings.

The additional activities since the purchase of lighting and cooking products are varied.

64% of solar lighting users say they have more time available for other activities since purchasing the product. :

- Studying, for adults, students and children alike
- Working at night, selling products, preparing for the next day's work
- More time for cleaning and cooking
- Leisure, prayer activities and reading
- Raising chickens at night

61% of users of improved stoves have more time available for other activities since buying the product:

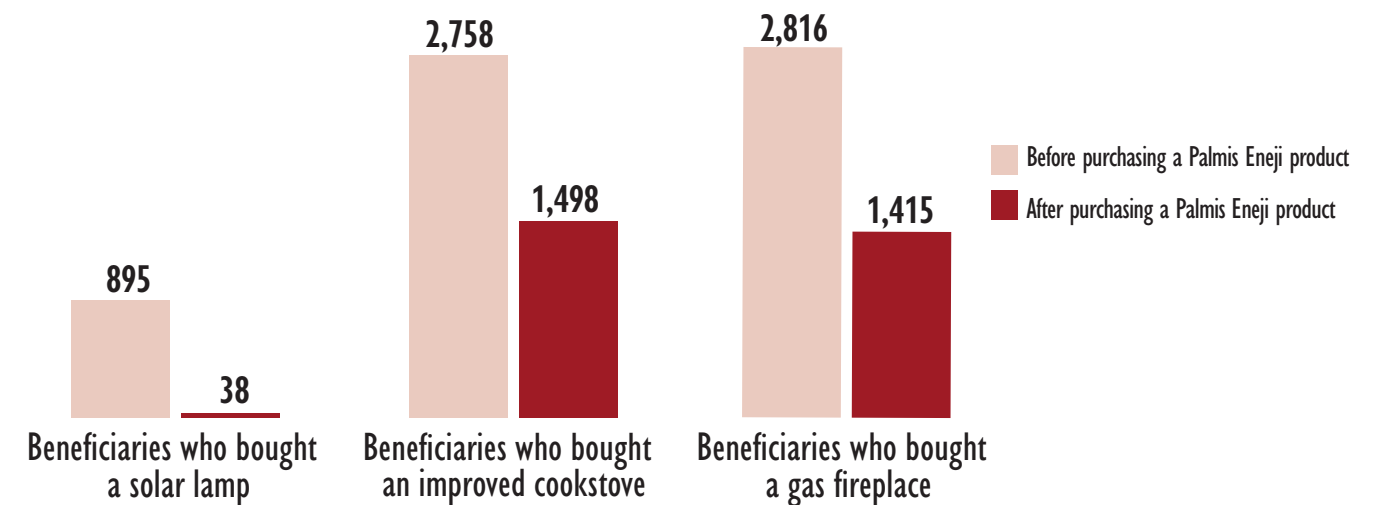
- The vast majority of the time saved is spent on additional household tasks, in particular washing and cleaning.
- A small number of people found time to work, read or watch television.

95% of gas stove users say they have more time available for other activities since buying the product (activities that benefit the household, income-generating activities or leisure activities).

79% of users said that their lives had improved thanks to the products they had purchased from Palmis Enèji.

On average, buyers have **saved GDS 1,153 (€9)** per month on their energy costs since they bought products from Palmis Enèji.

Monthly household expenditure on energy for cooking and lighting, GDS



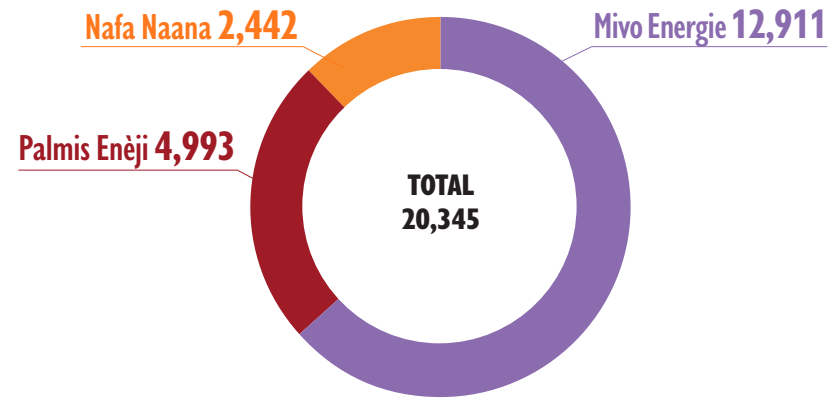
ENVIRONMENTAL IMPACT (GAS STOVE/IMPROVED STOVE)

Gas stoves and improved stoves help to **reduce CO₂ emissions in a number of ways**. Gas stoves are more efficient than traditional cooking methods such as wood or coal, reducing the amount of fuel needed for cooking. What's more, improved stoves use cleaner, more efficient technologies to burn fuel, which reduces greenhouse gas emissions. By replacing traditional cooking equipment with gas cookers or improved stoves, it is possible to significantly reduce CO₂ emissions while improving people's health and the environment.

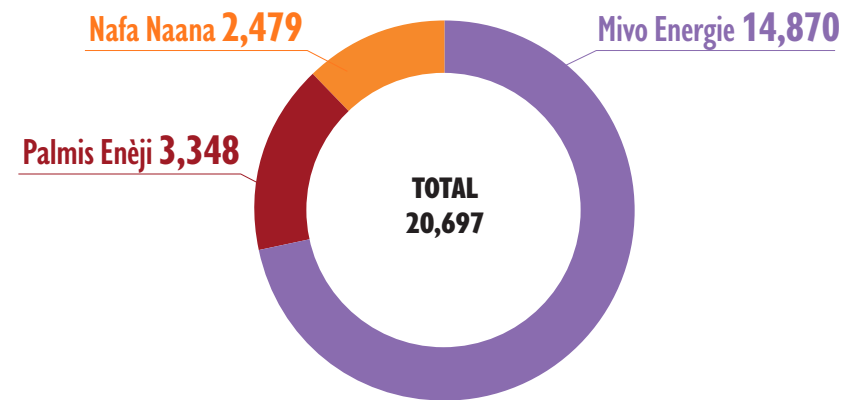
Improved stoves and gas stoves also **save wood** thanks to their greater energy efficiency: by burning wood more completely and efficiently, these technologies require less fuel to accomplish the same cooking tasks, which helps to preserve forest resources by reducing demand for firewood.

The graphs below show the overall reductions in CO₂ emissions and wood consumption achieved by the three organisations providing clean cooking solutions. The calculations are made using estimates based on the number of products sold in 2023.

Estimated number of tonnes of CO₂ saved, 2023



Estimated number of tonnes of wood saved, 2023



SUPPORT FOR AGRO-ECOLOGY

Fina Tawa in Senegal

The results of the 2022 survey identified some positive changes: Previously, more than half the beneficiaries were obliged to sell their produce directly after the harvest, when the country was in full production and prices were very low. Others were content to eat the harvested produce.

Less than 1/3 of producers stored their production. What's more, the proportion of the harvest stored was generally less than half of production and the duration of storage was relatively short due to poor storage conditions (lack of dedicated premises, rotting, problems with the air conditioning of storage areas, etc.).

With the support of Fina Tawa (training and advice on diversifying and increasing seasonal yields), the beneficiaries are seeing positive changes in their production and yields.

The farmers supported by the microfinance institutions also see improvements in their operations, as shown in the table below.

Indicators of change perceived by the beneficiaries of 3 microfinance institutions*

	Yikri Burkina Faso	Wakili Guinea	Fansoto Senegal
Percentage showing improved yields	98%	87%	40%

“The technical agricultural adviser gives good advice and guides us in our choice of activities. He is very respectful and humble. He makes himself available, and when he gives you a schedule, he always sticks to it unless he can't make it. And he provides information.”

Ibrahim Sagna

Farmer in Senegal

Loans from Fansoto have enabled me to develop my farming business and acquire technical skills that I can pass on to other young people.



*Survey year: 2023 for Yikri and 2022 for Wakili and Fansoto

GENDER EQUALITY & INVOLVEMENT OF WOMEN

OUR APPROACH TO SUPPORTING SOCIAL ENTERPRISES

Our approach to gender is comprehensive and twofold:

- It encourages social enterprises to take gender issues and equality between women and men **into account** in the design of the goods and services they offer. To achieve this, Entrepreneurs du Monde formalises a vision, mission and social objectives with each incubated social enterprise, incorporating a gender perspective.
- It deploys social performance management and operations management systems, including:
 - procedures to ensure the respectful and equitable treatment of women and men using products and services
 - the collection of disaggregated data enabling a gender-based needs assessment

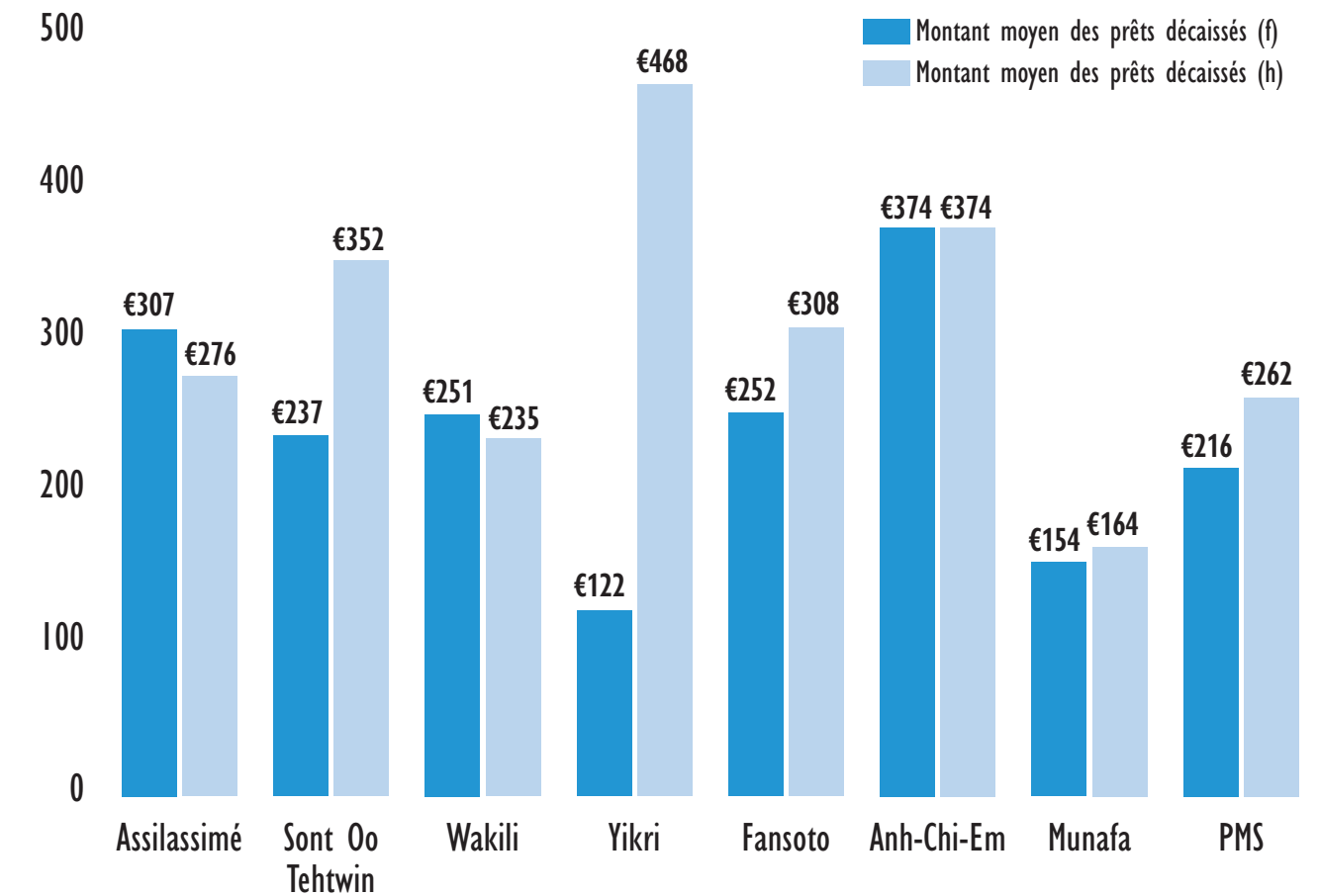
Weighted gender-specific indicators

	Women	Men
Average amount of first loans	€137	€178
Average loan amount	€232	€318
Portfolio at risk ratio 30 days	6%	7%
Monthly repayment rate	92%	88%
Average outstanding savings	€26	€85

Female borrowers have better loan repayment rates. This can be put into perspective with women's lower capacity to access formal finance, which would encourage them to strive to comply with the rules so as not to jeopardise their new access to services.

- adapting the products and services on offer to take account of the practical needs and strategic interests of women and men, with a view to empowerment.

Graph - average amount of loans disbursed to women and men



In microfinance, there is an average gap of 30% between the amounts of the first loans disbursed to women and men. There is no difference at Munafa Sierra Leone, while the difference peaks at €88 and €107 at Fansoto Senegal and Yikri Burkina Faso respectively. The gap widens at Sont Oo Tehtwin Myanmar and Yikri Burkina Faso when all loans are considered. The difference may be attributable to a lower projection of the needs expressed in loan applications by women (smaller size of business and fewer development prospects) and to an over-representation of men among the beneficiaries of agricultural loans, which often have longer maturities and higher amounts.

Our gender approach also covers **organisational issues** in the incubated social enterprises: human resources management, equal access to decision-making bodies, work organisation and the prevention and management of gender-based and sexual violence.

In 2023, in social microfinance and energy access organisations:

- 35% of employees are women
- 40% of senior executives are women
- 44% of Board members are women

The proportion of women in management and on the Boards of Directors exceeds the representation of women in the teams as a whole. This representation has increased compared to 2022 (34% and 37% respectively).

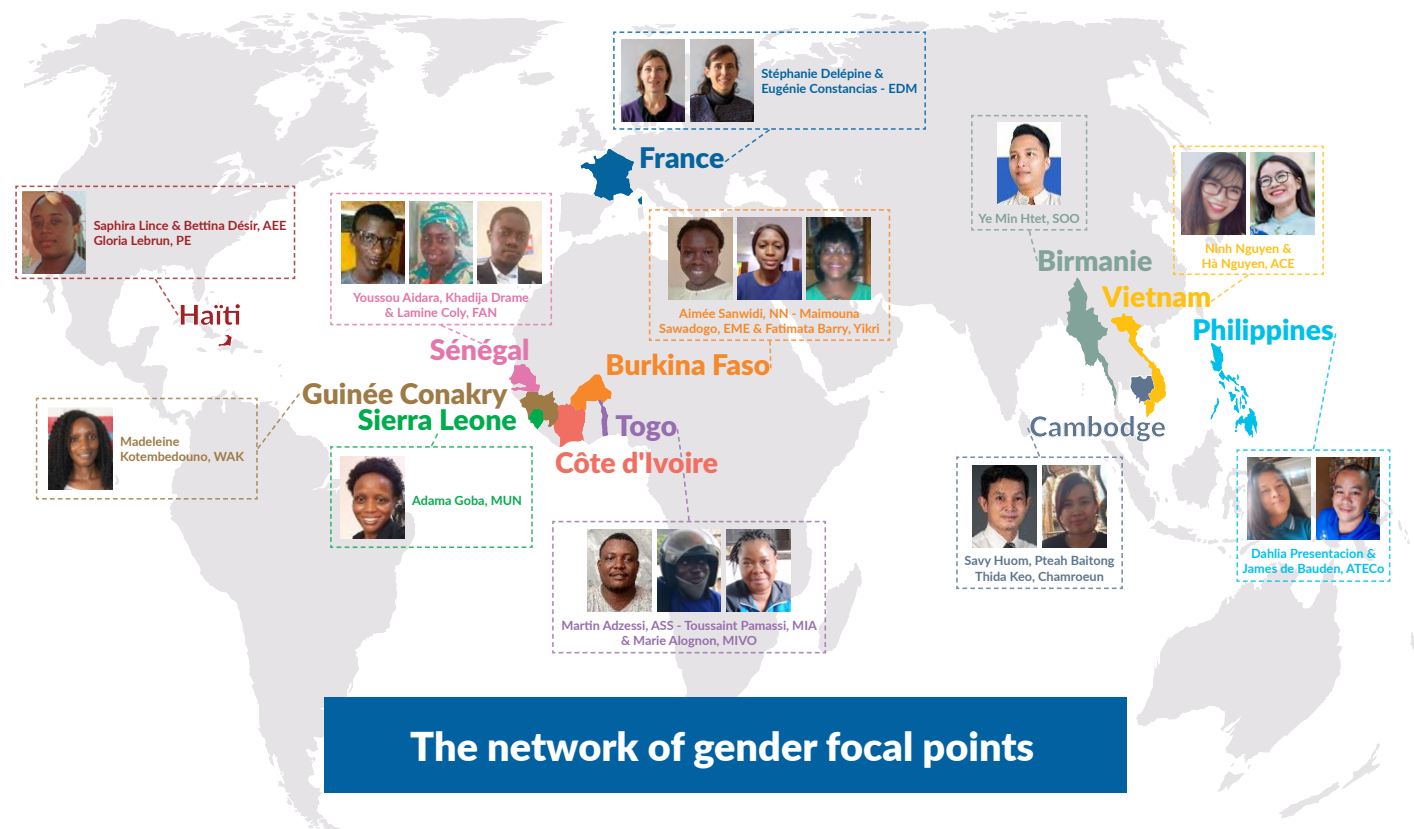
The average figures for Miawodo Togo, Emergence Net Burkina Faso, Fina Tawa Senegal and Ekofoda Togo are:

- 48% female employees
- 30% of senior executives are women
- 38% of Board members are women

MORE INFORMATION

OUR TOP 8 APPRENTICESHIPS SINCE 2018

1. Internal drive accelerated by external expertise
2. Collective and strategic support
3. Gathering feedback from teams
4. Formalising a positioning
5. Involving women AND men
6. Dedicated people in each organisation
7. Regular training and discussion sessions
8. Gender mainstreaming in organisational assessments



[FIND OUT MORE ABOUT OUR APPRENTICESHIPS](#)

ENVIRONMENT AND CLIMATE

OUR APPROACH

Entrepreneurs du Monde places at the heart of its approach not only the social and economic issues of its beneficiaries, but also their **adaptation to the harmful effects of climate change**. It has rethought the way it acts to help mitigate the effects of climate change and, above all, to promote the resilience of vulnerable people and the social enterprises that support them.

Entrepreneurs du Monde has a vision of transformation and social justice that respects national and international environmental commitments, protects biodiversity and accounts for local environmental specificities.

It therefore takes the climate issue into account at every stage of its support, in order to create relevant and sustainable services that respect women and men and their environment. We envision a different economy, an innovative one that sometimes shakes up established practices.

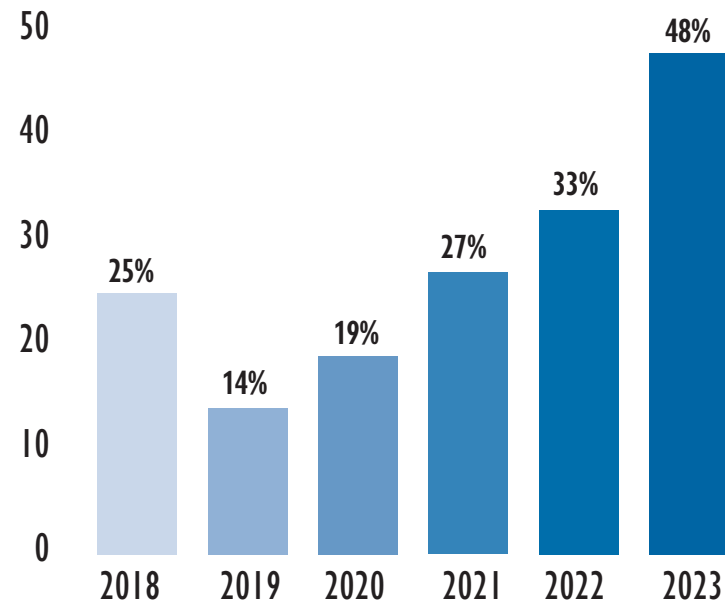
Our action levers are summarised in our positioning document available [online](#).

OUR 5 KEY LESSONS

1. **A high level of awareness and support:** our teams experience the effects of climate change and environmental degradation on a daily basis. The vast majority (77%)* show an interest in environmental and climate issues.
2. **A pragmatic strategy:** in the Entrepreneurs du Monde network, initiatives and actions have often preceded the development of a strategy. For the French association, activities in the field and at head office, as well as the development of an action plan, preceded the drafting of a strategic vision. In Togo, *Assilassimé* remained committed to three main issues: energy, agriculture and waste. It was only later that the organisation formalised a precise strategy anchored in practical practices. Subsequently, linking environmental and climate ambitions to organisational strategy is a prerequisite for effective institutionalisation.
3. **A combination of activities to launch and establish a good approach.**
For example:
 - **Institutional evaluation:** in microfinance, dimension 7 of the SPI tool helps to raise awareness of areas for improvement while familiarising ourselves with inspiring practices. By reviewing the mission and the theory of change, we can question the role of organisations in the mitigation, adaptation and preservation of biodiversity. The graph below shows a positive trend in this area.

* Based on staff surveys conducted at Assilassimé 2021, Munafa 2022 and Yikri 2023

Change in the average score obtained for the environmental dimension of SPI audits



- **Assessment of staff knowledge and willingness to change practices** and support beneficiaries.
- **Training:** take advantage of the organisation's high points (team seminars) and recurring training programmes (initial training, annual training plan) to include training activities.
- **Co-construction of an action plan**
- Developing a **strategic position**

4. The great potential of social enterprises to provide solutions.

These organisations have many strengths, even if they cannot replace the public authorities. Their proximity to vulnerable communities and the trust they engender means they can provide support for more resilient practices. These organisations need new types of funding to consolidate and multiply their actions.

5. The need to consider environmental and climate issues from a gender perspective.

The vast majority of the people we support are women. Women are doubly affected by the issue of climate change because, like all living beings, they suffer the effects, but also because they are women and the inequalities they face are accentuated. Women play a key role in managing natural resources and protecting the environment. The fight against climate change is not possible without the inclusion of women.



KNOWLEDGE SHARING

We share our approach, experiences and tools and learn from the practices of others.

EVENTS

- Lyon 2 University, December 2023 – The Social Solidarity Economy from a gender perspective
- European Microfinance Week 2023: Gender Mainstreaming
- European Microfinance Week 2023: Food Security and Nutrition
- Agence Française de Développement, 14 November 2023: Round table discussion on the current challenges facing the financial inclusion sector
- African Microfinance Week 2023, Lomé: Environmental Performance Management training with CERISE+SPTF
- CERISE+SPTF: Environmental Performance Management in the Entrepreneurs du Monde network, April 2023
- CERISE LabODD. Sharing experience: measuring outcomes for energy organisations, March 2023
- European Microfinance Week 2022: "How Green Inclusive Finance Fosters Women Empowerment through Energy Access: From needs identification to impact assessment" Social Impact Finance - FAIR. Testimonial on Entrepreneurs du Monde's gender approach
- Empow'her Festival. "Gender and climate" round table, September 2022
- CERISE LabODD. Sharing experience: gender mainstreaming at Entrepreneurs du Monde, July 2022



PUBLICATIONS TO WHICH WE HAVE CONTRIBUTED

- CERISE - LabODD - Concrete & operational tools and resources for investors and social entrepreneurs to measure their contribution to the SDGs
- F3E - Experience gender
- E-MFP - Green essential practices, highlights of good green practices, e-MFP



CONCLUSION

TESTIMONIAL



CARINE SOME
Socio-economic Services Officer, Yikri, Burkina Faso
The Entrepreneurs du Monde team's help with defining our social and environmental objectives and carrying out social analysis is a considerable added value for YIKRI. It's a win-win situation!

DERICK THULLA

Director Munafa, Sierra Leone
Implementing social and environmental performance management with the support of Entrepreneurs du Monde enables us to work in line with our mission. This helps us to identify areas for social and environmental improvement, and we have been very proactive in finding solutions



AMELIA GREENBERG
Deputy Director SPTF, Director of the Facility for Responsible and Inclusive Finance for Sub-Saharan Africa
I have worked closely with Entrepreneurs du Monde for several years. They always centre social and environmental performance management in their strategy to make a significant difference for people and the planet. They understand the needs of beneficiaries, and design the right products and services to meet those needs.

CONTACTS

You can contact the people who wrote this report for more information.

Ian Best
 Entrepreneurs du Monde



Eugénie Constancias
 Entrepreneurs du Monde



Ariane Marie Stella Opossi
 Social Microfinance



APPENDICES

MICROFINANCE SOCIAL AND ENVIRONMENTAL SCORECARD

Summary of the 8 microfinance institutions currently supported by Entrepreneurs du Monde

	2021	2022	2023
# Organisations	8	8	8
Summary of the social and environmental audit of CERISE+SPTF			
of organisations having conducted a social audit (within 3 years)	75%	88%	75%
Average SPI audit score	73%	75%	80%
Customer Protection Principles score	78%	79%	86%
% who used the "green" module in the SPI4 audit	75%	88%	75%
7- Environmental or Green Index	30%	34%	46%
Reaching the target population			
Number of beneficiaries	125,911	152,592	144,450
Gross outstanding portfolio	€14,984,708	€16,405,025	€16,441,796
Number of active borrowers	81,470	85,228	84,355
Average amount of loans disbursed €	€258	€268	€279
Average loan disbursed/ GNI per cap.	29%	25%	27%
Number of training sessions held			41,136
Beneficiaries of social support (listening)			2,784
Beneficiaries referred to external organisations			748
Breakdown of borrowers			
Rural	36%	42%	47%
Women	89%	87%	85%
Agriculture	21%	26%	27%
Production/Crafts	4%	0%	1%
Services/Commercial activities	73%	74%	70%
Consumer and other	2%	1%	2%
Social and environmental performance management tools/Policies			
Finalised Social Performance Strategy	100%	100%	100%
Social reports produced annually	88%	100%	100%
Code of ethics/Social charter in place	100%	88%	88%
The Board measures and discusses progress towards social objectives	88%	100%	75%
Complaints procedure in place	88%	88%	100%
The strategy incorporates environmental issues	38%	63%	63%

Beneficiary satisfaction			
Satisfaction survey conducted within 3 years (% of institutions)	100%	88%	75%
Overall satisfaction	94%	96%	97%
% collecting data to understand customer departures	63%	100%	75%
Departure rate	3%	3%	4%
Departures due to problems/Dissatisfaction with the institution	0%	0%	0.3%
Pricing and transparency			
Average annualised interest rate	32%	35%	30%
Transparency index	76%	74%	76%
Human resources development			
Highest/Lowest salary	9.5	4.7	5.0
Number of employees			607
of which women	43%	47%	44%
Women in management	27%	36%	31%
Female members of the Board of Directors	53%	51%	42%
Staff on indefinite contracts	79%	70%	80%
Staff turnover rate	14%	22%	18%
Staff satisfaction survey carried out over the last 3 years (% orga.)	75%	88%	88%
Employee satisfaction rate	48%	54%	45%

Summary of the 13 microfinance institutions supported by Entrepreneurs du Monde and the independent institutions financed by Microfinance Solidaire

	2021	2022	2023
# Organisations	14	14	13

Summary of the social and environmental audit of CERISE+SPTF			
of organisations having conducted a social audit (within 3 years)	71%	64%	62%
Average SPI audit score	71%	72%	79%
Customer Protection Principles score	81%	81%	70%
% who used the “green” module in the SPI4 audit	50%	64%	62%
7- Environmental or Green Index	27%	33%	48%

Reaching the target population			
Number of beneficiaries	326, 292	373, 532	327, 122
Rural	43%	49%	49%
Women	83%	87%	88%
Gross outstanding portfolio	€62,299,850	€81,675,404	€92,899,608
Number of active borrowers	218, 762	250, 735	263, 961
Average amount of loans disbursed €	€435	€419	€520
Average loan disbursed/GNI per cap.	38%	30%	33%
Number of training sessions held			65, 473
Beneficiaries of social support (listening)			13, 047
Beneficiaries of social referencing	N/D	N/D	3, 419

Portfolio breakdown			
Agriculture	26%	29%	38%
Production/Crafts	5%	5%	14%
Services/Commercial activities	58%	58%	44%
Consumer and other	12%	8%	4%
Social and environmental performance management tools/Policies			
Finalised Social Performance Strategy	86%	86%	92%
Social reports produced annually	79%	86%	92%
Code of ethics/Social charter in place	100%	79%	92%
The Board measures and discusses progress towards social objectives	79%	79%	77%
Complaints procedure in place	93%	86%	100%
The strategy incorporates environmental issues	36%	50%	62%

Beneficiary satisfaction			
Satisfaction survey conducted within 3 years (% of institutions)	86%	79%	69%
Overall satisfaction	93%	92%	93%
% collecting data to understand customer departures	36%	79%	69%
Departure rate	4%	4%	6%
Departures due to problems/Dissatisfaction with the institution	1%	1%	0.3%

Pricing and transparency			
Average annualised interest rate	36%	35%	32%
Transparency index	73%	67%	73%

Human resources development			
Highest/Lowest salary	10.2	8.0	10.6
Number of employees	N/D	1820	1886
of which women	38%	42%	40%
Women in management	26%	35%	36%
Female members of the Board of Directors	48%	45%	39%
Staff on indefinite contracts	78%	73%	68%
Staff turnover rate	16%	19%	19%
Staff satisfaction survey carried out over the last 3 years (% orga.)	64%	71%	69%
Employee satisfaction rate	59%	61%	61%

Summary of the 5 energy access institutions supported by Entrepreneurs du Monde

	2021	2022	2023
# Organisations	5	5	5

SALES SUMMARY			
Families equipped	26,998	26,038	16,086
Indirect beneficiaries	128,053	99,581	73,697
Number of products distributed	37,952	29,293	16,279

CUSTOMER PROFILE			
Not connected to the electricity grid	57%	24%	26%
Using precarious energy sources for lighting	49%	36%	34%
Using precarious energy sources for cooking	82%	68%	73%
Living below the poverty line of \$5.50 per day (PPP 2011)	71%	68%	67%
Living below the poverty line of \$ 3.20 per day (PPP 2011)	34%	32%	31%
Sales where women are the main users of the equipment	80%	56%	70%
PRODUCT USE AND SATISFACTION			
Net Promoter Score	50	64	71
People satisfied or very satisfied with the product(s)	96%	92%	95%
Using the product every day	88%	84%	80%
Sales where women participate in the purchasing decision	92%	52%	58%
Familiar with the hotline number	53%	49%	33%
Satisfied with after-sales service	94%	74%	94%
CHANGES IN THE LIVES OF BENEFICIARIES			
People who feel their life has improved	74%	91%	78%
People who feel their income has improved	66%	80%	75%
People feeling safer in their homes	84%	91%	87%
Households where children have been able to study better	47%	63%	55%
People reporting fewer burns	59%	36%	62%
Household members reporting that their health has improved	48%	28%	29%
CO2 emissions saved (tonnes)	76,643	29,432	20,345
Wood saved (tonnes)	73,154	30,677	20,697
RESPONSIBLE HR PRACTICES			
Number of employees	134	128	138
Female members of staff	32%	32%	34%
Women in management	17%	33%	39%
Women on supervisory committees or boards of directors	37%	29%	55%
Highest/Lowest salary	6.15	6.65	6.77
Staff turnover rate	26%	30%	37%
Employee satisfaction rate	89%	56%	53%
Dealer satisfaction rate	70%	78%	78%
SOCIAL AND ENVIRONMENTAL PERFORMANCE RESULTS AND POLICIES			
SBS audit score	68%	71%	71%
Formalised social charter/Strategy	100%	100%	100%
Social reports produced at least once a year	20%	20%	20%
The Board of Directors/Supervisory Committee discusses social results at meetings	80%	100%	60%
Formalised complaints procedure in place for beneficiaries	60%	40%	80%
Staff complaint procedure in place	20%	40%	60%
End-of-life battery management policy	0%	40%	20%