

COMMUNICATION ON PROGRESS

2021



KENYA WOMEN MICROFINANCE BANK

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About KWFT

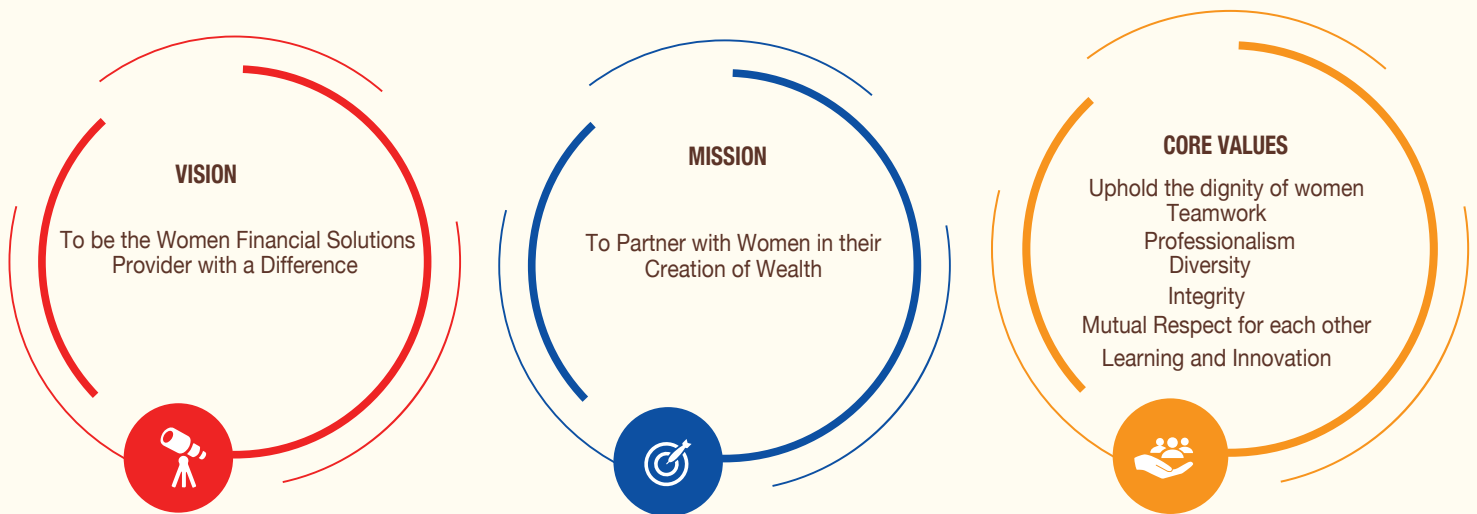
Kenya Women Microfinance Bank Limited (KWFT) was established in 1981 as a Microfinance Institution that seeks to provide financial services to thousands of families gradually uplifting them out of poverty and elevating them to improved living standards. The Institution is currently regulated by Central Bank of Kenya.

KWFT provides deep penetration into rural and peri-urban areas of Kenya and enjoys a unique status in financial services as the only financial Institution to focus solely on women clients. It has created a portfolio of competitive products and services focused on meeting the needs of women and their families.

KWFT has a Social, Environmental and Developmental focus that embraces social impact even as it brings economic benefits to customers and their families. This is reflected in its strategic framework, target market, outreach, operations and product offerings.

Strategic Direction

KWFT is committed to drive financial inclusion through various initiatives to alleviate poverty. KWFT is founded on:



Social Mission



To enhance sustainability, KWFT has incorporated the Triple Bottom Line approach that focuses on the products ability to transform the customers' lives (**People**), their impact on the environment (**Planet**) and its ability generate returns sustainably (**Profit**).

Thus we ensure that all the products and services developed meet the client's needs to improve their livelihoods, uphold their dignity, save them time and energy, earn them income and conserve the environment.

In addition we have integrated the UN-Sustainable Development Goals (SDGs) and the Kenya's Government Big Four Agenda.

KWFT Delivery Channels

KWFT has a large Network of 229 Branches spread in 45 out of 47 Kenyan Counties. The vast Branch network is driven by the financial inclusion agenda that ensures that rural communities that don't have access to conventional Banking services are financially included.

Besides having the branches in remote locations, the Bank officers travel to meet the customers from their localities unlike other models where customers visit the Banking halls to access services. This ensures minimal disruptions to their economic activities a clear demonstration of how the Bank has embraced customer centricity.

In addition to the branches, KWFT has invested in an Agency Banking Business Model that helps in ensuring that KWFT has an even deeper penetration into remote, rural and poor urban areas thereby enhancing financial inclusion. Currently 167 women are providing basic banking services to KWFT customers within the comfort of their neighborhood and with extended banking hours.

The Bank also has a mobile banking system that provides convenience to over 200,000 customers who are able to interact with their bank accounts anytime and anywhere without having to visit the branch. The platform allows them to carry out withdrawals, funds transfers, buy airtime, enquire their balances, pay utilities and as well as request for a mini statement.



Board of Directors

KWFT's leadership is comprised of professionals who provide oversight and strategic direction while the Management Team implements the mandate of the Board. The Board is very unique as it has a team of 12 Board Members who are all vetted by Central Bank of Kenya. Out of the 12 board members, 8 are women representing 67%. KWFT appreciates that diversity in its Board has led to more independence, innovation, good governance and has increased the Institution's performance. The Board ensures that the products offering at the Institution are competitive and have a social and environment impact to the beneficiaries.



Dr Jaine Mwai
Board Chair



Mwangi Githaiga
Managing Director



Dr. Jennifer Riria
Board Member



Damaris Gitonga
Board Member



Sharlynne Mbai
Board Member



Mercy Kiogora
Board Member



Rebecca Likami
Board Member



Lily Musinga
Board Member



Geert Peetermans
Board Member



Godfrey Kaindoh
Board Member



Jackline Ogero
Director, Credit
Administration



Benson Kariuki
Director of Finance
& Strategy

Management Team

KWFT is managed by competent and qualified management team led by the Managing Director, Mr. Mwangi Githaiga.



Mwangi Githaiga
Managing Director



Benson Kariuki
Director of Finance
& Strategy



Jackline Ogero
Director, Credit
Administration



George Kinyanjui
Director, Microfinance



Kibet Kipkemoi
Director ICT & Banking
Operations



Juliana Wanjiru
General Manager Marketing,
Communications & Innovation



Paul Kingara
General Manager
Internal Audit



Caroline Mungai
General Manager, Human
Resource



Martin Aritho
General Manager, Deposit
Mobilization



Rose Muyanga
General Manager, Risk
and Compliance

Statement of Continued Support

12th August 2022

To our stakeholders:

Kenya Women Microfinance Bank (KWFT) is the 1st Microfinance Institution in Kenya, Africa and among 3 Microfinance Institutions Globally to officially join the United Nations Global Compact Network in 2021 as part of its ongoing efforts to work collaboratively with partners to advance sustainability and support delivery of the UN Sustainable Development Goals (SDGs).

In the spirit of bringing inclusive and sustainable development, Kenya Women Microfinance Bank PLC reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

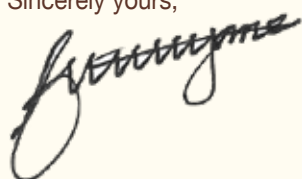
We acknowledge that an organization's environment offers more than just resources and market. It also opens up opportunities for building sustainable relationships while improving the quality of life of all the stakeholders. Indeed, KWFT has come a long way, accomplishing major achievements especially on inclusive financing and women economic empowerment.

Nonetheless, joining the UN Global compact has enabled KWFT expand its horizons, enabling it benefit from valuable trainings, networking events and resources that offer crucial tools for self-assessment and important information to charter a step by step roadmap to address areas in need of improvement. In addition, being part of the UNGC network has provided a platform where KWFT can measure, report and publish its achievements.

In this annual Communication on Progress, KWFT describes actions taken to continually improve the integration of the Global Compact and its principles into its business strategy, culture and daily operations.

The report also outlines the KWFT's achievement so far, committing to continuously focus on enhancing its impact while sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,



Mwangi Githaiga
Managing Director KWFT

Human Rights



Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2: Make sure that they are not complicit in human rights abuses.

Human Rights

Corporate Governance

KWFT has a well-defined Board comprising of 9 Non-Executive Board Members. There are well structured Committees in the Board with clear terms of reference, tenure, membership and size.

They include:

1. Finance, Procurement and Marketing Committee
2. Board Audit and Risk & Compliance Committee
3. Board Credit Committee
4. Human Resources and Board Nomination Committee

The Institution has Policies and procedures that are well documented to govern the running of KWFT to ensure compliance with the law. This ensures that there is transparency and accountability of all decisions taken by the Board. There are also internal controls in place as well as a well-defined Organisation structure complete with reporting lines and job descriptions.

The Board provides oversight to ensure that KWFT stakeholders that include staff members, suppliers and contractors are in observance with Internationally proclaimed human rights laws.

Gender Equality

In March 2022, KWFT became the 1st Microfinance Institution in Kenya & Africa to sign the WEP's Initiative. The Women's Empowerment Principles (WEPs) is a global initiative that has a set of Principles, offering guidance to businesses on how to promote gender equality and women's empowerment in the: -

- Workplace
- Marketplace
- Community

Established by UN Global Compact and UN Women, the WEPs are informed by international labour and human rights standards and grounded in the recognition that businesses have a stake in, and a responsibility for, gender equality and women's empowerment.

KWFT is an equal opportunity employer, actively and non-discriminately recruits both men and women across all the Kenyan counties.

In the spirit of reducing gender inequalities, the bank mentors and motivates both the gender to grow in their career into different positions and management.

	 Board	 Staff	 New Recruits	 Internship	 Attachment
	8	1099	188	388	56
	4	910	186	300	58
	12	2009	374	688	144

Mentorship

The Institution continues to provide mentorship programs to students, as KWFT staff visit various schools during career fairs to educate them more about financial literacy, money matters, career talk and other topics as requested.

For the reporting period, 688 young people were offered internships opportunities at KWFT while 144 students were offered industrial attachment to gain practical experience while studying.

Support to Women Entrepreneurs

Within the pandemic period, KWFT has and continues to offer working capital loans to women micro entrepreneurs to enable them undertake their business sustainably. KWFT is famed for its group methodology which consists of women forming groups and co-guaranteeing each other to access financing. This method of lending was adopted by KWFT with the sole aim of helping women who have been disadvantaged in the sense that they lack collateral like land which can give them access to finance. Through these groups, women have also been able to save consistently towards their financial goals. KWFT has stimulated 122,700 women led businesses with working capital of **Kshs 9.3 Billion (USD 78 Million)**. In addition KWFT offered free financial literacy training to 8461 women entrepreneurs.

Support to Education

KWFT supports customers with loans to pay school fees for their children. Financial costs have been the biggest deterrent to accessing quality education and KWFT has disbursed 4,290 loans to customers to benefit from school fees loan facility worth **Kshs 101 Million (USD 851)**. In addition, a total of 74 staff (53 women and 21 men) went for a total of 359 study leave days to enhance their skills and knowledge.

Safe Working Environment

The Institution has an Occupational, Safety and Health Policy ensured that its staff operate in a safe, suitable and sanitary work environment. KWFT staff operate in a spacious environment which is well ventilated and enjoy natural lighting to promote comfortable working experience and good health.

Each KWFT branch has a trained first aider and a fire marshal who supports and implements the OSH Policy at the branch level.

The different fire extinguishers in each branch are serviced periodically and occasional safety drills are carried out in the branches to enhance preparedness and safety during probable evacuations.

	Women	Men	Total
Number of First Aiders at KWFT	151	111	262
Number of Fire Marshals at KWFT	93	138	231

Equal and Fair Staff Treatment

KWFT has an elaborate Human Resource Policy that dictates how staff should conduct themselves at the work place and offers guidelines on how to relate to colleagues, customers and partners. Reporting mechanisms are put in place to ensure staff complaints are received and resolved with urgency.

Staff benefits are issued equitably and indiscriminately, while pay is based on a grading structure that is embedded in the HR Policy that ensures equal value of pay regardless of the gender.

Financing Decent Shelter

To uphold the dignity of our customers in the society, KWFT offers an affordable Micro Housing Solution to allow customers live in a well constructed house improving their social status in the community.

The solution enables families to:

- Construct a new house incrementally
- Improve/renovate
- Expand or build a house incrementally
- Construct or improve sanitation facilities



Mothers Room

Being a Women's bank, KWFT branches are designed with a feminine touch to ensure that women are served with dignity as a majority are within the child bearing age.

Some of the salient features include:

- mothers room (to change and breast feed the baby)
- wall mirrors
- fast lanes (queues) for the elderly and expectant women

The mothers room is also an avenue for disseminating information on maternal health and the baby's wellness



Special Programs

i. Support to Vulnerable Communities

KWFT is among 6 financial Institutions in Kenya that have partnered with the Government of Kenya on Inua Jamii Cash. Transfer Program which is a Government National safety net program (NSNP) for various vulnerable and poor beneficiaries. In the reporting period KWFT supported the following in 3 payment cycles:



12,500 Orphans & Vulnerable Children
Amount disbursed - **Kshs100 Million**
(USD 841,000)



46,279 Elderly Persons
Amount disbursed - **Kshs 371 Million**
(USD 3.1Million)



1,897 Persons with severe disabilities
Amount disbursed - **Kshs 15.2 Million**
(USD 128,000)

ii.Support to survivors of domestic violence



649 Women
Amount disbursed **Kshs 39.1 Million**

In the quest to restore dignity and enhance economic independents of survivors of domestic violence, KWFT tailor made a financial product aimed at supporting them start, resuscitate and grow their businesses thus enabling them take care of their dependants. In partnership with the MasterCard foundation and Jasiri Consortium **KWFT has so far financed 649 women led businesses of survivors of domestic violence with capital worth Kshs 39,074,975 (USD 329,000)**

iii. Support on short term loans



829 Women
Amount disbursed **Kshs 8.1 Million**

During the economic disruption caused by the Covid19 pandemic, KWFT partnered with the UN Women to offer reprieve for women led businesses that had suffered adversely from the pandemic. KWFT designed a financial product that was affordable and accessible to enable the women resuscitate their businesses and sustain their livelihood. **So far 829 women led businesses from all over the country benefited from capital injection worth Kshs 8,120,600 (USD 69,000)** . Besides the Covid19 pandemic, victims of flooding and locust infestations were also considered thus food security in different parts of the country was enhanced.

Labour



Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: The elimination of all forms of forced and compulsory labour

Principle 5: The effective abolition of child labour

Principle 6: The elimination of discrimination in respect of employment and occupation.

Labour

Equal Employer

KWFT is an equal opportunity employer and encourages diversity on Gender, Age, Marital Status, Religion, Differently abled people or Location of Origin. As guided by its HR policy, KWFT operates in a non-discrimination environment.

Staff recruitment and on boarding

On the staff front, KWFT provides structural support to move women up the talent pipeline by maintaining gender balance and ensuring that at entry point more women are recruited, subsequently, women are forming more than half of the total number of our staff. In KWFT, we believe in home-grown and home nurtured talent. As such, the Institution empowers staff to grow through the ranks, right from entry level, to top management positions. This is done through exposure and constant training and mentorship.

Mentorship for women to take-up leadership positions has been one of the focus areas of staff development in KWFT. At various levels in the Bank, women are being involved in decision making thus giving them opportunity to grow in their leadership abilities. In most departments women chair various committees and lead teams. In addition, women are encouraged to apply for leadership roles in the organization.

For the reporting period, KWFT provided employment to 374 new recruits of which 188 were women and 186 were men while the total number of employees was 2009.

	Women	Men	Total
Total Staff	1099	910	2009
Managers	176	194	370
New Recruits	188	186	374
Internship	388	300	688
Attachment	56	58	144

Learning and Development

With support from its partners, KWFT engaged consultants to train different cadres of staff over a period of two months. Over **1044 staff** benefited from a customer service training that was conducted using online platform. The Human Resource department was also instrumental in supporting **86 staff** to attend the Certificate of Proficiency (COP) Bancassurance training, in support of Bank operations.

Staff E Learning App

To support all KWFT Staff with skills development as well as support staff training activities at the Institution during the Covid 19 pandemic period (where carrying out physical staff trainings was a challenge) KWFT through Partnership developed an E Learning App to support staff training.

The Objective for the KWFT E-learning App software is to support and ease the transfer of knowledge and information within the Institution, whereby all staff are able to access different content at their convenience using their Mobile Phones.

APP Preview:

Some of the content includes key information and tips on: Institutional profile, Corporate governance, KWFT products, contacts, Human Resource, customer service tips, life hacks, humor and content from various supporting departments.



Safe Work Environment

KWFT provided its staff a conducive work environment and commensurate compensation terms. The work environment is as per the set regulatory standards. Staff are supported through various initiatives including:

- Health insurance cover for self and dependants.
- Competitive leaves that allow care giving to families.
- KWFT new mothers have 100 maternity days and additional 30 days for multiple delivery.
- Flexi hours in the first 6 months of the babies life.
- Lactation rooms are made available at the work place for mothers.
- KWFT staff also benefit from various schemes that promote staff personal and economic development e.g mortgage benefits, in house SACCO membership, Employee Share Ownership Plan.

	Women	Men	Total
Number of women who took maternity leave days	121	-	121
Number of men who took paternity leave days	-	69	69
Number of staff who took compassionate leave	42	24	66
Number of staff who took special leave	12	3	15
Number of staff who have taken study leave	53	21	74

Environment



Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Environment

KWFT makes deliberate and conscious efforts in its activities to ensure sustainability in all its spheres of operation. Key among them is being conscious to the various challenges faced by the environment. As an institution, it has earmarked three key environmental challenges;

1. Climate Change
2. Pollution activities
3. Environmental degradation (loss of biodiversity).

KWFT within its various risk mitigating policies does not undertake business with people or entities involved in environmental crimes such as:

- Unlicensed logging
- Poaching
- Unlicensed trading in protected plant or animal species
- Living or encroaching on gazetted forest lands, conservation areas, riparian reserves, government land reserves, indigenous communities land without their consent or other designated areas.
- Mining without relevant licenses.
- Fishing - prohibited fish species, in prohibited areas, using prohibited equipment, trading in prohibited fish species and products etc

In addition, the Institution as a responsible global stakeholder keeps on evaluating and partnering with like minded stakeholders towards playing its role of promoting environmental conservation.

To this level, KWFT has identified key intervention to focus on: environmental restoration, environmental maintenance and development of products that promote responsible consumption

The various actions and initiatives undertaken by KWFT towards addressing these challenges include:

- Waste Management Initiatives eg recycling of paper and plastics.
- Water Recycling initiatives in its various branches.
- Having a E-waste disposal policy.
- Utilization of natural lighting.
- **22 KWFT branches operate on 100% solar power.**
- Replacing some branch signage's with LED lighting to save on electricity costs.
- Adaption of paperless systems – Automation and Digitization (Staff E-learning App, KWFT Mobile Banking App, EDMS).
- Supporting environmentally conscious initiatives such as environmental clean up
- Participation in Carbon rebates program through Partnerships
- Ensuring that all products that are financed to customers by KWFT are Certified by the relevant Government bodies for safety.
- Financing customers to acquire environmentally friendly products eg solar lighting, efficient cooking solutions, water harvesting solution, water purifiers, sanitation

Solar Solutions



KWFT offers financing for acquisition of a variety of solar lighting products including solar powered television sets which are affordable and easy to install.

Benefits:

- Saving on high cost of paraffin
- Reduced internal air pollution
- High quality lighting
- Environmentally friendly

Clean Cooking Solutions



KWFT offers affordable financing for modern, efficient and environmentally friendly cooking solutions.

Benefits

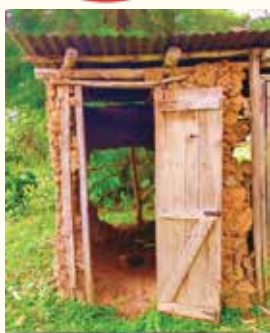
- Reduced internal air pollution
- Efficient while cooking
- Environmentally friendly

KWFT Water Sanitation and Hygiene Solutions



KWFT finances clients to acquire water tanks, purifiers and kisima loans to enable them access clean and safe water for drinking, cooking and domestic consumption.

KWFT Sanitation Financing



KWFT finances households to purchase, build, repair or improve sanitation and hygiene facilities e.g. toilets, bathrooms, hand washing units, sinks and water taps

Biogas Financing

The Process



Common Biogas Uses



1. Cooking



2. Lighting



3. Organic Fertilizer

KWFT offers a financing solution for farmers to access clean and affordable energy for domestic and commercial use.

Benefits

- Clean energy for cooking, heating and lighting
- Cost and time savings from reliance on other forms of energy
- Reduced indoor & environmental pollution
- Production of slurry as a bio-fertilizer
- Improved food security from slurry
- Reduction in deforestation
- Improved lifestyle-less time taken and impact on business

ANTI-CORRUPTION



Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Anti Corruption

Know Your Customers (KYC), Anti Money Laundering (AML) and Combating Financing of Terrorism Policy.

KWFT recognizes that corruption presents serious reputational, legal and financial risks. In addition, the bank acknowledges that there are risks that might arise due to money laundering, terrorism and organized criminal activities. Thus, to mitigate these risks and prevent corruption, the KWFT Board has ensured that there is adequate and appropriate policies and procedures. These policies and procedures ensure the prevention, detection and control of possible money laundering activities and terrorism financing. KWFT thus has an approved Know Your Customers, Anti Money Laundering and Combating Financing of Terrorism Policy.

This policy covers all aspects of the bank operations ranging from customer acquisition by ensuring full and accurate 'Know Your Customer' documentations, bank procurement processes and human talent acquisition. It also includes a guidance on identification & reporting of suspicious activities for escalation.

The policy is within guidelines from the following regulations:

- Central Bank of Kenya Regulations on AML/ KYC.
- Proceeds of Crime and Anti Money Laundering Act and regulations (POCAMLA).
- Combating of Terrorism Financing (CFT) Act and Regulations.
- Anti-corruption and Economic Crimes Act.
- Financial Action Task Force (FATF) Recommendations (40 plus 8+1).
- International Standards and guidelines, including Basel, OFAC, and others.

To support in this function, the Bank has appointed the General Manager Risk and Compliance to be the Money Laundering Reporting Officer (MLRO) at KWFT. The MLRO is supported with adequate resources to carry out her activities effectively and independently.

KWFT also has an exclusion list of people that are not authorized to transact at the bank due to their risk profiling eg corruption,

Fraud Risk Management, Anti Bribery, Anti- Corruption and Whistle Blowing Policies

KWFT has zero tolerance for Corruption, Fraud or Bribery and has an approved Fraud Risk Management, Anti Bribery, Anti- Corruption and Whistle Blowing Policies. These policies guide on fraud/ corruption/ bribery detection and reporting of the same for investigation. It applies to all KWFT Board Members, staff and suppliers that do business with KWFT.

These anti-corruption interventions are supported by appropriate governance structure from the board's committee to respective departmental heads.

To support in this, KWFT has in place and publicized two 24-hour mobile hotlines and a dedicated email for reporting complaints by potential whistle blowers.

KWFT is also required to support any suspicious transaction to the Financial Report Center. This upholds the integrity of our business processes.

Outcomes

- Submission of regular AML reports to the regulator – Central Bank of Kenya
- Implementing public awareness campaign on Fraud Prevention organized by Kenya Bankers Association (Kaa Chonjo Campaign)

TRAININGS

To continuously mitigate to emerging forms of corruption, fraud and money laundering, KWFT conducts regular trainings on anti-corruption, whistle blowing, anti-money laundering and data protection. These trainings are conducted across the bank from the Board level to other members of staff. KWFT also conducts some form of anti-corruption trainings to its customers and participates general public anti-corruption awareness through an umbrella body of Kenya Bankers Association.

Being a regulated Microfinance Bank, KWFT is also required to report any suspicious transaction to the Financial Reporting Center. This upholds the integrity of our business processes.

Outcomes

- 4 staff trained on anti-corruption compliance organized by United Nations Global Compact
- 18 Board and senior leadership trained on data protection
- 33 staff trained on data protection
- 3 Board members and 3 managers trained on Environmental, Social and Governance (ESG) initiative
- AML and KYC training done for all operational and field staff



Sustainable Development Goals

KWFT practices responsible financing and has adopted strategies that support sustainable ventures and operations. This is by incorporating key Sustainable Development Goals (SDGs), Triple Bottom Line Approach (People, Planet and Profit) as well as Big Four Agenda by the Kenyan Government (food security, affordable healthcare, affordable housing and manufacturing) as discussed below..



- KWFT provided working capital to **122,700 women** to run their businesses profitably and sustainably.
 - The group lending model helps business women with social collateral that allow them to access financing as they do not own assets like land. The amount disbursed was **Kshs 9.3 Billion (USD 78 Million)**.
 - KWFT is one of the Financial Institutions that partners with the Government to disburse cash payments to the poor and vulnerable in the community through Inua Jamii Program.
 - The amount disbursed by KWFT within this program is **Kshs 486 Million (USD 4.1 Million)** to vulnerable elderly people, orphans and persons with severe Disability.
 - Over **1,355,172 loans** worth **Kshs 11.3 Billion (USD 95 Million)** was disbursed as Mobile Loans to customers as short term financing to support their businesses as well as cater for emergencies .
- KWFT offers various savings products to inculcate the savings culture for wealth accumulation, future goals and contingency.



- Having over 80% of customers residing in rural areas where subsistence farming (agriculture) is the main economic activity. KWFT encourages farmers to embrace better modern and climate smart farming practices that will give them better and increased production such that they sell the surplus at a profit after ensuring that there is food security at the households.

- The Institution also finances different players in the agri value chain and has very competitive agribusiness products that are tailor made to needs of value chain players in agricultural potential areas as well as arid and semi arid lands.

The products include:

- Input Financing
- Agro Dealer Financing
- Dairy Farming Financing
- Poultry Farming
- Aquaculture (fish farming)
- Apiculture (bee keeping)
- Green House and Drip Irrigation Financing
- Biogas construction financing
- Livestock Insurance

- Further, it conducts financial literacy to its customers and partners with other service providers to provide technical training on best livestock and crop farming practices as well as financing farmers to purchase agri assets to improve efficiency in the farms and also enable the farmers to add value to the farm produce.

- 34,118 KWFT Customers benefited with **Kshs 2.2 Billion (USD 18.5Million)** to support their agribusiness ventures.



- KWFT supports projects aimed at improving healthcare in the country. For instance, it offers many households with affordable medical insurance.

- It is a crucial lender to health institutions and small clinics, providing working capital and asset financing for equipment and machinery needed by the facilities.

- KWFT is a committed to support health matters and displays the content on maternal health and family health on the display screens at the KWFT Branches.



- KWFT supports its customers to pay schools fees for their children by offering affordable financing. 4,290 customers received financing worth **Kshs101 Million (USD 850,000)** to pay school fees for their children.

- Offering education sponsorship to pay fees for 56 bright and needy girls studying at the University level. The ones who Graduate are offered internship and employment opportunities at the Institution.

- KWFT has also invested in mentorship programs for the youth. For the reporting period, 688 young ones were offered Internships opportunities while 144 students undertook their Industrial Attachment at KWFT.



- KWFT is a signatory of Women Empowerment Principles, an Initiative by UNGC and UN Women.

- The Institution supports over 800,000 women access financial products and services which include savings, credit and micro insurance.

- KWFT empowers low income women to run and expand their businesses sustainably by providing business loans with friendly monthly instalments and repayment periods.

- KWFT encourages women leaders at the institutional level to hold various positions and provides mentorship.

Women representation

- Board Level – 67%
- Management – 48%
- Staffing – 55%
- Customers – 800,000 women



- **Water Storage:** Many families in the rural areas where KWFT operates are faced with the challenge of access to clean water and they have to walk long distances to fetch it or pay large amounts to buy the water. In some cases, children also miss school in search of water.

- KWFT has thus partnered with reputable companies that manufacture and supply water tanks in the country. Through these partnerships, KWFT clients have benefited by accessing discounted water harvesting and storage solutions in form of tanks that are delivered to their homesteads for free. This reduces wastage of rain water and in extension reduce ground water run off thus reducing impacts such as soil erosion

- **Clean Water Solution:** Some KWFT customers previously could not access clean water for drinking or cooking. KWFT stepped in to provide the clients with discounted water purifiers which purify water and make it safe for drinking as well as cooking.

- **Shallow wells:** KWFT finances its customers to be able to dig/ construct shallow wells and access water for use both at the homestead and also a customer might sell the surplus for income generation.

- **Sanitation:** KWFT finances customers/ households to purchase, build or improve their sanitation and hygiene facilities at the household level. This includes toilets, bathrooms, hand washing facilities, sinks and taps. This ensures that the dignity of our customers is upheld as well as their social esteem.

- **WASH Business Loans:** KWFT offers working capital to WASH Entrepreneurs to enable them increase business stock and expand their business operations.

- **WASH Micro Assets Finance:** KWFT finances customers to acquire Micro-Assets needed to create efficiency while running their WASH business. Over 7,000 Kenyan households benefited from loans of over **Kshs 115 Million (USD 966,000)** to purchase water tanks, purifiers as well as to improve their sanitation facilities.



- **Lighting solutions:** Many households use kerosene lamps for lighting yet they are expensive to refuel and cause environmental pollution.

- To help solve this, KWFT has partnered with different service providers to provide clients with affordable and easy to install solar energy products for use in their homes. The solar units provide lighting as well as power gadgets like the radio, Television and mobile phones.

- The impact is that the clients are able to engage in business for longer hours and children can do their homework comfortably. This has led to improved lives of clients, improved reliability, costs savings and conservation of the environment

- 1209 Solar Solutions worth **Kshs 26.4 Million (USD 222,00)** were made available to KWFT customers

- **Cooking Solutions:** In majority of the areas where KWFT operates, women spend a lot of time collecting firewood for kitchen use and also spend a lot of time in their kitchen preparing food for their families. This affects their self-esteem and greatly affects their health due to smoke emitted.

- To solve this challenge, KWFT has partnered with cooking solutions to give clients efficient means of cooking which is environmentally friendly. These solutions have been embraced fully especially in the rural areas and has benefited the woman as she now have more time for her family and to engage in business and other income generating activities.

- 6,668 cooking solutions worth **Kshs 27.4 Million (USD 230,000)** were made available to KWFT customers



- KWFT has supported in creating employment for thousands of people in various fields. KWFT has provided employment opportunities to 2009 people to sustain their livelihoods.

- This has been enhanced by the Institution's initiative to advance finances to clients who create job opportunities, thus improving the country's economy.



- KWFT has created a conducive environment for trade and industry in the country by financing various small and micro enterprises that need working capital as well as equipment used for construction and manufacturing



- KWFT offers equal opportunities to all to access financing to improve their living standards.
- The Institution has also invested in a branch network of 229 branches in 45 Kenyan counties to provide financial services thus reducing inequalities.
- KWFT has also invested in a mobile banking platform that allows over 200,000 customers to transact conveniently using their mobile phones.
- 4,618 customers were facilitated to acquire phones worth **Kshs 44.3 Million (USD 372,000)** to access mobile banking services.
- Group lending model enables customers to access business loans using social collateral as majority do not own assets.



- Some of the customers at KWFT are faced with the serious challenge of lack of proper and decent shelter/ housing. Some clients live in temporary shelters, sometimes mud-walled or grass thatched and they are faced with innumerable challenges especially due to weather related changes.
- Others were living in incomplete houses due to shortage of funds and they had no means or prospects in the near future to complete their housing structures. KWFT offers a Micro Housing Loan facility to customers to enable them construct, renovate, expand or to finish a house incrementally using locally available materials and pay in comfortable monthly instalments.
- This product is aimed at helping KWFT customers to access proper and decent housing thereby improving their living conditions, quality of life and helps curb rural- urban migration.
- Over 18,250 micro housing loans were disbursed worth **Kshs 994 Million (USD 8.4 Million)** to help customers own decent and habitable shelter.



- One of KWFT's focus is ensuring conservation of the environment by developing, offering and financing products that are eco-friendly and through Partnerships. This includes renewable energy (solar & biogas) products, energy saving jikos. LPG as well as Water, Sanitation and Hygiene products offering to the customers.



- KWFT collaborates with reputable institutions, including Developmental Agencies, National Government, Counties, social investors, and vendors, to enhance synergies in providing practical & cost-friendly solutions and free training for clients.

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