



International  
Labour  
Organization



# ► Social Finance

Annual Report 2021





▶ **Social Finance  
Annual Report 2021**

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## ► Contents

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<b>Acronyms and abbreviations</b>	<b>2</b>
<b>Preface</b>	<b>3</b>
<b>Measuring our progress</b>	<b>5</b>
<b>1. Financial inclusion</b>	<b>7</b>
1.1 Digital wage payments	8
1.2 Integrated risk management solutions	9
1.3 Financial inclusion for refugees and their host communities	11
Policy-level intervention for the financial inclusion of forcibly displaced people	13
Supply level: Supporting financial institutions to embrace new client segments	14
Demand level: Increasing the financial literacy of refugees and their host communities	14
1.4 Tackling the root causes of child labour	15
1.5 Encouraging a more efficient use of financial services through financial education	18
<b>2. Impact insurance</b>	<b>21</b>
2.1 Developing innovative insurance products and processes	21
Public-private partnerships to promote risk management	21
Protection against business interruption for small enterprises	23
Developing property insurance solutions for the low-income market	24
2.2 Insurance market development	24
Partnerships with insurance associations for market development	24
A community of practice: Insurers interested in targeting women	26
Insurance capacity building	26
<b>3. Sustainable investing</b>	<b>29</b>
3.1 Collaborating with investors	29
3.2 Collaboration with industry networks and support organizations	32
3.3 Collaboration with the UN family	35
<b>Coming up in 2022</b>	<b>38</b>
<b>Keep up with our progress</b>	<b>40</b>
<b>Annexes</b>	<b>41</b>

## ► Acronyms and abbreviations

<b>AATIF</b>	Africa Agriculture and Trade Investment Fund
<b>ACCEL Africa</b>	Accelerating action for the elimination of child labour in supply chains in Africa
<b>AFD</b>	Agence Française de Développement
<b>APIF-CI</b>	Agency for the Promotion of Financial Inclusion of Côte d'Ivoire
<b>CDC</b>	Commonwealth Development Corporation
<b>CNAAS</b>	Compagnie Nationale d'Assurance Agricole du Sénégal
<b>CNAM</b>	National Health Insurance Fund of Côte d'Ivoire
<b>CoP</b>	Community of Practice
<b>COP26</b>	UN Climate Change Conference in Glasgow in November 2021
<b>FSI</b>	Financial Services Institute (Egypt)
<b>GIIN</b>	Global Impact Investing Network
<b>GIZ</b>	Deutsche Gesellschaft für internationale Zusammenarbeit (the German international development agency)
<b>ICBG</b>	Iraqi Company for Banking Guarantees
<b>IFAD</b>	International Fund for Agriculture Development
<b>IFC</b>	International Finance Corporation
<b>KMBI</b>	Kabalikat Para Sa Maunlad na Buhay Inc (Philippines)
<b>MSMEs</b>	micro, small and medium-sized enterprises
<b>NGO</b>	non-governmental organization
<b>SDG</b>	Sustainable Development Goal
<b>Sida</b>	Swedish International Development Agency
<b>SMEs</b>	small and medium-sized enterprises
<b>USD</b>	US dollar

## ► Preface

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In 2021, the ramifications of the COVID-19 pandemic, in terms of job losses, reduced incomes, increased medical expenses and the like, all heightened the importance of the financial sector. For example, banks and mobile money operators served as a vital conduit through which government relief payments could be channelled, where they were available – or at the very least, through which migrant workers, if they were able to keep their jobs, could send home funds to help relatives stay afloat.

The financial sector also played a critical role in facilitating risk management, enabling households and enterprises that were struggling to make ends meet to use their savings, insurance (if they had it) and perhaps lines of credit to get by until economic activity was allowed to resume. And when resources are scarce, at the enterprise or household level, financial education becomes all the more important, as highlighted in Section 1 of this report.



The pandemic has given a boost to the movement away from cash towards digital payments, as public health authorities encouraged people to keep their distance from one another and use contactless forms of payment. Consequently, the timing of the launch of the ILO's Global Centre on Digital Wages for Decent Work, which aims to accelerate the transition to responsible digital wage payments and is supported by the Bill & Melinda Gates Foundation, was fortuitous (see Section 1). This initiative is fully in line with the [Global Call to Action](#), adopted at the 2021 International Labour Conference, for a human-centred recovery from the crisis – one that is inclusive, sustainable and resilient.

One of the biggest risks emerging from the pandemic is that we lose sight of the even bigger threat facing the world of work: climate change. It is becoming increasingly urgent to get to net zero. Banks, investors and insurers all have critical roles to play in redirecting economic activity to carbon neutrality, but they must do so in a way that carefully considers the impact that it has on workers and their communities. The pursuit of this [Just Transition](#) is gaining momentum in our work, as described in Section 3, and our efforts to manage the impact of climate change through insurance are discussed in Section 2.

Another important trend that we are witnessing, and participating in, is the growing collaboration between the public and private sectors to advance public policy objectives. It is glaringly obvious that there is insufficient donor funding to attain the Sustainable Development Goals. Consequently, governments are exploring a range of strategies to leverage private sector financing and direct it towards public policy outcomes. To that end, we are working on public-private partnerships for risk management (Section 2), as well as blended finance, guarantee funds and impact bonds (Section 3), in a bid to help financial markets contribute to economic and social development.

Lastly, 2021 was the 30th anniversary of the ILO's Social Finance Programme – for an introduction to the programme, see Box 1. To celebrate this milestone, we ran two main activities. First, we organized a virtual alumni reunion, gathering 80 people who have worked in the programme at some point over the past three decades. We also organized an ideation contest, to get new ideas for work that the ILO could or should do with the financial sector in the coming years. We will highlight those ideas in next year's annual report. Until then, enjoy reading this one.

A handwritten signature in blue ink that reads "CRAIG CHURCHILL".

CRAIG CHURCHILL

Chief, ILO's Social Finance Programme

► **Box 1. Introduction to the ILO’s Social Finance Programme**

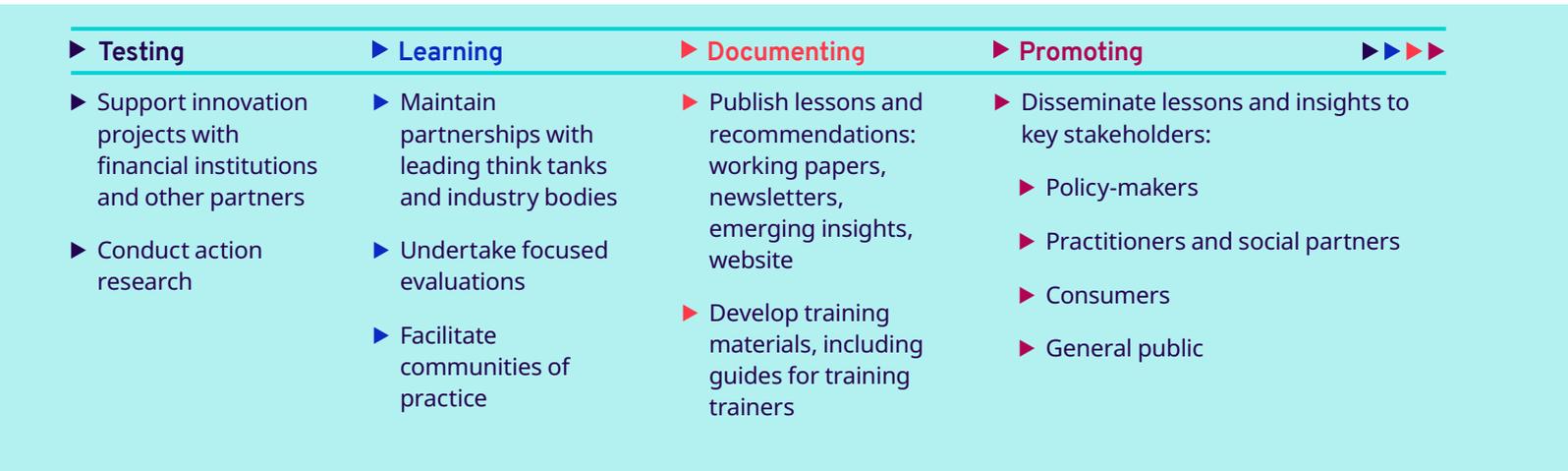
The financial sector is an influential, yet underappreciated, stakeholder in world of work. Investments, loans and insurance, when channelled correctly, can be effective ways of creating jobs, improving working conditions and enhancing resilience.

Through its Social Finance Programme, the ILO engages with the financial sector – with banks, credit unions, microfinance institutions, insurers, investors and others – to explore how they can contribute to the decent work agenda. We call this work “social finance” because we seek to find ways to enable, encourage and persuade the financial sector to do something that it can be reluctant to do: contribute to social justice.

If we accept the premise that financial institutions have a responsibility towards society, then whatever happens in finance must be evaluated in the context of the real economy. Consequently, the ILO considers the performance of retail banks, investment funds and other financial institutions not simply in terms of the returns they generate on equity or assets, but also on the basis of their impact on individuals, enterprises and the community. We believe that in aiming for a beneficial impact, they can achieve financial as well as social and environmental returns, resulting in a triple bottom line.

The ILO’s engagement with the financial sector is organized into three work streams, each of which deals with a different set of players and activities: financial inclusion, impact insurance and sustainable investing. In its mission to encourage financial institutions to live up to their potential to contribute to decent work, the Social Finance Programme takes an approach that involves testing, learning, documenting and promoting, as illustrated in Figure 1.

Figure 1. The Social Finance Impact Model



## ► Measuring our progress

During 2021, we continued to encourage innovative approaches to some of the most important issues facing the financial sector, and then shared the resulting insights with relevant stakeholders. Below are some of the impressive results we achieved with financial sector stakeholders, and with their clients or members.

### We supported the extension of responsible financial services to more than 1.5 million clients

In 2021, our active projects reached more than 1.5 million low-income households, smallholder farmers, and micro and small enterprises. Cumulatively, we have supported organizations that have benefited close to 5 million workers since 2008.

### We shared innovative solutions with more than 117,000 stakeholders

Since 2008, we have shared insights and experiences resulting from our work with the financial sector with more than 668,000 stakeholders around the world, providing them with innovative solutions to the issues they face. In 2021 alone, we reached more than 117,000 stakeholders (of which 45 per cent were women), including nearly 14,000 through direct interactions such as training courses, events and webinars. The remainder consisted of subscribers and those reached through our website and via social media. As illustrated in Figures 2 and 3, this outreach was spread across regions, and it included quite a diverse set of people and institutions.

Figure 2. People reached, by region

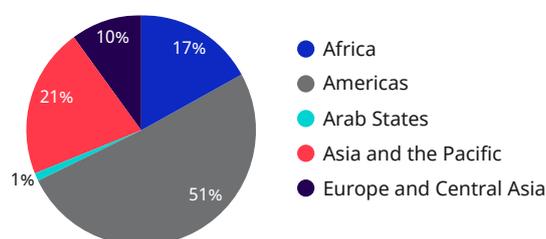
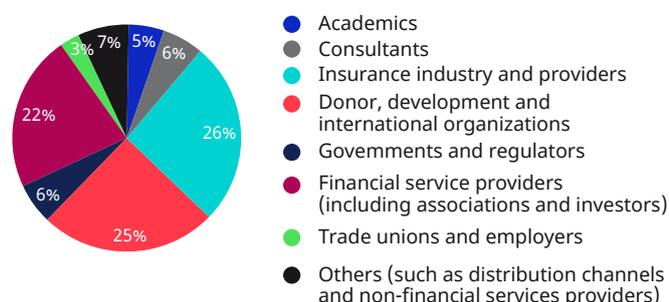


Figure 3. People reached, by audience type



### We improved the practice of 38 organizations

During 2021, 38 organizations reported improvements due to our engagement with them, either through capacity building or by partnering with us to implement projects. The improvements, summarized in Figure 4, ranged from the introduction of a new product to setting up new partnerships.

Figure 4. Types of improvements achieved



### Progress achieved on policy-making

In 2021, we advised central banks and other government institutions in 11 countries on their national policies or strategies on financial inclusion, financial literacy or rural finance. In addition, we supported several industry associations and expert groups, including the Social Performance Task Force, the European Microfinance Platform, the Microinsurance Network, the Global Impact Investing Network (GIIN) and the Impact Bonds Working Group.





The ILO's financial inclusion agenda encourages financial institutions to reach under-served market segments, such as refugees and workers.

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# 1. Financial inclusion

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The financial inclusion agenda has traditionally focused on providing loans to microenterprises to enable entrepreneurs to invest in their businesses, expand them and create jobs for others. While that approach remains valid, the ILO embraces a broader agenda, namely to:

- a. target other market segments, such as refugees and workers;
- b. use financial services for a range of purposes, including managing risk; and
- c. enable finance to contribute to the ILO's decent work agenda, for example by paying the correct wages or reducing households' dependence on child labour.

To fulfil this agenda, we engage with financial institutions to help them deploy emerging technologies which are creating business models and opportunities for impact that were not possible just a few years ago.

This section introduces the ILO's work on digital wage payments, integrated risk management solutions, financial services for refugees and their host communities, interventions to tackle the root causes of child labour, and financial education.

## 1.1 Digital wage payments

There is growing evidence that digital wage payments are beneficial for both workers and employers. Digital wage payments can enable workers to receive fair and timely wages and access formal financial services, which enhances their economic opportunities and resilience. Such payments can help enterprises become more sustainable by improving payroll efficiency and transparency, providing better conditions of work, increasing productivity and facilitating access to markets through improved compliance.

However, despite the apparent benefits, the transition to digital wage payments is not an easy one. In the absence of conducive regulations and a suitable infrastructure to facilitate digital payments, employers and workers may not transition away from cash payments. Moreover, even if they embark on the transition, digital wages and associated financial services may exacerbate vulnerabilities if insufficient attention is paid to ensuring that the transition is responsible and the financial services inclusive.

In that context, in early 2021, we launched the [Global Centre on Digital Wages for Decent Work](#) in collaboration with the Bill & Melinda Gates Foundation. The Global Centre addresses the challenges posed by cash wages and informality and encourage the transition to responsible digital wage payments (see Box 2). It aims to promote evidence-based strategies and interventions, and share knowledge and tools that will aid the transition to responsible digital wages.

The Global Centre is conducting research and advocacy at the global level, while taking a closer look at six countries: Cambodia, Indonesia, Kenya, Mexico, Peru and the Philippines. Besides launching diagnostic reviews in each country in 2021, we also engaged with global leaders of workers' and employers' organizations, as well as internal and external experts on the subject matter. These extensive consultations have enabled us to articulate a [learning agenda on digital wages for decent work](#), which can serve as a basis for anyone conducting research on this topic.

This initial work has confirmed that the Global Centre was established at the right time. While there is momentum to accelerate the transition to digital wages worldwide, considerable efforts are needed to ensure that the transition promotes the sustainability of enterprises while contributing to the well-being of all workers. These efforts entail testing and promoting tools and approaches that will do the following: help employers to digitize wages, encourage the financial sector to provide systems that are easy to use, enable workers to adopt digital wages, and assist governments to articulate policies and instruments that facilitate the transition.

The transition to responsible digital wage payments is within reach. It can be a reality with collective action from all stakeholders, including workers and their unions, employers and their business organizations, government institutions, the financial sector, supply chain players and development partners. The Global Centre is looking forward to convening these stakeholders to promote responsible digital wages at scale, and in so doing, advance decent work for all women and men.



### ► Box 2. Responsible digital wage payments

Responsible digital wage payments are designed to uphold the rights of women and men workers in accordance with national laws and regulations, internationally recognized human rights, including the fundamental principles and rights at work, and relevant international labour standards. They also meet the needs of women and men workers – particularly the most vulnerable and disadvantaged among them – in terms of accessibility and security, and without any fees. The [UN Principles on Responsible Digital Payments](#), developed by our partner the Better Than Cash Alliance, provide guidance on how to design and offer responsible digital payments, which is also applicable to wage payments, and how to persuade enterprises to adopt them and workers to accept them.

## 1.2 Integrated risk management solutions

**Asian innovations.** In 2019, with [financial support from the Prudential Foundation](#), the ILO's Social Finance Programme started working with six financial institutions in India, Indonesia and the Philippines to develop integrated risk management products that would help mitigate the impact of shocks (see Figure 5). In general, these are savings-based products that enable clients to also access [emergency](#) loans and/or insurance coverage, thus providing better protection against risk than the individual elements on their own.

Unfortunately, in 2020, our partners faced several challenges as they launched these products, including lockdowns and a government-ordered moratorium on loan repayments that affected the liquidity of some of them. Further, less economic activity among their clients resulted in a lower saving capacity, which affected the demand for the savings products, as well as their persistence. In 2021, our partners were able to address many of the challenges and made renewed efforts to scale up the products. In all, the ILO and its partners designed and tested 11 integrated risk management products reaching 54,000 low-income people.



Testing

Figure 5. Developing inclusive insurance markets and stimulating innovation in Asia

Country	Name	Type of institution	Description
India	Dvara Kshetriya Gramin Financial Services (Dvara KFGS)	Non-banking financial company	Wealth management solution that includes savings, investment and insurance to achieve specific financial goals; digitization of processes
Indonesia	Koperasi Simpan Pinjam Mitra Dhuafa	Non-profit microfinance institution	Savings and insurance product for education fees
Philippines	Oro Integrated Cooperative	Savings and credit cooperative	Savings-linked insurance for education and calamities
Philippines	Nabunturan Integrated Cooperative (NICO)	Savings and credit cooperative	Savings and insurance for health-related emergencies
Philippines	CLIMBS	Cooperative insurer	Calamity insurance product “weather protect” to be offered to 150 savings and credit cooperatives partners as member benefit
Philippines	Kabalikat Para Sa Maunlad na Buhay Inc (KMBI)	Non-profit microfinance institution	Digital finance pilot

This year, we also saw a renewed focus on digitization for both client-facing and internal processes, as a way of addressing the restricted mobility of staff and clients induced by the COVID-19 lockdown. These restrictions made it

difficult for our partners to disburse loans, collect repayments and meet existing and prospective clients. As a result, they had to accelerate their digitization efforts. Boxes 3 and 4 provide more details on two of these projects.

### ► Box 3. KMBI digital finance pilot

KMBI, a microfinance institution in the Philippines, launched a digital finance pilot to train and equip its clients to act as agents for fintech vendors. As merchant-agents, clients who run small retail stores can offer the opportunity to make bill payments, perform e-load (phone top-ups), make contributions to government social protection schemes, deposit or withdraw cash, make transfers and send or withdraw remittances. KMBI's clients across six pilot locations were offered the opportunity to become merchant-agents with selected fintech partners.

KMBI offered individual loans to its clients to fund the set-up cost. Consequently, these client-agents earned a service fee on transactions conducted on the fintech's platform. This revenue stream improves the sustainability of the clients' businesses while introducing them to digital ways of transacting.

The digital finance pilot enabled KMBI to offer a complementary business opportunity to its clients and at the same time educate them about digital finance. KMBI plans to leverage this community-based network for digitizing its loan repayment and disbursement processes. However, members have experienced difficulties topping up their mobile wallets to give them sufficient liquidity to "fund" larger transactions. One reason is that reaching banks to deposit the money was a challenge during lockdown. Another is that not all members have the resources to maintain a large enough balance. KMBI is assessing the business case for its clients to act as merchant-agents. While some did well, others found it difficult to generate sufficient income from the service fee to cover the cost of the digital device and pay the loan servicing charges.

### ► Box 4. Dvara KGFS digitization journey

Our partner in India, Dvara KGFS, implemented a new digitization strategy aimed at making it more client-centred, increasing its operational efficiency and effectiveness, and contributing to market growth. The strategy included the following elements:

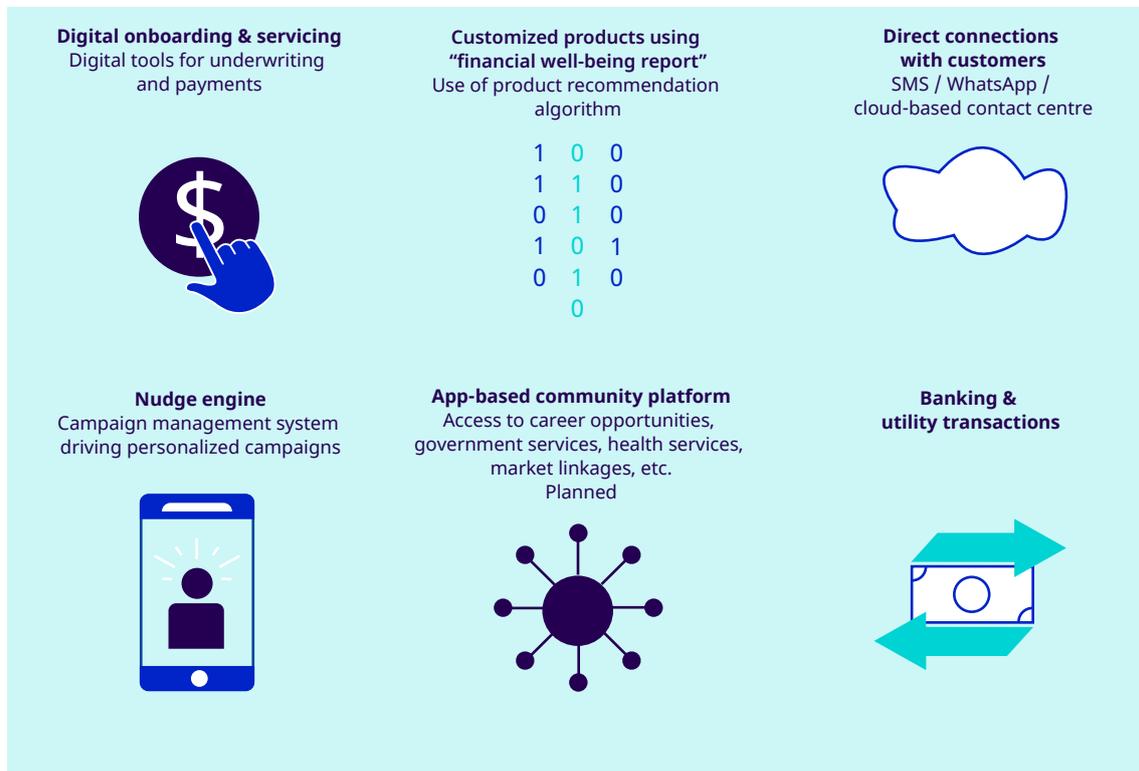
**Reduce costs by using digital transactions** – Enable customers to be digitally ready. Facilitate access to digital transactions and show customers that these would be more convenient for them. Customers can use electronic channels to verify their phone number, bank account and home address. They can sign documents electronically and make repayments using a digital payment application.

**Improve credit assessments** – Improve portfolio quality by using data sources to assess a loan applicant's capacity to repay (internal credit rating) and willingness to pay (using psychometric assessment).

**Reduce risk by strengthening internal controls** – Use real-time device tracking for better visibility of field officers, monitor cash tightly, introduce mobile verification and use strong portfolio monitoring tools with automated alerts to reduce operational risk and lessen credit risk.

**Improve customer lifetime value by better engaging customers** – Measure financial well-being of customers by using an algorithm to suggest a menu of products (savings, insurance, credit) that will help them increase and protect their wealth ("the Plan Grow Protect Diversify framework"). Use WhatsApp and Customer Self-Service App to increase interactions and engagement with customers. (See Figure 6.)

Figure 6. How KGFS improves its value to customers



**New partnership.** Building on these successful engagements, where digital financial tools were used to enhance risk management, the ILO launched a new partnership in 2021 with PROPARCO, the private sector financing arm of the Agence Française de Développement (AFD) Group, and the Grameen Crédit Agricole Foundation to help the Foundation's microfinance partners in West Africa and Asia add risk management solutions, including agriculture insurance, to their portfolios of financial services, ultimately enabling their clients, such as low-income women, smallholder farmers and small enterprises, to protect themselves better. By protecting their clients, the microfinance institutions are also protecting their own loan portfolios and generating a new revenue stream, which provides additional protection for their investors, including the Foundation.

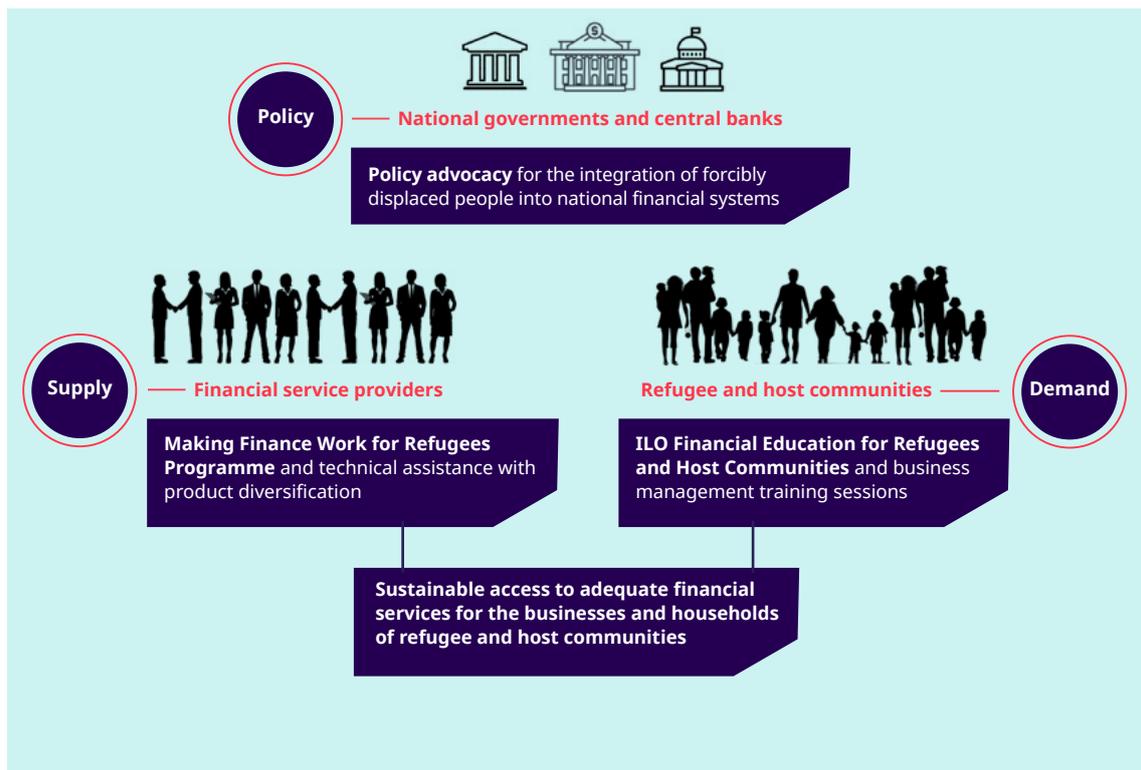
### 1.3 Financial inclusion for refugees and their host communities

According to UNHCR, more than 82 million people were forcibly displaced worldwide in 2020 due to persecution, violence and conflicts – three million more than in the previous year. The COVID-19 pandemic made life more difficult for forcibly displaced people and their host communities, and increased the financial pressures on many households. As a result, the crisis highlighted the importance of financial inclusion for businesses, workers and households.

While refugees face particular challenges, host communities also struggle to pursue their own development efforts in an environment that has been transformed by an influx of newcomers. Serving these two groups together enhances the self-reliance of refugees and the resilience of hosts and contributes to the integration of refugees and the socio-economic development of host communities, while strengthening social cohesion overall and empowering both groups.

In 2021, through our involvement in the **PROSPECTS partnership**, supported by the government of the Netherlands, we **designed** an intervention model aimed at alleviating the financial constraints suffered by refugees and their host communities. Currently being tested, the model, which takes a participatory and multidimensional approach, joins activities at the policy, supply and demand levels to extend access to finance in an integrated and sustainable way, as illustrated in Figure 7. This section provides some examples of how this model works in practice, at all levels.

**Figure 7. A participatory and multidimensional approach to financial inclusion for refugees and their host communities**



## Policy-level intervention for the financial inclusion of forcibly displaced people

Following a [mapping study](#) of Iraq's financial sector, and in close consultation with the Central Bank of Iraq and the Iraqi Company for Banking Guarantees (ICBG), the ILO developed an [innovative collaboration model](#) that would enable it and its partners to respond to the challenges identified in the country's business environment.

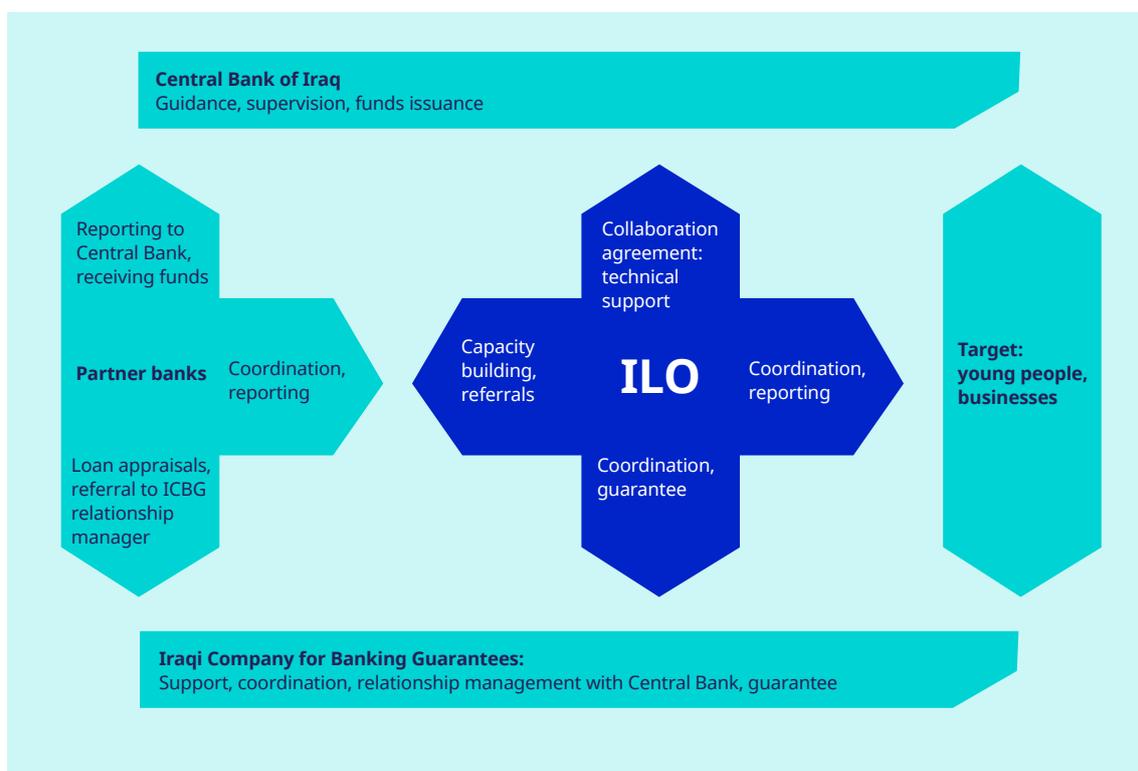
The Central Bank has earmarked funds for lending to micro, small and medium-sized enterprises (MSMEs), while the ICBG is providing guarantees and the project is funding savings accounts for entrepreneurs. As illustrated in Figure 8, these three elements combined will enable banks to

issue productive loans with reduced risk, thereby initiating sustainable financial relationships between banks and entrepreneurs. Training sessions and strategic workshops were provided to all partners, and standard operating procedures were developed to facilitate loan provision. The first loan to be disbursed by an Iraqi bank to an MSME under this scheme was planned for early 2022.

**Lesson learned:** Policy advice is most effective when it is grounded in experience that is accumulated locally, through engagement with industry players, and when policy-makers are fully involved in the process. This is even more important when the intention is to change perceptions.



Figure 8. Collaboration model for facilitating financial inclusion in Iraq





Our training courses offer high-quality content and interaction, allowing participants to learn from each other.

## Supply level: Supporting financial institutions to embrace new client segments

Jointly developed by the ILO and its International Training Centre (the ITC-ILO), the [Making Finance Work for Refugees and Host Communities](#) capacity-development programme, a five-day training course for financial service providers, helps the latter diversify their product portfolios by serving refugees and their host communities in a strategic and cost-effective way.

**Lesson learned:** The training course has helped financial service providers to regard refugees as a legitimate market segment. Its high-quality technical content and opportunities for interaction between participants in the classroom enabled them to learn from each other and gain valuable professional contacts. Our other experience indicates that more technical assistance and guidance will be needed in the future, and we aim to support participants to create, pilot-test and roll out financial services for refugees and their host communities.



Promoting

In 2021, we supported Somali Microfinance in Ethiopia in the early phase of its work to serve refugees and their host communities. We have also selected four financial service providers in Uganda, three in Kenya and a microfinance institution in Iraq and will start guiding them in 2022.

## Demand level: Increasing the financial literacy of refugees and their host communities

Using the tools produced by the ILO's [Financial Education Programme](#), we developed new training materials for refugees and their host communities, and rolled out training sessions in [East Africa](#), the [Arab States](#) and [Latin America](#). In 2021, we certified over 120 new trainers, who reached nearly 2,000 refugees and their host communities.



Promoting

**Lesson learned:** Compared to local residents, refugees are generally more likely to face exploitation, and they have a weaker understanding of the local financial system. Enhancing their access to financial services involves ensuring they are treated in a fair and transparent way and increasing their knowledge and skills, as well as their level of trust in formal financial services. Additionally, it is critical to

integrate financial education into comprehensive refugee support programmes and to include components on both business skills and access to finance. This helps participants to manage their relationships with financial service providers and enables them to protect themselves from financial risks. They gain the knowledge they need to make more informed financial decisions (see Box 5).

#### ▶ Box 5. Refugee voices

Twenty-five-year-old refugee Nasreen Hassan has been working for years on a business idea that will help hospitals and medical centres in Iraq's Kurdistan Region improve and maintain their medical equipment.

Having witnessed years of conflict, Nasreen says that she wants to play her part in saving and improving the lives of women, men and children, especially in light of the worldwide pandemic. "Weapons and rockets outnumber items of medical equipment [in Iraq]," said Nasreen. "And I want to correct this."

"I need financial support and I need more training, which will help me reach a stage where I have the technical know-how to establish my business, even if it takes 20 years," said Nasreen.

Unable to pursue a degree in medical engineering, the IT graduate recently joined a series of training sessions provided by the ILO in Iraq, aimed at giving her the knowledge and tools to set up and finance her business.

The course that Nasreen attended is designed to increase the financial capability of participants, thus enabling them to make better financial decisions. In Iraq, it is one of the key steps preparing entrepreneurs to access business loans from one of the ILO's partner banks.

"The training was 100 per cent educative and it satisfied our curiosity about the financial system and its products, and we learned specific mechanisms that helped us differentiate between loan and saving types. Things which had once seemed complex became simple for people from different backgrounds who had no clue how to deal with banks."

Nasreen is now validating her business plan and sorting out her finances while she waits for her loan application to be processed. After that she can start her business.

## 1.4 Tackling the root causes of child labour

The ILO and UNICEF estimated in 2021 that [160 million children](#) were trapped in child labour. Combating this scourge is a high priority for the ILO, and was even more so in 2021, which was the [International Year for the Elimination of Child Labour](#).

Often interventions to tackle this problem concentrate on the policy environment and enforcement mechanisms, but it is also important to consider strategies that can focus on the root causes of child labour and prevent it from occurring in the first place. As illustrated in Figure 9, the main causes are poverty and vulnerability, and a comprehensive livelihood support programme, including social protection, skills training, market linkages, financial education and access to finance, can be an effective way of reducing child labour.



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We partner with public and private service providers to test innovative approaches; an example is the project ACCEL Africa: accelerating action for the elimination of child labour in supply chains in Africa.

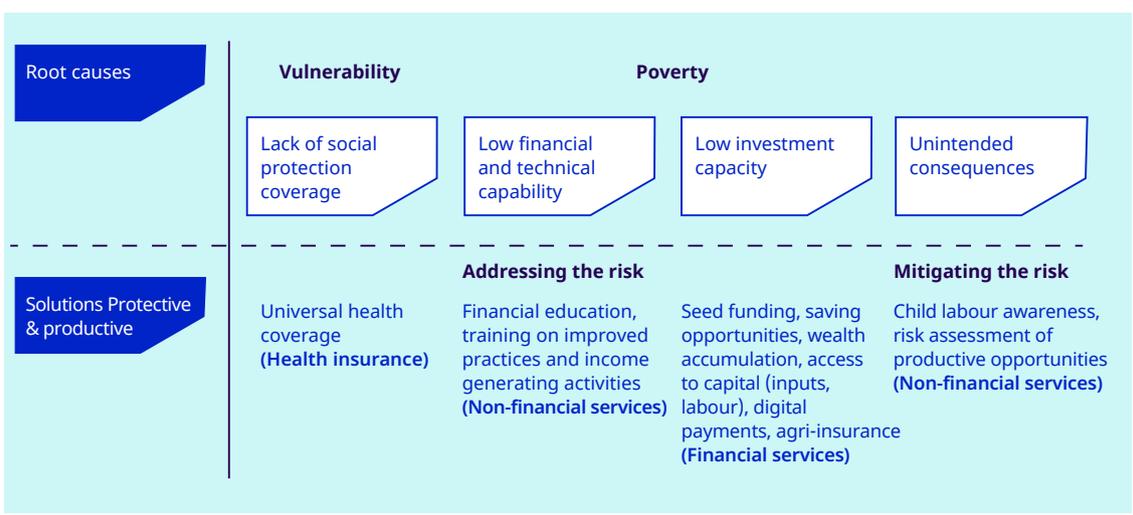


Testing

**ACCEL Africa.** Under the Dutch-funded programme “Accelerating action for the elimination of child labour in supply chains in Africa” or **ACCEL Africa**, the ILO is currently testing this approach in partnership with public and private service providers. Financial and non-financial services are delivered to vulnerable households to reduce poverty and decent work deficits. The model is being tested in partnership with a microfinance institution (RMCR in Mali), a commercial bank

(ALEXBANK in Egypt), a financial inclusion agency and National Health Insurance Fund (APIF-CI and CNAM in Côte d’Ivoire) and digital platforms (Riby and MobiPay in Nigeria and Uganda). We also conducted a feasibility study for an impact bond, as explained in Section 3.1. Evidence from these efforts is expected in 2022. Box 6 gives an example of how the project is promoting health coverage to tackle a root cause of child labour.

Figure 9. Tackling the root causes of child labour



► **Box 6. Extending health insurance coverage to reduce child labour in the cocoa supply chain in Côte d'Ivoire**

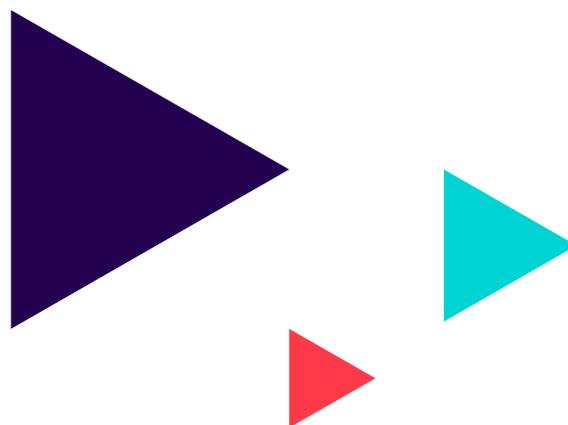
Evidence from an action research programme implemented by the ILO in [Pakistan](#) showed that a health insurance product could decrease the incidence of child labour.

Supporting the strong political will of the Government of Côte d'Ivoire to provide insurance coverage to workers in the informal and rural economy, the ILO is testing innovative ways of extending a social protection mechanism, universal health coverage, to cocoa-growing households in rural areas of Côte d'Ivoire, in order to effectively eliminate child labour. The ILO collaborates with the National Health Insurance Fund of Côte d'Ivoire (the CNAM) to adapt their current scheme to the realities of rural households, using a client-centred approach. The distance of enrolment sites and health centres from the rural households, the quality of the health services offered, and trust in the scheme are the key issues we are trying to address in a pilot phase.

Cooperatives and other value chain actors play an important role in the extension of social protection schemes. As part of the pilot phase, we are supporting eight cocoa cooperatives by increasing awareness of the health scheme among their leaders and members, organizing recruitment campaigns and distributing enrolment cards. In total, 1,815 farmers were enrolled and received a social security number for the first time. With the support of one cocoa exporter, 233 farmers will benefit from a year of free coverage. Other farmers will explore financing strategies with their cooperatives so that they can pay the contributions and get access to the scheme. Belonging to this health scheme will give these farmers extra security and make it less likely that their children will be required to work.

**Toolkit testing.** Besides testing this integrated approach, the ILO is also keen to raise awareness of child labour with financial institutions, so that they can recognize that their actions can increase or decrease it. In collaboration with the Grameen Foundation, we are testing the [RICHERS toolkit](#) with several financial institutions, so that they can integrate child labour concepts into their product design and their processes. Through

the toolkit, financial institutions are encouraged to broaden the scope of client protection to also protect family members, like children. Child labour is also integrated into the Social Performance Management systems of financial institutions because it is only possible to manage what is measured.



## 1.5 Encouraging a more efficient use of financial services through financial education

Financial inclusion opens the way to a wide array of opportunities for poverty reduction, social protection and income generation. Nonetheless, without the necessary capacity to use financial services, many vulnerable groups will not automatically benefit from improved access to finance. To gain these benefits and build more prosperous lives, workers, entrepreneurs, migrants, refugees, young people, women and families need to have the capacity to make more informed financial choices. This is what drives the ILO's Global Programme on Financial Education to expand its outreach globally on all three levels of its integrated approach.



- At the macro level, the ILO Global Programme on Financial Education works towards the development of better national financial inclusion and financial education strategies around the world. This year, the programme started discussions with policy-makers and institutions in Cameroon, the Philippines, Tunisia, Uganda and Zimbabwe. It also launched an online version of the course "[Financial education programme design and implementation](#)" where half of the 44 participants were policy-makers. This programme encourages policy-makers to adopt human-centred strategies, that would enable many under-served segments of society to access financial services and use them more effectively.
- At the trainer level, in 2021, the programme consolidated its presence in several regions, as illustrated in Figure 10. The two newly certified regional trainers in Cabo Verde supported the expansion of the programme in Lusophone Africa. With 22 courses for trainers delivered all around the world, from Argentina to Iraq, through to Kenya and Sudan, more than 360 candidate trainers are working towards their national certification to pursue the roll-out of the programme in their country (see Figure 11).

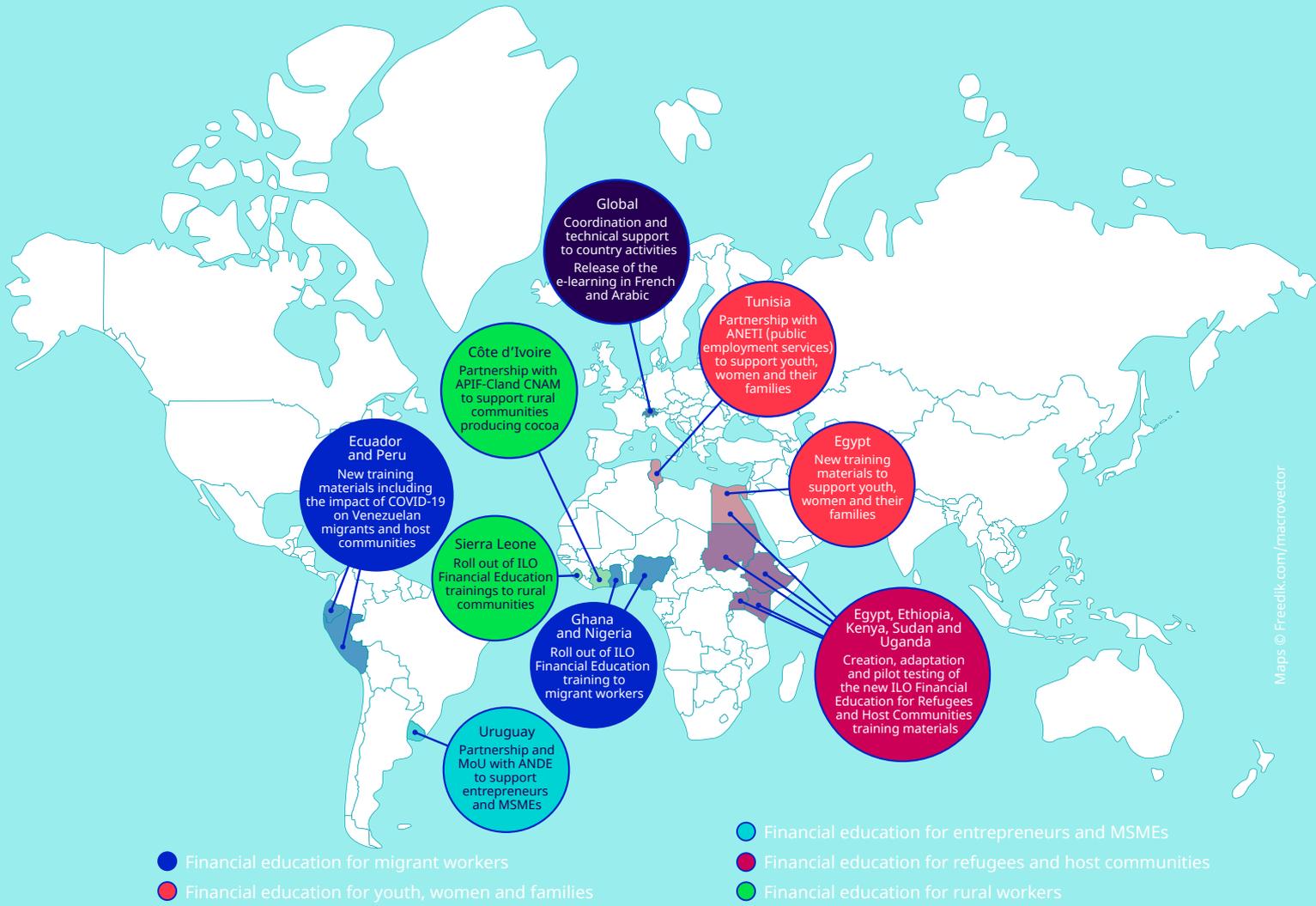
- The ILO strives to adapt its financial education materials to a range of target groups, to ensure that the programme is relevant to their socio-economic environment, values and context, and to enable them to relate what they have learned to their own experience with money management.

- In Jordan, the programme collaborated with [Better Work](#) to extend financial literacy training to garment workers, including South Asian migrant workers, to enable them to use financial services to pursue their own goals more effectively. This can boost workers' morale and have significant benefits for their mental health.

- In Latin America, the programme reached [Venezuelan migrants and host communities](#) in Peru, as well as refugees, [returnees and host communities](#) in Costa Rica, Honduras and Mexico, enabling them to penetrate the mysteries of their local financial system and manage their personal finances better.

With the COVID-19 pandemic continuing, the ILO Global Programme on Financial Education expanded its **digital streams**. The programme has adjusted its methodology so that more courses can take place online, and it added two more languages – Kyrgyz and Russian – to its [e-learning](#) portfolio. We also adapted our training materials to mainstream the use of digital financial services throughout their curriculum. This development has highlighted many more ways that clients can make good use of financial services, while making personal financial management more accessible, easier, quicker and safer.

Figure 10. The presence of the ILO Global Programme on Financial Education around the world

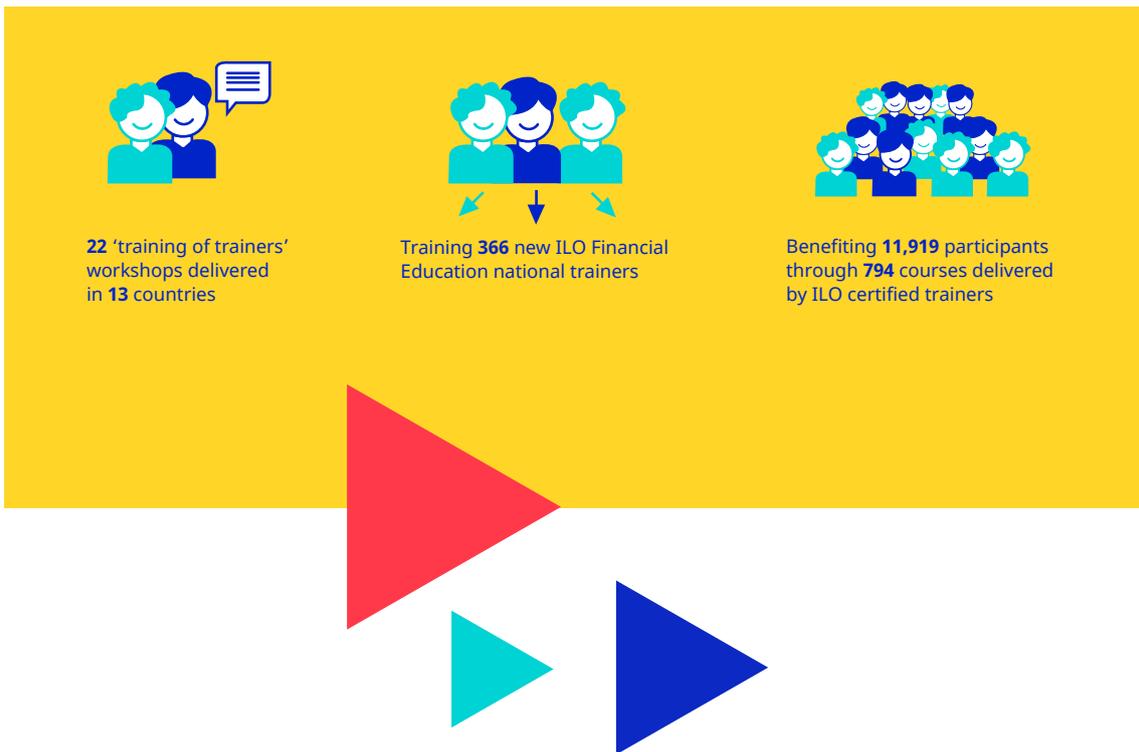




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Our financial education programme works at different levels to enable workers and entrepreneurs make more informed financial choices.

Figure 11. The ILO Global Programme on Financial Education results in 2021





The Impact Insurance Facility tests risk management solutions that provide protection and peace of mind.



## 2. Impact insurance

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The ILO's Impact Insurance Facility has two main functions. First, we work with partners to test **innovative products and approaches** aimed at extending valuable insurance protection to under-served groups. Then, based on the lessons we have learned and the insights gained, we undertake **market development** by promoting these approaches to other organizations involved in providing effective risk management solutions.

In 2021, we were involved in testing several innovative insurance schemes, including public-private partnerships, business continuity insurance and property insurance. Our market development activities included working with insurance associations in Colombia and Mexico, the facilitation of a community of practice focused on developing insurance for women, and scores of online training courses.

### 2.1 Developing innovative insurance products and processes

#### Public-private partnerships to promote risk management

For some risks, and for some target groups, it is unrealistic to expect that insurance can be provided solely on a market basis – the cost to the customer would be prohibitive, resulting in low uptake and an unsustainable outcome. But if those risks, or those target groups, are considered critical from a public policy perspective, then it might make sense for governments to collaborate with insurers, fintechs and other private companies, to offer more affordable ways of managing risks. Governments are increasingly using insurance to achieve public policy objectives, especially those related to decent work, universal health coverage, food security and climate change mitigation.



**Collaboration with IFAD.** To that end, in 2021 the ILO worked with the International Fund for Agriculture Development (IFAD) to integrate climate risks into public policy plans in Indonesia, Uganda and Cambodia by assessing how the policy environment could enable the development of an inclusive climate insurance market and by highlighting opportunities for the implementation of climate insurance schemes in the three countries.

Building on the assessments, the ILO worked in these countries with relevant partners to bring together different stakeholders to share knowledge and develop ideas about how to increase smallholder farmers’ access to agriculture and climate risk insurance. These institutions represented a cross-section of stakeholders, such as the insurance supervisor and central bank, various government ministries, insurance companies, financial service providers, farmer federations and farm output buyers, as well as technology service providers and insurance intermediaries.

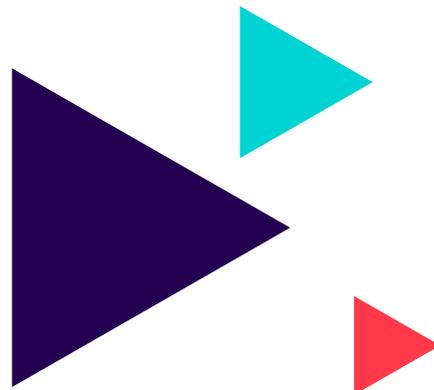
One outcome of the interactions in Uganda, was that the Uganda National Farmers’ Federation and the Uganda Cooperative Alliance expressed a willingness to participate in the insurance process by raising their members’ awareness of the government’s initiatives on agriculture insurance. These organizations, with their close links to the farmers, can play a critical role in enhancing the credibility of insurance, in addition to expanding its usage.

In Indonesia, to foster collaboration between the government and the private sector, the government’s insurance company, JASINDO, confirmed that its technology for the national rice insurance scheme would be made available for use by other players. This accommodation will enhance their operational efficiency and bring costs down. Further, financial service providers indicated their willingness to add climate risk and agriculture insurance to their portfolios, to offer more comprehensive services to their members.

**Outreach in India.** With support from the Ford Foundation, in India we helped to create a platform to enable associations of smallholder farmers to access the government-sponsored insurance schemes. This involved significant consumer education on risk reduction and financial literacy, as well as partnership development among the insurance companies, the farmers’ associations and the local government. In addition, the associations and their members developed a better understanding of the loss assessment and verification processes, which helped instil confidence in the schemes and resulted in over 30,000 farmers enrolling in them.

The projects helped highlight the role the government can play in working with the private sector to scale up agriculture and climate-risk insurance programmes. A public-private partnership can be considered a velvet glove – a supportive instrument to help build momentum and scale; but it also can be an iron fist that can limit innovation in products and processes. The challenge is to maximize the former and minimize the latter.

**New programme on public-private partnerships in Africa.** To build on these experiences and strive to design better public-private partnerships, in 2021 we launched a new partnership with the Agence Française de Développement (AFD) to implement risk management solutions for low-income households and/or small enterprises through public-private partnerships. The project has two components:



- ▶ **1. Innovation projects:** The innovation component aims to help selected providers scale up products for low-income households and small and medium-sized enterprises (SMEs). We will support five partners to develop their products and implement the changes needed to provide risk management solutions for the low-income market (see Figure 12).
- ▶ **2. Capacity and knowledge development:** This component involves translating the learning from the innovation projects into training materials and knowledge products that can help governments and insurers to design and implement partnerships aimed at achieving public policy objectives.

**Figure 12. Innovation management partners**

Country	Organization	Type of institution	Theme
Ghana	Ghana Agricultural Insurance Pool	Pool of insurers	Agriculture insurance
Kenya	PharmAccess Kenya	NGO	Health insurance (supporting national health insurance scheme)
Rwanda	Radiant Insurance Company	Private insurer	Agriculture insurance
Senegal, Kenya (multiple countries)	Pula Advisors	Insurtech	Agriculture insurance
Senegal	Compagnie Nationale d'Assurance Agricole du Sénégal (CNAAS)	Public insurer	Agriculture insurance

## Protection against business interruption for small enterprises

Small enterprises exposed to the most severe climate-related hazards are often least able to cope with the associated impacts. This in turn poses multiple threats to individuals engaged with these businesses, while undermining economic growth and exacerbating poverty levels.

As the scope of losses brought about by natural disasters continues to increase, measures to counter them are urgently called for. Combined with disaster risk reduction and climate change adaptation, insurance services can play a major

role in reducing the vulnerability of communities to climate risks and achieving sustainable development

Building on the lessons learned from earlier work on this area, in 2021 the ILO initiated a new phase of the Climate Risk Insurance and Adaptation in the Caribbean project with the Munich Climate Insurance Initiative and strong regional players such as the Caribbean Climate Risk Insurance Facility. This project will help build the capacity of both insurers and distribution channels to extend coverage to small enterprises and help prevent loss of income and livelihoods caused by adverse weather conditions.

## Developing property insurance solutions for the low-income market

In many regions, the market for property insurance for low-income segments has only recently begun to emerge. This is the case in Africa, where, according to the [2021 Landscape of Microinsurance study](#), only 4 per cent of reported products covered property, compared to 24 per cent for funeral expenses and 18 per cent for life. Still, the need for property insurance, providing protection against fire, floods, theft and other hazards, is clear, especially given the increased risks to property from climate change.

To address the scarcity of suitable insurance solutions, the ILO is collaborating with Habitat for Humanity and the Swiss Capacity Building Facility to provide technical assistance to Britam, a Kenyan insurer, [to design and test new products and distribution models](#).

Market research has revealed that the demand for property insurance from low-income people continues to be low for several reasons, including a lack of awareness, perceived unaffordability, product complexity and the use of other strategies for coping with property-related risk. However, a key reason is the low level of home ownership by the target population; in urban areas in Kenya, most people on low incomes rent their homes or business premises. Without ownership, tenants do not prioritize property insurance or feel the need for it. Furthermore, there is a lack of awareness that such products exist and a lack of supply of suitable products.

For small businesses, there are other disincentives, such as the perception that security guards and video surveillance offer better and cheaper protection against theft than insurance, even though such measures do little to protect against fires and floods. However, research has revealed that almost all the property insurance products targeting the low-income market that are currently available are designed for small businesses. Unfortunately, COVID-19 has reduced the visibility of property insurance and made it a lower priority for most people, but property risks remain and can be as devastating as illness or a death in the family, uprooting families and bankrupting small businesses. Despite the obstacles, industry players see potential in the currently untapped property insurance market for the low-income segment, particularly in the medium to long term.

During 2021, we engaged with many potential partners, and one pilot product was launched with SMEP Microfinance Bank in Kenya. An early finding is that bundled products are more likely to be accepted by partners and emerging consumers. In addition, partnerships are key, and therefore it is necessary to establish a mix of traditional distribution channels, such as banks and microfinance institutions, with some alternative channels, such as fintech platforms and organized professional associations.

## 2.2 Insurance market development

After testing product and process innovations with insurers and other stakeholders, we actively promote those lessons and insights with the industry more broadly, through a variety of market development activities, including engagement with insurance associations and facilitation of communities of practice, and through a variety of training courses.

### Partnerships with insurance associations for market development

In 2021 we continued to build inclusive and responsible insurance markets in Latin America with the [support of the Prudential Foundation](#). In Mexico we partnered with the country's insurance association, Asociación Mexicana de Instituciones de Seguros (AMIS), to conduct studies, training sessions and workshops focusing on digital solutions and insurance for SMEs. In Colombia, we worked with the insurance association, Federación de Aseguradores Colombianos (Fasecolda), and the Banca de las Oportunidades to develop a roadmap toward inclusive rural insurance. This was done in consultation with insurers, government bodies and other stakeholders. The implementation of this roadmap began in 2021 with workshops and training sessions on index insurance, the creation of a database of rural customers, and product design workshops aimed at generating innovative insurance solutions.



Testing



Promoting



Our work with Latin American insurance associations has highlighted their pivotal role in bringing together insurers, government and civil society leaders to build momentum for more inclusive insurance markets. In September, we conducted a webinar in partnership with the Microinsurance Network and the Interamerican Federation of Insurance Associations (FIDES) to share the experiences of these associations. Over 100 people attended the event.

### A community of practice: Insurers interested in targeting women

Closing the gap between women's and men's economic participation will drive the growth of businesses and economies, and improve the lives of families and communities. While women around the world have rising incomes and increased buying power, they nevertheless remain an underserved segment across financial services, including insurance. This is often referred to as the "gender protection gap", and it pervades all socio-economic groupings.

The COVID-19 pandemic has exacerbated the challenges faced by women, and SMEs owned by women, when they attempt to manage risk and build financial security. A greater choice of products is needed so that women can take advantage of risk management solutions, including business insurance for enterprises led by women. This is important because the ability to take more risk allows for bolder business decision-making, which can in turn lead to greater income generation. Being able to manage business and personal risks appropriately, to the extent that men can, is therefore key for women.

In collaboration with the International Finance Corporation (IFC), we [created a Community of Practice](#) (CoP) focused on (a) reducing the gender protection gap by serving the women's market better, and (b) considering how to meet the needs of female employees better. The goal is to

empower participating companies to differentiate themselves and become the insurer and/or employer of choice for women in their respective markets, thereby making the most of a business opportunity while concurrently providing valuable insurance solutions for women.

The CoP was [launched in April 2021](#) with 20 carefully selected insurance and insurtech companies from 17 countries, which applied by explaining their motivation for joining. At the start of the CoP, each participating organization made various commitments relating to what they needed to do to better serve the women's insurance market. To support their progress, the ILO and IFC conducted three closed webinars: on market research, human-centred product design, and partnerships. A final webinar, on claims and customer service will be delivered in 2022. The results from the CoP participants and a toolkit on women's insurance will be disseminated in 2022.

### Insurance capacity building

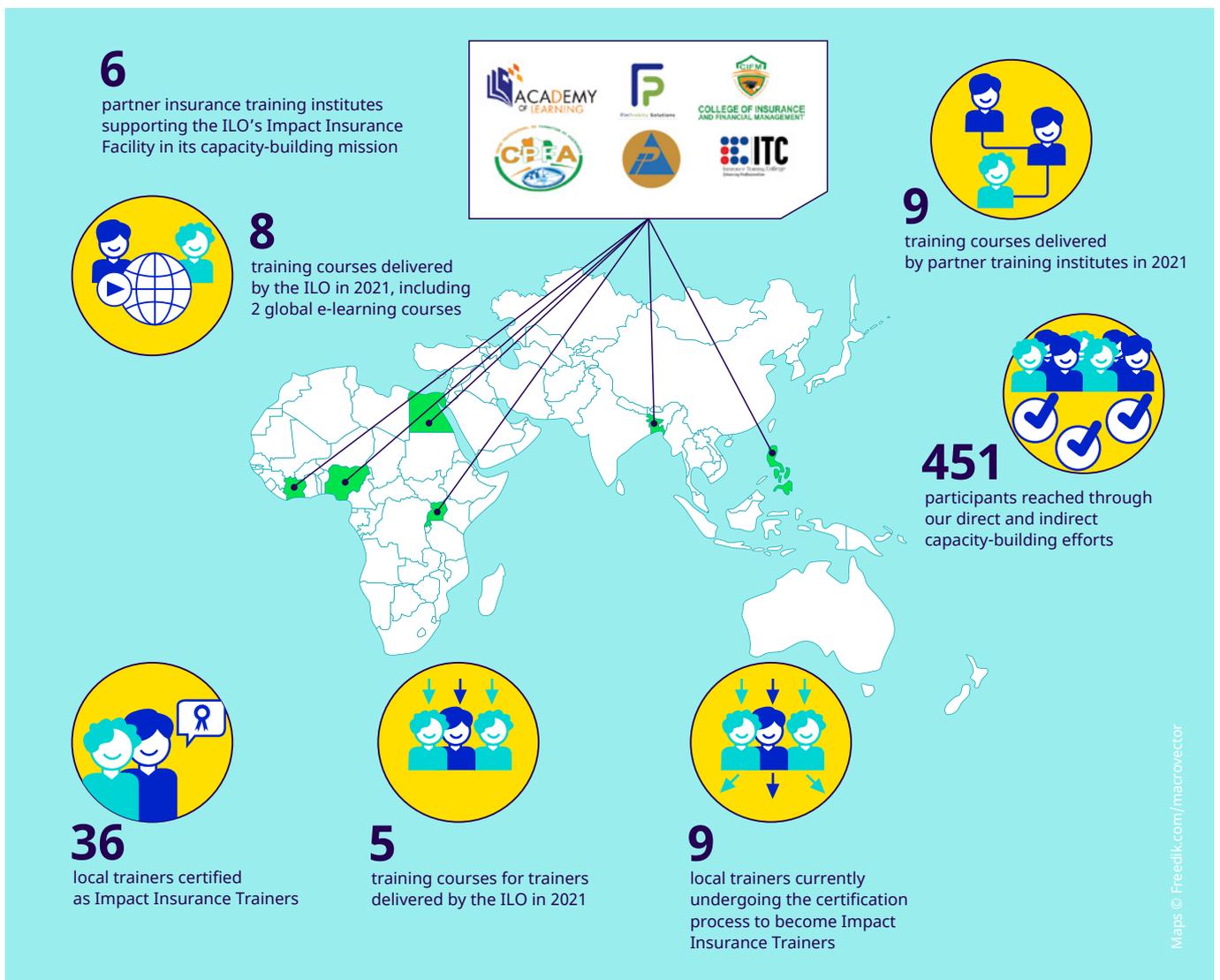
Our comprehensive insurance capacity-building programme aims to promote best practices and lessons extracted from our innovation projects over the years. At the local level, we partner with a selection of insurance training institutes, which benefit from our capacity-building package to offer inclusive insurance content to their market on a sustainable basis. At the global level, we offer the e-learning course **Insurance for Development** (see Box 6), which brings together participants and experts from all over the world to discuss ways to further develop insurance schemes that contribute to social and economic development. By carefully combining work at the local and global levels, we seek to build a sustainable model for capacity development that integrates practice-oriented training courses on the ground with a well-structured formal programme at the global level.



The COVID-19 pandemic has not stopped our progress. In 2021, our capacity-building programme gained one more local partner – the Financial Services Institute (FSI) from Egypt. With the support of GIZ (the German international development agency), the ILO’s Impact Insurance

Facility has started to build the capacity of nine FSI trainers, with the aim of making them fully independent by the end of 2022. On top of that, we have continued with our training activities in other countries. Our numbers speak for themselves (see Figure 13).

Figure 13. Our Impact Insurance capacity-building programme in numbers



► **Box 6. Insurance for Development**

Following its success in 2020, our five-week e-learning course, Insurance for Development, continued to take place in 2021, but this time in two versions: one in English and one Spanish (targeted at participants from Latin America – the first initiative of this kind for the region!).

Both Insurance for Development and Seguros para el Desarrollo (the Spanish edition) were a big success, reaching together more than 120 participants from 53 countries and proving that the insurance sector (including distribution channels and regulators) is very interested in understanding how it can contribute to the development agenda, especially if this contribution can also align with business objectives. Here is what our participants said about the course:

“A very didactic course, taught by highly trained professionals with a lot of experience in the field. What’s more, the forums were a very important way of interacting with others and learning about the experience of all participants, as well as the situation in various regions of the world. Truly an invaluable experience.”

— **Gissella Dayanara Fiestas Mogollón**, *Caja Piura, Peru*

“My takeaway from this course is that there is no one-size-fits-all solution to insurance for impact but there are proven frameworks and techniques that aid in finding the solution. It is about asking the right questions, partnering with the right organizations, building on existing work done across the globe and translating it into local settings. Most of all, understanding the customer and their pain points is key to making a good product.”

— **Sauvik Dey**, *GIZ, India*

“My main takeaway from the Insurance for Development course is the importance of design thinking to improve client value and claims management and to increase business value. This will impact our product design methodology using market research ... to ensure clients have a seamless experience.”

— **Oluwatoyin Alao**, *AXA Mansard, Nigeria*

“The course made me realize how truly global microinsurance is. Attending the webinars was like going on a global tour each week, with group members coming from countries I didn't have any previous interactions with. I was always very interested to know what their experiences were.”

— **Dally Dalisay**, *AXA, Philippines*

“I got a better understanding of why we face some challenges at my micro-health insurance scheme. The various modules inspired me to begin reflecting on the strategies my team could adopt to carry out better practices that would help us improve on our insurance programme, beginning by defining and designing products that have great value for our clients.”

— **Atohmbom Yuh George**, *Bamenda Ecclesiastical Province Health Assistance (BEPHA), Cameroon*

Nothing would have been possible without the support of our sponsors and partners: [Access to Insurance Initiative](#), [InsuResilience Investment Fund](#), [Munich Re Foundation](#), [Microinsurance Network](#), [Milliman](#) and the [ITC-ILO](#) in Turin, Italy. We thank you immensely for believing in this project.



## High-level dialogue: Building Bridges to scale impact



© Building Bridges

The COVID-19 pandemic highlighted the negative effects of climate change and the need to finance a Just Transition.



## 3. Sustainable investing

Our work on sustainable investing continued to maintain a strong focus on addressing the challenges the COVID-19 pandemic has posed to investors and their investee companies. However, we could not overlook the fact that this global emergency is exacerbating the effects of climate change in several regions. Hence, we decided to increase our efforts to support the work of impact investors on Just Transition finance, which aims to give workers and their communities due consideration as the financial sector tries to shift economies towards carbon neutrality.

### 3.1 Collaborating with investors

**Sustainability adviser to AATIF.** In 2021 we marked our tenth year collaborating with the [Africa Agriculture and Trade Investment Fund \(AATIF\)](#) to promote sustainable investment along agricultural value chains all over Africa. As 2021 came to a close, this joint effort entered a new phase, during which the ILO will support the Fund and its partner institutions as sustainability adviser until 2024.

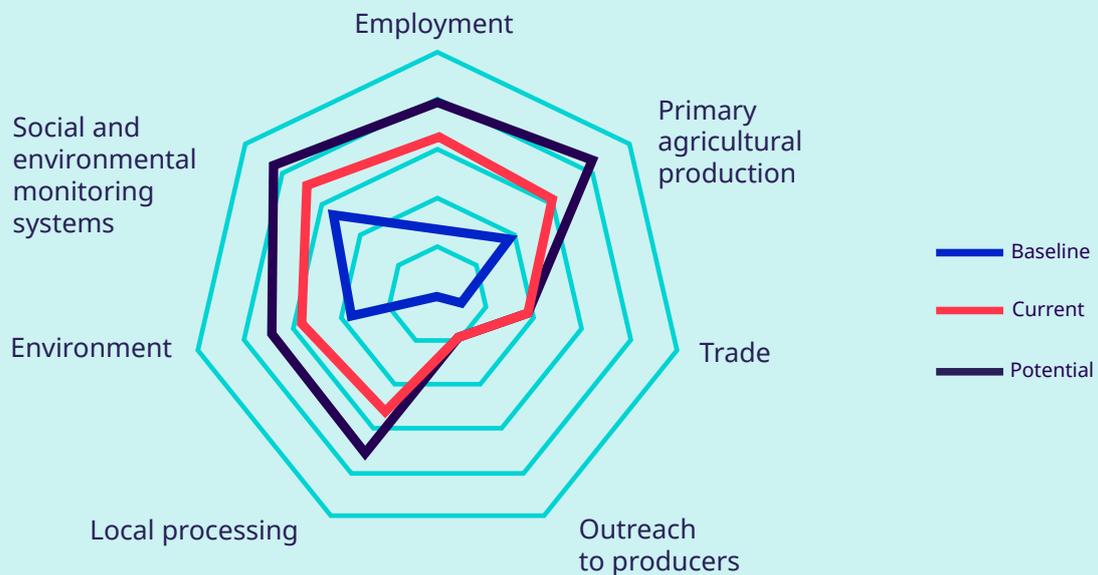
The past year was largely taken up by the testing of the impact measurement tools of the AATIF. The primary tool is the impact spider (see Figure 14), which we applied to many Fund processes in 2021, including screening, due diligence, and monitoring of partner institutions, as well as using it for a review of the whole portfolio across impact dimensions. The review allows the Fund to rebalance its portfolio following intended impact effects. For the first time, we used the tool in the [AATIF Annual Report 2020/2021](#) to illustrate the impact of partner institutions.

Research with the investees validated the triple-bottom-line approach adopted by the Fund. Findings across the baseline appraisals of three businesses in [Zambia](#) and [Tanzania](#) highlighted the importance of the timely provision of capital

at crucial stages: it enabled growth, created new jobs and increased productivity. We will continue monitoring the expected indirect effects on family income and well-being.

A study in [Côte d'Ivoire](#) was the Fund's first rapid appraisal of a short-term investment in a financial institution and entailed a steep learning curve. It reminded us of the necessity of allowing time for indirect development impact to materialize. It also showed that impact investors can, if intentionally engaged, support the growth of financial institutions and encourage sector-specific lending, while improving sustainability management systems.

Figure 14. AATIF impact spider





Documenting

The results are summarized in four new Impact Briefs, which are accessible on the [impact measurement section of the AATIF website](#). The 2021 appraisals add to the evidence that investments that pursue a sustainable development mission strengthen local production, productivity and employment, and provide the markets needed by producers.

**Impact bonds to prevent child labour.** In 2021, we continued our work on innovative finance mechanisms. Our main initiative was a feasibility study for an impact bond aimed at tackling child labour in the cocoa value chain in Côte d'Ivoire, which formed part of the [ACCEL Africa](#) project (see Section 1.4). During the year, we worked to further refine the shortlisted initiatives and identify the most suitable. Interventions that focused on facilitating access to, and improving the quality of, education showed the greatest potential. In early 2022, the next steps will be discussed with ILO constituents in Côte d'Ivoire. Backed by local stakeholder support, our plan is to proceed with the design phase, which will include a roadshow with potential social investors and outcome funders. As part of this phase, we will also define the contractual and governance arrangements necessary to ensure that the launch and implementation of the impact bond are successful.

**Sida's guarantee instrument.** We also started a new collaboration with the Swedish International Development Agency (Sida). The ILO is supporting Sida to develop an impact monitoring system to manage and measure the impact of [Sida's](#)

[guarantee instrument](#). Besides providing development funding and donor assistance, Sida uses guarantees to fund sustainable development (see Box 7). For the last decade, Sida has been offering guarantees by sharing risk between public and private actors, with the goal of mobilizing additional capital. By December 2019, Sida's guaranteed volume in its active portfolio amounted to nearly 7 billion Swedish krona (US\$750 million), which enabled it to mobilize capital of almost 17 billion Swedish krona (US\$2 billion). By targeting guarantees at specific sectors, the instrument is well placed to address critical challenges, and therefore measuring the impact of its progress towards achieving that objective is a high priority for the ILO.

In November 2021, we launched the [project](#) with a review of Sida's policies and procedures, as well as interviews with relevant stakeholders. Furthermore, we launched an in-depth study in Bosnia and Herzegovina investigating the direct and indirect impact of two guarantees that have been issued to a commercial bank. The study is also looking at the potential use of meaningful and feasible indicators to measure impact, and the capacities of the bank to collect and use such data. In 2022, we will conduct a similar study in Guatemala, and share our findings and suggestions. Together with Sida, we will create the impact measurement framework, including the related tools for collecting impact data, and build the capacities of Sida staff to use them in the future.



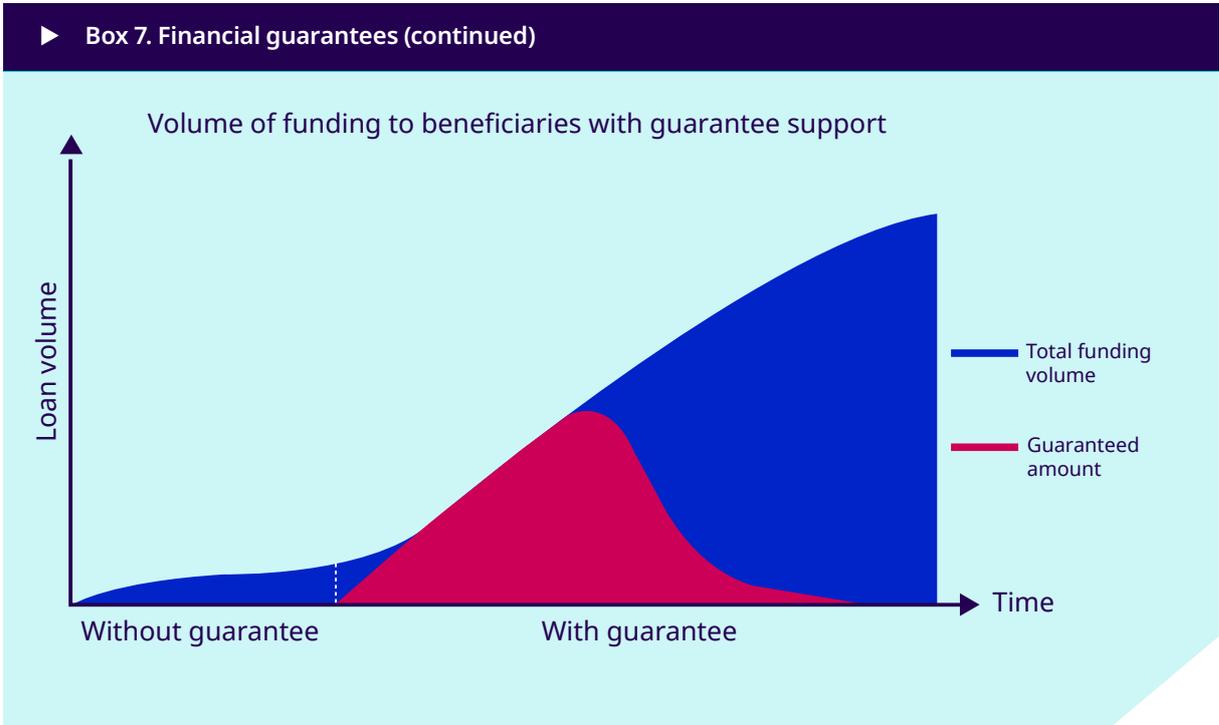
Learning



Learning

### ► Box 7. Financial guarantees

A financial guarantee is a form of an insurance policy for a lender, offered by another party, in this case Sida. If the borrower defaults on the loan, the guarantor will compensate the lender for part of its loss. Sida has developed this instrument to cover lending for large infrastructure projects and as a means of increasing access to finance for SMEs that have difficulty obtaining it. Access to finance is crucial for SMEs and the communities where they are based, as it enables growth, provides stable employment, creates new jobs and contributes to economic development. Financial institutions might perceive lending to SMEs as risky, because of the lack of collateral or because their business experience is limited. Sida's guarantee covers lending in key sectors, including agriculture, manufacturing, renewable energy and health. By sharing the risk with the financial institution, the Sida, as the guarantor, unlocks significant volumes of private capital, enabling it to finance impactful businesses, as illustrated in the following figure.



### 3.2 Collaboration with industry networks and support organizations

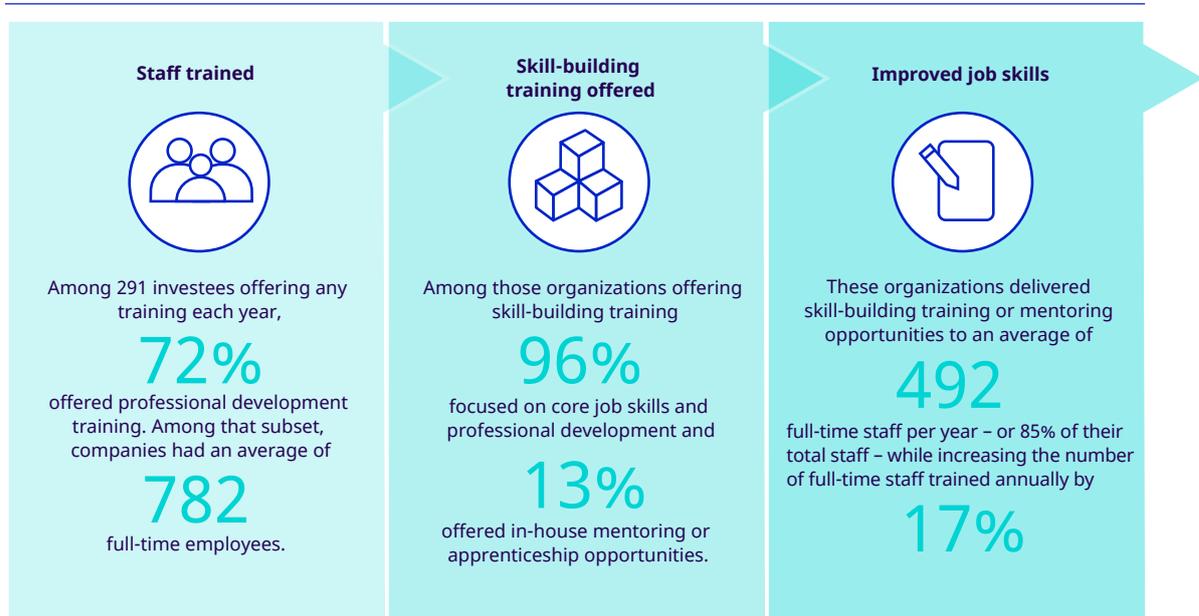
Industry networks and support organizations are key partners for the ILO across its Social Finance work, including through our sustainable investing work stream.

**Measuring job quality among organizations receiving impact investment.** In 2021, we concluded our collaboration with the Global Impact Investing Network (GIIN) on measuring job quality among its investees, with several highlights. The first highlight was the GIIN’s launch of its [Quality Jobs theme](#), together with its

five impact investing strategies and metrics, on its impact monitoring platform. This output was the result of a year-long engagement with GIIN members, conducted jointly by the GIIN and the ILO. Following the launch, the GIIN undertook a study on [Quality Jobs investments](#) which analysed 867 investments made by 37 organizations, most of them asset managers (see Figure 15). The research was driven by the conviction of GIIN members that good-quality jobs play a central role in achieving global development goals. The study looks at how investments target and contribute to improved job skills for the future, as well as improved occupational health, reduced gender inequities in the workplace and increased incomes.



Figure 15. Improved job skills for the future



Source: The GIIN, "Understanding Impact Performance – Quality Jobs Investments" (New York, 2021)



Promoting

On the basis of this work, we also produced a podcast episode, "[Pushing the frontier: impact investing for decent work](#)", with Amit Bouri, the GIIN's CEO, as special guest. The podcast discussed the key role that decent work plays in sustainable development, as well as deliberating on the current work deficits, which have been exposed and amplified by the COVID-19 crisis. It highlighted the potential of investors to achieve decent work for all, and concluded with a call to action.

**Research on thematic bonds.** Our long-standing collaboration with the [Graduate Institute of International and Development Studies](#) in Geneva continued this year. Social Finance supported a research project that investigated the state of thematic and sustainability-linked bonds. In recent years, the issuance of green, social, and sustainability bonds has increased substantially. The research project explored whether these bonds were achieving their intended objectives and what opportunities might exist to further embed decent work in such instruments. The research found potential for engagement aimed at improving standards and practices, including by strengthening the gender aspects of the frameworks guiding such instruments, which will be further explored by Social Finance in 2022.



Learning

We also continued our engagement with researchers from the Bern University of Applied Science, who evaluated five employment-focused impact bonds. This collaboration remains timely: over the last decade, results-based financing of development outcomes has burgeoned. In particular, employment-related outcomes get a lot of attention, with 24 per cent of active impact bonds focusing on employment and training outcomes in 2021. No other outcome theme attracts more results-based financing.

In December 2021, we co-hosted the event "[What are we learning from results-based approaches to financing employment outcomes?](#)" with speakers from Syracuse University, the Bern University of Applied Sciences, King's College London and the Swiss State Secretariat for Economic Affairs. The speakers shared research results on social impact bonds in Europe as well as Latin America and embedded them in a wider discussion of results-based financing in public procurement and the implications of that for policy.



Industry networks and support organizations are key partners for our work.

**Just Transition financing.** Our work on climate change and the financing of a Just Transition, carried out in collaboration with our colleagues in the ILO Green Jobs Programme, took off in 2021. During the UN Climate Change Conference in Glasgow in November 2021 (COP26), over 30 countries signed a [Just Transition Declaration](#). The ILO played a key role in developing the declaration in the COP26 Energy Transition Council. Throughout COP26, the role of business and private finance in combating climate change, in addition to policy and public sector actions, was more prominent than at any of the previous summits.

Building on the Just Transition knowledge developed by the ILO over the years, our work with the financial sector gained momentum in 2021, when we initiated two stocktaking reports of banking and investment activities in Just Transition finance. Aware that the topic is not yet widely embraced by standard-setters and practitioners, the reports aim at uncovering the existing frameworks, as well as the early-stage approaches and emerging practices that financial sector actors are already using to finance a Just Transition, and

embedding them into existing academic research and broader policy efforts. The reports will be published in 2022.

**Human resource development.** Employees are the biggest asset of any financial service provider. They are the “face” of the institution and the daily guarantor of healthy client relations and good-quality service delivery. The stronger an institution’s human resource development function, the greater its capacity to offer good-quality employment and financial services that work – not just for clients and entrepreneurs, but for society. Jointly with the Social Performance Task Force, we conducted a series of webinars in 2021 that investigated how financial service providers could attract, onboard, prepare, support and motivate people in a constantly changing business environment. These webinars were called:

- ▶ "Help your employees adapt to digital transformation"
- ▶ "Developing employee capacity to achieve your social mission" and
- ▶ "Listening to employees as a business strategy".



Documenting

### 3.3. Collaboration with the UN family

**Financing for development.** In 2020, the Prime Ministers of Canada and Jamaica and the UN Secretary-General launched the Initiative on [Financing for Development in the Era of COVID-19 and Beyond](#) to identify and promote concrete financing solutions to the COVID-19 health and development emergency. This initiative resulted in a menu of policy options for consideration by member states. In 2021, the Secretary-General grouped the policy options into six clusters, and UN agencies were asked to undertake further analysis and coordinate relevant UN agencies, funds, programmes and Secretariat offices that wished to work on the more detailed design and financing. The ILO is the coordinator for Cluster 2, on socio-economic recovery, which calls for action to support jobs, social protection, gender equality, children and young people, health and education, each in a human rights context. Social Finance provided technical input to the reports and consultation events that took place throughout the year, including in consultation with the ILO constituents. We stand ready to support country-led implementation in the coming year.

**The SDG Fund.** As the [UN Joint SDG Fund](#) intensified its operations in 2021 in the field of financing for development, we stepped up our involvement in this work. Social Finance's contribution to the Fund was mainly to (a) support its capacity-building efforts across the UN system and (b) join the panel of experts assessing proposals submitted to the Fund.

On capacity building, several events were organized in 2021 to share knowledge among UN country teams on topics related to financing for development. The ILO, together with UNICEF, co-hosted a webinar offering practical guidance, presenting tools and giving examples of how to help close financial gaps in the social sector and reach vulnerable groups, including children, women, young people and elders. Social Finance presented a case study during two capacity-building sessions on Blended Finance for UN country teams, reaching almost 50 UN colleagues around the world.

In addition, Social Finance joined two panels to assess proposals submitted to the Fund. The first evaluated shortlisted interventions from the previous call on [SDG Financing](#). The interventions had received additional technical assistance in 2021, which resulted in improved submissions. The second panel evaluated proposals on the new call aimed at closing the funding gap to achieve the Sustainable Development Goals in [Small Island Developing States](#) through integrated policies or financing frameworks.

**Financing decent work.** In 2021, we took the online course "[Financing decent work](#)" to a new level. Following the launch of the course in 2020, the ITC-ILO, Partnering for Development (PARDEV) and Social Finance have produced three versions (in English, Spanish and French), reaching more than 140 participants in 63 countries. Designed for ILO constituents, the course includes self-study modules and a series of webinars, and covers current developments in the field of financing for development, including Integrated National Financing Frameworks and other UN-led initiatives, as well as providing an introduction to financing mechanisms. The course should strengthen the capacity of our constituents to mainstream decent work in the financing of the Sustainable Development Goals.

**Building Bridges.** For the second time, the UN family, the financial sector and public authorities organized the [Building Bridges Week](#) in Geneva. The objective of the event was to build bridges between UN organizations and the financial sector around a common vision of sustainable development and the most efficient ways of realizing it. The event brought together 1,450 people from the financial industry, the United Nations system and non-governmental organizations (NGOs), as well as governments and the academic world, uniting a wide range of competences in the fields of finance and sustainable development. The ILO was pleased to participate and offer events during the week.



Promoting

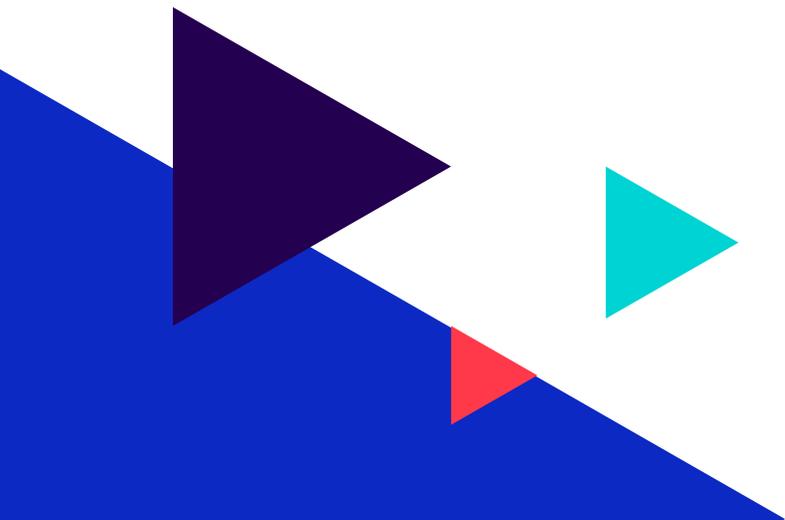


►► As we work to overcome the impact of the COVID-19 pandemic while striving simultaneously to tackle climate change, the international community and the financial sector need to recalibrate the direction of financial flows to ensure that we target what is truly fundamental for sustainability, including creating jobs, improving working conditions and enhancing resilience.

**Guy Ryder**  
Director-General of the ILO

The Director-General of the ILO, Guy Ryder, alongside UN Deputy Director General, Amina Mohammed, the Federal Councillor of the Swiss Confederation, Ueli Maurer, and the President of Swiss Sustainable Finance, Patrick Odier, started off the week with the Building Bridges Summit, which was attended by 500 people. Guy Ryder called on the financial sector to take to the lead in accelerating the transition to a financial system where sustainability takes centre stage and which supports the achievement of the Sustainable Development Goals.

During the week of events, the ILO co-hosted two sessions that underlined the role that the financial sector could play in supporting the decent work agenda. These sessions generated several interesting insights, which are summarized in Box 8.



► **Box 8. Insights from panels hosted by the ILO at Building Bridges 2021**

Key messages from our first session, “[Leveraging the financial sector to achieve decent work for all](#)”, featuring speakers from the ILO, a development agency (SECO), an insurtech company (CelsiusPro), an impact investor (OBVIAM) and an asset manager (Ethos Foundation):

- (a) The financial sector can use its influence on investees for good purposes.
- (b) Decent work is multidimensional, and related deficits vary depending on the country and sector. Therefore, measuring impact on decent work can be challenging. Actors in the financial sector use diverse strategies, depending on the types of investment they make or the financial products they offer. Engagement with investees to overcome compliance issues is a common strategy to promote decent work.
- (c) Collaboration among different stakeholders, namely asset managers and owners, UN organizations, development cooperation agencies and governments, each with their own area of expertise, can amplify development impact. UN organizations like the ILO have an important role to play in setting standards, building the capacities of the financial sector, conducting research, disseminating knowledge, and working with policy-makers on decent work issues to guide the financial sector.

Key messages from our second session, which brought together representatives of development finance, private sector banking, investment management and NGOs to discuss how the [financial sector could contribute to a Just Transition](#) towards environmentally sustainable economies and societies for all, looking at the intersection of the environmental and social dimensions of the transition to the green economy:

- (a) The session emphasized the impact on employment of the transition to a green economy, the potential for decarbonizing the economy in a way that is as fair and inclusive as possible, and the role that the financial sector could play in achieving this.
- (b) The speakers showed how their respective organizations had started incorporating elements of Just Transition thinking into their decision-making, ranging from the CDC’s development finance institution toolkit, to the instruments available to private sector banks, such as NatWest and Société Générale, and also represented by BlueOrchard, Mirova and ODDO BHF Asset Management.
- (c) The speakers highlighted several challenges that impede an efficient integration of Just Transition considerations into the strategy-formulation and decision-making processes and reflected on the ways to overcome them through collaboration with industry peers and subject matter experts.
- (d) The World Benchmarking Alliance, an independent organization that is building a movement to measure the impact of business on progress towards a sustainable future, and to encourage it through incentives, presented its approach to assessing and benchmarking the Just Transition efforts of corporate actors. The methodology and results of the initial assessment provide financial sector actors with some responses to the most frequently mentioned challenge – the scarcity of and difficult access to relevant data and indicators.

## ► Coming up in 2022

► Testing

► Learning

► Documenting

► Promoting

►►►



### Financial inclusion



Testing

- Test a new intervention model to support financial service providers to serve refugees and host communities in remote areas of Sudan
- Test and analyse new ways of delivering financial education messages through innovative delivery mechanisms
- Initiate pilot interventions to facilitate the transition from cash to responsible digital wage payments in the six countries mentioned above
- Launch a new programme with UNDP to test how financial service providers can facilitate and encourage the formalization of informal enterprises



Documenting

- Publish findings of the assessments on digital wages for decent work
- Document the experience of financial service providers who are diversifying their product portfolio to include refugees and their host communities in Ethiopia, Kenya, Sudan and Uganda
- Publish fact sheets and case studies to highlight the impact of and lessons generated through the ILO PROSPECTS financial inclusion intervention in Iraq



Promoting

- Launch of the website of the Global Centre on Digital Wages for Decent Work with a digital knowledge hub
- Conduct a series of webinars on responsible digital wage payments
- Provide ILO financial education training courses to forcibly displaced and host communities, migrant workers, women, young people, rural workers, entrepreneurs and MSMEs in more than 20 countries
- Conduct the financial education course for policy-makers to strengthen the capacities of macro-level stakeholders to generate improved national financial education strategies



## Impact insurance



Testing

- ▶ Launch engagements with five public–private partnerships for improved risk management in Africa
- ▶ Test new approaches for financial service providers to promote resilience for themselves and their clients



Learning

- ▶ Publish a how-to guide for insurers about serving the women’s market based on the experiences of the ILO-IFC community of practice



Documenting

- ▶ Publish a review of the contributions of insurtech to impact insurance
- ▶ Synthesize lessons on integrated risk-managing financial services



Promoting

- ▶ Launch a new insurance capacity-building partnership with UNDP’s Insurance and Risk Finance Facility
- ▶ Conduct risk management and insurance training sessions for MSMEs in Egypt
- ▶ Offer the third edition of the Insurance for Development e-learning course, and the second edition of Seguros para el Desarrollo



## Sustainable investing



Testing

- ▶ Engage investors on climate change and the financing of a Just Transition to develop an effective menu of solutions



Learning

- ▶ Develop effective tools and processes that will enable guarantee funds to contribute to the development agenda
- ▶ Launch the self-assessment tool for sustainability management systems for development banks and other financial institutions
- ▶ Explore innovative collaboration with investors to accelerate the elimination of child labour



Documenting

- ▶ Document the impact of AATIF with its investees
- ▶ Provide ongoing support to the UN Joint SDG Fund
- ▶ Publish a working paper on implementing investment strategies that will support Quality Jobs



Promoting

- ▶ Conduct a new version of ITC-ILO course on financing decent work



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## ► Keep up with our progress

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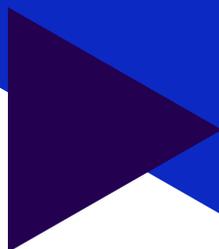
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## ► Annexes

### 1. Funders and partners



The strategic [partnership between the AATIF and the ILO](#) aims at increasing the capacity to better manage and intentionally pursue positive social and environmental impacts in agricultural finance in Africa. The collaboration partners include AATIF investee companies like local FSPs expanding the agricultural lending portfolio, managers of smallholder farmer schemes, commercial farmers, or processors and traders of agricultural produce.



Together with AFD, the ILO is [strengthening the resilience to risk of the low-income population in sub-Saharan Africa](#). With the aim of providing better access to valuable insurance products by stimulating innovation, the project is implementing action research interventions. The project provides capacity building to partners and the broader industry, and disseminates new lessons to governments and other relevant stakeholders, to influence public policy.

#### BILL & MELINDA GATES foundation

With support from the Bill & Melinda Gates Foundation, the ILO has established the [Global Centre on Digital Wages for Decent Work](#). The Global Centre addresses the challenges of cash-based wages and promotes the transition to responsible digital wage payments through research, knowledge development and sharing, capacity development and evidence-based advocacy. The Global Centre also implements country interventions in Cambodia, Indonesia, Philippines, Kenya, Mexico and Peru.



This partnership is geared towards developing a social and environmental management system at the CFC, an intergovernmental financial institution investing in commodity-development projects worldwide.



Through this [partnership with the Ford Foundation](#), the ILO is improving the understanding and implementation of insurance services among farmers and farm workers, as well as appropriate outreach mechanisms to enable them to access government insurance programmes.



The partnership between the GIIN, the ITC-ILO, and the ILO aimed at the development of impact investing strategies under the Quality Jobs theme of the GIIN's "Navigating impact" project.



The ILO is collaborating with GIZ on a range of activities, including inclusive insurance capacity building for insurers in [Africa](#) and [Asia](#), and [risk management training for SMEs](#), and, in the case of GIZ Pakistan, an actuarial assessment of national health insurance schemes.



In collaboration with The Global Fund to Fight AIDS, Tuberculosis and Malaria, we continue our engagement with the National Health Insurance Authority (the NHIA) in Ghana to build capacity around existing analytical tools and digital data.



Government of the Netherlands

We are collaborating with the Government of the Netherlands on two initiatives. First, the government has spearheaded a new partnership, PROSPECTS, to enable FDPs and their host communities to enjoy enhanced economic opportunities. The partnership develops a new paradigm in responding to forced displacement crises, which includes looking at how financial inclusion can help to improve the livelihoods of these populations.

Second, the Dutch government is also working with the ILO’s Regional Office for Africa to implement the ACCEL Africa project. In this project, Social Finance is looking at innovative financial services that can address some of the root causes of child labour, such as the poverty and vulnerability of farming families. In addition, a feasibility study for the development of an impact bond is being conducted in Côte d’Ivoire for the cocoa value chain.



Through this partnership, the ILO strengthens the capacity of financial service providers to offer more effective risk management services, enabling low-income households, women, smallholder farmers and micro, small and medium enterprises to better protect themselves.



In partnership with Habitat for Humanity’s Terwilliger Center for Innovation in Shelter, we are testing and developing new property microinsurance solutions for the low-income and under-served market segments, initially in Kenya. Following a competitive application process, Britam Insurance Company Kenya was selected as the implementation partner, and Sarita Mohanty as the Social Finance Fellow.



We are collaborating with the IFC Women’s Insurance Programme on a project to raise awareness about the insurance needs of women and to highlight the market opportunity for insurers if they target women as customers and employees. The ultimate aim is to narrow the gender protection gap. Activities include the aforementioned Women’s Insurance Community of Practice, which runs from April 2021 until May 2022.



The ILO and IFAD are working together to improve the livelihoods of poor rural households whose incomes depend on both agriculture and off-farm activities, by enhancing their resilience and strengthening their capacity to manage risks.



This partnership between the ILO and the Munich Climate Insurance Initiative focuses on building the capacity of both insurers and distribution channels (providers), and creating awareness among consumers in the target countries in the Caribbean for parametric insurance products.



The ILO is collaborating with Sida to create an impact monitoring system for their guarantee instrument. We support Sida in including impact considerations throughout guarantee development and implementation, in developing impact management and measurement tools and in building the capacities of Sida staff to implement the impact monitoring system.



The ILO and the Insurance and Risk Finance Facility of the United Nations Development Programme (UNDP) work together to develop more efficient and impactful insurance markets. The partnership aims to improve the quality and quantity of insurance through sustainable financing activities in selected countries.

## 2. Strategic partners

### Global market development facilitators



### Health financing



### Capacity-building partners



### Agriculture



### Digital wage payments



### 3. Implementing partners

Partner	Description of collaboration
<b>Financial education partners</b>	
APIF Public agency hosted by the Ministry of Economy and Finance Côte d'Ivoire	The project seeks to support the implementation of a national financial education programme targeting smallholder farmers and their workers in cocoa-growing regions. In addition, new financial services will be explored together with the financial sector, to respond to the needs of agricultural workers.
ANDE National development agency of Uruguay	After identifying limited financial literacy as one of the main constraints hindering micro and small entrepreneurs' businesses from taking off, this project aimed to strengthen their capacity in financial education as well as to ensure their adequate understanding and use of financial services. The end objective was to support them making more informed financial decisions for their personal finances as well as for their businesses.
ANETI National employment and self-employment agency of Tunisia	The partnership with ANETI was established through the ILO ACJEMP project, providing coaching support to the youth in view of strengthening their employability in the current labour market. Through this project, ILO has provided support to ANETI to diversify its offer of support services to young employment seekers and to integrate the ILO Financial Education curriculum as part of its training offer.
CNAM National Health Insurance Fund Côte d'Ivoire	The project seeks to increase access to insurance and improve the overall experience of smallholder farmers with universal health coverage through the facilitation of partnerships with cocoa cooperatives and value chain actors.
CONAMI National Microcredit Commission, hosted by the Ministry of Social Development of Argentina	The collaboration with CONAMI and the ILO is rooted in the National Strategy for Financial Inclusion and aims to jointly deploy the ILO Financial Education programme nationwide, focusing specifically on people in situation of socio-economic vulnerability. The objective of this collaboration is especially more focused towards empowering women financially and giving them the keys to fully embrace their role and adequately manage their families' finances.
FMEF Moroccan Foundation for Financial Education created at the initiative of the Central Bank of Morocco	In 2016, the ILO and the FMEF have signed a Memorandum of Understanding to crystalize their collaboration and reflect their common will to promote financial inclusion in Morocco through the reinforcement of financial education in the country. This long-term and strategic partnership has the final objective of generating structural initiatives to strengthen and sustain the ILO Financial Education programme in the country, and in turn support the socio-economic development of the various beneficiaries targeted by the FMEF and the ILO in Morocco.
NHIA Public health insurance body Ghana	The NHIA administers Ghana's national health insurance scheme. Following the success of a project on the digitalization of the renewals process (which allows members to renew their membership through their mobile phones), we continue to support the NHIA in the use of existing and new digital data and analytical tools, and with capacity building.

Integrated risk management solutions	
CLIMBS Cooperative insurer with SACCOS Philippines	CLIMBS is a cooperative insurer working with savings and credit cooperative organizations (SACCOS). The proposed project intends to help three SACCOS to manage health and agricultural risks better by bundling insurance with existing loans and savings accounts.
KGFS Non-bank financial company (NBFC) India	KGFS is an NBFC operating in four states in India and serving 800,000 customers. The project aims to improve its Digital Wealth Management Solution, which relies heavily on customer data to understand typical customer segments and design products that would be suitable for them. In addition, they plan to simplify the offering for customers by creating a system of monthly payments by the customer (similar to that for loan repayments) that would then be allocated to a customized portfolio of savings, insurance and investment products.
KMBI Microfinance institution and non-governmental organization Philippines	KMBI is a microfinance institution offering loans, insurance, savings and business development services. It currently serves 150,000 clients. Its proposed solution is to bundle insurance and government benefits with its existing savings product in the first year, and then introduce an emergency loan product in the second year.
KOMIDA Cooperative Indonesia	KOMIDA is a mature cooperative with 520,000 members. It offers four loan products, but 95 per cent of the portfolio comprises business loans. KOMIDA would like to conduct a profitability analysis of current loans/savings products and use the results to devise a product strategy.
PNM NBFC (state-owned) Indonesia	PNM is an NBFC managing two government lending schemes serving over 3 million women. PNM distributes Mekaar, a group loan to female micro entrepreneurs. The company would like to introduce an enhanced version of the product (Mekaar Plus) to include savings and insurance. It provides capacity building to members to improve business operations.
Public-private partnerships for risk management	
CNAAS Public insurer Senegal	CNAAS is the only agricultural insurance company in Senegal, 45% owned by the Government and 55% owned by private actors like insurers/reinsurers and financial institutions. Based on their experience implementing successful pilots on agricultural insurance and providing a protection coverage to +500,000 farmers, the project with CNAAS seeks to consolidate their experience and develop a business strategy to reach scale and sustainability.
Ghana Agricultural Insurance Pool Pool of insurers Ghana	GAIP was established in 2011 to provide innovative and sustainable agricultural insurance products for all categories of farmers, build the capacity of the Industry on agricultural Insurance and disseminate technical knowledge to its members. The project aims to expand the reach and scale of existing agricultural insurance schemes, improve the resilience of value chain actors and build an insurance culture within smallholder farmers in Ghana.
NHIA Public health insurance body Ghana	The NHIA administers Ghana's national health insurance scheme. Following the success of a project on the digitalization of the renewals process (which allows members to renew their membership through their mobile phones), we continue to support the NHIA in the use of existing and new digital data and analytical tools, and with capacity building.
PharmAccess Kenya NGO Kenya	Established in 2001, PharmAccess's goal is to make inclusive health markets work in sub-Saharan Africa. PharmAccess actively identifies opportunities and partners, both private and public, needed to bring about transformation in developing health markets. PharmAccess is currently providing technical assistance and limited initial funding to support Marwa, a Social Health Insurance Scheme created by Kisumu County. The project aims to support PharmAccess and the Kisumu County Government with Marwa, namely by helping Marwa achieve key milestones related to its main objectives listed above.
Pula Advisors Insurtech Multiple countries	Pula is an agricultural insurance and technology company that designs and delivers innovative agricultural insurance and digital products to help smallholder farmers endure yield risks, improve their farming practices, and bolster their incomes over time. The aim of the project is to support Pula's work in growing the use of agricultural insurance in Sub-Saharan Africa, particularly in Francophone West Africa.
Radiant Insurance Company Private Insurer Rwanda	RADIANT is a member of the national agricultural insurance scheme funded by the Ministry of Agriculture and Animal Resources. RADIANT is a leading insurer in the scheme. The focus of the project is to expand the reach of the scheme to cover more farmers and livestock and include value chains under the scheme.

## 4. Knowledge products in 2021

### Blogs

- Churchill, C. [COVID-19 and Social Finance: the need for the financial sector to contribute to social justice](#), Impact Insurance (blog), 22 September 2021.
- Fonseca, C. [“Seguros para el Desarrollo” — reflections on the first Latin American edition of our successful online course](#), Impact Insurance (blog), 4 June 2021.
- Fonseca, C. [“Seguros para el Desarrollo”: reflexiones sobre la primera edición latinoamericana de nuestro exitoso curso online](#), Impact Insurance (blog), 4 June 2021.
- Impact Insurance Facility, [The year 2020 in blogs](#), Impact Insurance (blog), 28 January 2021.
- Impact Insurance Facility, [A series of new case briefs explores new developments in inclusive insurance from Latin America](#), Impact Insurance (blog), 6 May 2021.
- Impact Insurance Facility, [Britam Emerging Consumers: A look at the impact of the COVID-19 pandemic and Britam’s plans for the future](#), Impact Insurance (blog), 5 October 2021.
- Mohanty, S. [The importance of property insurance for MSMEs](#), Impact Insurance (blog), 23 June 2021.
- Mohanty, S. [Risk and mitigation strategies for SMEs in Kenya: insights from a webinar](#), Impact Insurance (blog), 26 October 2021.
- Morgan, L.; Flores Contro, J.M. [Market research: insights from the women’s market](#), Impact Insurance (blog), 25 January 2021.
- Morgan, L.; Flores Contro, J.M. [Product development: inclusive and complementary health insurance — Part 1](#), Impact Insurance (blog), 10 February 2021.

- Morgan, L.; Flores Contro, J.M. [Product development: inclusive and complementary health insurance — Part 2](#), Impact Insurance (blog), 15 February 2021.
- Sancheti, P. [The Social Finance Fellowship Programme — a testimonial from one of our alumni](#), Impact Insurance (blog), 25 February 2021.

### Briefs

- Hamed, Y.; Bentchikou, I. 2021. [Microfund for Women, experience in serving refugees and host communities in Jordan](#), Social Finance Brief.
- Kumar, S. 2021. [Designing emergency loans - the experience of Dvara KGFS](#), Social Finance Brief.
- Zegarra Aguilar, G. 2021. [ALM Seguros](#), Social Finance Brief.
- Zegarra Aguilar, G. 2021. [MIDAGRI](#), Social Finance Brief.
- Zegarra Aguilar, G. 2021. [Seguros Futuro](#), Social Finance Brief.

### Emerging Insights

- EI177: [Designing the right insurance product can improve women’s lives](#)
- EI178: [The best of 2020](#)
- EI179: [Short-term savings are just as important as long-term savings](#)
- EI180: [Sports insurance to foster financial inclusion in Bolivia](#)
- EI181: [Public-private dialogues for sustainable agriculture insurance](#)
- EI182: [Innovative partnerships to grow an insurance customer base](#)

- ▶ EI183: Making the right tweaks to provide effective emergency loans
- ▶ EI184: Using the right risk management tools for agri-SMEs to address COVID-19 and future resilience
- ▶ EI185: Exploring digital solutions in Mexico

## Papers

- ▶ Abu Qaoud, T.; Alzobi, K.; Chaintreau, M.; Mvondo, J.P.; Cazacu, D.; Avrio Impact, 2021. [Promoting decent work by digitizing wages responsibly in Jordan](#).
- ▶ Gurumurthy, A.; Chami, N.; Bharthur, D. 2021. [Platform labour in search of value: A study of workers' organizing practices and business models in the digital economy](#).
- ▶ ILO Cooperatives Unit and Social Finance Programme, 2021. [Platform labour in search of value: A study of workers' organizing practices and business models in the digital economy - Executive Summary](#).
- ▶ Macedonia2025, 2021. [Barriers for Access to Finance for MSMEs in North Macedonia: Stock of existing data and knowledge](#).
- ▶ Sharma, N.; Thao, K. 2021. [From cash to digital wage payments in the Philippines: Win-win for enterprises and women employees](#).

## Podcasts

- ▶ Social Finance Programme. [Going digital with inclusive insurance](#), Social Finance Podcast, 15 November 2021.
- ▶ Social Finance Programme. [Pushing the frontier: impact investing for decent work](#), Social Finance Podcast, 8 December 2021.

## Thematic webpages

- ▶ Social Finance Programme, [Financial inclusion for refugees and host communities](#), June 2021
- ▶ Social Finance Programme, [Climate change and financing a just transition](#), October 2021

## Training materials

- ▶ E-learning on Financial Education in Kyrgyz
- ▶ E-learning on Financial Education in Russian
- ▶ Financial Education Trainee's Booklet for refugees, returnees and host communities in Central America
- ▶ Financial Education Trainee's Booklet for refugees and host communities in East Africa
- ▶ Financial Education Trainee's Booklet for refugees and host communities in Iraq
- ▶ Financial Education Trainee's Booklet for the rural economy

## Webinars

- ▶ 27 January 2021: [The women's market: How can insurers tap into this opportunity?](#), organized with IFC
- ▶ 2 February 2021: [Digital wage payments - Opportunities and challenges](#), organized by the International Organisation of Employers
- ▶ 3 March 2021: [COVID-19 and the insurance industry: Why a gender-sensitive response matters](#), organized with IFC
- ▶ 9 March 2021: [From cash to digital wage payments: A win-win for enterprises and women workers in the Philippines](#), organized with Women's World Banking and ILO Country office for the Philippines
- ▶ 24 March 2021: [Inclusive health insurance solutions](#), organized during the 6<sup>th</sup> Eastern and Southern Africa Regional Conference on Inclusive Insurance
- ▶ 5 May 2021: [Advancing Decent Work through Digital Wage Payments](#), organized with ILO Country Office for the United Nations (ILO New York)
- ▶ 21 September 2021: [Listening to Employees as a Business Strategy](#), organized with SPTF
- ▶ 30 September 2021: [Closing the health financial protection gap: expanding access to health insurance in times of crisis and beyond](#), organized by the Access to Insurance Initiative

- ▶ 13 October 2021: [Developing Employee Capacity to Achieve Your Social Mission](#), organized with SPTF
- ▶ 25 October 2021: [Designing programmes for enhancing inclusive insurance footprint](#), organized during the 2021 International Conference on Inclusive Insurance
- ▶ 27 October 2021: [Lessons from successful insurance education programmes](#), organized during the 2021 International Conference on Inclusive Insurance
- ▶ 28 October 2021: [Insurtech for inclusive insurance](#), organized during the 2021 International Conference on Inclusive Insurance
- ▶ 3 November 2021: [New partnerships: developing microinsurance solutions for incremental housing](#), organized during the 37th African Union for Housing Finance Conference
- ▶ 17 November 2021: [Affordable health care: are MFIs being left behind](#), organized during the 2021 European Microfinance Week
- ▶ 10 November 2021: [Help Your Employees Adapt to Digital Transformation](#), organized with SPTF
- ▶ 30 November 2021: [Leveraging the financial sector to achieve Decent Work for all](#), organized during the 2021 Building Bridges Week
- ▶ 9 December 2021: [What are we learning from results-based approaches to financing employment outcomes?](#)

## ► 5. Meet the team

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**Edgar Aguilar**  
Technical Officer

Based in Côte d'Ivoire at the ILO Regional Office for Africa, Edgar is the focal point for insurance market development in Africa. He is also providing technical support to the ACCEL Africa Project on financial innovation.



**Valerie Breda**  
Senior Technical Officer

Valerie leads the ILO's efforts to promote the transition to responsible digital wage payments and coordinates the Global Centre on Digital Wages for Decent Work.



**Ekaterina Chubarova**  
Technical Officer

Ekaterina is involved in Social Finance's work promoting just transition finance, sustainable investing, enterprise formalization and the social and solidarity economy.



**Craig Churchill**  
Chief

Craig is the Chief of the ILO's Social Finance Programme.



**Aparna Dalal**  
Senior Research Officer

Based in Hong Kong (China), Aparna leads the Facility's Research and Innovation initiative.

She works primarily on mobile insurance and bundling insurance with other financial services.



**Camyla Fonseca**  
Knowledge and Capacity  
Building Officer

Camyla is responsible for the implementation of the Facility's capacity-building activities.



**Nalina Ganapathi**  
Senior Administrative  
Assistant

Nalina supports the Social Finance Programme's administrative and operational activities.



**Yusra Hamed**  
Senior Technical Officer

Yusra leads the Social Finance's international programme on financial education, financial inclusion for migrant workers, refugees and in fragile settings, as well as access to finance through employers' associations.



**Fadia Jradi**  
Technical  
Officer

Fadia is the financial inclusion and entrepreneurship officer in the MENA region, as part of the ILO's PROSPECT project.



**Margarita Lalayan**  
Senior Programme  
Officer

Based in Turin (Italy), Margarita is in charge of Social Finance capacity building at the ITC-ILO, including the renowned Making Microfinance Work training programmes.



**Mónica Mariño**  
Technical  
Officer

Mónica supports the Social Finance work on sustainable investing and innovative finance, in particular working on the projects with the AATIF and the CFC.



**Fernando Messineo  
Libano**  
Technical Officer

Fernando works on issues related to sustainable investing and social and environmental risk management, particularly with the AATIF.



**Lisa Morgan**  
Senior Technical Officer

Lisa is responsible for the Facility's work on health insurance in the public and private sectors, and offering insights into m-Health, actuarial analysis and strategy development. Along with others, Lisa also mentors Fellows.



**Mansour Omeira**  
Research and Knowledge  
Management Officer

Mansour is responsible for research and knowledge management for the ILO's Global Centre on Digital Wages for Decent Work



**Pranav Prashad**  
Senior Technical Officer

Pranav leads the Facility's agriculture insurance work, alternative distribution channels and mobile services. He is also the focal point for market development in Asia.



**Patricia Richter**  
Senior Technical Officer

Patricia is leading the Social Finance Programme's work on sustainable investing and innovative finance. As part thereof, she is managing the ILO's collaborations with the AATIF and the CFC.



**Victor Hugo  
Sanchez Valverde**  
Administrative Assistant

Victor supports the Social Finance Programme's administrative and operational activities.



**Joost Tjink**  
Communications Officer

Joost is responsible for the communications of the Social Finance Programme.

## ▶ 6. Social Finance Fellows

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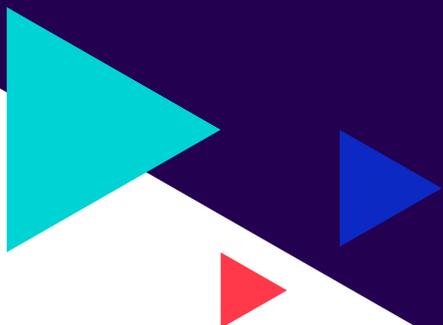
**Barry Leung**

Barry is hosted by the National Health Insurance Authority (NHIA) (Accra, Ghana).



**Sarita Mohanty**

Sarita is hosted by Britam General Insurance (Nairobi, Kenya).





This is the 2021 Annual Report of the ILO's Social Finance Programme. With an emphasis on social justice, the Social Finance Programme works with the financial sector to enable it to contribute to the ILO's Decent Work Agenda. In this context, it engages with banks, microfinance institutions, credit unions, insurers, investors and others to test new financial products, approaches and processes.



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