



2016 ANNUAL REVIEW



Desjardins

Développement international



Desjardins Group, the leading cooperative financial group in Canada

Développement international Desjardins (DID) is a subsidiary of Desjardins Group, the leading cooperative financial group in Canada and sixth largest in the world, with over 7 million members and clients and assets of CAN \$258.4 billion.

To meet the diverse needs of its members and clients, Desjardins offers a full range of products and services to individuals and businesses through its extensive distribution network, online platforms and subsidiaries across Canada.

Founded in 1900 with the goal of increasing financial inclusion for people in Québec and having a strong presence in rural areas, today Desjardins is considered to be one of the strongest banks in North America and the world according to Global Finance.

Desjardins
Fédération des caisses du Québec
Siège social



For 47 years, Développement international Desjardins (DID) has been working to develop the inclusive finance sector in developing and emerging countries. Through its activities aimed at structuring and strengthening the sector and its institutions, DID targets increased access to diversified and secure financial services for all and the development of individual and collective wealth.

Active in thirty countries on four continents, with a team of over 100 employees, today DID is a world leader in its sector. The organization stands out for its approach to structuring development and it places great importance on cross-cutting dimensions such as gender equality, youth inclusion and coaching, and environmental protection.

SUSTAINABLE DEVELOPMENT GOALS The projects carried out by DID support the achievement of several Sustainable Development Goals established by the United Nations.



Consulting expert

Major projects deployed around the world



Investor

Two funds under management with an overall budget of CAN \$35 million, and direct investments with 12 inclusive finance institutions and 4 investment funds



Promoter and operator of Entrepreneur Financial Centres (EFCs)

Institutions specialized in answering the financial needs of micro and small businesses

40

ACTIVE PROJECTS



108

EMPLOYEES, INCLUDING



20

IN THE FIELD

IN ADDITION TO

70

NATIONAL COLLABORATORS

30

COUNTRIES



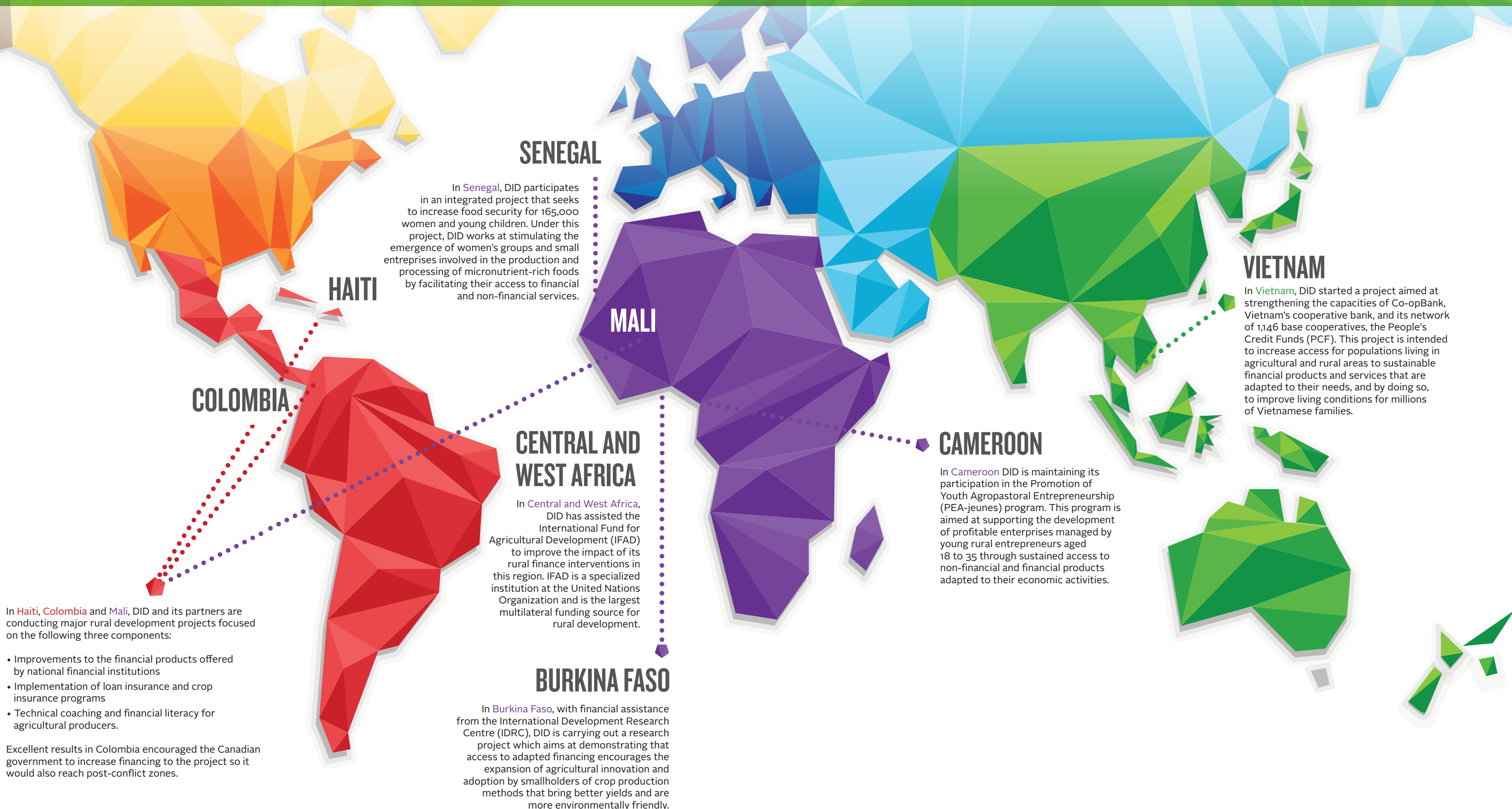
10.9

MILLION FAMILIES AND ENTREPRENEURS BENEFITING FROM OUR INTERVENTIONS



Agricultural Finance and Food Security

Taking a comprehensive approach to the **agricultural sector**, DID supports the efforts of farmers and all actors in **value chains** by improving their access to the **financial services** they need.





Promoting entrepreneurship and economic growth

In total, the **5 entrepreneur financial centres** operated by DID (in Uganda, Panama, Tanzania, Tunisia and Zambia) have **35 branch offices** and service outlets that bring together **586 employees** and reach **33,828 clients**, **36 percent of whom are women**. The loan portfolios have grown **9.4 percent** in comparison with 2015 to reach **CAN \$69.5 million**.

These EFCs are demonstrating their relevance and their positive impact on the economic development of the communities they serve by filling a gap in the supply of financial services to micro and small businesses.

PANAMA

In **Panama**, the entrepreneur financial centre (EFC) set up by DID is expanding while maintaining profitability. With 8 outlets disseminated throughout the country, this EFC has a national outreach.

HAITI

In **Haiti**, the national support program for Haitian entrepreneurship (PANSEH) has continued to promote the creation and expansion of micro and small Haitian enterprises, especially those operated by women. Among others, this initiative plans to set-up an entrepreneur financial centre attached to the Le Levier network of financial cooperatives.

TUNISIA

In **Tunisia**, the entrepreneur financial centre (EFC) set up in 2015 by DID has continued to expand: 3 financing outlets have been added to the head office and a French partner, Proparco, has taken an equity position in the institution.

BENIN

In **Benin**, DID successfully completed the PASMIF microfinance sector support program which tackled the problem of strengthening the microfinance sector in this West African country. At the same time, the management structure for the entrepreneur financial centre attached to the largest cooperative financial network in that country (FECECAM) set up in 2014 with support from DID was completely transferred to the local partner and is now operating in a fully autonomous mode.

The KfW Development Bank awarded DID the mandate to maintain assistance to FECECAM with the goal of strengthening its rural finance service offer and business practices.

SRI LANKA

In **Sri Lanka**, DID has launched a new project entitled Establishment of an Entrepreneur Financial Centre in Sri Lanka (EFECS) that is aimed at setting up a centre of expertise for entrepreneurs and strengthening the capacities of the SANASA cooperative financial network, the largest in the country.

UGANDA / TANZANIA / ZAMBIA

While the 3 entrepreneur financial centres (EFCs) in **East Africa** are under pressure from the economic situation in the countries where they are located, they nevertheless continue to serve entrepreneurs with innovative products and services.

The EFC in **Tanzania** has integrated a network of automated teller machines and a mobile payment platform to improve transaction services for its clients in addition to developing mobile money interfaces.

Other noteworthy activities



Investment

DID, in 2016, extended a loan of one million US dollars to Fundeser, a microfinance institution in Nicaragua. Fundeser serves nearly **27,000 clients** mainly in rural areas through its network of **27 outlets**. Its loan portfolio totals **US \$50 million**. The DID loan, which has a term of six years, was made through the Desjardins Fund for Inclusive Finance managed by the DID investment subsidiary, Gestion FONIDI inc.



Green Finance

In Paraguay, DID has turned to green financing in a project aimed at energy efficiency carried out in partnership with the Canadian firm Econoler. This project consists of analyzing the climate change vulnerability of the Fundación Paraguaya loan portfolio and developing a green financial product that encourages clients to purchase less polluting ovens.



Loans for schooling

In Haiti, the loans for schooling project has led to the creation of a community of practice for teachers in more than **47 schools**. This is an economical way to provide ongoing training to a large number of teachers and implement strategies encouraging **student retention, especially for girls**.

Proxfin

In October, the Proxfin international network of 26 DID partner community finance institutions held its annual meeting in Québec City in tandem with the 3rd International Summit of Cooperatives. Attendees took advantage of this meeting to share innovative techniques and best practices in the field of managing credit risk.



International Internships

With financial support from the Government of Canada, the Desjardins Group (in particular the Desjardins Foundation) and Laval University, DID welcomed **22 interns in 2016**. They were able to develop their knowledge and skills by completing stimulating assignments overseas with DID partner organizations or by assisting projects being conducted by our organization. Many interns were then able to extend their experience by working with DID.

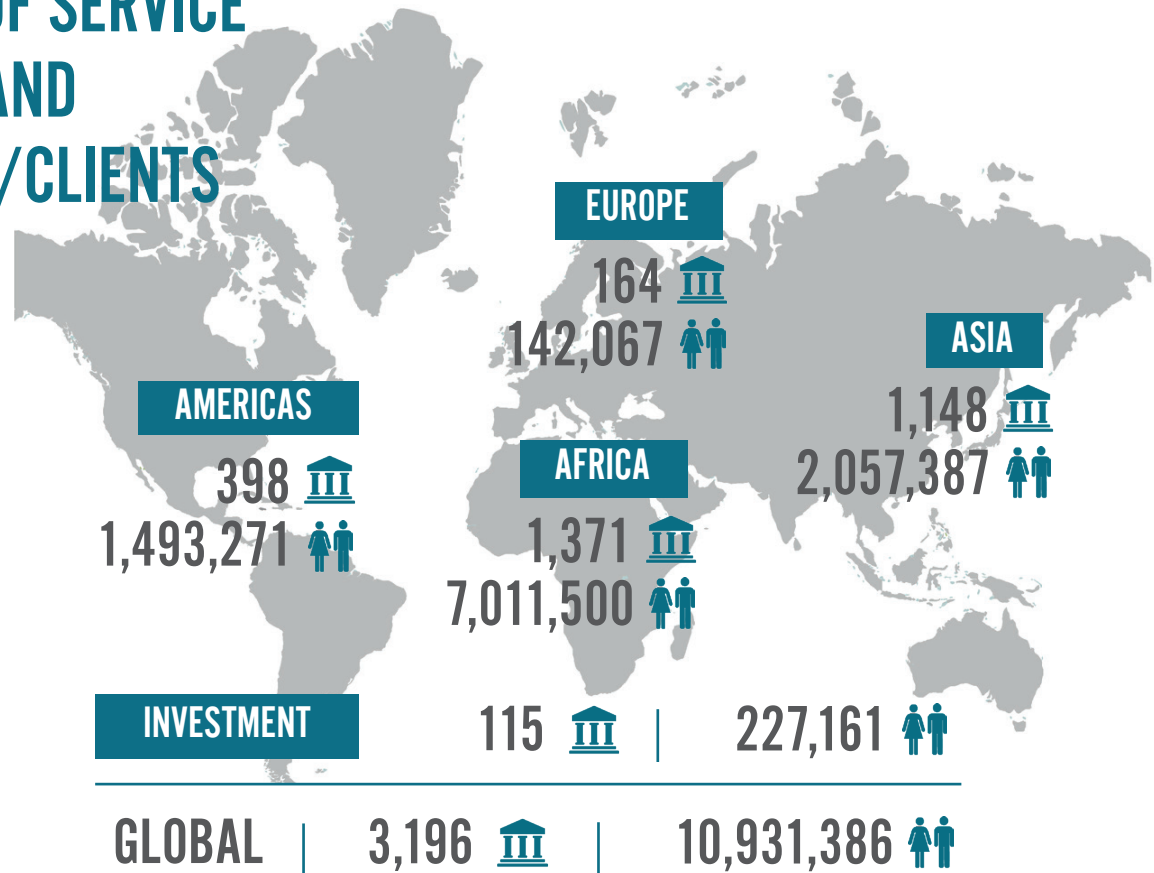
Solidarity-based Finance

Lastly, DID continued to support the Desjardins caisses in coordinating and promoting the 3 Desjardins initiatives for solidarity finance :

- Créavenir
- Desjardins Microcredit to Businesses
- Desjardins Mutual Assistance Fund

These initiatives, which provide coaching services and financing for individuals in financial difficulty and for entrepreneurs who are excluded from the traditional financial system, have been expanded and continue to demonstrate their relevance. Delivered through a partnership with the Desjardins caisses and more than **100 community organizations**, these initiatives have helped more than **27,000 people** over the last three years.

NUMBER OF SERVICE
OUTLETS AND
MEMBERS/CLIENTS



AVERAGE
SAVINGS
DEPOSIT

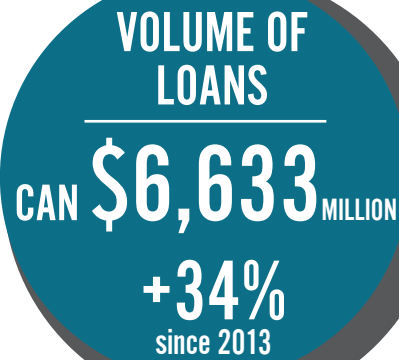


AVERAGE
LOAN
AMOUNT



Data at December 31, 2015 - This data includes institutions with which DID conducted financing or investment activities via its investment subsidiary, as well as institutions that received technical support. Data for 2016 will not be collected and compiled until June 30, 2017, which for many of the financial institutions involved, is the regulatory deadline to file their audited results.

*The results in terms of gender equity were calculated based on data provided by Proxfin members.



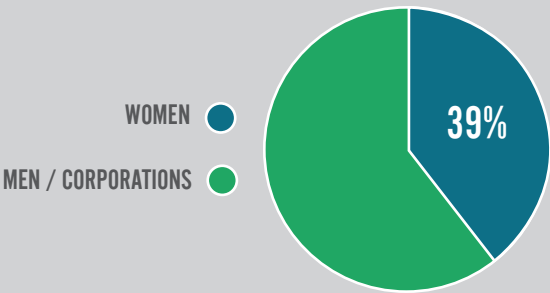
TOWARDS GENDER EQUITY (EQ)*



NUMBER OF WOMEN CLIENTS

3,206,649

% OF WOMEN CLIENTS



OUTSTANDING LOANS TO WOMEN

CAN \$744 MILLION

NUMBER OF BOARD MEMBERS

7,399

31%

OF BOARD MEMBERS
ARE WOMEN

NUMBER OF EMPLOYEES

14,823

49%

OF EMPLOYEES
ARE WOMEN

DÉVELOPPEMENT INTERNATIONAL DESJARDINS

ACTIVE PARTNERS FOR STRENGTHENING MICROFINANCE IN 30 COUNTRIES ON FOUR CONTINENTS



Proxfin is an international
network of 26 community finance
institutions and DID.

WWW.PROXFIN.ORG/EN



Desjardins
Développement international

WWW.DID.QC.CA/EN

This document is printed on Cascades Rolland Enviro 100 paper.

