

annual report 2011



swisscontact

Swisscontact Projects worldwide



In total, Swisscontact has **24** project offices in developing countries and Eastern Europe. In 2011, **109** projects were implemented.

Swisscontact creates opportunities. The foundation enables the poor to access markets, information, financial services and employment. Improved vocational education and training, promotion of small and medium-sized enterprises and value-adding ecological projects offer them the chance to improve their living conditions on their own. The objective is to find employment or to establish and successfully manage an own enterprise. Swisscontact creates opportunities for people with initiative and is a competent and reliable partner.



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Samuel Bon, Executive Director

Peter Grüschow, President

Solid Partnerships for the Future

Swisscontact's main objective is the promotion of private sector initiatives for people in developing countries. Private initiative is the engine for sustainable economic, social and ecological development – all over the world and in particular in countries with a limited job market.

Through its programs, Swisscontact creates jobs and a source of income for hundreds of thousands of disadvantaged persons and thereby makes a sustainable contribution to combating poverty. Our projects therefore have the future in mind because we consider people at the "Base of the Pyramid" not simply as consumers but also as independent producers and players. By incorporating the poor population into business models and value chains, our development activities are fully effective.

Swisscontact remains a reliable partner of SDC, SECO as well as international donor organizations and the Swiss Private Sector in future. This year, SDC renewed Swisscontact's accreditation for the development programs from 2013 to 2016. The general audit by SDC described Swisscontact's control mechanisms and reporting as exemplary. To have received the best rating for our project input from the ZEWO-Certification Body as well as from SGS is also an important award for us. This honors and obligates us to exercise the highest level of quality, reliability and transparency

with regard to our partners and clients in future.

With this annual report, we take stock of the results of our project work. In 2011, Swisscontact could further develop its activities. We seek to remain active in the areas where our expertise, experience and high degree of professionalism have the greatest effect.

The world economy has become very volatile and many regions are considered exceedingly fragile. Even with such a context, Swisscontact wants to make a substantial contribution, particularly in vocational training and the promotion of small and medium-sized enterprises, as well as in targeted ecological programs and our financial services.

These good results would not have been realized were it not for the over 700 members of staff, their tireless input and exemplary dedication. We are grateful for this asset. We would also like to thank our Senior Experts and our voluntary Board of Trustees for their dedicated support. Finally, we would like to thank all our partners for their belief in Swisscontact and our work. We look forward to continued cooperation. It is only through solid partnerships that, together, we can promote the private sector in developing countries – now and in the future.

Peter Grüschow, President

Samuel Bon, Executive Director

Private Sector Promotion

Vocational
Education
and Training

SME
Promotion

Financial
Services

Resource
Efficiency

Swisscontact: Over Fifty Years of Successful Private Sector Promotion



"Today, the idea as to how far the private sector and competition can be engines for broader prosperity and sustainable social progress is often questioned. For us, the long-term orientation of the companies, whether small or big, is especially important. As the concept of joint value creation that guarantees that profit-oriented, entrepreneurial activities applied over the long-term will have a wide and positive effect on the society where the company operates, is connected with it."

Peter Brabeck,
President of the
Administrative
Board, Nestlé

Swisscontact was founded in 1959 in Zurich by leading figures from the Swiss private sector, academia and politics. Today, approximately 700 members of staff, worldwide, work towards sustainable social, economic and ecological development in Asia, Africa, Latin America and Eastern Europe. In addition, there are more than 600 retired professionals of the Senior Expert Corps. They voluntarily avail their experience and expertise to small and medium-sized enterprises.

As an economy-focused development organization, we are convinced that private initiative is the main prerequisite for boosting the economy of a country and thereby for the reduction of poverty.

Swisscontact's projects are therefore holistically conceptualized. The objective is to lay the foundations for successful entrepreneurship. Swisscontact's systemic market development is a process that tackles the causes and not the symptoms.

Enterprises require well-educated staff. They are the fuel for the engine of a business. On the other

hand, committed entrepreneurs are the engines for the development of a country. In order to promote the private sector, Swisscontact through its programs supports local partners, for example educational institutions, small enterprises, lending institutions and government authorities. They together with Swisscontact all develop services and products that are anchored locally. With the help of these solutions, people in developing countries can independently improve their living conditions. They get access to financial services, information, means of production, sales and job markets.

Economic growth leads to an increased demand for natural resources. In all projects, Swisscontact attaches a lot of importance to the efficient use of these raw materials. Our ecological projects target the aspects of air pollution control, waste disposal and energy-efficient production processes.

We create opportunities.



Swisscontact's Main Fields of Intervention

Vocational Education and Training



- Development of vocational training systems and education and job-market oriented trainings, in order to increase the chances for youths and adults in the job market or in working life.

SME Promotion



- Support in organizational management, product development and quality assurance: access to markets and information, in order to improve competitiveness, productivity and thereby increasing the income of small enterprises and creating jobs.

Financial Services



- Cooperation with providers of financial services, in order to develop marketable products for small savers and borrowers; promotion of young start-up enterprises with regard to financial services like micro and small credits, saving and microinsurance, so that they can establish and manage a small enterprise successfully.

Resource Efficiency



- Economic solutions for efficient handling of natural resources; measures for air pollution control as well as waste management and recycling, in order to improve the living conditions of the population and sustainably increase the competitiveness of SMEs.

In Swisscontact's sustainable social, economic and ecological promotion of the private sector the focus is on the individual. Swisscontact creates opportunities for employment and income.

Private Sector Promotion

Vocational
Education
and Training

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Vocational Education and Training



"Genuinely fighting poverty means that we facilitate productive value addition for people in their own countries. Value creation is made possible by well-founded workforce development. Swisscontact is still the only development organization that understands vocational training."

Rudolf Strahm, former Price Supervisor, former Member of Parliament

Professional qualification and the income generated as a result form the basis for the economic independence of the individual. On the other hand, well-educated manpower is the prerequisite for productivity and competitiveness. It is an asset to a functioning economy.

Swisscontact seeks out economic sectors and occupations with potential for the future in local, regional and national markets. In conjunction with the local partners and representatives of the private sector, Swisscontact filters out the most promising ones. We

subsequently advise on the development of the curriculum for long-term vocational training or on the singular modules for short training programs. In addition, Swisscontact promotes enterprises and apprenticeship workshops, trains trainers and supports trade associations in the anchoring and state recognition of these professions. All this is aimed at integrating the youth and the section of the population that has been locked out of the employment market, into the economic cycle. We thereby give them a prospect for the future.

HIGHLIGHTS 2011

After three years of dual vocational education, more than **800** freshly trained youths in **Burkina Faso** got a paying job or opened their own small workshop. A remarkable outcome in a country with an unemployment rate of more than **70** per cent. In **Mali**, over **1,000** youths and small-sized farmers received training conceptualized and supported by Swisscontact. Swisscontact also gave **100** trainers further training and developed new training modules. Nine rural vocational training centers received urgently required technical equipment. With the cooperation of the largest farmers association in **Mali**, there is now an innovative course in the field of ecological agriculture. In **Niger**, more than **200** young people successfully completed a state-certified apprenticeship in batik dyeing, cookery, metal construction and tailoring among other occupational fields. On average, almost half of the trained youths found employment.

In **Bangladesh**, **85** per cent of the **1,200** graduates from private vocational training institutes found a job. The facilities cooperate with Swisscontact in the capital Dhaka.

In **El Salvador**, Swisscontact trained more than **2,500** students as well as **150** teachers in **133** short courses. **55** per cent of the trainees could increase their income. Of these, **50** per cent established an independent enterprise. Around **1,300** micro-enterprises could be established, and **124** new employment opportunities were created.

In **Albania**, **1,500** students, trainees and jobseekers from marginalized groups profited from new courses offered. Moreover, Swisscontact trained **100** teachers, workshop instructors as well as **15** coaches in modular programs for integration into the job market.



Apprenticeship in Benin

In 2001, the government introduced a new educational system called "dual type". The dual educational system, also practiced in Switzerland, is the inspiration behind this system. Swisscontact supports public and private players by offering technical advice in order to further entrench and develop this apprenticeship training. Many graduates want to establish their own small enterprises after completing school. However, this is not easy because they do not have any initial capital to start their business. One reason is: banks deny them this initial capital due to the common assumption that young people cannot handle money. Swisscontact has therefore entered into contracts with five microfinance institutions that offer financial products to these young start-ups.

Edwige Hingnon did a three-year vocational training course in line with the dual system.

Successful and Independent Through Dual Vocational Training

Today, Edwige Hingnon is the owner of her own small tailor shop in Cotonou, capital of Benin. Thanks to her former boss, she could successfully complete her dual vocational training and go into business. A story of dreams and vision for the future.

Edwige grew up in the West African port town of Cotonou together with her parents and siblings. As a child, she used to watch her sister-in-law sew clothes. From early on, she harbored the dream of becoming a tailor herself one day.

Today, the wife and mother of two runs her own small business. It was, however, a long journey to get there. In 1999, the 28-year old completed primary school and finally started with tailoring. She did a tailoring course at Anastasia Fashion, a local clothing manufacturer. She had worked there for two years when her boss offered her the chance to join the dual training; that is in addition to the training in the company, attend the AFIF vocational school. There she gained practical and theoretical knowledge, for example in business management or sewing techniques. "I attended vocational school once a week," says Edwige. The other five days, she worked at Anastasia Fashion, where she would practically apply her knowledge gained in the lessons.

Swisscontact was significantly involved in the introduction of the system of dual vocational training in Benin. Dual vocational training means the combination

of the practical course in a company that takes on trainees with concurrent theoretical training in a vocational school. The concerned government authorities, that also issue the final diploma (Certificat de Qualification Professionnelle), want to further develop this version of dual vocational training and extend it to other professions. The vocational schools often offer literacy courses as well and provide solid basic education in order to bridge the gaps in the education of their students. Since the introduction of the dual system in 2001, almost 2,000 trainees have been awarded a certificate.

After three years of training, Edwige also attained her state-recognized certificate. She decided to go into business and run her own establishment. "I particularly wanted to further improve my abilities as a tailor and increase my income," she says.

Thanks to the dual vocational training, the young African woman knows today how to win customers in business. Her customer base is more spread out than before. She has further learnt how to select the right material for varied customer needs. Although she can cater for her family on her own today, Edwige still has ambitious dreams. She wants to hire more staff and take up trainees in the next five years and grow her business.

"Today, I am highly qualified in making clothes. I have learnt to take the right measurements, design and sew. I never knew or had the skills to do all this before I attended the dual vocational course."

Vocational Education and Training

Country/Project	Since*	Expenses 2011	Country/Project	Since*	Expenses 2011
Financing		CHF	Financing		CHF
BENIN			TANZANIA		
Youth Vocational Training Swisscontact/SDC	2009	453,410	Vocational Training in Agriculture for Disadvantaged Youths in Morogoro Region Swisscontact/SDC/Nestlé	2010	363,691
Vocational Training for Young Artisans Bureau d'Appui aux Artisans	2009	36,354	UGANDA		
Integration of Young Vocational Training Graduates in the Job Market AFD/Swisscontact	2009	192,687	Vocational Training for SME Trainees World Bank	2007	22,300
Vocational Training for Sanitary Installers SBS Foundation for Practical Vocational Training in Sub-Saharan Africa	2008	13,424	Vocational Training in Karamoja Region EU/Swisscontact	2009	185,464
Better Future Prospects for Street Children EU/Swisscontact	2008	79,744	Vocational Training for Youths Medicor Foundation/Gebauer Foundation	2009	328,143
Training of Midwives, Caregivers and Medical Assistants Medicor Foundation	2010	79,231	Vocational Training for Youths EU/Swisscontact	2010	256,409
BURKINA FASO			Vocational Training in the Handicraft Sector EU/Swisscontact	2010	248,626
Vocational Training in Water Installation Artisans Swisscontact/Louis Leitz Foundation	2008	17,836	BANGLADESH		
Vocational Training for Youths and Local Business Promotion LED/SDC	2009	415,838	Social Projects in the Poor Areas of Dhaka Charles Vögele Group	2005	20,114
Vocational Training for Artisans L'Union des Artisans du Gulmu	2011	31,746	Vocational Training for Youths Swisscontact/SDC	2009	235,871
MALI			Restructuring and Development of the Vocational Training System Asian Development Bank	2010	586,393
Vocational Training for Youths SDC	2008	959,473	Vocational Training for Youths EU/SDC	2011	285,107
Strengthening of Professional Education in the Building Sector SDC	2010	87,142	Vocational Training in the Health Sector EU/Swisscontact	2011	196,945
Vocational Training for Youth Education Development Center	2011	81,137	INDONESIA		
Vocational Training for Unemployed SDC	2011	151,285	Building up Aceh Polytechnical School USAID	2007	693,891
NIGER			ALBANIA		
Vocational Training for Unemployed Youths LED/SDC	2009	393,626	Development and Reform of Vocational Training SDC	2009	589,291
Vocational Training in Rural Areas SDC	2011	12,714	Development and Reform of Vocational Training SDC	2011	322,626
Vocational Training for Young Ladies and Women UNFPA	2011	64,157	KOSOVO		
MALI/NIGER			Promotion and Modernization of Vocational Training SDC	2007	981,649
Vocational Training in Rural Areas EU/Swisscontact	2010	661,242	EL SALVADOR		
EAST AFRICA (Tanzania, Uganda)			Vocational Training Swisscontact/SDC	2009	281,159
Vocational Training for Youths and Microfinancing Mastercard Foundation	2011	309,002	GUATEMALA		
			Vocational Training Swisscontact/SDC	2010	174,799

* Start of Current Project Phase



Private Sector Promotion

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Promotion of Small and Medium-Sized Enterprises



"Swisscontact successfully supports small and medium-sized enterprises along the value chain. This opens access to markets for the companies and creates employment. Through their projects, Swisscontact provides a way out of poverty for many people."

*Hans Hess, President
Swissmem*

Solid and stable small-sized enterprises are important engines for the development of a country. Educated manpower is the key to reduction of poverty. Small-sized enterprises can create employment opportunities and provide income possibilities.

Swisscontact concentrates on the promotion of SMEs in the economic sectors that present the disadvantaged population with a chance for example in agriculture. Small-sized farmers and SMEs in the rural areas form associations and thus have greater bargaining power. They get technical and business advice and training from Swisscontact, in order to improve the quality of their products and boost productivity. They further get access to market information.

Swisscontact follows two basic approaches:

With the **local economic development** approach Swisscontact reinforces the economic sectors with

economic potential in mostly remote rural areas, thereby creating employment opportunities locally. This is sustainable economic promotion where the poor population is integrated into economic activities – not only as clients but also as producers or service providers.

By promoting value chains, small-sized farmers and entrepreneurs receive professional support and access to sales markets. Swisscontact identifies the bottlenecks along value chains that hinder access or participation for this section of the population. Together with local partners, Swisscontact seeks out economic solutions. In this way, the small-sized entrepreneurs and farmers are able to be more competitive in the market. As a result, they get a higher income, can enlarge their business and employ more workers. Small enterprises are integrated into the production chain effectively and become serious market players.

HIGHLIGHTS 2011

In **Burkina Faso**, more than **320** unemployed youths and women found employment in the last year. In the last three years, a total of **24,000** families in three municipalities benefited from a better socioeconomic environment. This is mainly thanks to higher hygiene standards for example in restaurants as well as improved services. In **Uganda**, Swisscontact connected around **3,000** coffee and honey producers with each other. For the first time, as many as **300** beehives were leased. Almost all **3,000** farmers, about half of them women, doubled their production and turnover.

In **Indonesia**, Swisscontact supported **200** newly established enterprises with a total of over **1,000** employees. Swisscontact provided over **1,000** young unemployed people with an apprenticeship. Since 2010, **71** per cent of the participants have already found permanent employment. In **Bangladesh**, Swisscontact is implementing the second phase of the Katalyst Project. By 2011, Swisscontact had integrated over **1 million** farmers, micro- and small-sized enterprises in value chains. In this way, they benefit from better advice and market access among others today. Katalyst works with hundreds of partners – from small local enterprises to national companies right up to the various ministries. In mid-2011, the average net additional income amounted to significantly over **4,000** Taka (44 Swiss francs) per annum, which corresponds to half of the average monthly income for an entire family in the rural areas.

In **Bolivia**, around **700** SMEs received technical support, training and equipment. Out of these, almost a third applied for state eco-certification. In **Honduras** and **Nicaragua**, around **1,800** small-sized farmers in total received support. In **Peru**, Swisscontact supported approximately **1,200** small-sized farmers and a total of **4,500** family members to market their products like bananas, cocoa and peas. In this way, their income increased by **30** per cent on average.

Achieving More Together – Sustainable Development of Tourism in Flores

Some time ago, the tourism sector in Flores underwent tough times. Earlier, only a few visitors came to this island of approximately 15,200 square kilometres. It is a lot less known than its "elder sister", the tourist magnet Bali. For Maria Suryati Deno, who in 1995 had opened a small guesthouse in Moni called Watugana Inn, rooms remained empty.

Tour guides, hotel operators and Ojek drivers (motorcycle riders) were in fierce competition with each other. They all wanted to fill up their rooms and thus get guests for the excursions to Kelimutu Volcano or on trekking tours. Due to the constant and wearying price wars, there was an unhealthy business climate in this area. "Everybody wanted a share of the cake, but the guest numbers on the island remained low," recalls Maria Suryati Deno.

The three crater lakes of Kelimutu are one of the best-known tourist attractions on Flores Island. They have different colours that change constantly. "I was convinced that using this I would attract many curious tourists," says Maria, the guesthouse operator. However, apart from her there were eleven other guesthouses in the vicinity of the crater, all wooing visitors. "Besides, one attraction alone is not enough to build up the tourism industry and make Flores more competitive," argues Bernadette Bodenmüller, an employee in the Swisscontact Project for Sustainable Tourism Development in Flores. The crater lakes, however, are an important base on which tour operators can build. "A further requirement is the quality of service of the local industry," says Bodenmüller.

Since 2010, Swisscontact has undertaken training in partnership with the locals in order to enable tour and hotel operators to keep up with the national tourism market. The 30-year-old Maria took up the offer and enrolled for courses in tour guiding, hotel management and decoration. She is also a member of the local Association of Guesthouse Operators of Moni.

Today, the region has a friendlier business climate because the tour operators are doing better business. The tour guides, tour and hotel operators are communicating with each other thanks to the courses they took together,

and mutual trust has grown. Maria and her team in Watugana Inn can offer their guests better services. They have also learnt something new in kitchen hygiene, restaurant management and food orders. "I now know how many drinks I should order so that I don't have too much stock or have them sold out too fast," says Maria.

Thanks to the courses, Maria's employees are clearly working together more efficiently. "Their motivation has increased," says the hotel owner. The higher the motivation, the better the service. Her bookkeeping in recent years has confirmed this: The number of guests staying longer in the high season has increased. Maria believes that the training sessions have given everyone in Moni an opportunity to learn with and from each other. They are now more successful together.



Maria Suryati Deno has been running Watugana Inn for 17 years.

Promotion of Small and Medium-Sized Enterprises

Country/Project	Since*	Expenses 2011	Country/Project	Since*	Expenses 2011
Financing		CHF	Financing		CHF
BURKINA FASO			BOLIVIA		
Local Business Promotion Swisscontact/Jacobs Foundation	2009	101,361	SME Promotion SDC	2010	414,522
SOUTH AFRICA			Strengthening of Local Suppliers Inter-American Foundation (IAF)		
Development of Network for Local Business Promotion SDC/African Association of Local Authorities	2008	185,555	2008		51,422
SME Promotion GRM International	2011	68,710	COSTA RICA		
TANZANIA			Promotion of Bee-keeping Swisscontact/SDC		
Rural Business Promotion SDC	2006	1,521,444	2011		37,189
UGANDA			ECUADOR		
SME Promotion/Microfinancing Swisscontact/SDC	2009	583,754	Promotion of Rural SMEs Ecuadorian Ministry of Water (Senagua)	2009	291,297
BANGLADESH			Strengthening of Local Suppliers Inter-American Development Bank (IDB)		
SME Promotion SDC/DFID/CIDA/Dutch Embassy	2003	7,406,861	2008		22,010
SME Promotion in Disadvantaged Areas SDC	2011	15,525	EL SALVADOR		
SME Promotion GIZ	2008	329,033	Promotion of Small Craftwork Enterprises Millennium Challenge Corporation		
INDONESIA			2010		286,055
SME Promotion Swisscontact/SDC	2009	114,095	HONDURAS		
Regional Economic Development GIZ	2005	467,527	SME Promotion Inter-American Development Bank (IDB)		
Local Business Promotion (Flores and Alor) Swisscontact/SDC/Cordaid/Ford Foundation	2005	330,938	2007		3,611
Local Business Promotion (Laos) Swisscontact/SDC	2011	207,988	Promotion of Tourism Operators Inter-American Development Bank (IDB)		
Regional Tourism Development (West and East Flores) SECO	2009	1,179,153	2007		171,238
Economic Reconstruction in Sumatra Swisscontact/Swiss Solidarity/ Chevron Global Fund	2010	970,146	Promotion of Small Entrepreneurs in Coffee and Vegetable Farming EU/Swisscontact		
Reduction of Poverty Through Sustainable Agriculture Swisscontact/Swiss Solidarity	2009	372,233	2010		184,958
Rural Economic Development in Aceh Tamiang Cordaid	2008	301,135	HONDURAS/NICARAGUA		
Analysis of Disaster Risk for Bengkulu UNDP	2009	74,990	SME Promotion SDC		
Climate Studies for Promotion of Young Entrepreneurs ILO International Labour Organization	2009	7,600	2008		2,647,202
Promotion of Cocoa Production in Aceh Indonesia Ministry/ EDFF Multi Donor Fund	2010	3,247,601	Strengthening of Small Producers in Bee-keeping Swisscontact/Inter-American Development Bank (IDB)		
			2009		338,730
			PERU		
			Enhancement of Competition by SME FondoEmpleo		
			2009		2,172,993
			Strengthening of Local Suppliers IFC/PLNG		
			2008		359,818
			Technical Advices and Monitoring of Small Projects Fondo Minero Antamina (FMA)		
			2008		304,202
			Sustainable Tourism SECO		
			2009		911,901
			Local Business Promotion in Piura Peruvian Transport Ministry		
			2010		77,601
			Integration of Working Children into School Swisscontact/Medicor Foundation/ UBS Optimus Foundation		
			2008		317,660
			Tourism Promotion in Conchucos (Ancash Region) Fondo Minero Antamina (FMA)/ Peru Opportunity Fund		
			2011		228,044



Country/Project	Since*	Expenses 2011
Financing		CHF
PERU		
SME Promotion Swisscontact/SDC	2009	357,568
Development of the Nazca-Cusco Tourism Corridor Swisscontact/Inter-American Development Bank (IDB)	2008	339,729
Promotion of Youth FondoEmpleo	2010	901,373

* Start of Current Project Phase

Private Sector Promotion

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Financial Services



"The extending of Swisscontact's activities into the field of micro-finance is the future. The availability of microcredit and microinsurance makes poor households and small companies less vulnerable and contributes to the creation of growth markets in developing countries."

Peter Arbenz, Operations Director, Swiss Reinsurance Company, was a member of the Board of Trustees of Swisscontact from 2007 to 2011.

The access to adequate financial products is of vital importance to successful economic management. Many people, however, often do not have the necessary knowledge on dealing with financial institutions or on what conditions there may be. This hampers their access to financial services.

Swisscontact supports supply and demand, and especially strengthens the regulatory framework. The objective is to meet the needs of rural households as

well as of the small and medium sized enterprises. Swisscontact trains the rural population in handling finances so that they can deal with financial institutions and get access to savings and credit facilities.

In addition, Swisscontact supports financial service providers in the development and marketing of innovative and tailor-made products like micro-insurance or microleasing products. These are tailored to the special needs of the low-income population.

HIGHLIGHTS 2011

Since 2010, the number of savings and credit groups in **Mali** has increased to over **100**. In just about **50** villages, this gives a current figure of around **2,500** members. The majority of them have already received a loan. The total saved capital of all these groups amounts to almost **40,000** US dollars. In **East Africa**, Swisscontact enables farmers, small entrepreneurs and households access to secure savings and credit facilities. In Kenya, Uganda and Tanzania, Swisscontact, in partnership with experts, has succeeded in reaching more than **1,000** low-income households. In **South Africa**, **35** small entrepreneurs have received microcredit so far with a total value of around **22 million** South African rands (approximately 2.6 million Swiss francs). In addition, **200** SMEs have received training in understanding financial markets. This aids them to manage their daily financial transactions better. Furthermore, Swisscontact has created over **300** new jobs.

In **Ecuador**, thanks to Swisscontact, almost **10,000** people have gained access to financial services. The demand for community banking was especially high: **12** cooperative banks provided around **300** communities with microcredit facilities. Swisscontact introduced training in the knowledge of financial markets in **14** co-operatives. More than **2,300** persons took part in these courses.

“I want to leave something for my children.”

Peter Gachuhi Mwangi has over five acres (about 20,000 square meters) of land in Murang'a District. One acre belongs to him, the rest he has leased. Today, he can feed his wife and nine children.

Profile

Name: Peter Gachuhi Mwangi
Age: 59
Occupation: Small-sized farmer
Residence: Murang'a District,
Central Province in Kenya



Peter Gachuhi Mwangi leased land and successfully runs his agricultural enterprise.

Mr. Mwangi, which problems did you have to deal with before you leased land?

I was in financial difficulties. I used to earn around 5,000 Kenya shillings (approximately 55 Swiss francs) a month. That was not enough to feed my family. The bigger part of what I grew on my farm was consumed by my family. I therefore couldn't sell anything on the market.

So you decided that you needed more acreage?

I realized that I had to enhance my agricultural activities and buy more land. Only when I plant more I can feed my family. I used to farm maize and beans exclusively. Today, I harvest cucumbers, mangoes and green beans which are in high demand. In addition, I could buy goats, pigs and even a milk cow through leasing. With the second leasing instalment of 20,000 shillings (about 221 francs), I invested further in green beans. When bad weather diminished my yield in summer, I could still pay back my leasing instalments.

What do you value the most about the leasing model?

I personally like the flexibility of the loan repayments. The regular training by Swisscontact has also helped to determine my offer and my market. Advisers have told me which machines and crop protection means I need. We farmers are not constrained by particular guidelines; we manage ourselves.

How have your earnings changed through microleasing?

I have increased my monthly income by more than half. Due to this additional income, my children have an opportunity to go to school. I earn 10,000 shillings (about 110 francs) a month from my harvest of mangoes. The green beans bring an additional 8,000 to 10,000 shillings.

And you also have an additional income from keeping livestock ...

I have also been breeding pigs for a while, which brings in a lot of money. The market price for a sow is about 15,000 shillings (about 165 francs). This enabled me to complete building my house and to continue sending my children to school.

What do you hope for in the future?

I want to save some money in order to have security in my old age. When my income increases, I can save more and more. Furthermore, I hope that my children will take over the farm and take care of me when I am old.

Financial Services

Country/Project	Since*	Expenses 2011
Financing		
		CHF
MALI		
Promotion of Small Enterprises Through Microcredit Hirschmann-Foundation	2010	83,472
EAST AFRICA (Kenya, Tanzania, Uganda)		
SME Promotion/Microfinance Swisscontact/SDC	2009	429,897
Microleasing Credit Swiss Foundation	2011	17,194
UGANDA		
Development of Financial System GIZ	2011	69,666

Country/Project	Since*	Expenses 2011
Financing		
		CHF
SOUTH AFRICA		
Microfinancing for Start-up Enterprises Swisscontact/Credit Suisse Foundation	2008	119,789
UKRAINE		
Education in Finance Management Credit Suisse Foundation	2008	24,561
ECUADOR		
Institutional Development of Village Banks Swisscontact/SDC	2009	533,612
Return Remittances and Financial Services in Rural Areas Inter-American Development Bank (IDB)	2010	171,238

* Start of Current Project Phase





Private Sector Promotion

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Resource Efficiency



"Swisscontact creates entrepreneurial opportunities and thereby focuses on the individual and the environment. That is why I am involved."

Dr. Christoph Lindenmeyer, Chairman and CEO of Schindler Aufzüge AG

In developing countries, environmental pollution and exploitation of natural resources particularly encumber the low-income population. The efficient use of resources is the key to reduce environmental pollution. Swisscontact promotes efficient use of resources with economically viable solutions.

Swisscontact involves not only private but also public players in the development of the concept right from the start. Projects for waste management and recycling have many objectives: The amount of waste in the dumping sites is reduced by separate collection of organic waste, plastics, paper and glass. Private

collection centres buy the separated waste fractions, partly process them and sell the reusable materials in greater quantities. Employment is thus created. This solution reduces the public administration costs while promoting the local economy. Through waste separation and collection, employment is created especially for the low-income part of the population.

Swisscontact demonstrates the economic and social advantages that are brought about by sustainable handling of waste, resources like water and air as well as the reduction of CO₂-emissions.

HIGHLIGHTS 2011

Swisscontact successfully undertakes a project for energy-efficient brick production in **South Africa**. The project is financed by SDC. This should reduce the CO₂ emissions by **50-60** per cent by the year 2020 as well as reduce other harmful emissions by **90** per cent. The facility further helps to improve the health and safety of the workers. **6** private sector financed pilot facilities are currently in operation.

Since 2009, in **Bolivia**, Swisscontact has been implementing the recycling project "Ecovecindarios" financed by SDC and Siemens Foundation. More than **180** garbage collectors are able to have a stable annual income of about **600** Swiss francs. In 2011, Swisscontact educated around **632,000** Bolivians on the significance of the project. That is **6** per cent of the population. Through Swisscontact's input, **7,000** tons of reusable waste and over **5,000** tons of organic waste could be separated. More than **2,500** tons of CO₂-equivalent emissions were saved by this method.

In **Argentina, Brazil, Bolivia, Peru, Ecuador, Colombia** and **Mexico**, Swisscontact implements different projects for energy-efficient brick production. They are all part of the SDC-financed project that aims to reduce the emission of greenhouse gases by **50-60** per cent. The energy-efficient brick production further enables the production of hollow bricks that not only require less energy and use less clay, but also isolate better in the long term. Thereby, the quality of life of the people in these houses is improved and savings are made on heating costs.

Building with Vision and Reason

Resource efficiency is the economical use of energy and raw materials. The quality of life of many people thus increases, as shown in the following project.

Since the beginning of 2011, the "Construya" project in Colombia has aimed to increase the quality of building projects through education and training courses for construction workers, building owners and hardware dealers as well as general awareness campaigns for the population in the poorer areas, while reducing the risks from damages.

Through this, the quality of life of the population in vulnerable areas is increased and their vulnerability during natural disasters is reduced. This is an effective contribution to a safer, sound and more sustainable building industry and living in Colombia.



Arquímedes Corba is in a hurry just like on every Saturday. His course begins in La Paz, an estate south of Bogotá. After he is done with the work for the day, he crosses half the town on his bicycle. Arquímedes has worked his entire life in the building industry. The three-month course "Earthquake-proof construction" is training him to be a master builder.

"My knowledge has improved," says Arquímedes. He takes up more responsibilities because he now ensures that no substandard building material is used. He further tests if the foundation is stable and solid enough. The 62-year-old built his own house several years ago. However, he made a few mistakes in the design and construction.

Like Arquímedes, many people in Colombia build their houses without a design – simply stone on stone. Sixty-two per cent of the buildings in town do not meet technical building standards like Arquímedes' house, they are constructed to the best of one's knowledge and expertise. In times of natural disaster, they are at extreme risk. In addition, about ten million Colombians live under bad sanitary and ecological conditions. The country lies in an earthquake-prone region, air pollution is high, and the houses are insufficiently aerated.

Swisscontact, together with the non-profit Liechtenstein Hilti Foundation, the Municipality of Bogotá, the State Vocational Training Institute SENA as well as other private- and public-sector players, therefore seeks solutions in order to build sustainably and safely. The project "Construya seguro, saludable y sostenible" (construct safe, sound and sustainable) started in 2011.

Arquímedes took the first course, "Earthquake-proof construction". At the same time, a second course, "Environmental construction", was offered and a further course, "Environmental aspects", is currently being developed. The courses take place in the residential

areas. At the beginning, the instructor points out the course participants' own construction mistakes. The course participants thereafter work out solutions through practical exercises.

Today, Arquímedes knows that he should not handle material that has already been used, because it is more often than not defective. "To avoid construction defects later, one should spend a little more money for proper construction materials," the Colombian advises his clients. Arquímedes gladly shares his newly acquired knowledge. Some, however, do not listen to him. "Some time ago I had a discussion with a neighbor," he says. The neighbor requested him to complete his dilapidated house that another contractor had failed to complete. But Arquímedes did not have a good feeling about it since he likes to take responsibility for his own work. He could not do so in this case because in his opinion the quality of the completed part of the work was substandard.

Many say he is too old to take courses. "I am only catching up on what I could not do as a young man," says Arquímedes. "I would love to take more courses, for example construction planning. I still want to learn more." Since completing his first course, he can better advise his clients. In this way, he gains even more clients. "I am obviously grateful that I had the opportunity to acquire further knowledge in the building industry," says the Colombian and cycles quickly away.

Resource Efficiency

Country/Project	Since*	Expenses 2011
Financing		CHF
SOUTH AFRICA		
Energy-Efficient Brick Production SDC	2009	660,191
BOLIVIA		
Employment Thanks to Waste Management and Recycling Swisscontact/SDC/Siemens Foundation	2009	416,558
Water Purification Achocalla Siemens Foundation	2011	-
Air Pollution Control SDC	2010	489,485
Waste Management in Small Towns Swisscontact/Inter-American Development Bank (IDB)	2011	116,937
DOMINICAN REPUBLIC		
Introduction of Environmental Standards in Small Hotels Kuoni and Hugentobler Foundation	2010	101,225

Country/Project	Since*	Expenses 2011
Financing		CHF
ECUADOR		
Waste Management in Small Towns EU/Swisscontact	2011	426,218
COLOMBIA		
Sustainable Construction in Poor Areas Hilti Foundation/SDC	2011	318,212
PERU		
Hospital Waste Management Swisscontact/Medicor Foundation	2009	425,478
SOUTH AMERICA		
Introduction of Energy-Efficient Brick Production in Seven Countries SDC	2010	1,170,463

* Start of Current Project Phase





Senior Expert Corps – Mutual Learning

In 2011 alone, the European Year of Volunteers, experts of the Senior Expert Corps gave around 23,200 hours of voluntary service. This is an equivalent value of 1.9 million Swiss francs. Since the establishment of the SEC 33 years ago, that is a good 370,000 work hours, which is equal to around 30 million francs. These work hours benefit small and medium sized enterprises in developing countries.

In 2011, the SEC organized 145 assignments in 27 countries. 96 male and 15 female experts supported small and medium-sized enterprises, schools and non-governmental organizations in improving their products and services, expanding their range of products or introducing new management structures or teaching methods.

The SEC offers companies that cannot afford professional advice a cost-effective alternative. Swisscontact caters for the travel expenses of the experts and pays them an allowance. Room and board are catered for locally. Up to half of the financing for the SEC comes from SDC and from donors, for example the Hilti Foundation, cantons, municipalities and individuals.

Just like in previous years, the most assignments in 2011 took place in the fields of Food Products (30 per cent), Hotel Industry and Tourism (21 per cent), Management (17 per cent) and Education (10 per cent). The other 22 per cent were shared out among assignments in Building and Health care as well as

in the fields of Electronics, Textile, Agriculture and Forestry, Timber as well as Energy and Water.

The response to the assignments from both clients and experts was without exception positive. 95 per cent of the clients indicated that they are well or very well satisfied with the assignment. 97 per cent attested the suitability of the experts as good or very good. The experts do not only impart their professional expertise, they also get to know the culture, the country and the people.

However, the qualitative development of the SEC will remain an important topic. Swisscontact developed new guidelines in the first half of 2011. Courses and training for the SEC coordinators took place locally, and in November, Swisscontact conducted an external evaluation. The results of this survey will be available in the first quarter of 2012. They should help to further optimize the initiatives of the SEC so that the exemplary dedication of the Senior Experts can achieve the highest possible benefits in the future.

Country/Project	Since*	Expenses 2011
Financing		CHF
Developing Countries (SEC)		
SME Promotion		
Swisscontact/SDC	2009	443,629

Country/Project	Since*	Expenses 2011
Financing		CHF
Eastern Europe (SEC)		
SME Promotion		
SOMS Funds	2009	166,327

* Start of Current Project Phase



Master cheese-maker Ruedi Amrein from Boll (canton of Berne) with team Yeti Cheese in Nepal

Making a Difference in Small Steps

Giuseppe Bazzani travelled on assignment by the Senior Expert Corps (SEC) to Bávaro of Punta Cana in the Dominican Republic. While there, he advised Hotel Bávaro Princess in the area of waste management. Efficient and responsible waste management is gaining special importance in developing countries. An insight into the work of the Senior Expert.

"It's not about kilos but tons," says Giuseppe Bazzani. He means the rapidly growing mountains of rubbish which developing countries have to contend with. Some cities in Latin America presently produce the same amount of waste per head as big cities in industrialized nations. This is due to several reasons. In the past decades, the population has risen sharply, people have adopted western consumption habits, and functioning waste management and recycling systems are lacking. Garbage from the residential area rots on the street or in illegal dump sites. Toxic chemicals get into the groundwater, posing a massive risk for the population.

Since 2010, Swisscontact has been working towards socially and ecologically sustainable tourism in the Dominican Republic. The project is financed by Kuoni and Hugentobler-Foundation. For two years, Swisscontact has been training small and medium sized hotel establishments on operating in an environmentally conscious manner by establishing ecological standards. The introduction of social guidelines should secure jobs and new marketing strategies should improve business activities and with it the income of the employees.

In order to strengthen such projects, Swisscontact sends volunteer experts like Giuseppe Bazzani to enterprises where they can practically pass on their expertise. Swisscontact planned the assignment of the Senior Expert in Punta Cana together with the national tourism association Clúster Turístico La Altagracia.

The man from the Ticino is well versed in the hotel industry. First, he worked as a Chef, then as the Managing Director of large international hotel chains. He also opened hotels in China, the USA and Korea. "Because my parents owned a restaurant, I came into contact with different cultures early on," he says. Giuseppe Bazzani's working day on the island started at seven in the morning. Together with two hotel employees, he first conducted a situation analysis. How did the hotel previously dispose of the waste? How much waste is there? What kind of waste has to be disposed of? After that, he and the two hotel employees took apart the mountains of packaging, separated glass from plastic and carton packaging and sold the aluminium waste to industrial customers.



Giuseppe Bazzani, Senior Expert, in his garden in the Ticino

"We negotiated the prices with the local traders," tells Giuseppe Bazzani. They bought reusable waste from the hotel. In order to get them to commit, the Hotel Manager together with Bazzani entered into contracts with them. A short checklist and a handbook should make it simple for the workers to continue with waste management even after the assignment of the Senior Expert is complete. Today, the hotel uses both - the checklist and the book - to train its employees.

Giuseppe Bazzani's work changed several things at Hotel Bávaro Princess. The hotel management has now taken up waste management as a topic. The amount of non-recyclable waste has been reduced. By separating the waste, the local recycling centres can now process the waste better and ultimately recycle it. In addition, the hotel is targeting additional income from the sale of reusable materials.

Giuseppe Bazzani is satisfied with his assignment. "During my time in the Dominican Republic, I had to make compromises," remembers the Senior Expert. However, his assignment was rewarding. He does not want to rest in 2012. He wants to continue working for Swisscontact and make a difference.

An Overview of Swisscontact – 2011

FULL-TIME AND PART-TIME EMPLOYEES



TOTAL
40

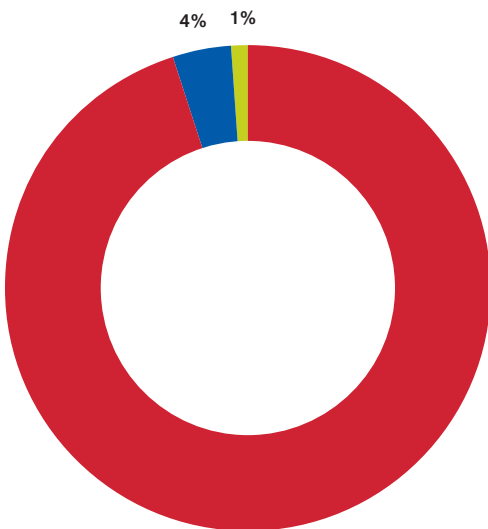
Employees at the Head Office in Zurich
(including Germany, USA)



TOTAL
750

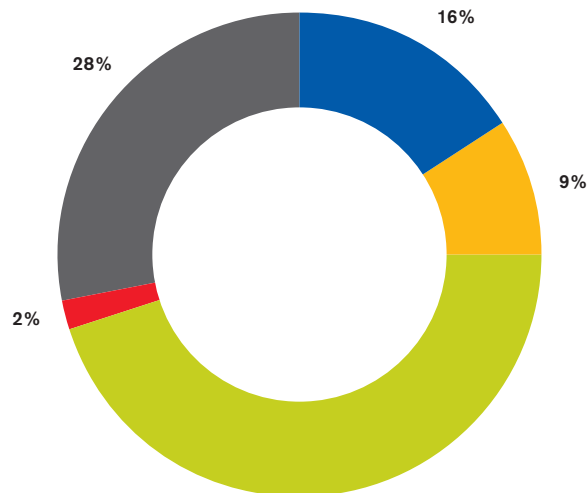
Employees worldwide

RATIO OF PROJECT COSTS TO ADMINISTRATION COSTS



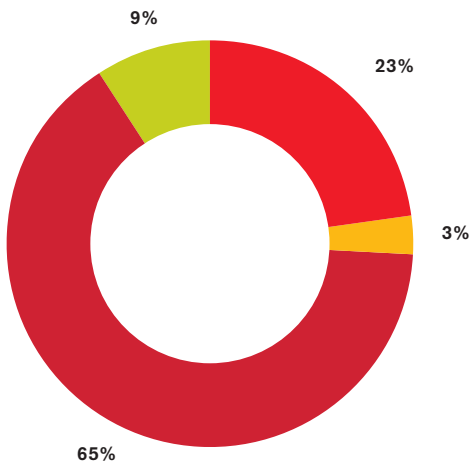
- Project Expenditure
- Administration Expenditure
- Communication and Fundraising

SOURCE OF FUNDS



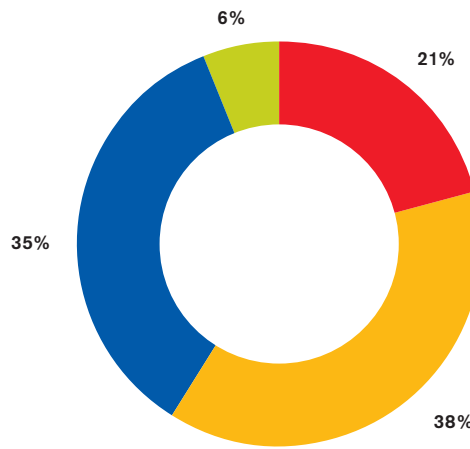
- Donations and Contributions
- Federal Funding of Programs
- Federal Mandates
- Swiss Solidarity
- Various Clients

EXPENDITURE ACCORDING TO BRANCHES



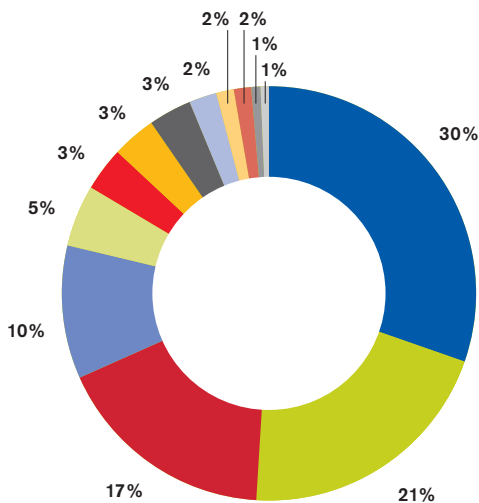
- Vocational Education and Training
- Financial Services
- SME Promotion
- Resource Efficiency

EXPENDITURE ACCORDING TO CONTINENTS



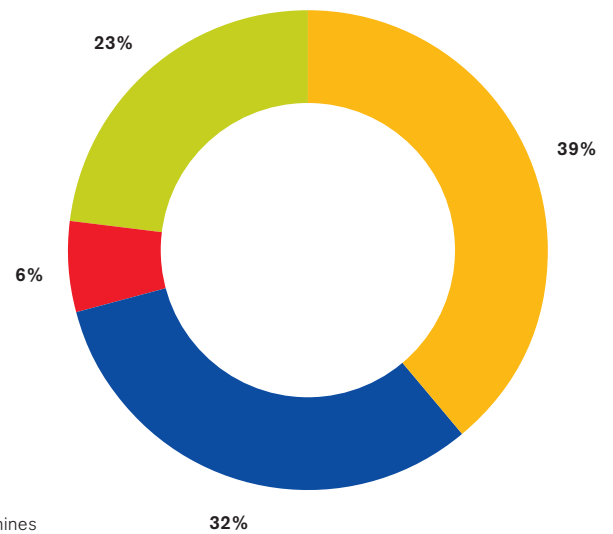
- Africa
- Asia
- Latin America
- Eastern Europe

ASSIGNMENTS OF THE SENIOR EXPERT CORPS ACCORDING TO FIELDS



- Food Products
- Hotel Industry and Tourism
- Management and Finances
- Education
- Construction
- Health
- Textile, Paper, Leather
- Electrical Engineering, Machines
- Chemicals and Environment
- Agriculture
- Timber
- Media
- Energy and Water

ASSIGNMENTS OF THE SENIOR EXPERT CORPS ACCORDING TO CONTINENTS



- Asia
- Latin America
- Africa
- Eastern Europe

Notes to the Financial Statement

General Information

The presented financial statement was prepared in accordance with the Swiss GAAP FER Financial Reporting Standards for charitable, social non-profit organizations. In the operating report in accordance with FER 21, the annual report according to the net change in cash and cash equivalents is of importance. The donations are allocated to the funds directly (Allocation of Funds Affecting Net Income). The earmarked or unspecified donations thus included in the funds are subsequently spent for the intended purpose or in accordance with the general mandate of Swisscontact to finance project activities (Utilization of Funds Affecting Net Income). This can be done immediately in the year of allocation or in the following reporting periods.

The structure of costs and allocation for administrative expenditure, the administrative program expenditure and the direct program expenditure abide by the recommendations of ZEWO Foundation adopted in 2005.

Important Benchmark Figures and Key Performance Indicators

Compared to the previous year, a welcome increase of 13.9 per cent in the volume of projects implemented is recorded. In terms of donations and contributions (donations with a performance mandate), a reduction of 16 per cent (from CHF 7,376,000 to CHF 6,211,000) has been recorded. Furthermore, the trend for private as well as institutional donors is more towards project-related donations. In the reporting period, a further reduction in unspecified donations is recorded (from CHF 497,000 to CHF 401,000).

In 2011, the expenditure for fundraising amounts to CHF 640,000 (CHF 746,000 in the previous year), which corresponds to 10 per cent of the income (10 per cent in the previous year). In relation to the total expenditure, fundraising expenditure amounts to 1.24 per cent (1.6 per cent in the previous year). The ZEWO Standard Value for this key performance indicator stands at 8 per cent. The entire office administration expenditure is within the budget limits and stands at 4.40 per cent in relation to the entire budget. The ZEWO Standard Value for organizations with operations abroad stands at 11 per cent.

In securities, a net loss of CHF 247,000 for an asset value of CHF 5,294,000 as at 31.12.2011 resulted, from which a net loss of CHF 77,000 was realized.

Consolidated Income 2011

	2011	2010
in 000s CHF		

Earnings

INCOME FROM DONATIONS AND CONTRIBUTIONS

Donations from the Public Sector	1,478	1,731
Donations from the Private Sector	1,842	2,228
Donations from Circle of Friends	116	118
Confederation Program Contribution	4,500	4,500
Swiss Solidarity Project Contributions	1,055	1,137
Public Sector Project Contribution	2,462	1,442
Private Sector Project Contribution	2,366	2,496
Total Donations/Contributions	13,819	13,652

	2011	2010
in 000s CHF		

INCOME FROM SERVICES OFFERED

Federal Contracts	14,510	12,073
Public Sector Contracts	20,840	18,400
Private Sector Contracts	2,007	803
Total Income from Services Offered	37,357	31,276
Total Earnings	51,176	44,928

Expenses

PROJECT EXPENSES

Albania	912	1,025
Bangladesh	9,076	9,179
Benin	855	1,364
Bolivia	1,492	1,494
Burkina Faso	567	654
Costa Rica	37	53
Dominican Republic	101	93
Ecuador	1,064	1,441
El Salvador	594	681
Guatemala	175	0
Honduras	156	905
Indonesia	8,408	6,835
Kenya	68	85
Colombia	318	66
Kosovo	982	877
Mali	1,363	1,049
Nepal	0	36
Nicaragua	233	0
Niger	1,132	939
East Africa	739	509
Peru	7,125	4,744
Sri Lanka	5	768
South Africa	1,095	1,229
Tanzania	1,885	1,581
Uganda	1,166	1,493
South America Regional Program	1,170	840
Central America Regional Program	2,647	2,432
Senior Expert Corps, SEC	610	766
Other Projects	521	259
Coordination Offices Abroad	1,308	1,503
Subsidiary Organizations	1,193	511
Project Involvement	1,654	1,630
Total Project Expenses	48,651	45,041

ADMINISTRATIVE EXPENSES

Subsidiary Organization Germany, Costa Rica	508	604
General Administration	1,761	2,064
Communication incl. Fundraising	640	746
Total Administration Expenses	2,909	3,414

Provisions	0	-2,547
Operating Profit	-384	-980
Financial Revenue	-369	-442
Extraordinary Revenue	-29	20
Result prior to Change in Fund	-782	-1,402
Change in special-purpose funds	366	568
Change in unspecified funds	12	10
Annual Report after Change in Fund	-404	-824
Allocation-Acquired Restricted Capital	0	0
Annual Report after Allocation of Capital Commitments	-404	-824

Consolidated Balance Sheet as of 31 December 2011

	2011	2010
in 000s CHF		
Assets		
CURRENT ASSETS		
Liquid Assets	13,108	12,063
Liquid Assets for Projects	4,622	4,334
Securities	5,294	3,722
Other Receivables	2,060	1,876
Other Receivables from Related Parties	0	11
Accrued Income	361	523
Assets for Project Involvement	2,388	2,206
	27,833	24,735
FIXED ASSETS		
Tangible Assets	221	252
Intangible Assets	441	391
	662	643
Total Assets	28,495	25,378
Passive		
SHORT-TERM LIABILITIES		
Other Payables	2,184	1,821
Deferred Income	888	1,216
Advance Payments for Project Involvement	20,421	16,583
Short-Term Provisions	40	10
	23,533	19,630
RESTRICTED FUNDS		
Endowment Fund	298	396
Earmarked Allocations	663	931
	961	1,327
ORGANIZATION CAPITAL		
Organization Capital	4,402	5,230
Non-specific Funds	3	15
Annual Report	-404	-824
	4,001	4,421
Total Liabilities	28,495	25,378

Auditor's Report

As auditors, we have examined Swisscontact's consolidated Financial Statement (Balance Sheet, Statement of Accounts and Appendices) for the financial year that ended on 31 December 2011, on the basis of which the accompanying summarized financial statement is compiled in accordance with Swiss Auditing Standards. In our audit report dated 5 April 2012 we have issued an unqualified audit opinion on Swisscontact's consolidated Financial Statement.

In our opinion, the accompanying summarized consolidated Financial Statement (abbreviated) is consistent in all material respects with the Financial Statement from which they were derived.

To better understand Swisscontact's financial position and the results of their operations for the period as well as the scope of our audit, Swisscontact's summarized consolidated Financial Statement should be read in conjunction with the Financial Statement from which the summarized consolidated Financial Statement was derived and on which our audit reports.

We would further like to confirm that the relevant provisions of ZEWO (Agency governing charitable organizations which collect donations) have been adhered to.

PricewaterhouseCoopers AG

Arno Frieser	Christian Hautle
Audit Expert	Audit Expert
Lead Auditor	

Zurich, 5th April 2012

Notes to the Financial Statement

Changes in the Fund

	Opening Balance	Internal Revenue	Fund Allocation	Expenses	Closing Balance
in 000s CHF					
ENDOWMENT FUNDS					
Social Projects	396	-8	0	-90	298
Total	396	-8	0	-90	298
APPROPRIATED FUNDS					
SOMS	551	0	0	-190	361
Appropriated Expenses	380	0	3,033	-3,112	301
Total	931	0	3,033	-3,302	663
NON-SPECIFIC FUNDS					
	15	0	402	-414	3

The presented Financial Statement 2011 is an abbreviated version which shows operating expenses according to the cost-of-sales method. The detailed Financial Statement in accordance with Swiss GAAP FER 21 can be requested at our office or on www.swisscontact.org.

2011 Donors (from 500 Swiss francs)

We would like to thank our donors who generously supported our operations in 2011. In this reporting period, we received donations amounting to 3.44 million francs. 60 per cent of which came from companies, foundations and private individuals, 40 per cent from communities, municipal towns, cantons and parishes.

Companies

Abnox AG, Advantis Insurance Consultants Ltd, ALBA General Insurance Ltd, Ammann Group Holding Ltd, Axpo Holding Ltd, Bader + Niederöst Ltd, Bangerter Holding Ltd, Blaser Swissslube Ltd, Breitling SA, Bucher Industries Ltd, Becherer AG, cemsuisse Association of Swiss Cement Industry, Diethelm Keller Management Ltd, Fritz + Caspar Jenny Ltd, Hansa Flex Hydraulics AG, Hesta Ltd, Hoffmann-La Roche Ltd, Holcim (Swiss) Ltd, Imbach + Cie Ltd, Infrassure Ltd, Legler Holding AG, Leo Pharmaceutical Products Sarath Ltd, MMH Invest Ltd, MPW Consultants Ltd, Nestlé SA, Novartis International Ltd, PepsiCo Americas Beverages, Prowald & Partners Ltd, PubliGroupe S.A., Ricola Ltd, Roland Schwab Holding Ltd, RONDO Burgdorf Ltd, Roschi Rohde & Schwarz AG, Schenker-Winkler Holding Ltd, Scherler Ltd, Swiss National Bank, Seedamm Properties, Seedamm Plaza, Sepp Fässler Ltd, Swiss Reinsurance Company, Trivox GmbH, UBS Employee Donations, Union Bancaire Privée, Union Industrielle Genevoise (UIG), Victorinox Ltd, zCapital Ltd, Zürcher Kantonalbank

Foundations

Cordaid, Credit Suisse Foundation, elea Foundation, Ernst Göhner Foundation, ESPERANZA – Cooperative Campaign Against Poverty, Manpower SA Foundation, Fondation professionnelle et sociale de Genève, Fondation Sinopec-Addax Petroleum, Gebauer Foundation, Greendale Foundation, Hilti Foundation, Hirschmann-Foundation, Jacobs Foundation, Kolb'sche Family Foundation, Kuoni and Hugentobler-Foundation, Lotex Foundation, Medicor Foundation, Peru Opportunity Fund, Progreso Foundation, René and Susanne Braginsky Foundation, Siemens Foundation, Stanley Thomas Johnson Foundation, Steinegg Foundation, Steiner Ltd, Foundation for Practical Vocational Training in Africa, Foundation Las Rosas Rojas, Symphasis Foundation, Uniscentia Foundation, Vontobel-Foundation, Drs. Werner and Louise Greuter-Briner Foundation, Liechtenstein Development Service
Département de la sécurité, de la police et de l'environnement (DPSE) – Service de la solidarité internationale (SSI), République et Canton de Genève

Circle of Friends

Baer Stephan, Küssnacht am Rigi; Bruderer Martin, Herrenschwanden; David Lucas, Fällanden; de Senarclens Marina, Zurich; Doerig Family, Zumikon; Egger Urs, Zurich; Fahrni Family, Zollikon; Fiechter Family, Chêne-Bourg; Forstmoser Peter, Horgen; Friedrich Rudolf, Winterthur; Gisler Ralph, Altdorf UR; Gloor Peter, Basel; Grimm Family, Würenlingen; Hanselmann Family, Richterswil; Heim Werner, Adliswil; Hentsch Jean-Claude, Corsier GE; Herwig Marie-Therese, Arosa; Holliger Nicolas, Horgen; Irniger Dominik, Niederrohrdorf; Jenny Robert, Weesen; Keller Gottlieb A., Zurich; Kissling Esther, Wallisellen; Klingspor Daniel, Zurich; Koch Anton, Thalwil; Kubli Ernst A., Küssnacht ZH; Kyncl Peter, Zollikon; Lanz Heinrich M., Zurich; Meier Bruno, Jona; Merz Family, Männedorf; Ming Hans Peter, Zumikon; Möller Matthias, Schaffhausen; Muheim Markus, Bern; Paganoni Roberto, Zollikon; Quaderer Sascha, Vaduz; Reinhart Nanni, Winterthur; Rickenbacher Alfons, Abtwil SG; Schiltknecht Family, Zurich; Schönenberger Rafael, Lenzburg; Schulthess Werner, Wädenswil; Schwarzenbach Theo E., Russikon; Stauffacher Family, Pfäffikon SZ; Stockar Family, Bern; Tappolet Margrit, Zurich; Trachsel Marcelle, Lausanne; Treier Hannes, Gümligen; von Planta Family, Cham; Widmer Family, Oberwil-Lieli; Widmer Urs, Schaffhausen; Zemp Roman, Rengg

Municipalities: Belp, Küssnacht ZH, Maur, Meggen, Oberwil BL, Rüslikon, Saanen, Stetten SH, Uitikon Waldegg, Wallisellen, Wetzikon ZH

Cantons: Aargau, Basel-Country, Basel-City, Glarus, Obwalden, Schwyz, Thurgau

Parishes: Andelfingen (evangelical-reformed), Küssnacht ZH (reformed), Regensdorf (evangelical-reformed), Münchenstein (roman catholic), Pfäffikon (roman catholic), Uitikon (evangelical-reformed), Wettingen (roman catholic)



Organs as of 31.12.2011

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Member of the Board and Managing
Director Hilti Foundation, Schaan

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Swiss Reinsurance Company, Zurich

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General Secretary, Union Industrielle
Genevoise (UIG), Genève

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President, economiesuisse,
Federation of Swiss Businesses, Zurich

Dr. Guido Condrau

Attorney, Zollikon

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University of St. Gallen and Swiss Federal
Institute of Technology (ETH), Zurich

Claudio Generali

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Member of the University Rectors' Conference of the
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Georges Theiler

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Committee

Peter Grüşchow

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Board Chairman Swissgrid AG

Arthur Bolliger

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Dr. Anna Crole-Rees

Founder and Consultant,
Crole-Rees Consultants, Lausanne
Program Leader ProfiCrops, Agroscope Research
Institute, Changins-Wädenswil ACW

Marc Furrer

President of the Swiss Federal Communications
Commission, ComCom, Bern
Head of Postal Regulation Authority, Bern

Heinrich M. Lanz

Vice-president, VR INTEGRA Holding AG
Member of other boards, independent entrepreneur
Active business coach

Marina de Senarclens

Founder and Board Chair
Senarclens, Leu + Partner AG, Zurich
Founder of IngCH, Engineers Shape our Future
Founder and CEO, Group of Fifteen, Zurich

Prof. Dr. Ulrich W. Suter

Swiss Federal Institute of Technology (ETH), Zurich
Institute for Polymers, Zurich

Auditors

PricewaterhouseCoopers AG, Zurich

Staff

as of 31.12.2011

Urs Egger handed over the position of Executive Director of Swisscontact at the end of May 2011 and thereafter left the organization. Florian Meister headed operations in an interim capacity from June 2011 till Samuel Bon took over the Executive Directorship in October 2011. The Board of the Foundation would like to express its gratitude to Urs Egger for his many years of dedicated service to Swisscontact, and also thanks Florian Meister for acting in an interim capacity.

Management

Samuel Bon, Executive Director

Florian Meister, Deputy Executive Director, Director Africa

Gabriella Crescini, Head of Client and Partner Relations

Ulrike Gminder, Head of Communications

Béatrice Horn, Head of Finance and Controlling, IT

Walter Horn, Director Asia and Eastern Europe, Executive Director Swisscontact Services AG

Benjamin Lang, Director Latin America

Bernadette Schwizer, Assistant to the Board of Management



Project Development and Supervision

Florian Meister, Director Africa

Benjamin Lang, Director Latin America

Walter Horn, Director Asia and Eastern Europe

Anne Bickel, Head of Development Program

Client and Partner Relations

Oliver Fakler

Karin Lerchi

Laure Fornasier

Sibylle Schmutz

Béatrice Müller

Communication

Ann-Cathrin Jesch

Senior Expert Corps

Anne Bickel, Project Leader

Ursula Hotz

Nicole Luis

Knowledge and Content Management

Gabriella Crescini, Head (ad interim)

Afonso Mendonça Reis, Tourism

Sibylle Schmutz, Vocational Training

Marianne Sulzer, Financial Services

Finance and Controlling, IT

Roger Iten

Jennifer Jakob

Martine Schapman

Carole Arbenz

Ursula Hotz

Manfred Egger

Human Resources and Services

Yvonne Kohler, Head

Daniela Cuadra

Stefanie Hosse

Montserrat Raurich

Hüsne Somer

Schilan Cam, Business Studies Student

Leulinda Gutaj, Business Studies Student

Nathania Stutz, Business Studies Student

American Friends of Swisscontact, Inc.

Gisela Keller, Executive Director

Swisscontact Germany GmbH

Johannes Schwegler, Executive Director

Judit Seid

Anna Nikolaeva

Benjamin Bräuer

Marion Hinte

Monika Wucherpfennig

Francesco Riatti

The members of staff of the Swisscontact Office in Zurich, Swisscontact Germany and American Friends of Swisscontact are divided into 40 full- and part-time employees.

Overseas Employees as of 31.12.2011

Africa

BENIN

Michael Dangelmeyer, Country Program Director
Christiane Dehoué, Project Manager

BURKINA FASO

Rudolf Schneider, Country Program Director

KENYA

Véronique Su, Regional Director
Marianne Sulzer, Deputy Regional Director
John Njoroge, Project Manager

MALI

Ulrich Stucki, Country Program Director
Yves Matthijs, Project Manager
Garry Bargh, Project Manager
Elisa Roth, Junior Project Officer

NIGER

Jean-Michel Limat, Country Program Director

SOUTH AFRICA

Hans Rudolf Hagnauer, Regional Director
Luca De Giovanetti, Junior Project Officer
John Volstedt, Project Manager

TANZANIA

Stefan Butscher, Country Program Director

UGANDA

Tania Haïdara, Country Program Director
Stephanie Dreifuss, Project Manager
Reinhold Hörnle, Project Manager
Christian Schniepper, Project Manager

Latin America

BOLIVIA

Regula Chavez, Country Program Director
Freddy Koch, Project Manager
Matthias Nabholz, Project Manager, Project Consultant

COSTA RICA

Luzi Hugentobler, Regional Director

DOMINICAN REPUBLIC

Joachim Eissler, Country Program Director

ECUADOR

Franklin Lozada, Country Program Director
Carlos Egüez, Project Manager
Iván Ormaza, Project Manager

EL SALVADOR

Ricardo Fernández, Project Manager

GUATEMALA

Bjorn Braubach, Country Program Manager

HONDURAS

Jorge Cruz, Project Manager
Francisco Posas, Project Manager
Iván Rodríguez, Project Manager

COLOMBIA

Philippe Schneuwly, Country Program Director

NICARAGUA

Rudolf Krummenacher, Country Representative, Project Consultant
Nidia Pereira, Project Manager
Pedro Vargas, Project Manager

PERU

Jon Bickel, Country Program Director
Cecilia Rivera, Deputy Country Program Director
Federico Murrugarra, Project Manager
Rubén Ganoza, Project Manager
Carlos Gherzi, Project Manager
Maritza Linares, Project Manager
Erwin Luna, Project Manager
Kenia Ordonio, Project Manager

Asia

BANGLADESH

Manish Pandey, Regional Director, Country Program Director
Götz Ebbecke, Project Manager
Victoria Carter, Project Manager
Grégoire Delbruyère, Head of Administration and Finance
Martin Dietschi, Project Manager
Jeoung-Keun Lee, Project Manager
Markus Kupper, Project Manager
Devi Prasad Dahal, Project Manager
Jafar Ahmad Hakim, Project Manager
Fouzia Nasreen, Project Manager
Vicente Palcong, Project Manager
Ligaya Valmonte, Project Manager
Eigil Rasmussen, Project Manager

INDONESIA

Peter Bissegger, Regional Director, Country Program Director
Prashant Rana, Deputy Country Program Director
Bernadette Bodenmüller, Project Consultant
Manfred Borer, Project Manager
Carolin Fesenberg, Project Manager
Rik Frenkel, Project Manager
Irfansyah, Project Manager
Ade Suwargo Mulyo, Project Manager
Ruedi Nützi, Project Manager
Ferry Sabam Samosir, Project Manager
Dollaris R. Suhadi, Project Manager
Etih Suryatin, Project Manager
Martin Stottele, Project Manager
Kitri Widaretna, Project Manager

Eastern Europe

ALBANIA

Matthias Jäger, Country Representative, Project Consultant
Ana Zacharian, Project Manager

KOSOVO

Johann-Peter Porten, Project Manager



"I find the daily routine at Swisscontact just as exciting as it is diverse. Different fields, countries and the intercultural aspects do not allow for any monotony. I am convinced that the diversity of East Africa and the commitment to sustainable economic development in the region can contribute immensely to the improvement of the living conditions of the population."

Véronique Su joined Swisscontact in 2005. She has held the position of Regional Director for one year. The Swiss-born Regional Director is in charge of all Swisscontact projects in East Africa.



"I find the work at Swisscontact always interesting and challenging. The manageable size of the organization, the close contact, the opportunity to participate in projects and the constant confrontation with new challenges are satisfying and unique. As a long-term employee and member of the 60+ generation, I feel comfortable and valued at Swisscontact. I couldn't think of a better job."

Luzi Hugentobler has worked for Swisscontact since 1986. In all those years, the man from the Grisons has been entrusted with different leadership positions. He has been the Regional Program Director for Swisscontact in Latin America since 2007.

Swisscontact has 74 employees overseas as well as 676 local members of staff (370 men and 306 women), which comes to a total of 750 employees in the project countries.



Editorial Team

Editorial Staff: Ulrike Gminder, Ann-Cathrin Jesch, Bettina Araya Napolitano

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Press: Bader + Niederöst AG

Swiss NPO-Code: The structure and management of Swisscontact conforms to the Corporate Governance Regulations for Non-Profit Organizations in Switzerland (Swiss NPO-Code) issued by the presidents of large relief organizations. An audit conducted on behalf of this organization showed that the principles of the Swiss NPO-Code are adhered to.

ZEW0-Seal of Approval: Swisscontact was awarded the Seal of Approval from ZEW0. It is awarded to non-profit organizations for the conscientious handling of money entrusted to them, proves appropriate, economical and effective allocation of donations and stands for transparent and trustworthy organizations with functioning control structures that uphold ethics in the procurement of funds and communication. Swisscontact is regularly audited on the adherence to these criteria. (Source: ZEW0)

Société Générale de Surveillance (SGS): Swisscontact has been awarded the Certificate of the International Inspection Agency Société Générale de Surveillance (SGS) within the NGO Benchmarking Program.





WE CREATE OPPORTUNITIES.

Swisscontact · Döltschweg 39 · CH-8055 Zurich · Telephone +41 44 454 17 17 · Fax +41 44 454 17 97 · info@swisscontact.org · www.swisscontact.org