

Scaling SMEs to Create Lasting Impact

Impact Review 2010-2022



Table of Contents

Investing in talented entrepreneurs drives lasting impact	3
XSML at a Glance	4
Timeline	5
The Next Frontier of Growth	6
SPOTLIGHT Connecting Congo DRC to the internet	6
Our Path to Impact	7
Impact in Numbers	7
SPOTLIGHT Uganda's leading pharmacy chain Ecopharm invests in quality	8
Increasing access to goods and services	9
SPOTLIGHT Homegrown Hair Brand Zuri Strives to Empower African Working Women	9
Investing in Gender Balance	10
SPOTLIGHT Thousands of Patients Seeking Quality Care in TMR International Hospital	11
How to support SME's in addressing climate change?	12
SPOTLIGHT Congolese Transport Company NRJ Opens Trade Routes	13
Our Impact Management Strategy	14



Investing in talented entrepreneurs drives lasting impact

Fifteen years ago, we founded XSML Capital - eXtra, Small, Medium, and Large, to support talented entrepreneurs in frontier markets in Africa to grow their business into sustainable medium and large enterprises.

At least half of the world's fastest growing economies are African. We finance small and medium-sized businesses (SMEs) because they are the lifeblood of these economies but lack access to growth capital and business support to take their businesses to the next level.

Investing in SMEs is investing in Africa's future. These companies drive job creation and provide access to essential goods and services.

Supported more than seventy SMEs in frontier markets
 Since December 2010, when we committed our first investments in the Democratic Republic of Congo (DRC), our teams in Kinshasa, Kampala and Luanda have helped to grow over seventy companies. In the DRC, Uganda, and Angola we are the only investor providing growth capital ranging from US\$ 500k to US\$ 10m to SMEs across different sectors.

As a company grows, our financing increases with the company's expansion. So did our investments funds, growing steadily in size from US\$ 19m for the first fund to US\$ 50m for African Rivers Fund II and US\$ 85m for the third fund. We are currently nearing the first close of our fourth fund (US\$ 135m target size) which allows us to follow our clients into new markets like Zambia and Kenya.

In this impact review we look back at the impact of our work since we started. Most importantly, the more than three thousand jobs that have been created.

Our local teams are the basis of our success
 Over the years we have forged close-knit teams of driven and entrepreneurial investment specialists, who love working together, for XSML and our clients. We combine rigorous analysis with flexibility and a hands-on approach because in Africa circumstances can change quickly.

As a team we invest much time in scouting and getting to know businesses and their leaders. We strive to foster long-term relationships with our clients. This allows us to be flexible in our financing when needed and tailor our business support.

Our understanding of the African context helps us in promoting higher ESG standards and overall improvements in business processes that lead to better, more sustainable businesses. We have already implemented more than 150 business support or technical assistance projects.

Doubling investments
 We would like to thank our loyal and expanding investor base. They not only invested in our funds, but also in the development of our team and our capabilities. For example, by offering training in ESG implementation and gender lens investing. Going forward, we will explore how we can assess and reduce our environmental footprint and can support our investees in doing the same.

We are looking forward to working together to double our investments and impact in the coming years.

XSML partners
 Kinshasa, September 2023

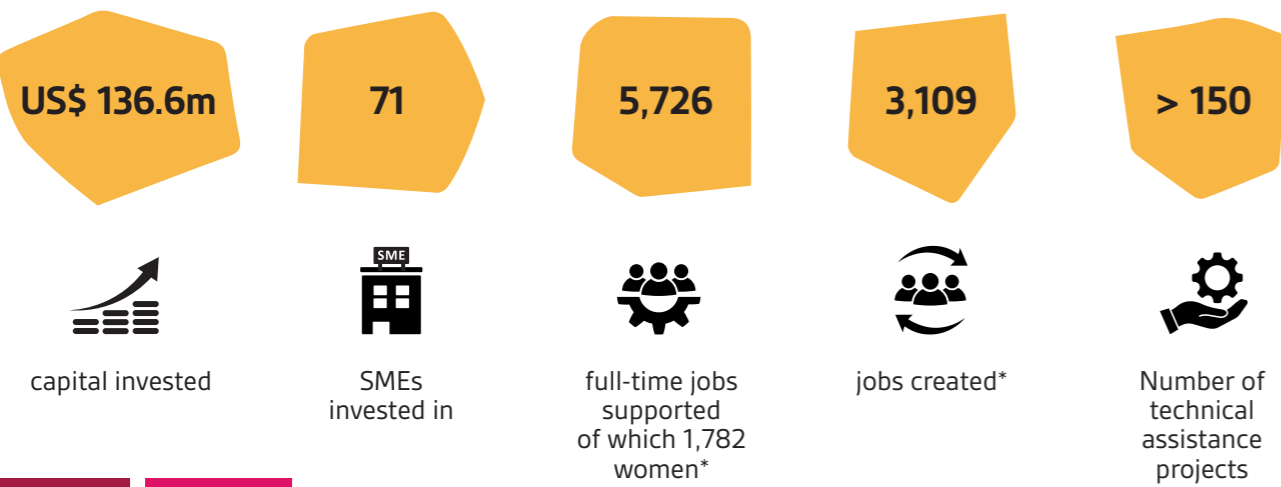


DPXL is a company in Kinshasa that specialises in designing and producing urban signs and billboards. It sought financing to invest in new equipment and materials. The business has a strong reputation in the market and a female founder who is driven to expand her company.

XSML at a Glance

XSML Capital are partners in growth for entrepreneurs in frontier markets in Africa. We provide expertise, network, and bespoke financing, geared to nurture local talent, and bring durable and fair prosperity in underserved markets.

Key figures (year end 2022)

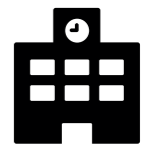


* Based on 60 SMEs

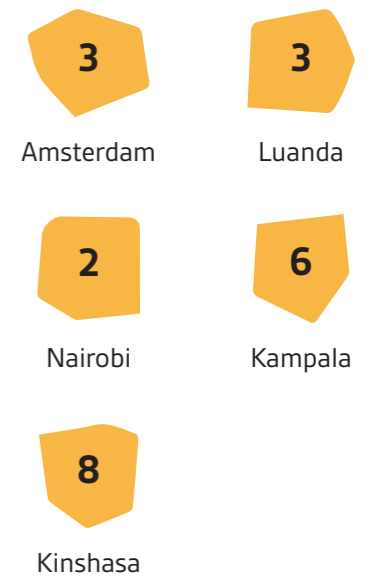
Our investors



Our footprint in Africa



Offices and number of staff



Since 2010 we have raised three funds, empowering some 70 businesses, unlocking talent, improving access to goods and creating jobs



The Next Frontier of Growth

Since 2000, at least half of the world's fastest growing economies have been in Africa. Many investors regard the continent as the next frontier in investing. Not without reason given its abundant natural resources, population growth, and rising middle class. Yet, Africa continues to attract only a small fraction of global Foreign Direct Investments (3% on average over the past two decades).

Africa is not (yet) the new Asia. Many African countries are not emerging but frontier markets, a term coined in 1992 by the International Finance Corporation to describe countries that are smaller, less accessible, and somewhat riskier for investors than emerging markets.

But risks also provide opportunities and ample room to make a difference in facilitating the much-needed economic and

social development. These are countries where you need to have your feet firmly on the ground as an investor.

The economic growth rate may be high, but Gross Domestic Product per capita is low. This is not the case in Angola because of its oil wealth, but the country has similar levels of economic and social development as other African low-income countries.



Angola

- Population: 34.5m
- Life expectancy at birth: 62 years
- Poverty headcount ratio at US\$ 2.15/day as % of population: 31.1% (2018)
- GDP growth annual: 1.1% (2021)
- GDP/capita (current US\$): 1,953.5 (2021)
- Inflation: 25.8% (2021)
- % population with bank account or mobile money provider: 38% (2014)



DR Congo

- Population: 95.9m
- Life expectancy at birth: 59 years
- Poverty headcount ratio at US\$ 2.15/day as % of population: 69.7% (2012)
- GDP growth annual: 6.2% (2021)
- GDP/capita (current US\$): 557.2 (2021)
- Inflation: 2.9% (2016)
- % population with bank account or mobile money provider: 26%



Uganda

- Population: 45.8m
- Life expectancy at birth: 63 years
- Poverty headcount ratio at US\$ 2.15/day as % of population: 42.2% (2019)
- GDP growth annual: 3.5% (2021)
- GDP/capita (current US\$): 883.9 (2021)
- Inflation: 7.2% (2022)
- % population with bank account or mobile money provider: 37%

Latest available World Bank data



Lack of funding...

- US\$ 330 bln finance gap for Sub-Saharan SMEs
- > 50% of these SMEs have limited or no access to finance
- > 70% of SMEs in frontier African markets have limited or no access to finance
- > 60% of jobs in Africa are created by SMEs



...leads to lack of access to products & services

- This hampers growth and access to goods & services in our markets
- Healthcare, access to a doctor, nurse or midwife is about 5x lower than the UN SDG target
- Goods & services in a range of sectors are scarcely available or not at all
- 60% of global poor (living on less than US\$ 2.15/day) is Sub-Sahara Africa

SPOTLIGHT



With support from our Technical Assistance Facility, Geek engineers attended a four-day optical fibre training. By certifying their engineers, Geek invests in continuously improving their service. It will allow them to attract new customers and to diversify their client base.

Connecting Congo DRC to the internet

Africa's second-largest country has one of the continent's lowest internet penetration rates. Less than one in five Congolese has access to internet. Connecting a country the size of Western Europe to the internet can boost economic growth.

Engineering company Geek is installing optical fibre cables for Liquid Telecom, Africa's largest independent fibre and cloud operator. Geek is also well positioned to win many of the upcoming multimillion dollar tenders to roll out a substantial part of the 6,000 km in cables planned in the next few years in DRC, as these companies are building a pan-African network to connect West and East Africa.

In 2022, however, the company was almost forced to end its work for Liquid Telecom because it had to use its cashflow to prefinance the installation of the optical fibre. This jeopardised the company's other business lines in installing solar energy, providing IT services and construction.

Local banks could only offer short-term loans that were not big enough to cover Geek's financing needs. XSML stepped in to help finance the company's future growth because we offer more flexible terms including larger long-term loans.

Strong local founder

Geek is a small and well organized company led by a strong local founder, who is committed to maintaining high ESG standards, including promoting women in senior management positions and paying medical care for its employees and their families.

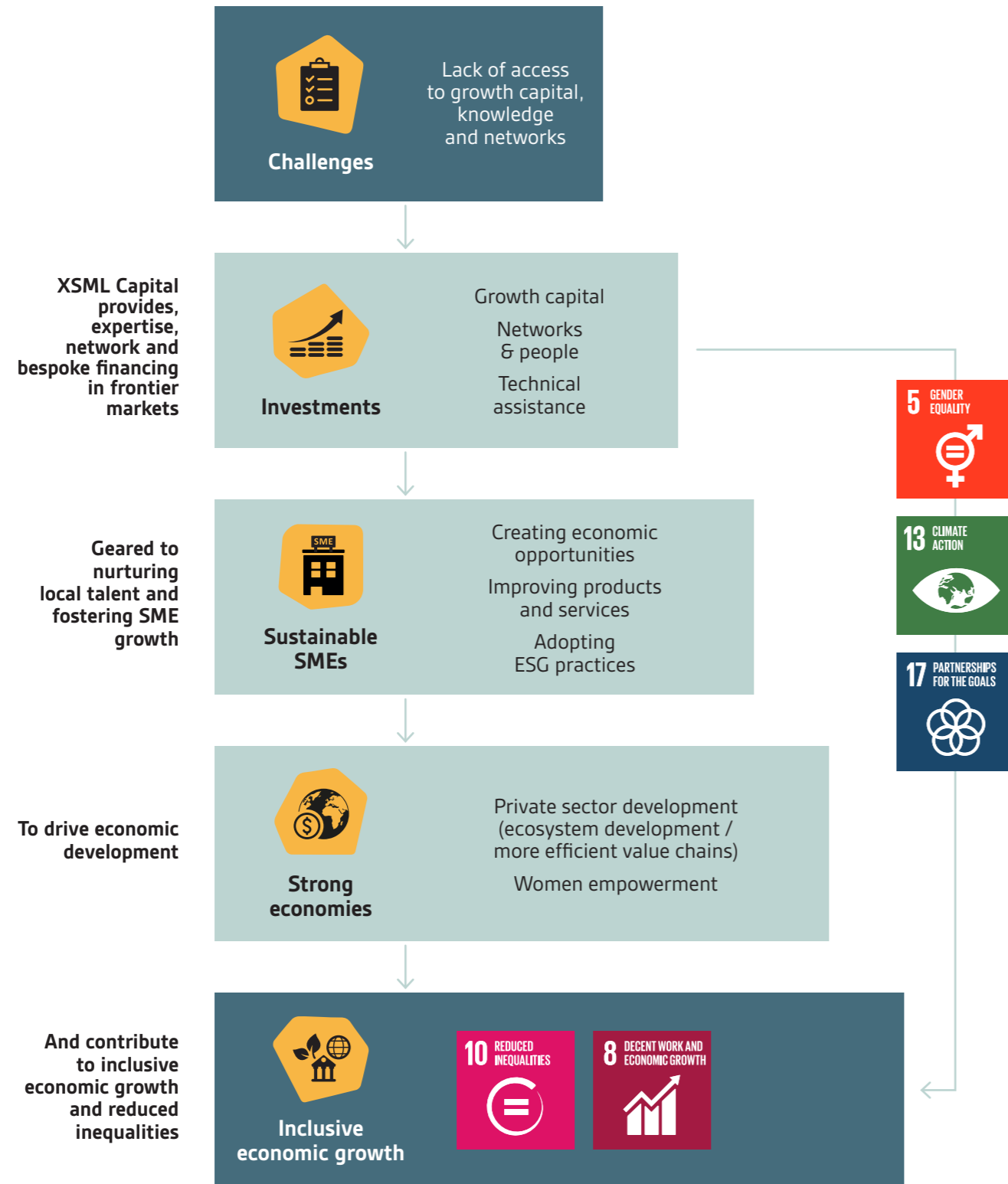
Celebrating the company's seventh anniversary in February 2023, founder and CEO Moïse Tshibangila, said: "We have never paid our staff late, nor our creditors or suppliers. We pay our taxes and look after the environment as best as we can."

Since its start in 2016, the company has grown to 38 staff and created almost 1,700 temporary jobs in some of the most remote corners of DRC.

XSML has invested US\$ 1.5 million in debt in Geek since 2022.

Our Path to Impact

XSML Impact Pathway

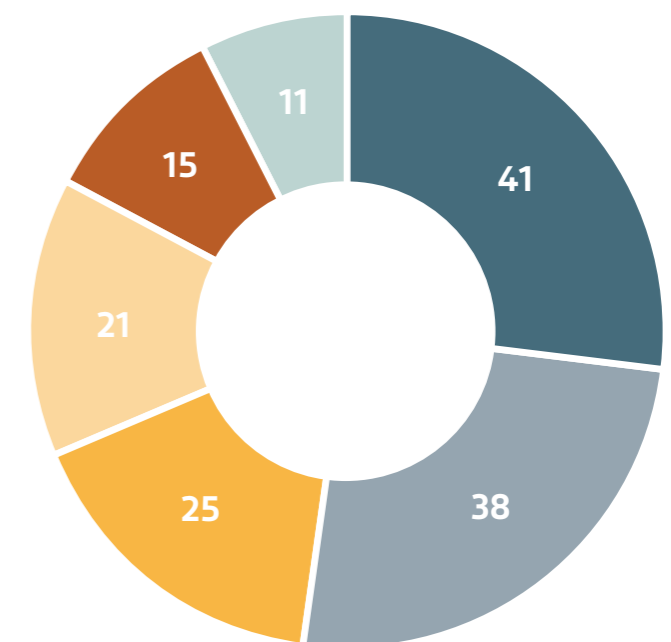


Impact in Numbers*

- US\$ 136.6 million capital invested**
 - 8% of SMEs led and or owned by women in 2022**
 - US\$ 3.95 million in funding for Technical Assistance**
 - 46% of leadership positions across the portfolio is held by women in 2022**
 - 71 SMEs financed**
 - US\$ 2.9 million in technical assistance distributed to 151 projects between 2012-2022**
 - 5,726** full-time jobs supported**
 - 1,782 female staff employed – 35% of overall full-time jobs supported**
 - 3,109** jobs created**
- * Cumulative numbers for period 2012-2022
** Based on 60 SMEs

Our technical support projects (Total numbers of projects)

- ESG
- Accounting & financial reporting
- Training and Certification
- Technical and competitive skills
- Pre investment
- Others





Ecopharm branch

Uganda's leading pharmacy chain Ecopharm invests in quality

The private healthcare sector in Africa delivers half of the continent's health services but SME healthcare businesses struggle to attract the finance to improve and expand their services. Ecopharm, a Ugandan pharmacy chain, was no different, until it partnered with XSML.

Africans lack access to decent health services as the region faces a serious shortage of health workers and affordable quality medicines. The region has a ratio of 1.55 health workers (physicians, nurses and midwives) per 1,000 people.

This is significantly below the World Health Organisation's minimum norm of 4.45 health workers per 1,000 people needed to deliver essential health services and achieve universal health coverage.

Ecopharm, a Ugandan pharmacy chain, manages to attract the country's best pharmacists as it's focusing on providing affordable quality medicines, which tend to be imported. Counterfeited medication is a huge problem in Africa. In some

markets, almost 90% of antimalarials have been reported as fake. This leads to many deaths that could have been avoided.

Ecopharm's pharmacies also offer a range of healthcare services, including patient monitoring and screening for chronic diseases, such as high blood pressure, diabetes, asthma, and obesity.

Since our first working capital loan in 2017, the company, founded in 2008, more than doubled its number of branches. By the end of 2022, it had 17 pharmacies in and around Kampala and a web shop. The company also has a wholesale department that sells medication to

hospitals, NGOs, medical research organizations and other smaller pharmacies in and around the country.

Technical assistance focused on quality improvements
Ecopharm puts a lot of effort into training their staff in product knowledge, customer care skills and best industry practices. Through our Technical Assistance Facility, the pharmacy has been able to implement a sound ESG policy and is on track to get ISO certification by the end of 2023. The pharmacist has a team of three people that follows up on the execution.

We also supported the company in implementing administrative and accounting systems with the appropriate staff training.

Long-term partnership
"With the financing from XSML we have been able to accelerate our growth," says Idd Iwumbwe, CEO of Ecopharm. "Through this long-term financing we are able to serve thousands of additional new customers with high quality pharmaceuticals."

Iwumbwe: "We are excited to have in XSML a new long-term partner that is also assisting us in implementing a new IT

"With the financing from XSML we have been able to accelerate our growth."

Idd Iwumbwe
CEO of Ecopharm

system to manage our operations more efficiently while we expand further."

By now, the company is one of the country's leading pharmacy chains employing 171 staff of whom 50 are specialist pharmacists. It is planning to expand to the more rural areas of the country. The pharmacy chain serves around 1,700 loyal patients per day.

The pharmacies' quality standards do not go unrecognized by its peers. They have been voted community pharmacy of the year several times by the Pharmaceutical Society of Uganda, the professional body for pharmacies.

XSML has made five investments in Ecopharm, totaling US\$ 4.3 million in debt and equity since 2017.

Idd Iwumbwe, CEO of Ecopharm



Increasing access to goods and services

We invest in the best entrepreneurs who need growth capital to take advantage of business opportunities. Accelerating SME growth creates new employment and increases access to, often critical, products and services in challenging markets.

Multi-sector investing

We invest in across many different sectors as the local economies where we invest are still small. We highlight a few sectors.

Transportation companies provide vital links within and between countries. We have invested in several road and river transport companies. They cover major routes around Kinshasa and on the Congo River.

They also unlock cross-border routes in South-East DRC as well as between CAR and Cameroon. Haulage company NRJ which is featured in this report illustrates this well.

By investing in retailers and wholesalers, we are promoting access to consumer goods for the growing (urban) population. In Kampala, we invested in a chain of pharmacies (Ecopharm is highlighted in this report). In DRC, we financed several retailers, including the first proper supermarket in Boma at the mouth of the Congo River.

In growing their business, companies also need to rely more on affordable service suppliers. These are still hard to find. Examples of our investments in this sector are a digital printing company in Kinshasa, a studio that designs and installs large outdoor billboards and illuminated installations, a car rental business, a logistics company, a 4G internet service

provider and a call centre that counts several large mobile operators and banks as clients.

Local manufacturing

In our markets, businesses still need to import most equipment and goods. The reliance on imports, combined with inefficient customs clearance and poor (road) infrastructure, drives up costs, increases logistical challenges and has an unnecessary negative impact on the environment. 15% of our portfolio is invested in local manufacturers to increase access to basic goods.

For example, in Uganda, our investments include a producer of ice and a cardboard manufacturer, which set up a separate manufacturing line for bio-degradable egg trays with our support.

Increasing access to quality healthcare

Access to affordable quality healthcare and pharmaceutical products remains low in Sub-Saharan Africa. We invested in several hospitals in Kinshasa and Kampala to expand their services and improve their quality of care.

In this report, we showcase hospital TMR in Kampala and Ecopharm, a chain of pharmacies in Uganda, where we have also invested in a wholesale distributor of medical consumables as well as local IV fluid manufacturers.



SPOTLIGHT

Homegrown Hair Brand Zuri Strives to Empower African Working Women

Growing up in Goma in the east of the Democratic Republic of Congo finding a powder foundation on the market was almost like finding gold dust recalls Gisela Van Houcke, founder of Zuri Luxury, an aspirational African hair and beauty brand and chain of hair bars.

From an early age she has been passionate about beauty, and she has been wearing hair extensions since she was fourteen. When she fled her war-torn region to live in the UK she could walk into any hair and beauty store and find the products she needed.

She gave up her career as lawyer at one of the leading law firms in London to move back to her home continent. She was again disappointed about the lack of affordable quality products. "How could that be, given that black women are the biggest spenders on beauty and hair products", she wondered.

Afro hairstyle best seller

Finding out that there were so few African women involved in the industry fueled her motivation in 2016 to start Zuri, a beauty brand for and by African women that has the ambition to gain a slice of the fast-growing market as the number of working middle-class women is growing. The market is currently estimated at US\$ 12 billion in sales annually. Zuri has been a client of XSM since 2021 and received US\$ 800,000 in two loans to invest in inventory, furniture, and

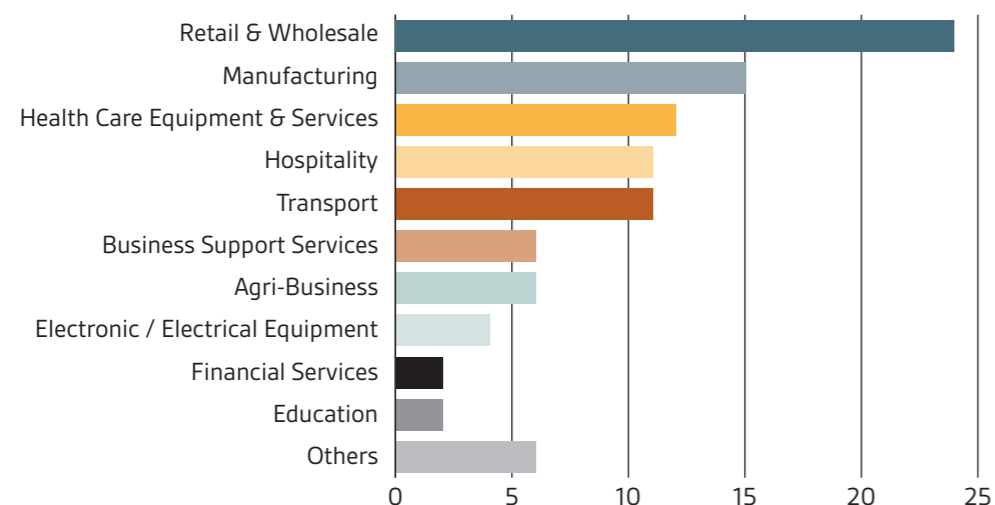
equipment for new hair salons. Since our loans, the staff grew from 19 to 60 employees. Customers value Zuri's beauty advice. The company not only offers hair products, but also cosmetics and accessories.

'Zuri' comes from mzuri which means 'beautiful' in Swahili, has now 5 hair bars (three in DRC, one in Uganda and one in Rwanda), a web shop and numerous re-sellers across the region. This year it will still open a second hair bar in Kinshasa and a franchise in Goma.

It has 15,000 customers, 500,000 followers in its social media channels and sales showed an average annual growth rate of 75% between 2016 and 2022. Zuri digitalises all customer interactions on its platform and uses the data to provide personalised customer service.

"We are not there to change African women. We are there to enhance their beauty and give them more confidence in themselves", says the entrepreneur. From all the different hairstyles Zuri has on offer, the best-selling product is the wig that resembles the Afro the best.

XSM Investment Portfolio by Sector



Investing in our own diversity and inclusivity

While women continue to remain underrepresented in the investment industry, we have always made the extra effort to hire talented female colleagues. But investing in gender balance, is more than promoting women. We love working in mixed teams with colleagues from different backgrounds.

We are always looking for co-workers who are rooted in the countries where we operate. They have the knowledge, experience, and networks to scout for the best entrepreneurs and develop long-term relationships with our clients.

We are meeting the widely adopted 2X criteria to promote investing in women among fund managers. XSML has 30% women in senior positions and 45% of our staff employees are women.

More broadly, we are working on developing the fund's future leaders towards a more diverse partnership for XSML in the future.

Our gender lens in investing

We screen for the best entrepreneurs and the best teams in their sector. We also invest in female-led businesses, but gender equality was not a specific focus area when we started in 2008. We only began to collect gender data from our portfolio companies in 2021.

We do recognise the importance of investing in women and love to invest more in female-led companies when the opportunities are there, but our focus is more broadly on promoting gender balance and inclusivity within our portfolio companies.

In 2022, around a third of our team members and one partner attended one of several gender lens investing training programs organised by a number of our investors. This has helped us to assess our portfolio and develop a gender action plan, which we have begun to implement.

Most of our portfolio companies meet one of the 2X criteria. Over one third of all staff employees is female, while 46% of



leadership positions across the portfolio is held by women in 2022.

In some sectors, such as manufacturing and transport, the workforce consists mostly of men, while in hospitals women are overrepresented. Our portfolio assessment showed that thus far we have few women-owned businesses among our clients.



2X scoring

	Period	Entrepreneurship	Leadership	Employment	Consumption	Compliance
XSML – Portfolio (Indirect criteria)	2021	8%	49%	43%	27%	70%
	2022	8%	46%	35%	27%	65%
XSML - Direct criteria	Q1-2023	0%	30%	41%	0%	100%



TMR staff operating the automatic immunological analyzer that is used to run automated biochemical tests for detecting cancer markers, diagnosing infectious diseases, cardiac analysis, and other testing.

Thousands of Patients Seeking Quality Care in TMR International Hospital

With the foundation of TMR International Hospital in 2016 Dr. Daniel Talemwa filled a gap in the hospital coverage on the populous north side of Kampala, Uganda's capital. What started as a small hospital with five consultants seeing less than fifty patients a month is now a fully-fledged facility treating more than 2,300 patients every month.

In its first two years, despite the good name it was building for itself, the hospital struggled to improve its occupancy rate and invest in expanding its services. However, busy running the hospital, Dr. Talemwa did not have the time nor working capital to close contracts with insurers. Such contracts are key to boosting the steady growth of the number of patients, but it also increases the need for working capital as insurers take more time to pay the bills.

XSML had already invested in a hospital of comparable size in the Democratic Republic of Congo and understood the young company's need for patient capital to grow the hospital into one of Uganda's leading hospitals.

Building a local ecosystem

Over the past few years, XSML has invested a combination of debt and equity totaling US\$ 2.14 million since 2018.

TMR has grown into a full-range hospital with forty beds (32 in-patient), eight consultation rooms, an in-house laboratory, an expanded radiology department with CT scanner, four dedicated ICU beds and a team of around hundred committed staff including more than thirty specialists, around thirty nurses and ten midwives.

With our first technical assistance TMR hired a specialist to contract insurance companies. By now, it has contracts with twelve insurers and an occupancy level of on average more than 70%. We connected TMR with pharmacy Ecopharm for supplies and used the chain to promote the hospital in its branches.

Other TA support focused on improving administrative and accounting systems and the implementation of an ESG action plan resulting in, for example, robust health and safety

measures, hospital waste management and HR policies that are frequently monitored. The ESG team (five people) inspects the hospital every week. By the end of the year the hospital should be ISO-certified.

By now, it has contracts with twelve insurers and an occupancy level of on average more than 70%.

COVID response boosted hospital profile

XSML's latest financing in 2020 was vital to ensure the hospital could expand its ICU capacity and purchase the necessary equipment and medical consumables to treat COVID patients. As the hospital has already organised its equipment and beds for maximum flexibility, it could also easily convert its existing beds into an ICU bed. A grant by FMO helped to buy

the necessary materials to protect staff. During the pandemic the hospital honed its skills in emergency care and boosted its profile of a quality health provider within the community.

Investing in maternal care

Maternal health services are essential for reducing maternal and newborn mortality. Sub-Saharan Africa accounts for around 70% of all maternal deaths globally. In the past seven years, the hospitals in our portfolio have invested a lot in expanding and improving their maternal care which is reflected in the exponential growth in attended newborn deliveries to 1,175 in 2025 compared with 16 in 2015. The number of hospital beds increased fivefold between 2015 and 2022.



How to support SMEs in addressing climate change?

Climate change is one of the biggest challenges of today. Developing countries are more vulnerable to its impact.

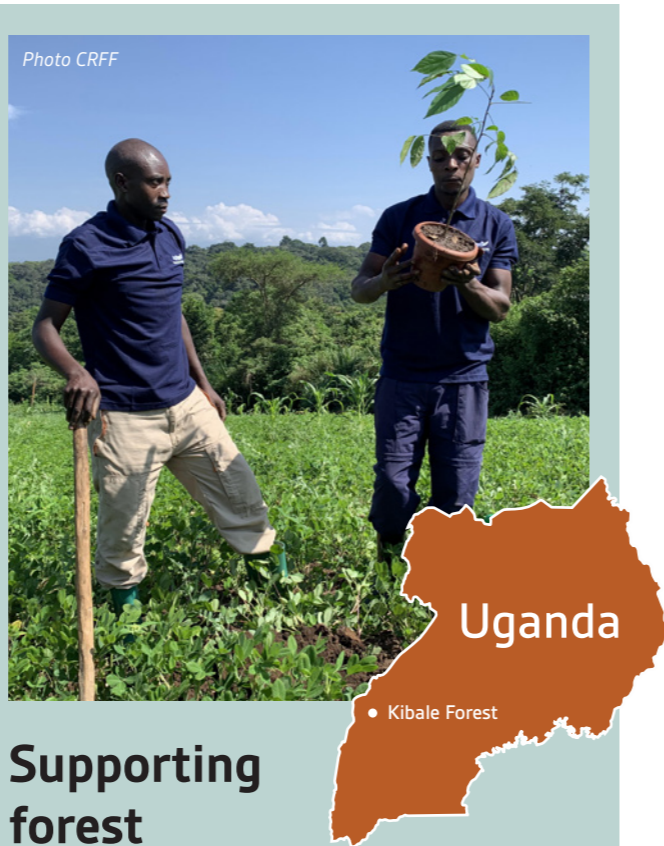
We invest in many different sectors, facing a range of challenges to reduce their carbon footprint and waste. Our support to help portfolio companies in implementing and improving their Environmental and Social Management System, includes awareness of climate risks and environmental issues.

We would like to do more and provide climate-related technical assistance to support investees in initiatives to mitigate and adapt to climate risks. This starts with gaining a better understanding of our portfolio companies' needs for such technical assistance and business development support.

For example, could we support them in installing solar panels? Or how can we help hospitals and the hospitality industry in reducing waste, energy consumption and recycling?

We are currently supporting Sindco in the DRC, a producer of PET for plastic bottles, in identifying how it could help solving the enormous plastic waste that litters Kinshasa and clogs the sewage. This leads to floodings and the waste ultimately ends up in the ocean.

A consultant identified that plastic bottle waste collection is the bottleneck in a properly functioning plastic recycling system. In a next step, Sindco will research and evaluate ways to collect the plastic waste and start a pilot project.



Supporting forest conservation in Uganda

XSML works in countries that have a unique natural environment and count as hotspots for biodiversity. Among the very diverse landscapes, we care for the conservation of tropical forests.

Since its start in 2021, we support the Chris Roberts Forest Foundation (CRFF) in Uganda in its mission to protect Kibale National Park. This tropical forest is home to the country's largest population of chimpanzees.

The foundation works to protect and restore the park's boundary zone so that nature and people can thrive.

Our contribution

XSML made a donation to CRFF that allowed it to purchase a renewable lease for about 20 acres of land in the park's boundary zone.

This land is part of CRFF's 40-acre model site, where it combines forest conservation with reforestation degraded land as well as a demo farm to inspire farmers around the forest to turn their monocrop fields into biodiverse forest farmland that will yield more income than their seasonal maize and beans.

Thus far, CRFF has planted 750 coffee, 450 macadamia and 1,000 native tropical trees.

By the end of 2023, CRFF should have developed a replicable agroforestry model and mapped farmers and landowners in the vicinity who want to adopt the model.

By 2030, CRFF wants all farmers surrounding the entire Kibale Forest to practice sustainable agroforestry.





SPOTLIGHT

Congolese Transport Company NRJ Opens Trade Routes

In Africa's second-largest country road transport has always been a challenge given its vast geography, large forests, crisscrossing rivers, and low population density. Decades of wars and turmoil damaged the networks that were there.

But when investments in the country's reconstruction gathered pace, entrepreneur Moise Angel saw a strong business opportunity and founded transporter NRJ in 2006.

By finding a route through Angola, the company was the first to open the route between Kinshasa, the capital, and Lubumbashi, the country's second-largest city located in the country's southeasternmost part close to the Zambian border.

New trucks, loyal workforce, and health & safety

What started with fourteen trucks and thirty trailers is now one of the country's leading haulage companies with a fleet of around 110 trucks and 130 trailers that continues to grow. Half of its sales come from transporting containers from the port in Matadi into the country and the other half from transporting cement, fuel, and logs. In recent years, the company also built a reputation for providing specialist large convoy transport, including large hydro and other equipment.

The transport market in the DRC is highly fragmented with many small haulage companies, often informal, that undercut prices. There are only a few large companies. NRJ is the only SME transport business that managed to scale up.

Because of its adherence to international standards and its focus on quality, NRJ was able to get important contracts from well-known companies, which is difficult for informal players or those who take safety and standards less seriously.

The company that employs around 240 staff stands out for its reliability - clients can also track their cargo. The company can offer this service as it renews its trucks every five years. This way its drivers have the best trucks to navigate the notoriously bad roads and dangerous traffic.

It also invests in its drivers by paying them well (on average US\$ 6,575/year), providing them with personal protection equipment and ensuring health and safety remains top of mind. As a result, the company has a high staff retention rate. The investments in the trucks also pay themselves back in fuel efficiency and fewer car breakdowns.

XSML has invested a total of US\$ 4.75 million in NRJ since 2016 to buy new trucks, build a new hub and staff facilities.

Our Impact Management Strategy

From our start we have been tracking our portfolio's financial and social performance. We are now entering a new growth phase as a fund manager, raising a new fund which will increase our assets under management towards US\$ 300 million. This means that we are taking new steps in professionalising our impact measurement and monitoring.

In 2022, we developed a Theory of Change and further defined indicators and impact measurement tools, combining best practices and industry standards. We translated the Theory of Change into an easy-to-understand pathway (see p.7), illustrating how our investments ultimately create impact.

This strategy supports us to generate quantitative and qualitative data to monitor our results, showcase our impact and identify key insights for our portfolio companies. It helps to inform our fund's overall strategy. Our data collection and analysis feed directly into our decision-making.

Going forward, we will gradually refine our Impact Management Strategy, covering the entire investment process from screening to exiting an investment.

Limitations

We can capture our short-term, direct results in quantitative indicators based on company data including some end-customers' data, portfolio data, and national and sectoral data.

We cannot attribute definitively to what extent our investments contribute to portfolio companies' achievements. Our more indirect results (medium term) we can illustrate mostly by qualitative data.

Our toolkit

Tool	Purpose	Data and Reporting
GINN IRIS+ corecards	To collect standardized outcome metrics aligned with global standards and harmonization efforts across the sector	<ul style="list-style-type: none"> Quantitative Harmonized
Annual Impact Survey	To monitor changes in the policies, practices and performance of supported SME's and to monitor satisfaction (NPS)	<ul style="list-style-type: none"> Quantitative and qualitative Bespoke impact monitoring Standardized NPS scoring
Participatory Consultation Tools	To empower our supported SME's to raise their voices and share their experiences with us and each other, and monitor unplanned impacts and collect case studies	<ul style="list-style-type: none"> Participatory online tool Tailored to our target SME's
Joint Impact Model	To quantify the wider impact of our investments in various economic regions and sectors and to trace product and money flows through the economies we support	<ul style="list-style-type: none"> Quantitative Harmonized In case observable data are missing

Aligning with global industry standards

We work in line with leading industry standards for ESG and impact measurement, such as the IFC Environmental and Social Performance Standards and IRIS+ metrics. In 2022, we felt ready to step up our impact management by signing up to the nine Operating Principles for Impact Management. We are also committed to 2x Global, which is a global industry standard for gender lens investing.

Linking our impact with the UN Sustainable Development Goals

AGENDA 2030

To support harmonization across the sector, we use with standardized impact indicators that can showcase our contribution to the Sustainable Development Goals (SDGs). Our impact contributes to achieving SDG 8 (Decent Work and Economic Growth) and SDG 10 (Reduced Inequality).

Across our investment process we take various initiatives targeting SDG 5 (gender equality) and build partnerships



(SDG 17) between portfolio companies and other companies in the supply chain to help the development of local ecosystems. We are working on developing initiatives targeting Climate Action (SDG 13).

Operating Principles of Impact Management and IFC's Performance Standards on Environmental and Social Sustainability



Globally recognized impact standards

We plan to have our first audit for the Operating Principles for Impact Management in the 1st quarter of 2024.

Measuring our gender performance

Investing in women

In 2018, the 2x Challenge was launched by the G7 Development Finance Institutions to mobilize billions in financing for women. We meet the criteria required for the future 2X Certification.



Impact measurement and metrics

GINN IRIS+ & HIPSO Aligned

We measure key social metrics as defined by the Impact Reporting and Investment Standards (IRIS) and we align with the Harmonized Indicators for Private Sector Operations (HIPSO).



Measuring indirect impact with JIM

We use the Joint Impact Model (JIM) to estimate and report the indirect impacts of our investments across the value chain and on the communities we serve.





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