

Annual Report 2016

Bringing life-changing products to people who need them most





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Nasimi and her family immigrated to India from their small village in the low lying regions of the Sundarbans in Bangladesh five years ago, and have been living in the same slum community in Kolkata ever since.

Nasimi, along with her husband, three young daughters and son were forced to relocate and move away from their friends, family, and house when they couldn't find work, leaving them struggling to gather food.

Their journey to Kolkata involved hefty bribes, buses, boats, and a lot of walking, which meant that they couldn't carry much more than the clothes on their back.

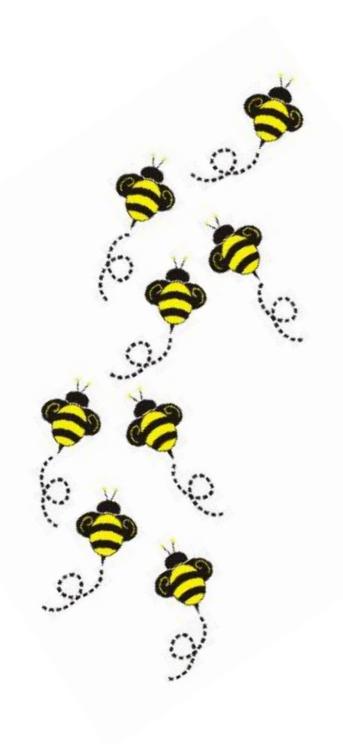
After making the treacherous journey to Kolkata, Nasimi and her husband have strived to work hard to provide their children with as many opportunities as they can. They proudly send their children to the local government school, but are afraid that they won't be able to afford to educate their children to the level of their aspirations.

The local store that Nasimi and her husband operate is their pride and joy and is always neat and organized. Being at the entrance to their community, it is the meeting place for everyone who lives there and consequently it is quite successful.

Nasimi bought two solar lights from Pollinate Energy, one for her house so kids can study at night and the other one for the shop. Now they can work also when it's dark. Nasimi is happier as she has more customers and she can offer a better life to her kids. Every time you visit her shop, Nasimi will greet you with her welcoming smile and offer you a cup of delicious masala tea.







Another year, another milestone -

15,000 families have now purchased one of our life-changing products to make their home life easier, healthier, and cleaner.

We now have 30 Pollinators across three 'Hives' in India - Bangalore, Hyderabad and Kolkata - and we will have 50 by the year's end. We have just made the decision to launch our fourth Hive in Lucknow, Uttar Pradesh, taking us into the north of India, where huge populations of families are migrating into the cities in search of a better life.

Another very important step was taken over this past year. After months of trials, our team was able to successfully launch new products into the communities for the Pollinators to offer.

We are seeing incredible uptake of water filter units in Kolkata and mobile phones in Hyderabad and Bangalore, and are preparing to roll out solar fans, spectacles, large solar home systems and more.

Each of these products was selected after a careful trial process, listening to what families wanted, rigorously testing suppliers and products for quality, durability and value, and then developing a payment plan to ensure that they are affordable for the families we serve. We look forward to seeing these new products proliferate across India's city slums from the hands of our Pollinators into the hands of our customers.

Outside of India, our team has also achieved a few other milestones which mark our growth as an organisation. Late last year we farewelled three of our co-founding team members from their India-based roles, and saw one member transition out of Australia and into India. We have been able to bring new leadership into the organisation, and have seen this team flourish and propel Pollinate Energy forward.

We achieved national press coverage in the Australian media, allowing us to raise an incredible \$44,000 for our fourth Hive.

Moreover, we have now been accredited by the Australian Department of Foreign Affairs for the Overseas Aid Gift Deduction Scheme - no small feat for a young social enterprise doing work in foreign countries - which means all donations to Pollinate Energy are now tax-deductible for Australians.



But none of this is done by us alone. We have many people to thank for their continued support and input into our growth: our student and professional Fellows who generously dedicate their time and energy in India, our volunteers worldwide who promote our work, our Directors who guide and advise, and our donors and partners who provide much needed funding and pro-bono expertise.

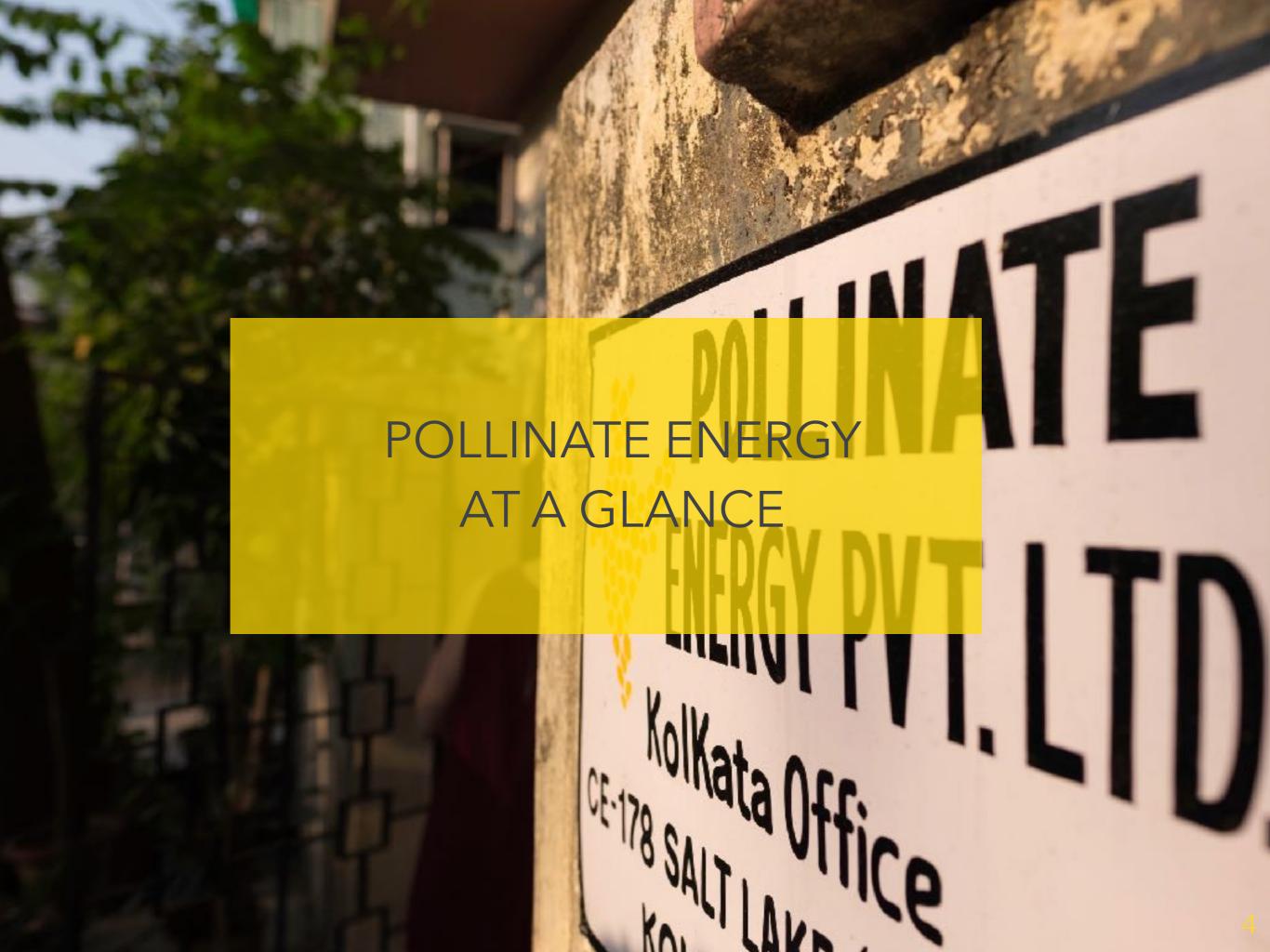
And of course we must thank our **Pollinators** who spend every evening going door-to-door in slum communities across India to educate families about life-changing products, and our dedicated **Australia** and India based staff who work tirelessly to make sure that every Pollinator gets the support that they need. It is thanks to all of these people that every day, every hour, one more family can have access to a product that will change their lives for the better.

To all of these people - thank you.

We look forward to another great year ahead!

EMMA AND ALEXIE





OUR VISION

Our vision is a world where all communities have equal access to sustainable technologies to improve their quality of life



IMPROVE THE LIVES OF THE URBAN POOR

by giving them access to sustainable products that make their lives better.



EMPOWER LOCAL ENTREPRENEURS

to be a positive force for change in urban poor communities.



MAKE SOCIAL BUSINESS MAINSTREAM

by raising awareness about the communities we work with and supporting the next generation of social entrepreneurs.

OUR MISSION



WE ACCOMPLISH OUR MISSION THROUGH OUR POLLINATORS

POLLMITOR

This model allows families to save around 10 per cent of their income, and improve their health, safety and quality of life.





Pollinators sell quality, durable products such as solar lights, water filters and mobile phones to families living in slum communities. This face-to-face distribution network allows us to build relationships and trust with our customers. It also means we gain regular feedback about the performance of our products and the needs of the families we serve.



PRODUCT KNOWLEDGE

Pollinators work with families directly in their homes providing education about our products and how to use them. This empowers families to create cleaner, safer and healthier homes.



PRODUCT FINANCE AND SERVICE

We offer all customers short term payment plans to make our products affordable. The default rate on these plans is less than 1%. All of our products have a minimum one year warranty and we provide high quality post-sale servicing.

OUR INNOVATION

BRAND

- Recognisable by our customers
- Trusted to sell quality products
- Trusted to service products
- Customers promote and on-sell products to secondary markets



FINANCING

- 6 week average repayment period
- <1% default rate
- Plans managed in real-time in field via custom mobile app



POLLINATOR NETWORK

- 85% Pollinator retention rate
- 31 products sold per month per Pollinator
- Provided with smart-phone to manage customers
- Community representative (worker bees) earn money from sales support

PRODUCT SUITABILITY

- Fulfills a basic need and responds to demand
- Works in our customer's environment
- Product margins align with business sustainability goals



IMPACT TO DATE

As of 30 June 2016, we have sold 15,026 products across three cities - Bangalore, Hyderabad and Kolkata - which have impacted the lives of 68,600 people





JULY 2015

AUGUST 2015

SEPTEMBER 2015



10,000 SALES MILESTONE!

Successfully launched a new product - 3 light home solar system



LAUNCHED IN OUR THIRD CITY, KOLKATA, AND RAN OUR FIRST FELLOWSHIP PROGRAM

 Rolled out a new payment structure in Bangalore, leading to unprecedented sales results



- Launched our Program Leader model in Hyderabad to support the transition period between city start up and full operation.
- Hosted Aussie cricketer Steve Waugh in our communities

OCTOBER 2015

Held our very first all staff retreat in Hyderabad, **where we crafted our Vision for 2020**



DECEMBER 2015

Won Chivas Regal's 'The Venture' competition as Australian representative



JANUARY 2016

SUCCESSFULLY LAUNCHED A NEW PRODUCT - WATER FILTERS





MAY 2016

SUCCESSFULLY LAUNCHED A NEW PRODUCT - SMART **PHONES**

Secured tax-deductible status in Australia

JUNE 2016

15,000 SALES MILESTONE!

- Scout Fellowship program kicks off in Bhubaneswar and Lucknow
- Pollinate Energy announced as finalist of the Unilever Global **Business Development Award**





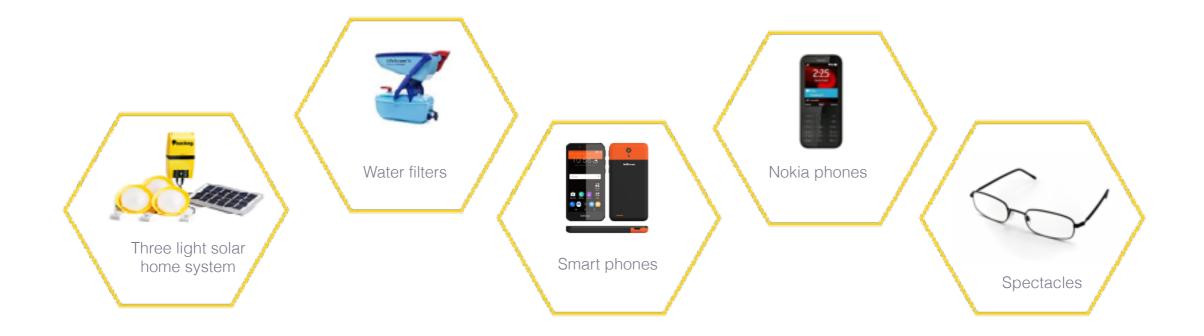
We spent a large part of 2015-16 consolidating our operations across three cities, building our product portfolio, and preparing ourselves for rapid scale. This culminated in a fourth city launch in June 2016

NEW PRODUCTS

Pollinate Energy has started to sell a variety of new products this year, in order to better meet the needs of our existing customers, expand to slum communities that are already electrified, reduce the risk of competition and increase our Pollinator sales rates. Extensive product testing was carried out by Fellows and staff under the leadership of our New Products Manager staff Raghavendra Devadi. Raghavendra, or 'Ronniiee', brings strong expertise in water treatment and community engagement, having worked closely with the Indian Government to set up water treatment plants for rural areas across South India for the past 10 years.



NEW PRODUCTS INTRODUCED OVER THE COURSE OF 2015-16 INCLUDE



BY THE END OF THIS CALENDAR YEAR WE ARE EXPECTING TO ADD THE FOLLOWING PRODUCTS TO THE PORTFOLIO





FOURTH CITY LAUNCH

One of the most exciting developments at Pollinate Energy this year is the preparation we have done for rapid scale and the launch of our fourth city, Lucknow. Our international staff led groups of Fellows to scout the market in Delhi, Mumbai, Lucknow and Bhubaneswar. Analysis of the data showed that Lucknow had the largest unnelectrified slum

population and was the most suitable market for entry. In the first few months our City Cofounders Marc and Jeremy will focus on finding a Hive, bringing on a local team and our first Pollinators, and further cementing relationships with suppliers and partners.

OUR LUCKNOW CITY CO-FOUNDERS

MARC BRUGUERAS



JEREMY SLATER

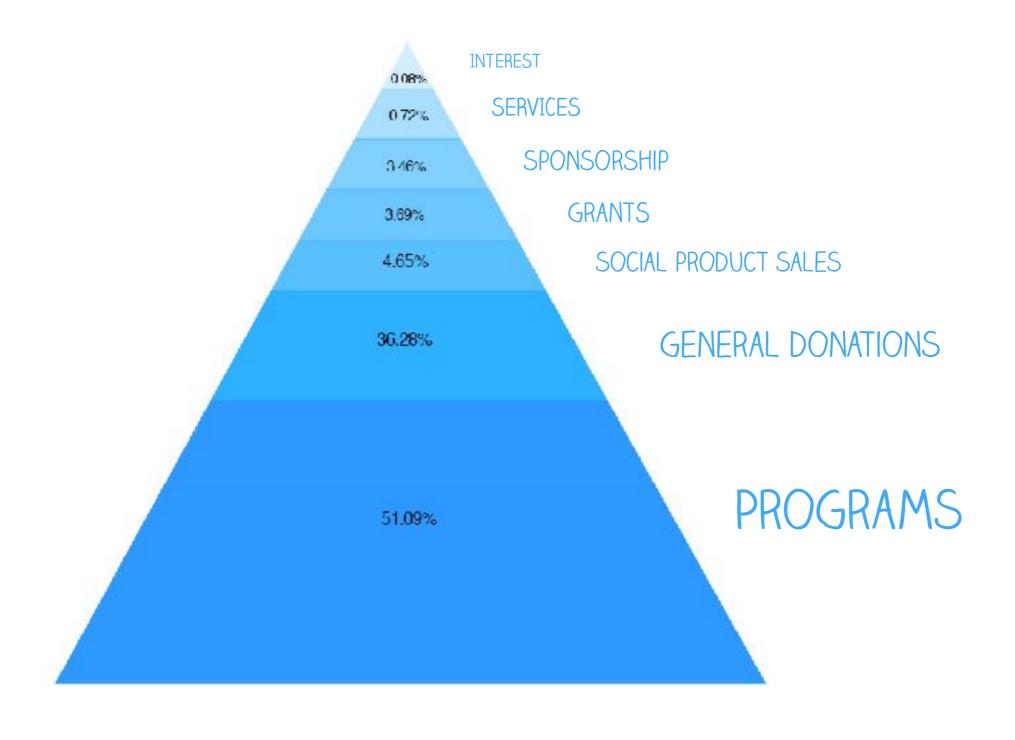


Marc decided to join Pollinate Energy to make a change in his professional career to social business. Before Pollinate he worked in the pharmaceutical industry for more than 5 years in Germany, Spain, and Singapore.

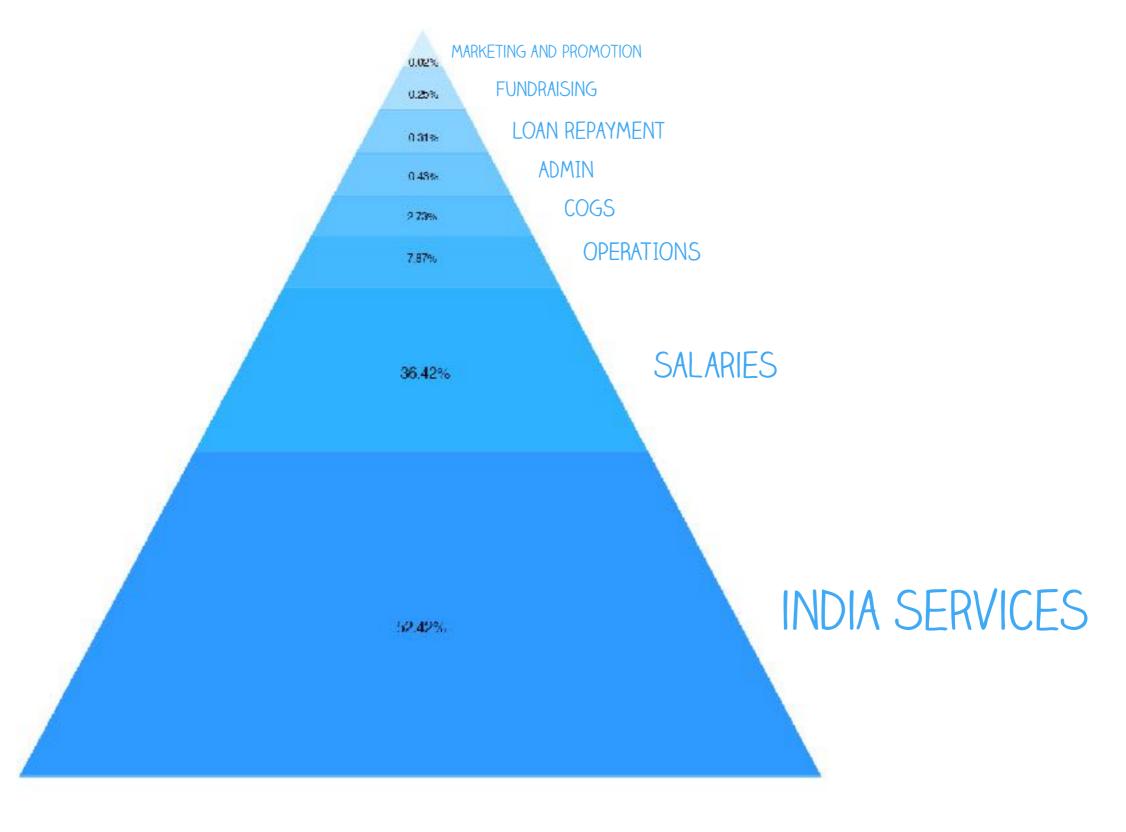
Before Pollinate Jeremy worked in emerging markets investment support in London and NYC. It was a short social business fellowship program in Ghana which gently nudged him into exiting the corporate world and upping sticks to India.



FY 2016 INCOME BREAKDOWN



FY 2016 EXPENSE BREAKDOWN









40

Average number of households per community



4.5

Average number of people per household

7

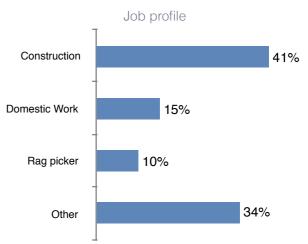
Average number of years lived in community

US\$1.52

Average income income per person per day

15

Average % of income remitted to customers families









SUBHO

Subho has been living in a slum community in Bangalore for 7 years with his wife, mother and father. Originally from Andra Pradesh, he is a drum player, and likes to bring joy to people's most memorable occasions - birthdays, weddings and festivals. He also has four cows which he milks every day both to feed his family and make some extra income.

Subho has no electricity, and has to buy small candles from local shops for their lighting needs. Subho wakes up before sunrise every morning to milk his cows with only a small candle for light, that is blown out by even the smallest gust of wind. When he was milking the cows by candlelight he could never see if dirt or insects had fallen into the milk, which makes the milk unsellable. Now that he has a solar light all those worries are gone and he makes more money from the milk he sells.







SOMA

Soma is one of our Senior Pollinators in Kolkata. She is incredibly hard-working and has built beautiful relationships with her customers.

Her story is about moving forward: she became a widow when she was very young and was left with a baby to take care of and a very small income. Since becoming a Pollinator, she can provide a better life for her son since she has a higher income and more flexible working hours. Soma was the first customer who bought our water filter she bought it for herself and her family.

The product had a huge impact on their lives and her son marveled at how the water was so much cleaner and better-tasting. As a result Soma was invited to her son's school to explain the benefit of filtered water. We love that Soma is not only bringing life-changing products to the communities she serves - she is experiencing the impact of these products firsthand.



Our Pollinators are the core of our business and we invest to help them grow. Because of this, our Pollinator retention rate is >80%





NASIMA

Nasima is one of our star Pollinators in Kolkata. She was recruited directly from one of the communities we serve. During a Fellowship program, some of the Fellows were in the community undertaking surveys and Nasima helped them with translation thanks to the English skills she learned in primary school. Nasima impressed the Fellows with her explanation of the product and the way she interacted with the customers, so they referred her to the Kolkata team who interviewed her and offered her a job.

Nasima has certainly proven herself in the role of Pollinator - she has gained a great deal confidence over the past few months and has built exceptional relationships with her customers, setting a wonderful example to other Pollinators.

Nasima married for love, and has four children with her husband. Love marriages, rather than arranged marriages, are still uncommon in India. Nasima was forced to quit school at the age of 14 to help her family, and was expected to be a housewife all her life. Pollinate Energy was Nasima's first job. An extra working person in the family gave Nasima and her husband the chance to provide a better quality of life to their four children.

"Before I started to work at Pollinate Energy we couldn't give our children everything they needed, but now we know we can offer them a brilliant future".



"My experience so far has been about learning, most of the products I sell now I didn't know those existed. This is also my first job, so it's been a great experience"

AMREEN

Amreen was Pollinate Energy's second female Pollinator and the first Muslim Pollinator. She left school after tenth grade, married and started her family.

Amreen wanted to work at Pollinate Energy to be financially independent and so her sons could get a good education.

Most of her income goes to their education. Amreen likes that her working hours are flexible so she can help her sons with their homework.

Amreen has been working for Pollinate Energy for nearly two years and holds the record for selling the most solar lights in one day – 42!

"When people ask me is it difficult being a Muslim woman working in city slums I say we must never say that we cannot do this or that - especially if it is good work - if we wish to do it we can do it! When I learnt about Pollinate Energy's work I said: yes - I can do it!"



"I like working at Pollinate Energy because I care about the people in the communities and they respect and care about me. First they are my friends, then they are my customers"





Pollinate Energy is committed to supporting the next generation of social entrepreneurs, and we do this most actively by bringing students and professionals from around the world to India to be a part of our now iconic Fellowship program







JOSH WILLIAMS

KOLKATA FELLOWSHIP July 2016

During my time in Kolkata as a Pollinate Fellow I have discovered a lot, however three key things stand out to me. First, I discovered the pride of the often under represented slum community members of the city, who welcomed me into their homes, and smiled and laughed at my Bengali pronunciations. Next, I discovered the generosity and commitment of the Pollinate team that work so hard to ensure that operations run smoothly, and the objectives of the team are reached. Lastly, I discovered that when you work for a cause that aims to aid others and you see the resultant excitement on the faces of the recipients of this work, that this reward is better than anything commercial. I loved meeting the locals in the community here, and would recommend this fellowship to anyone wanting to experience elation, friendship and adventure.





KIN JING LY

BANGALORE FELLOWSHIP April 2014

The Professionals Program pushed me out of my comfort zone and into the stark reality of the families living in the slums. The program grew my capability for empathy, and showed me it doesn't matter what skill set you have, as long as you are willing to learn and are driven to help, you are fully capable to have an impact.

There is so much potential for people to do good, they just have to start and others will help them along their journey. With the lessons from Pollinate Energy, I helped start 'AbilityMate', a Social Enterprise that co-creates assistive devices for people with disabilities. I've managed to help one gentleman drive his own motorized wheelchair for the first time in 8 years since he acquired a brain injury. We're now focusing on orthotics for kids and I'm helping manage R&D and potential trials.

So long as you have a drive for change, you can move forward with the community behind you.































TEAM OVERVIEW













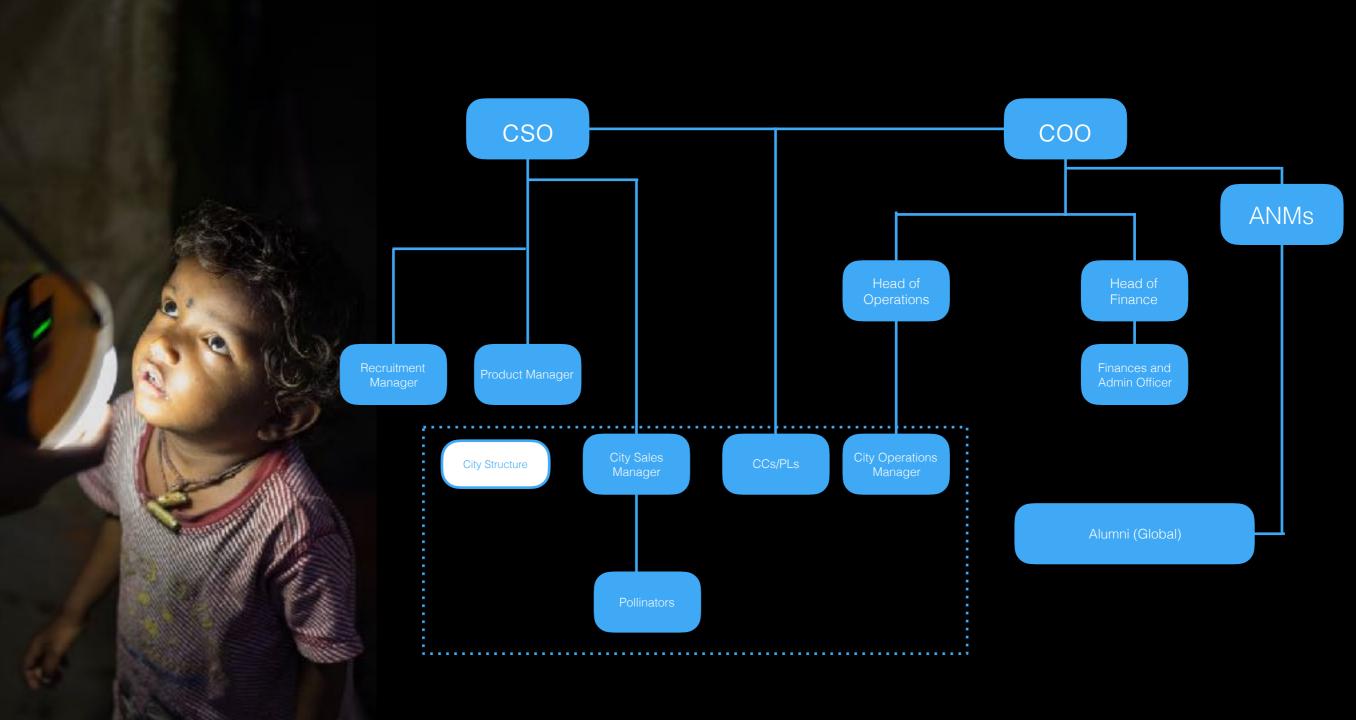






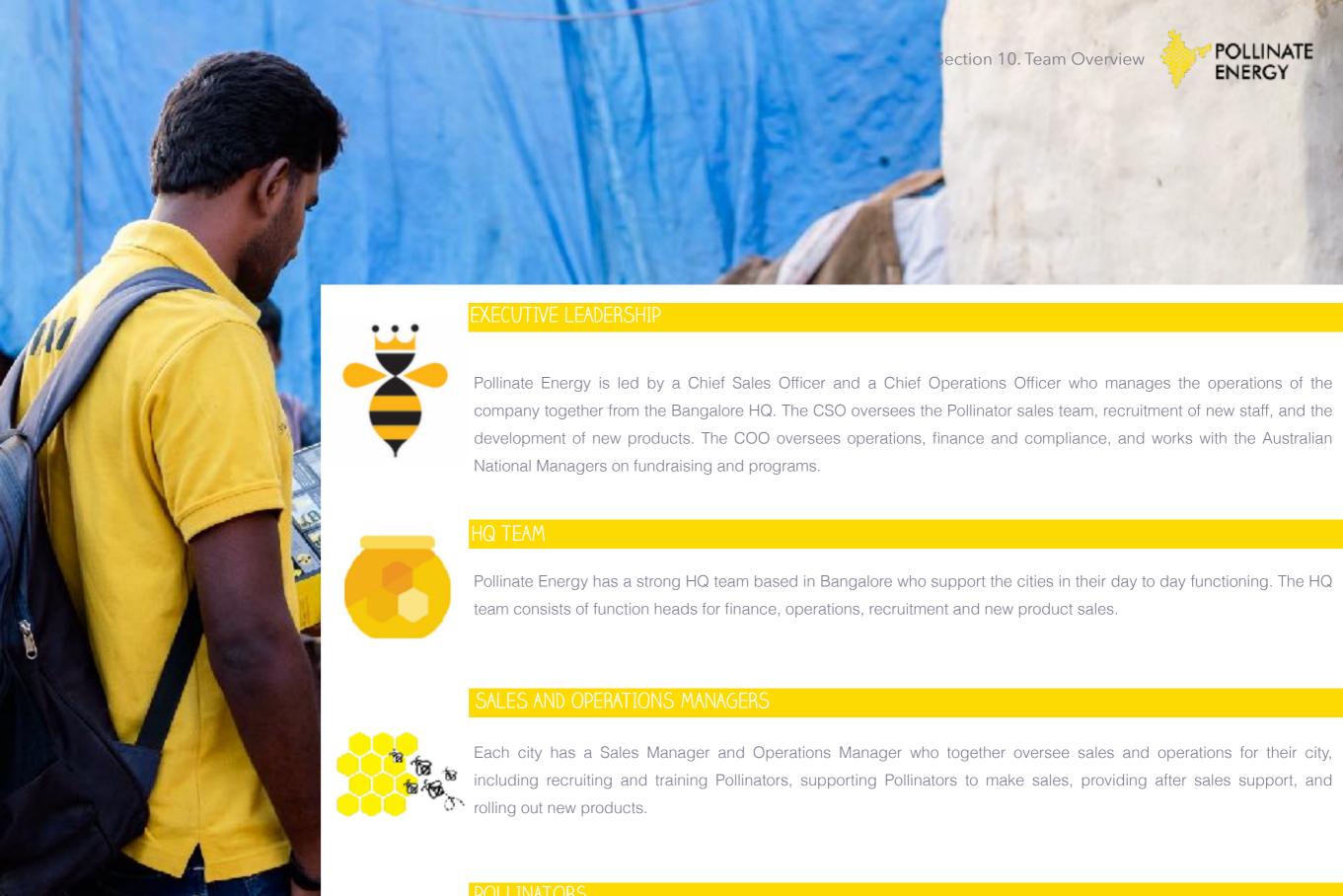






CSO: Chief Sales Officer COO: Chief Operations Officer ANMs: Australian National Managers CCs: City Co-founders

PLs: Program Leaders



POLLINATORS

Pollinators are the door-to-door sales agents who build lasting relationships with customers, sell products, and advise management staff about the status of the communities they serve.



ANILKUMAR

Operations Manager, Hyderabad

Anilkumar graduated from Rajiv Gandhi University of Knowledge Technologies, Nuzvid with a Bachelors Degree in Civil Engineering and worked at Ramky Infrastructure as an Engineer and as a trainee at Kirby Building Systems before joining Pollinate Energy. Passionate about startups and entrepreneurship in the technology and education sectors, he collaborated and initiated Entrepreneur Development Cell at IIIT Nuzvid.

"I was looking to work in the social sector and when I first saw the job opportunity at Pollinate Energy I was really excited about the organisation, it looked so unique and is trying to solve problems which are much often neglected. Challenging work, an amazing team, great work culture and work life balance are some of the things I love about working at Pollinate Energy. Working in the communities and being able to see the change in lives is so satisfying as it gives meaning to the work we do."



Program Leader, Kolkata

Júlia graduated from Universitat Pompeu Fabra (Barcelona) in Advertising and Public Relations and in 2015 she finished her Master's Degree in Communication of Armed Conflicts, Peace and Social Movements in Universitat Autònoma de Barcelona. She is passionate about social change and has professional experience volunteering with NGOs like Amnesty International and Quepo in Barcelona and Ixmucané in Guatemala. Her biggest passion is to travel slow, discovering the culture and the people.

"I love working at Pollinate Energy for so many reasons: it's the first time in my life I can see the social impact of my job and I'm constantly challenged to adapt to the lifestyle of India, I'm learning every day. I also really enjoy how every idea from every employee is taken into consideration for further development, every one of us is an entrepreneur here. As a Program Leader in Kolkata I'm responsible for the smooth execution of the volunteer experience that Pollinate Energy offers to international and Indian students and professionals to work on the most challenging projects in our social business. I also support local staff and Pollinators in day to day tasks and community visits."









EXPAND

Expand our solution to impact millions

Expansion of our solution is our team's number one priority. We have a high-performing team, a strong fundraising track record, and evidence of our model replicating successfully in new regions. Ultimately, we exist to serve communities who lack access to key products and this goal ensures that we can reach many more of these communities, including outside India.



IMPACT AND INFLUENCE

Maximize impact in our communities and bridge the gap between community needs and product designers/service providers

We are committed to ensuring we provide quality products that genuinely impact our customers' lives. We have an obligation to proactively listen to the needs of the communities we serve, and advocate for better services and products to meet those needs. This will involve both influencing the product design industry and partnering with other service providers to give our communities access to more support than we alone can offer.



POLLINATOR GROWTH

Provide a growth path for Pollinators to achieve their full potential

Our Pollinators are the heart of our organisation. Through their work with us, Pollinators gain professional and personal skills that improve their own lives. By prioritising their training and skills development, we ensure that we are truly helping our Pollinators and rewarding them for the work they do, which will help them in their current and future roles.



CREATE A MOVEMENT

Create a movement of social leaders through our fellowship programs

We are excited about developing a network of individuals and groups to foster further change in the world. Through our programs we inspire and mentor students and professionals to be changemakers and entrepreneurs. We wish to leverage this by continuing to inspire and advocate for social business solutions to tomorrow's problems.



#1 PLACE TO WORK

Ensure staff enjoy working at Pollinate and have access to opportunities

We are a proud to be a very motivated, engaged and inspired team! By focusing on building a great workplace, we are making a conscious decision to hold onto what excites us about being small even when we grow big. This means effective inter-office communication, face-time with our team, being inclusive, and being agile and responsive to new ideas.





EXPAND OUR SOLUTION TO IMPACT MILLIONS

- Open two more cities
- Staff and Fellows review three new markets for expansion



MAXIMISE IMPACT AND BRIDGE THE GAP WITH NEW PRODUCTS AND SERVICES IN OUR COMMUNITIES

- Roll out four new highimpact products
- Begin data collection for 2018 Impact Assessment of non-solar light products

PROVIDE A GROWTH PATH FOR POLLINATORS TO ACHIEVE THEIR FULL POTENTIAL



- 70 Pollinators trained and operating, and 1 Pollinator in each city promoted to Assistant Sales Manager
- Build partnerships with skill development organisations to upskill the Pollinators in desired skills including financial literacy and English language.

KEY INITIATIVES FOR 2016-17





CREATE A MOVEMENT OF SOCIAL LEADERS THROUGH OUR FELLOWSHIP PROGRAMS

- Run 12 Professional and Student Fellowship programs and secure additional corporate and university sponsors
- Increase engagement with program alumni through events, speaking opportunities and digital communication

#1 PLACE TO WORK - ENSURE STAFF ENJOY WORKING AT POLLINATE AND HAVE ACCESS TO OPPORTUNITIES

- Re-structure compensation and benefits for staff
- Provide flexible working schedules and more skill development opportunities for staff







POLLINATE ENERGY

DONATE TO
POLLINATE
ENERGY AND
INCREASE OUR
IMPACT



SPONSOR A
FELLOWSHIP
PROGRAM

4



2

SPONSOR
OUR LAUNCH
INTO A NEW
CITY





PARTICIPATE IN A FELLOWSHIP PROGRAM









SPONSOR A CITY

As we expand to new cities throughout India, there are more opportunities for corporate sponsors to be a part of our mission and co-launch a new city with us. As a sponsor you'll receive:

- Exclusive co-branding for that city, including on the shirts worn by Pollinators.
- The opportunity for direct in-India access and a customised Fellowship program for your employees
- Direct access to the Pollinate Energy leadership team in your sponsored city for consultation, reporting, and conferencing.
- Quarterly progress and impact reports
- Opportunities for press stories and conferences as Pollinate Energy tells its story on a global stage
- Media assets (photos and video clips) for your use
- Association with a network of students, professionals and researchers from all over the world that have participated in Pollinate Energy's Fellowship programs.











POLLINATE ENERGY LTD (AUSTRALIA)



Pollinate Energy Ltd (Australia) is the 99% shareholder of Pollinate Energy Pvt (India)

POLLINATE ENERGY PVT (INDIA)



Board of Directors: Scott Watkins, Elena Bondareva, Boris Couteaux and Emma Colenbrander

Function

- Raise funds and seek partners to support organization's work
- · Promote activities of Pollinate Energy India
- Recruit participants for international programs

Obligations

Pollinate Energy Ltd is an Australian registered charity (Company Limited by Guarantee). We report annually to the Australian Charity and Not for Profit Commission (ACNC) and as per Australian tax law conduct an audit of accounts to meet our status as a Medium Charity.

Board of Directors: Alexie Seller, Sanjay Jain, Professor Mukti Mishra, Kaushik Ramanuja

Function

- Operate local headquarters and city offices
- Recruit and train Pollinators
- Procure products
- Provide access to payment plans and products for families in poverty

Obligations

Pollinate Energy Pvt (Ltd) is an Indian registered entity, and also registered in each state of operation, reporting to local and federal authorities. As per Indian tax law we perform a Company and Tax Audit each fiscal year (March end).

NOTES ON OUR STRUCTURE:

The two organizations have the same vision, mission and charter. The Indian entity is wholly owned by our Australian charity, ensuring that any profits derived from our operations in India are re-invested to further the impact of our work on the ground in India.

INDIA SPONSORS













FELLOWSHIP PARTNERS







Photovoltaic & Renewable Energy Engineering Faculty of Engineering



PRO BONO SUPPORTERS

















INCOME BREAKDOWN

FY16 (AUD) Revenue			
Programs	304,533		
Grants	22,002		
General Donations	216,233		
Social product sales	27,753		
Sponsorship	20,631		
Services	43,36		
Pass-through reimbursement	0		
Interest	484		
Total Income	595,972		

Note: Reported finances are for our Australian charity only, not our Indian entity'

EXPENSE BREAKDOWN

FY16 (AUD) Expenses		
Admin	2,846	
COGs	17,894	
Marketing and Promotion	1,130	
Salaries	238,592	
Operations	51,561	
Fundraising	1,650	
Loan repayment/reimbursement	-2,065	
Indian Services	343,364	
Total Expenditure	654,971	

Note: Reported finances are for our Australian charity only, not our Indian entity'

BALANCE SHEET FY16

	FY16 (AUD)	FY15 (AUD)	FY14 (AUD)
ASSETS			
Account	0	0	0
Cash on hand	0	0	0
Accounts receivable	5,704	2,354	8,626
Share capital to PEI Ltd	2,065		
Bank	0	0	0
Regular trading accounts	70,313	109,125	59,968
DGR listed account	49,802	0	0
Total Assets	127,884	111,479	68,594
LIABILITIES			
Credit Card	-155	0	0
Loans	50,000	0	0
Salaries/PAYG/Super due	27,474	28,666	41,533
Accounts payable		1,915	
Total Liabilities	77,319	30,581	41,533
EQUITY			
Previous year's earnings	109,565	68,595	60,133
Current year earnings	-58,999	40,970	8,462
Total equity	50,566	109,565	68,595
Total Liabilities and equity	127,885	140,146	110,128



Annual Report 2016

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