



SUSTAINABILITY IN SERVICE DELIVERY

March 2021

Our vision, mission and action



Vision

Empowered rural communities through **IN**tegrated **EN**ergy **SU**pply **S**ystems.

Mission

Eradicate energy poverty and unlock economic potential of rural communities by innovating in the mini-grid sector.

Action

We transform the mini-grid sector through advising on policy and regulation, creating cutting edge business models and providing technology transfer.

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Introduction

INENSUS GmbH believes in the principle of sustainability and takes every effort to ensure it in the delivery of its services. This includes ensuring sustainability in business, financing, technical and managerial capacities, continued impact assessment and learning beyond the duration of our consultancy and, where applicable, of any development support provided by any international development agencies. We therefore endeavour to develop models and processes that foster ownership by local and/or organisational stakeholders and beneficiaries. As such we work along the principles presented in the following chapter, to ensure sustainability of our delivered work.

Our values

Our values are inspired by the vision of a world where all people are able to fulfil their potential, and by our mission to fight energy poverty and foster economic development of rural communities. Our company and individual team members are committed to upholding these values in our daily work.



RESPECT



INTEGRITY



CUSTOMER FOCUS



RELIABILITY



PURPOSE



COLLABORATION



SUSTAINABILITY

Sustainability Principles

Financial Sustainability

The main goal is to create sustainable financing models, either through private sector participation and investment or through sustainable publicly funded and/or managed options, or a blend of the two. Our approach therefore involves rigorous financial and economic feasibility analysis of any business or delivery models to ensure long term viability and profitability. We also endeavour to deliver approaches that can strengthen local or organisational ownership to support any projects or programs beyond the support from any consultants or international aid organisation, if any.

Our focus is to build approaches that can ultimately lead to greater economies of scale and result in co-benefits of income generation and job creations to boost local economies and facilitate their integration into national and international economic channels.

Political and Legal Sustainability

A lack of political will, or lack of legal and institutional structures can hinder the development and implementation of any project or program. Our approach to service delivery involves mapping of key stakeholders that can both facilitate and hamper development or implementation activities. Through this exercise we leverage the support of the most motivated stakeholders and work towards sensitizing the others to also garner their support and capacities. One of our considerations when developing any advisory is to ensure that any plan or project can be sustained or adapted despite changes in leadership or political and ministerial mandates.

Further, we also analyse legal and regulatory frameworks to understand gap areas and areas where synergies can be built. Any approach developed by us would address any such existing gaps and work towards leveraging these opportunities to create synergies. The ultimate goal of this exercise is to ensure that no plan is developed in silos, but takes account of and responds to the legal and institutional realities of a country.

Cultural Sustainability

Any project which does not take account of and respond to local realities cannot be sustained beyond a certain time period. We therefore endeavour to understand the cultural context within which a program or business is to be implemented and develop ideas and concepts that not only fit within said cultural context but also identify opportunities and harness the capacities of local institutions and beneficiaries. This creates social acceptance and buy in from the community which ultimately supports the sustainability of the project.

We are also sensitive to the fact that policies affect men and women differently, and the benefits of any development program or commercial venture are also often not experienced equally by both genders. Our aim is to remain sensitive to this reality and ensure development of models which are non-discriminatory, non-gendered, and the benefits of which are easily accessible to all beneficiaries.

Environmental Sustainability

Our aim is to design and adapt our models and approach to local environmental conditions, which may include environmental resources, and hazards. Technologies and skills should be locally suited and resilient towards the adverse effects of climate change. Although our services primarily focus on energy solutions in different settings and contexts which has a direct impact on climate change mitigation, we are also aware that building approaches that adapt to climate change is also crucial. We therefore aim to design concepts that can mitigate risks and support more energy efficient development.

Transparency and Accountability

There can be no sustainability without accountability. We therefore ensure that any processes developed by us are transparent and accessible, and clearly indicate the agencies responsible for implementation and redressal of any grievances. This further fosters trust amongst beneficiaries and incentivises investment and participation in any planned activities.

Implement-Assess-Plan-Implement

After implementation of any project, regular data collection and evaluation to further inform processes and activities is important for maintaining the sustainability of any business or project. This can also strengthen organisational capacity, performance and accountability.

We therefore aim to foster a continued cycle of monitoring and evaluation to learn lessons from previous implementation, to take account, and to adapt flexibly to any arising challenges at all times. Our approach is to understand the needs of our clients and beneficiaries by understanding their overarching goals, what they intend to achieve through any intervention or activity, and establishing indicators based on efficiency, effectiveness and impact which respond to these overarching goals. We also ensure that any M&E concept we develop has a defined system of data collection related to indicators, systems for recording and analysing such information, and ultimately for informing further activities.

Feedback and Contact

Our ambition is to ensure sustainability in the delivery of our services, with regards to our total impact on the societies, the environment and the economies of our project locations. In line with this ambition, we will continue to listen, learn, adapt and improve our business operations. We appreciate feedback from our stakeholders on our sustainability principles and always strive for continuous improvement.

For comments, questions or suggestions, please contact:



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Last Update:
March 2021