



# Mainstreaming Social Performance in Microfinance: Implementing the “double-bottom line”

## DRAFT PROGRAMME SAVINGS AND CREDIT FORUM

FRIDAY, 2<sup>ND</sup> JULY 2010

9:00 REGISTRATION AND COFFEE

9:15 **OPENING & INTRODUCTION**  
PETER TSCHUMI, SDC

### MICROFINANCE INSTITUTIONS MAINSTREAMING SOCIAL PERFORMANCE

9:30 **SOCIAL PERFORMANCE MAINSTREAMING AT MFI LEVEL WITH FOCUS ON CLIENT PROTECTION**  
LAURA FOOSE, SOCIAL PERFORMANCE TASK FORCE, AND ROBIN RATCLIFFE, THE SMART CAMPAIGN, CENTER FOR FINANCIAL INCLUSION AT ACCION INTERNATIONAL

10:00 **CASE EXAMPLE: CLIENT PROTECTION HELP CENTRE IN BOSNIA**  
NEJIRA NALIC, MI BOSPO (NOT YET CONFIRMED)

10:15 **Plenary Discussion**

10:45 **BREAK**

11:00 **SOCIAL PERFORMANCE INDICATOR AUDIT TOOL FOR MFIS AND SOCIAL AND FINANCIAL PERFORMANCE CORRELATION STUDIES**  
CECILE LAPENU, CERISE, AND DAVID DEVEZ, INCOFIN

11:20 **SOCIAL RATING TOOL FOR MFIS AND QUALITY STANDARDS OF SOCIAL RATINGS**  
(SPEAKER NOT YET CONFIRMED)

11:40 **Plenary Discussion**

12:00 **LUNCH BUFFET**



## MICROFINANCE INVESTMENT VEHICLES MAINSTREAMING SOCIAL PERFORMANCE

- 13:30 **SOCIAL PERFORMANCE MAINSTREAMING AT MIV LEVEL**  
XAVIER REILLE, CGAP
- 13:45 **SOCIAL PERFORMANCE REPORTING BY SELECTED MIVs:**  
**RESPONSABILITY** BY CÉCILE KOLLER, **RESPONSABILITY**  
**FIDES** BY KONRAD ELSÄSSER, **FIDES**  
**SYMBIOTICS** BY ROLAND DOMINICÉ, **SYMBIOTICS**
- 14:15 **Plenary Discussion**
- 14:45 **BREAK**
- 15:00 **INVESTOR SOCIAL PERFORMANCE INDICATOR AUDIT TOOL AND THE**  
**EXPERIENCE OF OIKOCREDIT**  
CECILE LAPENU, CERISE, AND GING LEDESMA, OIKOCREDIT
- 15:20 **PILOT COMPREHENSIVE RATINGS OF THREE MIVs**  
FRANCES SINHA, M-CRIL
- 15:40 **IMPORTANCE OF SOCIAL PERFORMANCE FOR PRIVATE AND INSTITUTIONAL**  
**MICROFINANCE INVESTORS**  
PATRICK ELMER, CREDIT SUISSE
- 15:55 **Plenary Discussion**
- 16:20 **WRAP-UP**  
HANS RAMM, SDC
- 16:30 **CLOSING**