



CARE CO-OPERATIVE

SAVINGS AND CREDIT SOCIETY LIMITED

ANNUAL REPORT

2020



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CARECOOP Operational Highlights 2020



2020 YEAR IN REVIEW

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2020 ANNUAL FINANCIAL STATEMENTS

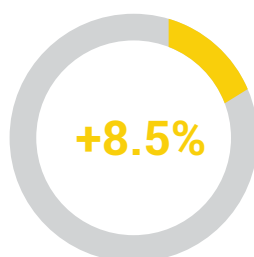
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ELECTION RESULTS

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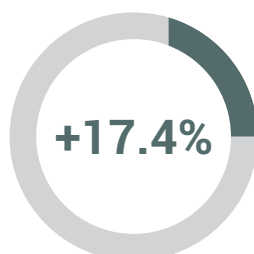
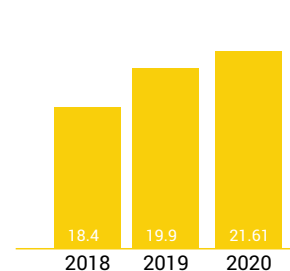


TOTAL REVENUE

2020 > ZMW21.61m

2019 > ZMW19.9m

2018 > ZMW18.4m

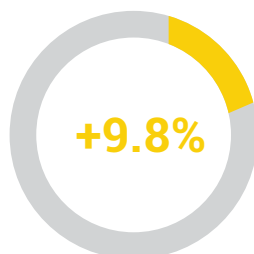
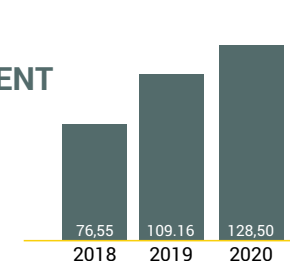


LOAN DISBURSEMENT

2020 > ZMW128m

2019 > ZMW109m

2018 > ZMW76m

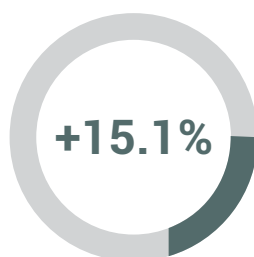


ACTIVE MEMBERS

2020 > 4,810

2019 > 4,380

2018 > 4,278

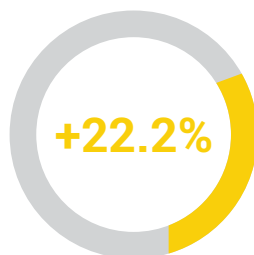
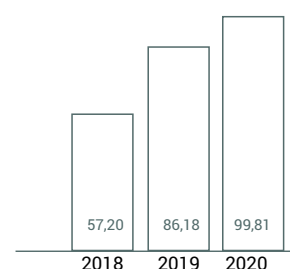


LOAN PORTFOLIO

2020 > ZMW99m

2019 > ZMW86m

2018 > ZMW57m

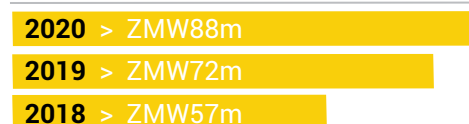


MEMBER SAVINGS

2020 > ZMW88m

2019 > ZMW72m

2018 > ZMW57m





About Us

Over 25 years ago, Care Co-operative Savings and Credit Society Limited (CareCoop) began providing savings and loans to its members. Our longevity is a testament to our innovation and our ability to evolve with our members. Over time, we have transformed from a small Co-operative of 50 members drawn from three founding member organisations, Care International, Plan

International and Pulse Holdings Limited, to being the largest Savings and Credit Co-operative (SACCO) in the country drawing more than 4,500 members from more than 80 member organisations.

Operating under the Co-operative statute of 1998, CareCoop offers affordable financial services and products with the main objective of encouraging savings from its members and advance them with loans for development and any emergencies. We have more than 15 loan products with varying pricing and tenures to offer our members various options that meet their financial needs and status.

Vision

Our vision is to be the leading and dynamic Co-operative in Zambia offering affordable financial services and products to our members.

Mission

Based on our core values of accountability, transparency, integrity, respect, excellence, and commitment, the Mission of CareCoop is to provide affordable and flexible financial services and products to members through savings, loans and investments in an efficient, effective and transparent manner to enhance members' standards of living.

CareCoop Board Chairman's 2020 Report

Invited guests, honourable members, ladies and gentlemen. I have the pleasure to welcome you all to the 26th Annual General Meeting (AGM) of Care Cooperative Savings and Credit Society Limited (CareCoop).

The year 2020 was challenging as we had to take decisive actions to refocus our business on members, making us more relevant than before and laying a strong foundation for further success. This was despite the devastating impact brought about by the COVID-19 pandemic not only to CareCoop, and our society but to the whole world.



Mr Lane-Lee Lyabola

1 Zambian Economic Environment

Zambia's economic growth remained subdued in the first half of the year and this is largely attributable to the COVID-19 pandemic and the electricity rationing programme which exacerbated already existing vulnerabilities. Higher energy and food prices, combined with the depreciation of the Kwacha, meant inflation rose to 19.2% at the end of December 2020 from 12.5% in January 2020.

To maintain stability in the financial services sector and encourage local borrowing, Bank of Zambia revised the monetary policy rate downwards from 10.3% in August 2019 to 8.0% as at August 2020. However, the average lending rate rose from 25.4% to 26.4% during the same period. Although the banking sector remains stable in terms of capital adequacy positions, earning performance and improvement in liquidity, profitability had declined due to higher provisions for non-performing loans (NPLs). The ratio of NPLs to total loans rose to 12.6% in July from 8.9% at the beginning of the year as businesses struggled to repay loans in the wake of COVID-19, exceeding the prudential threshold of 10.0%.

2 Financial Performance

The consequences of the COVID-19 pandemic are apparent in our results for the year. Yet, even in this challenging environment, I am pleased to report that gross revenue earnings increased to ZMW21.61 million against ZMW19.92 million recorded in 2019.

Interest income of ZMW17.16 was lower in comparison to the previous year ZMW18.11 million. The earnings continue to be weighed by widening non-interest expenses which reflect COVID-19 effects and inflation. Nonetheless, we were on track in cost containment with impairment cost reducing from ZMW1.8 million in 2019 to ZMW0.154 million in 2020.

During the year, we adopted various risk mitigating measures and re-enforced collections processes. I am delighted to report that the outcome of these measures saw an improvement in our collections as they stood at an average of 97%, compared to 93% recorded in the previous year. This reflects the pledge made at our last AGM to intensify collections and ensure timely repayments.

Despite other lenders adjusting their rates upwards during the year, CareCoop continued lending its loans at an average interest rate of 1.24% per month for the benefit of our members. However, the Board will continue to monitor the lending rates in the coming year.

3 Membership Growth

CareCoop membership at the end of 2020 stood at 4,810 from 4,360 members recorded as at end of 2019, representing a 10.32% increase. Member attrition significantly reduced by 66% from 383 in the previous year to 129.

4 Savings Portfolio

During the year ended 2020, CareCoop member savings contributions increased to ZMW88.39 million from ZMW72.09 million in 2019 representing an increase of 23%, a big achievement considering the challenges our members encountered during the year. However, we will continue to encourage and appeal to our members to save more as our operating model is reliant on member savings and contributions as a source of funding.

5

Loan Portfolio

The loan portfolio grew to ZMW99.81 million in 2020, from ZMW86.18 million in 2019, representing an increase of 13.65%. This was mainly due to the growth in loan disbursements by 17%, from ZMW109 million in 2019 to ZMW128 million in 2020.

6

Share Capital and Dividends

Members' Share Capital has remained at ZMW12.4million, as reported in the previous year. Sale of shares among members continued in the year with CareCoop facilitating the transactions since the close of the last share float in September 2019. The reconciliation status for the shareholders with unclaimed dividends progressed in the year and special thanks to the members that were helpful in aiding the CareCoop make positive strides during this exercise. The verification will continue and all shareholders without updated details will have their dividends paid into savings accounts with CareCoop.



7

Update on Status of Insurance Business

At the AGM in 2016, the CareCoop Shareholders approved the floating of shares to raise capital for the purpose of venturing into a general insurance company as a business diversification and growth plan. As a result, a total of ZMW12.4 million was raised from the various shares sold against a target of ZMW10 million. At the time, capital requirement was ZMW1.5 million and the operating environment was deemed favourable and presented an opportunity for CareCoop. However, over time, the insurance landscape has evolved and an assessment of the current requirements and conditions for the insurance business requires capital of ZMW10 million and employment of insurance specialist. In Addition, the share premium fund has over the years been gradually used to fund growth of the current business which could not sufficiently self-sustain the growth in loan demand. The Board, working with Management, will therefore, develop financial models and funding options for presentation at the next AGM to enable achievement of the strategy to diversify operations with realistic timeframes for execution. The plan is meant to allow for capital raised through share float to be steadily ringfenced.

8

Strategic Plan Implementation

Having long understood the importance of member engagement, convenience and continuous development of solutions and services to meet changing member needs, we launched an electronic portal which allows our members to access their loans and savings statements. The Dashboard also enables our members to view the shareholding status and loans transaction history. We will use this opportunity to connect with our members and address any resulting questions they may have.

In the same vein, loan disbursement turnaround time improved from an average of 6 days to 3 days. To further improve this process, CareCoop signed a partnership with Zazu Africa meant to introduce a secure, efficient and transparent electronic payment system to streamline and automate payments to our members through MasterCard debit Cards. This will see an improved loan turnaround time, enhanced customer service and increase in revenue from transactional fees by Zazu vendors. Our members do not pay any transaction fees for using this card. Our partnership with Rephidim Estates is empowering our members with land acquisition at affordable cost. CareCoop also introduced Life Assurance through a voluntary Embedded Funeral Benefit cover for its members and their spouses. In all our partnerships, the response from our members has been positive and we sincerely extend our gratitude for this support.

The Board and Management has since embarked on partnerships to be launched in 2021 with Minet Insurance brokers for the provision of Life and General Insurance products; and another one for broadband and electronic gadget financing. Our members will enjoy access to affordable insurance, broadband and modern gadgets, with CareCoop earning additional income. Much of the work in ensuring these partnerships were concluded in 2020 and will be actualised in 2021.

9

Directors' Elections

Directors John Sinyangwe, Daniel Banda and Elizabeth Makeche Mbao completed their respective three-year terms on the Board. I would like to take this opportunity to thank the three Directors for the valuable contributions they made during their first tenure on the Board of Directors.

10

Status of Directors and Management Savings and Loans

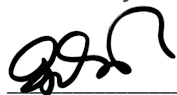
To lead by example and champion a culture of transparency, compliance to policies and good governance, I spearheaded an initiative, through the Audit & Risk Committee, to introduce a review of savings and loan status of all Directors and senior management team. I am glad to report that there are currently no violations to CareCoop policy requirements, and this review will continue to be undertaken and reported every quarter.

11

Appreciation

On behalf of the Board of Directors, I would like to thank everyone associated with the CareCoop for your collective strength, resilience and support in what has been an extraordinary year. Our Members, the Board, Management and staff played very important roles in anchoring the CareCoop on a solid platform for continued future growth. I look forward to 2021 with enthusiasm.

Lane-Lee Lyabola,



Board Chairman



The Board of Directors



Chairperson

Mr Lane-Lee Lyabola
MSc, BBA, DipM, MCIPS, MCIM



Vice Chairperson

Ms Monica Mutesa
MSc, BA



Board Secretary

Mr Daniel Banda
MMC, BMC, LLB



Vice Secretary

Dr James Zulu
PhD, MA, MPH, MBA



Board Treasurer

Mr John Sinyangwe
ACCA, AZICA



Vice Treasurer

Mr Kudakwashe Mucheka
ACCA, Sage Certified Consultant



Board Member

Ms Rose Lungu
MEDA, BSc Computing Science, NaTech,
MCSA, A+, Networking+



Board Member

Ms Mary Banda
FZIPS/MCIPS



Board Member

Ms Hellen Chirwa
MPH, BSc



Board Member

Mr Isaac Mwape
MBA, MCOM, BAcc, CIMA

Risk and Audit Committee



Committee Chairperson

Ms Elizabeth Makeche Mbaio
FCCA, FZICA



Committee Member

Ms Matilda Nkashi
MBA, FCCA, FZICA



Committee Member

Mr Kelly Siame
MSc PPM, BAcc, FCCA, FZICA

The Management Team

The General Manager reports to the Board of Directors and is assisted by senior management staff who include the Finance Manager, Business Development Manager and the Internal Audit Manager.



Notice of Annual General Meeting

NOTICE is hereby given that the 26th Annual General Meeting (AGM) of the Care Cooperative Savings and Credit Society Ltd in respect of the year ended 31st December 2020 will be held on Saturday, 27th March 2021 at Radisson Blu Hotel, in Lusaka at 08:30 hours to transact the following business:

1. Welcome Remarks
2. Adoption of Agenda
3. Review, Correction and Adoption of 25th AGM minutes
4. Board Chairperson's Speech
5. Speech by the Guest of Honour- Ministry of Commerce, Trade and Industry
6. Auditor's Opinion on 2020 Audited Financial Statements
7. Presentation and Adoption of 2020 Audited Financial Statements
8. Declaration of Dividend and Interest
9. Appointment of Auditors
10. Risk and Audit Committee's Report
11. Consideration of Board of Directors' Remuneration
12. Amendments to the By-Laws
13. Election of Board Members
14. Election of Board Chairperson and Vice Chairperson
15. Closing Remarks, Prayer and Lunch

Issued by Order of the Board on 5th March 2021



Daniel Banda (Mr)
BOARD SECRETARY



STATEMENT ON CORPORATE GOVERNANCE

The CareCoop Board is committed to upholding tenets of good corporate governance and is accountable to all stakeholders, including the shareholders, members and employees. The Board prioritises the maintenance of the highest standards of integrity, transparency and accountability.



The Board of Directors

The Board of Directors is responsible for the overall corporate governance of CareCoop and aims to align and maximise effort and decision-making across the organisation to ensure that strategic objectives are achieved and decisions are made within the risk appetite set by the Board.

The key functions of the Board includes establishing and overseeing the desired organisational culture and values for CareCoop, testing and approving strategy, setting policy, monitoring financial performance (including approving the annual budget) and also monitoring non-financial performance. In addition to setting risk appetite, the Board also monitors risk and compliance.

At the CareCoop 25th AGM held on Saturday, 29th August 2020, Ms Monica Mutesa (Vice Chairperson) and Dr

James Zulu were elected to serve on the Board while Mr Lane-Lee Lyabola (Chairperson), Ms Mary Banda and Mr Kelly Siame (Audit and Risk) were re-elected to the Board of Directors for three year terms.

During the year under review, Board members for CareCoop were; Mr Lane-Lee Lyabola (Chairperson), Ms Monica Mutesa (Vice Chairperson), Mr Daniel Banda (Board Secretary), Dr James Zulu (Vice Secretary), Mr John Sinyangwe (Board Treasurer), Mr Kudakwashe Mucheka (Vice Treasurer), Mr Isaac Mwape, Ms Helen Khunga Chirwa, Ms Mary Banda and Ms Rose Lungu. The Audit and Risk Committee Directors included Ms Elizabeth Makeche Mbao (Chairperson), Ms Matilda Nkashi (Secretary) and Mr Kelly Siame. The General Manager, Ms Mutinta Lumayi is a Board ex-officio.

Board Committees

The Directors seek to achieve best practice in corporate governance and accountability through the standing Board Committees which assist the Board of Directors in the execution of its responsibilities. These committees are guided by the By-Laws and Board Charter which define their respective objectives, powers, roles and responsibilities.

The standing committees are the Audit and Risk Committee, Finance and Operations Committee, Loans and Savings Committee and the Education and Shares Committee. To better understand the operations of CareCoop, the Board receives regular management reports, presentations and briefing papers on key aspects of CareCoop through these Committees.

Audit And Risk Committee

The objective of the Audit and Risk Committee is to assist the Board of Directors in fulfilling its statutory and fiduciary responsibilities relating to accounting and reporting practices of CareCoop. The Committee advises on the establishment and maintenance of an overall framework of internal control and appropriate ethical standards for the management of CareCoop. The Committee gives the Board additional assurance regarding the quality and reliability of financial information. The Audit and Risk Committee also embraces CareCoop's risk management programme.

The Audit & Risk Committee comprises one appointed and two elected Directors. During the year under review, Ms Elizabeth Makeche Mbao was the Chairperson while Ms Matilda Nkashi and Mr Kelly Siame were members of the Committee. The General Manager and the Internal Audit Manager attend Audit and Risk Committee meetings.

Risk Management

The focus of risk management in CareCoop is on identifying, assessing, mitigating, managing and monitoring all known forms of risk across the organisation. Management is involved in a continuous process of developing and enhancing its comprehensive systems for risk identification and management. The risks to the business encompass such areas as the economic factors, interest rates, people skills, and general operational and financial risks. The major risks are the subject of the ongoing attention of the Board and are given particular consideration during Board meetings.

The management of operational risk is a line function, conducted in compliance with a comprehensive set of policies and standards to cover all aspects of operational risk control. Performance is measured on a regular basis by means of both self-assessments and audits. In addition, CareCoop promotes on-going commitment to risk management and control by both internal and externally organised risk management and safety systems.

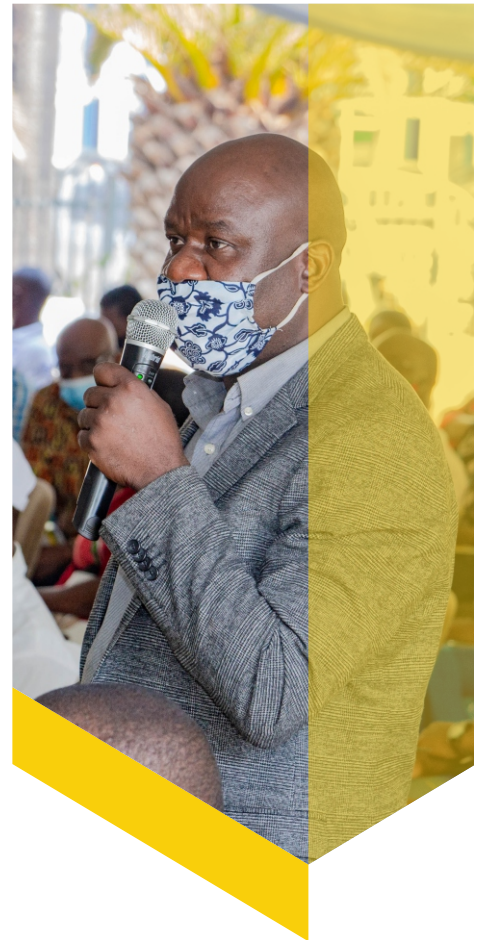
Finance And Operations Committee

The Finance and Operations Committee's key objective is to maintain CareCoop's financial stability through sound management practices. The Committee also gives an oversight role while ensuring operations are run within approved budgets and as per the strategic plan. Additionally, the committee is responsible for information technology and implementing prudent human resource practices as provided by the law.

The Finance and Operations Committee continued to address major financial issues facing CareCoop. Given the onset of the Covid-19 pandemic and the

economic indicators, the annual budget and overseeing the long-term portfolio performance received much of the Committee's focus throughout 2020.

During the year under review, Mr Isaac Mwape served as Chairperson, while Mr John Sinyangwe and Mr Kudakwashe Mucheka were members of the Committee. The General Manager and Finance Manager attend the Committee meetings.



Loans And Savings Committee

The Loans and Savings committee is mandated to provide oversight over CareCoop's Credit and Savings Policies and management of credit risk through identification, assessment and monitoring of credit risks.

Members of the Committee in the year included Ms Rose Lungu who served as Chairperson with Mr Daniel Banda and Dr James Zulu as members. The General Manager and Business Development Manager attend the Committee meetings.

Education And Shares Committee

The Education and Shares Committee leads the members' education agenda. The Committee's focus is to ensure that all members are aware of the opportunities to grow themselves in partnership with CareCoop.

During the year under review, Ms Helen Khunga Chirwa served as Chairperson while Ms Monica Mutesa and Ms Mary Banda were members. The General Manager and the Business Development Manager attend meetings of this Committee.

Internal Control Framework

The Board acknowledges that it is responsible for the overall internal control framework but recognises that no cost-effective internal control system will preclude all errors and irregularities. To assist in discharging this responsibility, the Board has instigated an internal control framework which can be categorised under the following headings:

i. Corporate Strategy

There are clearly defined short, medium and long-term strategic objectives set and reviewed by the Board of Directors on at least an annual basis and an operational strategic plan developed by management to meet these objectives. Strategic issues are considered at each meeting of the Board of Directors.

The CareCoop Strategic Plan 2019/21 is built around four high-level strategic themes or pillars of excellence and define what major strategic thrusts the organization will pursue to achieve its vision. The strategic themes apply to every part of our organization covering all four of the balanced scorecard perspectives; financial, customer, internal process and organizational capacity.

ii. Financial Reporting

There is a comprehensive budgeting system with an annual budget approved by the Board. Actual results are reported against budget and revised rolling year end forecasts are prepared.

iii. Quality And Integrity Of Personnel

CareCoop's policies are detailed in various policy and procedure manuals. New policies and procedures are developed, or amendments made to existing policies and procedures, as the need arises.

iv. Investment Appraisal

CareCoop has clearly defined guidelines for capital expenditure. These include annual budgets, detailed appraisal and review procedures and due diligence requirements.

v. Management Authority Limits

CareCoop has clearly defined financial authority limits for management positions in relation to capital expenditure, staff direct expenses and general expenses.



Strategic Plan Implementation Review

During the course of the year, the Board and management remained focused on progressing the strategic plan and implemented several initiatives. Key highlights of this growth over the year is as shown below:

Grow The Cooperative Through Membership Recruitment And Retention By 2021	Embrace Corporate Governance Principles Through The Development And Implementation Of Policies And Procedures	Embrace Technology Through The Development And Implementation Of Effective And Efficient Systems By 2021	Recruit And Retain Skilled Staff By 2021	Develop And Implement A Risk Management Framework By 2021	Develop And Implement A balanced responsible investment plan by 2021
<ul style="list-style-type: none"> Recruited 579 members which is 132% above annual target of 250 Member Satisfaction score of 73% from 65% in 2019 Rolled out new products and repackaged existing ones Introduced an optional member funeral plan Signed partnership with Zazu Africa to offer Master Card debit cards Signed Rephidim land partnership 	<ul style="list-style-type: none"> Board involved in approving strategy Clear lines of responsibility are set and enforced through the Charter and various policies Risks generated by operations are adequately managed through risk review 	<ul style="list-style-type: none"> Operational excellence through inclusion of digital means in our service delivery; Launched e-portal for access of savings, loans and share statements Turnaround time in disbursing loans has reduced from averages 6 days to 3 days. Improved internal efficiency through automated loan aging and replaced manual posting with CSV automated system Embarked on roll out of an automated work flow system internally 	<ul style="list-style-type: none"> Enhanced employee expertise Increased employee productivity Improved use of technology Improved thought leadership 	<ul style="list-style-type: none"> Up to date Risk Registers in place Covid-19 Crisis Management and Business Continuity Plan in Place 	<ul style="list-style-type: none"> Defined investment portfolio through development of an Investment policy Cost containment Increased acquisition in targeted markets to increase revenue

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- ✓ **Solar pump kits** for a range of depths and flow requirements
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- ✓ **Tanks and stands** to complete your set-up
- ✓ Delivery, installation, training, and warranty*

RTO Quick Facts

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in
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across multiple
provinces

92%
of clients
report improved
quality of life
– Acumen Lean Data

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solar pumps
installations

*Terms and conditions apply

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2020 Highlights

We have pleasure in presenting to you the reports and financial statements for 2020, a year that has tested us all but has also provided us with an opportunity to improve our resilience and point of difference as a Co-operative.

1 EDUCATION & SHARES

Share Status

CareCoop aggressively pursued the share register clean-up exercise in the year 2020. This was in a bid to ensure that dormant shareholders are contacted and encouraged to reactivate their status. Various initiatives were employed to achieve this, including the publication of the inactive shareholder listing in two widely read newspapers. This initiative yielded significant results as many shareholders reached out to CareCoop to submit new KYC information for updating.

As of 31st December 2020, the total number of shareholders stood at 1,724 with a total of 42,636 shares. The Co-operative recorded several share transfer transactions during the year, and this saw changes in the number of shareholders. The change is expected to continue as members are constantly buying and selling shares among themselves. To facilitate these transactions, CareCoop developed a share trading platform where buyers and sellers are linked.



Growth in Membership

The inception of the COVID 19 global pandemic presented significant marketing and member engagement challenges for CareCoop, limiting physical recruitment activities during the year 2020. Changing the way we conduct these activities to virtual platforms, Zoom engagements were conducted throughout the year to ensure that membership growth continued. Individual members grew from 4,360 members reported at the beginning of the year to a net growth of 4,810, representing a total of 10.32% growth, compared to 2% net growth recorded in the last reporting year 2019.

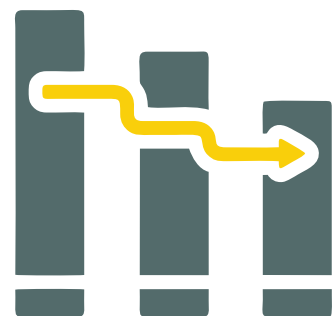
The number of member organizations equally recorded considerable growth from 81 organizations reported at the beginning of the year to 89, representing a growth of 10%. CareCoop will continue to deliberately and strategically drive a growth agenda that encourages both risk mitigation and allows for an adequate capacity utilization to ensure efficiency in operations.



Membership Attrition

CareCoop has continued to strive for a considerably low rate of attrition to safeguard the strategic growth agenda. Member retention strategies are continuously employed through our various engagements that allow for a two-way communication and feedback provision to guarantee good customer service and reduce any information gaps between CareCoop and its members.

CareCoop recorded a total member cessation of 129 in 2020, representing 66% improvement in comparison to the 383 member exits recorded in the last reporting year. All membership withdrawals are mainly attributed to loss of steady income due to non-renewal of employment contracts.





Marketing Promotions and Customer Service

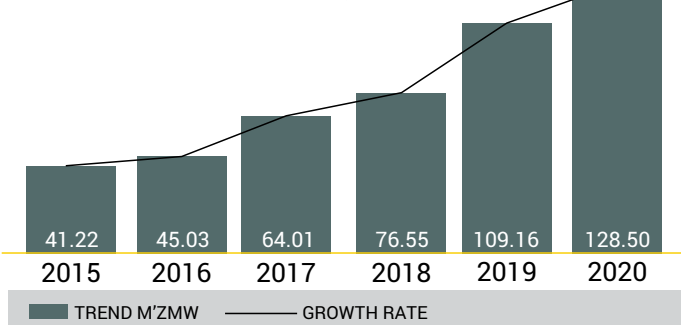
Below, we outline some of the high-level initiatives that were undertaken during the year:

- ✓ Promotional activities: We developed a digital campaign to reach our members with specific messages meant to enable them make informed decisions.
- ✓ Member Satisfaction: Achieved a score of 73% from 65% in 2019
- ✓ New Website: Launched a new website with various additional features and resources that encourage user friendly and self-service, while educating our members by outlining all our services and responding to their frequently asked questions.
- ✓ Operational efficiency:
 - Launched an e-statement online portal designed for our members to access their savings, loans and share statements conveniently.
 - Loan turnaround time reduced from average of 6 days to 3 days.
- ✓ Partnerships are important to us and allow us to expand and enhance our offering to our members:
 - Introduced an optional member funeral plan in partnership with Hollard Life Insurance Company termed "Care Assurance".
 - Signed partnership with Zazu Africa meant to introduce a secure, efficient and transparent electronic payment system to streamline and automate payments to our members through MasterCard debit Cards.

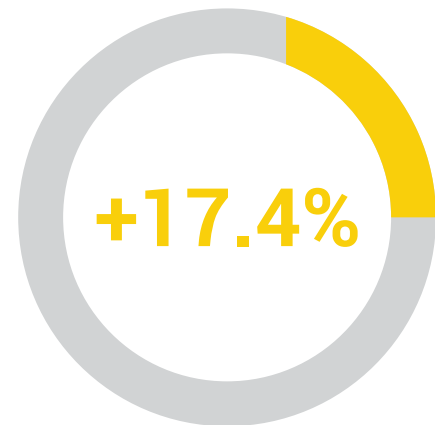


2 LOANS & SAVINGS

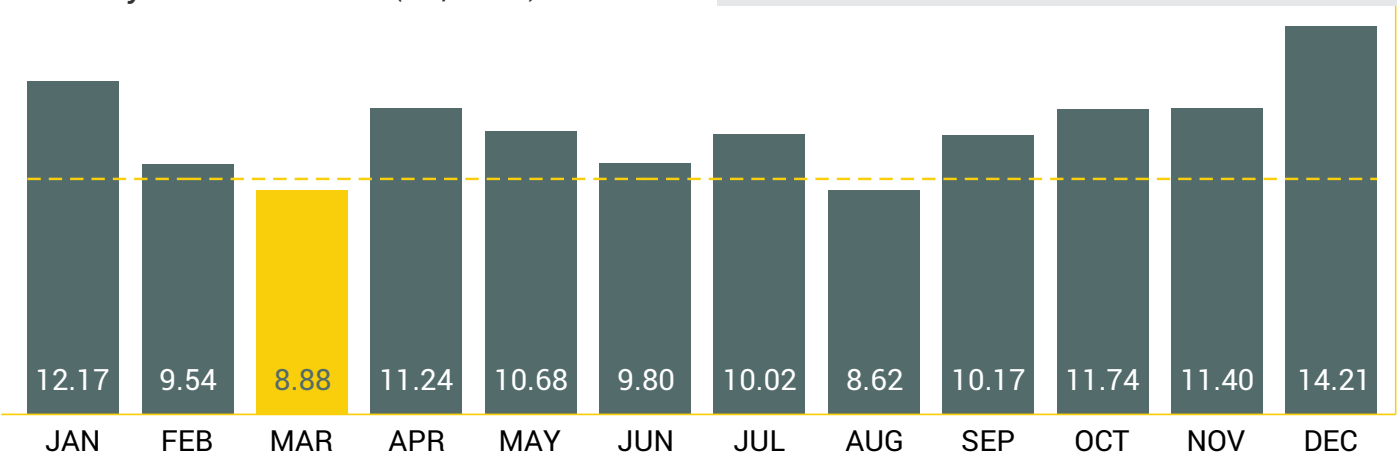
Loan Disbursement (Graph No.1)



During the year under review, a total of 4,481 loans worth ZMW128 million were disbursed. This was an improvement from ZMW109 million and ZMW76.55 million disbursed in 2019 and 2018 respectively.

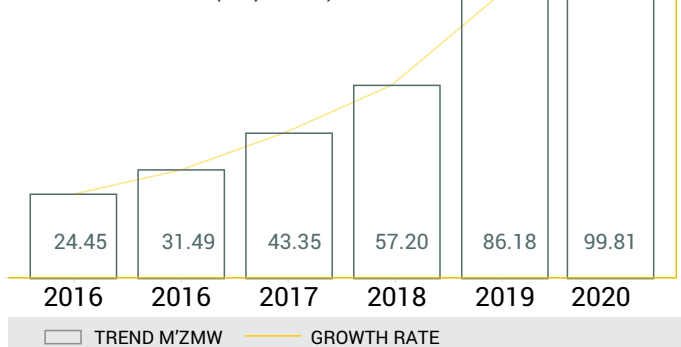


Monthly Disbursement (Graph No.2)



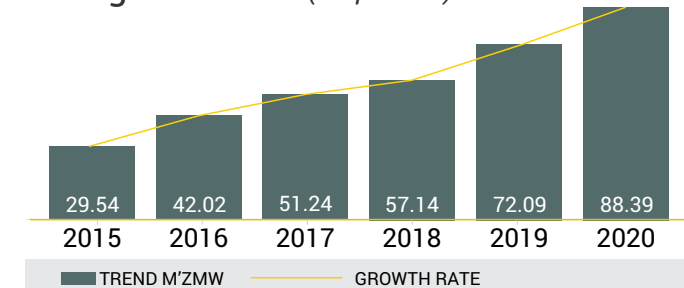
The year 2020 recorded disbursements of ZMW128 million representing a positive variance of 12.7% against the annual disbursement target of ZMW114 million. The last quarter recorded a surge in disbursements as the demand increased.

Loan Portfolio (Graph No.3)



Gross loan portfolio grew by 15.82%, from ZMW86.18 million in 2019 to ZMW99.81 million in the year under review and this was as a result of the high disbursements.

Growth in Savings
Savings Portfolio (Graph No.4)



The savings portfolio recorded a growth of 23% from ZMW72.09 million in 2019 to ZMW88.39 million in 2020. CareCoop is expecting to continue on this growth trajectory as member organizations are expressing interest in the CareCoop Gratuity Savings Scheme.



Collections and Loan Recoveries

CareCoop recorded an improvement in the average monthly collections from 93% reported in the previous year to an average of 97% in 2020. This was as a result of various collection efforts. At the core of these efforts is the strengthened relationship management between CareCoop and its member organizations.

CareCoop Land Loan Partnership

We launched a land partnership in 2020, with Rephidim Estates being our partners for semi serviced plots as we seek more partners in member land empowerment. We are also exploring to include partners for provision of construction material to enable all members who already own real estate to make further developments.

Update on Special Assignments

Mungule: A formal handover was made by CareCoop to all the land owners under the CareCoop Mungule Project. Title conveyancing having been part of the deliverables has since commenced and is expected to be concluded in 2021.

Coop Villa: A site visit with members was conducted and this was an opportunity to verify and align plot locations to owners after a mix up in plot locations. The current records have correct plot numbers and ownership names for title conveyancing.

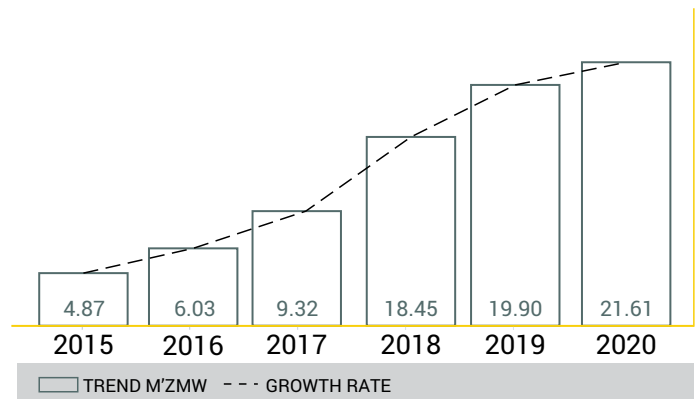
Lusaka Water and Sewerage Company has been contacted to supervise the water and sewer system and Zambia Environmental Management Authority has also given approval for the project.

The Board and management remain committed to ensuring all these land related deliverables are concluded.

3 FINANCE & OPERATIONS

Income

During the year under review, CareCoop recorded income of ZMW21.61 million against income of ZMW19.92 million recorded in 2019, giving a positive variance of 8.48%. The increase in income is attributed to other non-operating income realized from partnerships commissions and Loan Insurance. The loans disbursed increased by 18% from ZMW109 million in 2019 to ZMW128 million in 2020. However, the interest income was lower at ZMW17.16 million for the year 2020 as compared to ZMW18.11 million for 2019 because of the write-off of the unwarranted interest and loan portfolio reconciliations.



Graph No. 5 revenue growth trends for the past six years.

Expenditure

Total expenditure during the year amounted to ZMW16.93 million compared to ZMW14.44 million recorded in 2019, reflecting an increase of 17%. The main contributor to the variance between the two years is attributed to the increased administration and support costs. To improve quality of service delivery, Investments were made in human resources and Information Technology (IT) infrastructure. Additionally, Covid-19 preparedness related costs contributed to the increase in the administration and support costs. Staff related additional costs arising from implementation of the labour requirements in the new Employment Code Act No. 3 of 2019 were recorded for the full year 2020 as compared to the half year for 2019 when the Employment Code was implemented.

Impairment of Loans

In the year under review, CareCoop worked to ensure that management processes, judgements and assumptions are in line with expectations relating to International Financial Reporting Standards (IFRS 9). The provision taken under IFRS 9 is ZMW154,016 compared to ZMW2 million in 2019, using the Expected Credit Loss (ECL) model. The reduction in the impairment cost reflects a higher collection rate of 97% compared to 93% in 2019. Management partnered with TransUnion, a credit reference bureau and now has access to credit history for our members which is very useful in the credit underwriting process. Additionally, Management undertook a clean-up of the loan portfolio for the period 2015-2020. Reconciliations yielded positive results and management wrote off any unjustified interest balances. Furthermore, CareCoop's Core banking system was enhanced to ensure that "Aging and Impairment Report" was generated automatically by the system.

Cost Containment Measures

CareCoop continued to pursue effective cost control measures to improve the income position in the year. This was despite inflation increasing to double digits as well as the Covid-19 pandemic related costs putting pressure on our earnings. The Board and Management remained vigilant, implemented and monitored approved budgets that minimized costs as much as possible without affecting service delivery. Furthermore, certain capital projects were deferred to later dates to manage the cash and expenses better.

Investments

CareCoop continued to look for opportunities to invest excess funds in short term investments to earn interest income. Investment accounts were opened at FNB Bank and CareCoop will explore investing in Treasury bills at Bank of Zambia in the coming year. However, we will continue to prioritise investments in our loan portfolio so that members can continue to access financial services at favourable rates

Status of Tax Deduction on Dividends

In a bid to address shareholder concerns on dividend income being subjected to withholding tax deduction, CareCoop sought the guidance of the Zambia Revenue Authority (ZRA). The position given is that, CareCoop Shareholders should pay withholding income tax on dividend earnings. Penalties can be incurred if there are any breaches recorded in this regard.



Human Resource and Administration

CareCoop endeavours to attract and retain a skilled workforce. The total labour strength as at end of year stood at 21 against the approved establishment of 25. Members of Management comprises the General Manager, Finance Manager, Business Development Manager and Internal Audit Manager. The staff movement and distribution was as provided in table 1 below.

Table 1: Staff Complement 2020

Description	Male	Female	Total
Labour strength as at 01.01.2020	12	6	18
Recruitment	3	1	4
Resignations	0	0	0
Non-renewal of Contract	1	0	1
Promotions	0	0	0
Dismissals	0	0	0
Labour strength as at 31.12.2020	14	7	21

The management team working together with a highly dedicated and motivated staff are striving to build CareCoop as the most effective SACCO, with a resilient and responsive business model that can help our members achieve better development outcomes.

Staff Development

Staff training and development within CareCoop is meant to equip staff with relevant skills to enable them improve on performance and service delivery. CareCoop has maintained a continuous training and development culture creating an all-rounded and better skilled workforce.

Staff Welfare

To improve the social well-being of the staff, several welfare programme have been maintained within CareCoop. These include among others; an enhanced medical cover, group life cover and staff gratuity scheme aligned with the labour requirements. Other staff events that were facilitated include; celebrating staff birthdays and rewarding the most hardworking employee. These activities promoted staff productivity and boosted the team spirit.

Staff Response to COVID-19

During the year under review, CareCoop management continued implementing the guidelines recommended by Health experts on prevention of COVID-19 to safeguard the health of staff. Further, a CareCoop Covid-19 Task Force Committee was formed to be constantly monitoring the situation and making necessary recommendations for implementation.

INFORMATION TECHNOLOGY

E-Statement Portal and Website Enhancements

CareCoop launched a new electronic self-help portal which allows our members to access their loans, savings and share statements conveniently. Our website was enhanced to include an interactive chat link and added helpful resources to improve the experience for our members.

Integrations

Further to the enhancements we are making on the digital front, we have also established a partnership with Zazu Africa for the provision of Mastercard debit cards to our members to allow for efficient bank payments. This will provide multiple avenues to which members can choose from to receive their funds.

Security Enhancements and Disaster Recovery Plan

With all the developments and transformation CareCoop has and will be making on the digital front, much emphasis has been put on security. We still maintain 24/7 monitoring on all our hardware and applications and shall endeavour to provide what is best for CareCoop and the growing membership on the digital front.

CareCoop partnered with Zambia National Data Centre to host a real time back up system for business continuity purposes enshrined in our Disaster Recovery Plans. External IT auditors were engaged to audit the IT infrastructure and perform Penetration test purposed to enhance security, protect IT Investments, and implement effective and efficient systems in line with the strategic plan. To help staff meet members need during the Covid-19 pandemic, IT has implemented a secure VPN connection to enable members of staff work from home effectively and securely.

We will continue making more investments in the IT infrastructure and resources to ensure the growth and operations of CareCoop are enhanced and safeguarded. We shall continue to leverage on IT to improve service delivery to members.

Future developments

IT looks forward to developing a robust platform, by creating an online loan application, investing in cybersecurity awareness and implementation, and securing IT infrastructure systems.

Boarding →



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4 AUDIT & RISK

The Audit and Risk mandate is to ensure that CareCoop is managed effectively, particularly financial information provided and effectiveness of internal controls as guided by policies and the regulatory framework. This is achieved by having an independent Internal Audit function while the Audit and Risk Committee supports the function and takes an independent view of all the processes and policy violation or improvements as recommended.

The Audit and Risk is expected to ensure that CareCoop is ahead of the curve with regards to ensuring that we have insights into what could go wrong (risk), what we need to do to prevent the risk from crystalizing and proactively guiding the Board of Directors on how to go about putting in place measures to safeguard CareCoop.

The summary table no.2 below includes number of significant audit findings that have been outstanding for more than 60 days

Table No. 2 Number of Audit Findings

S/N	Department	Total Audit Findings	Findings Closed	Outstanding Findings	Less than 60 days	More than 60 days
1	Business Development	63	45	18	12	6
2	Administration	6	6	0	0	0
3	Information Technology	23	17	6	0	6
4	Human Resources	8	7	1	0	1
5	Finance	30	29	1	1	0
	Total	130	104	26	13	13

The Audit and Risk Committee wishes to thank all stakeholders for the support rendered to the Committee in the past year. We also wish to commend management for closing out 80% of the total findings during the period under review

Financial Statements

Care Cooperative Savings And Credit Society Limited Annual Report And Financial Statements For The Year Ended 31 December 2020

The directors submit their report and the audited financial statements for the year ended 31 December 2020, which disclose the state of affairs of the Cooperative.

Principal Activities

The Cooperative offers savings and credit facilities to its members

Principal Activities	2020 ZMW	2019 ZMW
Surplus before tax	4,682,821	5,479,934
Income tax expense	-	-
Surplus for the year	4,682,821	5,479,934

Dividend

The directors propose a final dividend of ZMW 71.15 per share (2019: ZMW 84.32 per share) amounting to a total of ZMW 3,043,834 (2019: ZMW 3,561,957).

Directors

The directors who held office during the year and to the date of this report are shown on page 1. A board member cannot hold a position for more than 6 years.

Independent Auditor

The Cooperative's auditor, PKF Zambia Chartered Accountants continued during the year and has indicated its willingness to continue in office in accordance with the Cooperative Societies Act, 1998.

BY ORDER OF THE BOARD



BOARD SECRETARY
LUSAKA

10th March 2021

Statement Of Directors' Responsibilities

The Cooperative Societies Act, 1998, requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Cooperative at the end of the financial year and of its profit or loss for that year. It also requires the directors to ensure that the Cooperative keeps proper accounting records that are sufficient to show and explain the transactions of the Cooperative; that disclose, with reasonable accuracy, the financial position of the Cooperative and that enable them to prepare financial statements of the Cooperative that comply with the International Financial Reporting Standards and the requirements of the Cooperative Societies Act, 1998. The directors are also responsible for safeguarding the assets of the Cooperative and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors accept responsibility for the preparation and fair presentation of the financial statements in accordance with the International Financial Reporting Standards and in the manner required by the Cooperative Societies Act, 1998. They also accept responsibility for:

- i. Designing, implementing and maintaining such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error;
- ii. Selecting and applying appropriate accounting policies; and
- iii. Making accounting estimates and judgements that are reasonable in the circumstances.

The Directors are of the opinion that the financial statements give a true and fair view of the financial position of the Cooperative as at 31 December 2020 and of its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards and the requirements of the Cooperative Societies Act, 1998.

Having made an assessment of the Cooperative's ability to continue as a going concern, the directors are not aware of any material uncertainties related to events or conditions that may cast doubt upon the Cooperative's ability to continue as a going concern.

The directors acknowledge that the independent audit of the financial statements does not relieve them of their responsibilities.

So far as each of the directors is aware, there is no relevant audit information which the auditor is unaware of, and each of the directors has taken all the steps that ought to have been taken in order to become aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the board of directors on 10th March 2021 signed on its behalf by:



BOARD MEMBER



BOARD MEMBER

Report Of The Independent Auditor To The Members Of Care Cooperatives Savings And Credit Society Limited

Opinion

We have audited the financial statements of Care Cooperatives Savings and Credit Society Limited (the Cooperative) set out on pages 8 to 36 which comprise the statement of financial position as at 31 December 2020, the statement of income and expenditure and other comprehensive income, statement of changes in equity, statement of cash flows for the year then ended and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Cooperative as at 31 December 2020, and of its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRS) and the Cooperative Societies Act, 1998.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Cooperative in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Zambia, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The directors are responsible for the other information. The other information comprises the Cooperative information, report of the directors and the schedule of expenditure but does not include the financial statements and our report of the independent auditor thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors for the Financial Statements

The directors are responsible for the preparation of the financial statements that give a true and fair view in accordance with IFRS and the requirements of the Cooperative Societies Act, 1998, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Cooperative's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Cooperative or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Cooperative's financial reporting process.



Report Of The Independent Auditor To The Members Of Care Cooperatives Savings And Credit Society Limited (continued)

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- i. *Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or override of internal control.*
- ii. *Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the appropriateness of the Cooperative's internal control.*
- iii. *Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.*
- iv. *Conclude on the appropriateness of director's use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Cooperative's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our report of the independent auditor to the related disclosures in the financial statements, or if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Cooperative to cease to continue as a going concern.*
- v. *Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.*

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on other legal and regulatory requirements

As required by the Cooperative Societies Act, 1998 we report to you, based on our audit, that:

- i. *we have obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purpose of our audit;*
- ii. *in our opinion proper books of account have been kept by the Cooperative, so far as it appears from our examination of those books; and*
- iii. *the Cooperative's statement of financial position and statement of profit or loss and other comprehensive income are in agreement with the books of account.*

The engagement partner responsible for the audit resulting in this report of the independent auditor is Steve Chibwe - practicing certificate number M/PC0000762.


Chartered Accountants

10th March 2021
LUSAKA

Our Reference: ARLSK/009/21

Statement Of Income And Expenditure And Other Comprehensive Income

	Notes	2020 ZMW	2019 ZMW
Interest Income	2	17,160,599	18,110,518
Fees	3	789,804	731,368
Interest expense	4	(4,728,337)	(3,833,896)
Impairment of loans and advances	5	(154,016)	(1,878,661)
Operating surplus		13,068,050	13,129,329
Fair value gain on investment property	13	276,337	200,546
Write back/(impairment) of receivables and payables		(390,812)	-
Administrative expenses	Sch 1	(10,754,779)	(7,989,938)
Board and committee expenses	Sch 2	(533,000)	(464,866)
Finance costs	6	(365,067)	(273,823)
Net operating surplus		1,300,729	4,601,248
Other income	7	3,382,092	878,686
Surplus before tax		4,682,821	5,479,934
Income tax expense	9	-	-
Surplus for the year		4,682,821	5,479,934
Other comprehensive surplus:			
Items that will not be reclassified subsequently to profit or loss:			
Surplus on revaluation of property, plant and equipment	12	174,633	7,944
Total other comprehensive surplus		174,633	7,944
Total comprehensive surplus for the year		4,857,454	5,487,878
Total comprehensive surplus for the year is attributable to:			
- Retained earnings		3,043,834	3,561,957
- Capital funds		468,282	547,993
- General reserves		936,564	1,095,987
- Educational fund		234,141	273,997
- Revaluation reserves		174,633	7,945
		4,857,454	5,487,879
Dividend:			
Proposed dividend for the year	27	(3,043,834)	(3,561,957)

Statement Of Changes In Equity

	Capital Reserve ZMW	Insurance Fund ZMW	General Reserves ZMW	Educational Fund ZMW	Total Reserves ZMW	Members' Shares ZMW	Share Premium ZMW	Revaluation Reserves ZMW	Proposed Dividends ZMW	Retained Earnings ZMW	Total ZMW
31 December 2019											
At start of year	1,448,303	1,249,194	2,633,669	823,061	6,154,227	1,533,450	8,252,769	691,001	-	3,238,971	19,870,418
Issue of shares	-	-	-	-	-	578,500	4,149,013	-	-	-	-
Dividends - Paid	-	-	-	-	-	-	-	-	-	(3,238,971)	(3,238,971)
- Proposed	-	-	-	-	-	-	-	-	-	-	-
Movement	-	1,021,260	-	-	1,021,260	-	-	-	-	-	1,021,260
Total comprehensive surplus	547,993	-	1,095,987	273,997	1,917,977	-	-	7,945	-	3,561,957	5,487,879
At end of year	1,996,296	2,270,454	3,729,656	1,097,058	9,093,464	2,111,950	12,401,782	698,946	-	3,561,957	27,868,099
31 December 2020											
At start of year	1,996,296	2,270,454	3,729,656	1,097,058	9,093,464	2,111,950	12,401,782	698,946	-	3,561,957	27,868,099
Utilised	-	-	-	-	-	-	-	-	-	-	-
Issue of shares	-	-	-	-	-	27,171	57,315	-	-	-	84,486
Asset impairment - Credit loss	-	-	(5,612,601)	-	-	-	-	-	-	-	(5,612,601)
Dividends - Paid	-	-	-	-	-	-	-	-	-	(3,561,957)	(3,561,957)
- Proposed	-	-	-	-	-	-	-	-	-	-	-
Movement	-	(1,610,459)	-	-	(1,610,459)	-	-	-	-	-	(1,610,459)
Total comprehensive surplus	468,282	-	936,564	234,141	1,638,987	-	-	174,633	-	3,043,834	4,857,454
At end of year	2,464,578	659,995	(946,381)	1,331,199	3,509,391	2,139,121	12,459,097	873,579	-	3,043,834	22,025,022

- Capital reserve represents 10% of appropriated profits for capital expenditure.
- Loan insurance reserve represents 1% of all loans disbursed. It is used for self insurance against possible losses on these loans.
- General reserve represents 20% of appropriated profits set aside to strengthen the capital base of the Cooperative. The negative general reserves was due to writing off of unwarranted interest from 2015 to 2018.
- Educational Fund represents 5% of appropriated profits set aside for the purpose of financing the Cooperative's education, training and information dissemination to members and prospective members.
- Members' shares represent members' residual interest in the assets of the Cooperative after deducting all of its liabilities.
- Share premium reserve represents the amount the Cooperative raised on the issue of shares in excess of the nominal value of the shares.
- Revaluation reserve relates to accumulated surplus on revaluation of property.
- Proposed dividends represents dividends proposed during the year out of appropriated profits.
- Retained earnings represent 65% of the appropriated profits for the year. Retained earnings is carried forward profits plus current year profit less dividends distributed.

Statement Of Financial Position

As at 31 December	Notes	2020 ZMW	2019 ZMW
ASSETS			
Property, plant and equipment	12	3,061,392	2,801,568
Investment property	13	3,438,133	3,764,896
Intangible assets	14	27,811	119,600
Inventory	15	17,390	17,391
Cash and bank balances	16	4,251,736	3,029,164
Loans and advances	17	99,818,921	86,188,515
Other financial assets	18	3,000,000	6,500,000
Other receivables	19	250,878	220,838
Total assets		113,866,261	102,641,972
EQUITY AND LIABILITIES			
Capital and reserves			
Members' shares	10	2,139,12	2,111,950
Share premium		12,459,0971	12,401,782
Revaluation reserves		873,579	698,946
Capital fund		2,464,578	1,996,296
Insurance fund		659,995	2,270,454
General reserves		(946,381)	3,729,656
Educational fund		1,331,199	1,097,058
Retained earnings		3,043,834	3,561,957
Proposed dividend	27	-	-
		22,025,022	27,868,099
Liabilities			
Members' saving	20	88,395,310	72,097,839
Provisions	21	548,520	387,787
Other payables	22	2,897,409	2,288,247
		91,841,239	74,773,873
Total equity and liabilities		113,866,261	102,641,972

The financial statements and the notes on pages 8 to 36 were approved and authorised by the board on the

10th March 2021 and were signed on its behalf by:

BOARD MEMBER

BOARD MEMBER

Statement Of Cash Flows

	Notes	2020 ZMW	2019 ZMW
Operating activities			
Operating surplus for the year		4,682,822	5,479,934
Adjusted for:			
Depreciation on property, plant and equipment		306,831	341,468
Amortisation of intangible assets		121,717	74,234
Net increase in fair value of investment property		(276,337)	(200,546)
Operating profit before changes in operating funds		4,835,033	5,695,090
Increase in loans and advances to members		(13,630,406)	(32,199,738)
(Increase)/ decrease in other receivables		(30,040)	49,255
Increase in inventory		-	382,609
Increase in other payables		609,162	1,120,579
Increase in provisions		160,733	146,233
Net cash used in operating activities		(8,055,518)	(24,805,972)
Cash flow from investing activities			
Purchase of property, plant and equipment	12	(221,638)	(567,770)
Purchase of intangible assets		(29,928)	(150,187)
Purchase of financial assets (maturing after 91 days)	17	(1,679,885)	(5,000,000)
Net cash in inflow/ (out flow) from investing activities		(1,931,451)	(5,717,957)
Cash from financing activities			
Net increase in members' savings		16,297,471	14,592,368
Net increase in members' shares		27,171	578,500
Net increase in share premium account		57,315	4,149,013
Net increase in insurance reserves		(1,610,459)	1,021,260
Dividends paid	26	(3,561,957)	(3,238,971)
Net cash inflow from financing activities		11,209,541	17,102,170
Increase/decrease in cash and cash equivalents		1,222,572	(13,421,759)
Movement in cash and cash equivalents			
Increase/decrease in cash and cash equivalents		1,222,572	(13,421,759)
Cash and cash equivalents at the beginning of the year		3,029,164	16,450,923
Cash and cash equivalents at the end of the year	16	4,251,736	3,029,164

Minutes of the 25th AGM held on 29 August 2020

MEMBERS PRESENT

No	Name	Member Organisation	No	Name	Member Organisation
1	Ms. Aikayo Florence Mulenga	General Member	45	Mr. Edwin Mwanda	CareCoop
2	Ms. Alice Lungu	Plan International	46	Ms. Elizabeth K Chiyende	PATH
3	Ms. Alice Nyirenda	General Member	47	Ms. Elizabeth Mbinga	PATH
4	Mr. Allan Mulenga	Society for Family Health	48	Ms. Elizabeth Maseki Makeche	CIDRZ
5	Mr. Allens Twambo	CIDRZ	49	Ms. Elizabeth T Mubanga	Mac Recruitment
6	Ms. Alinedi Daka	Toyota Zambia	50	Ms. Emma Mwesa	CIDRZ
7	Ms. Annel Silungwe	Pinewood	51	Mr. Emmanuel Chungu	General Member
8	Ms. Alumanda Shakankale	CIDRZ	52	Mr. Emmanuel Musonda	CareCoop
9	Mr. Andrew C Kasempa	Zambart	53	Ms. Enelesi Chani	Pinewood
10	Mr. Andrew Mulenga	PATH	54	Ms. Esnat Mumba	CIDRZ
11	Ms. Angelina Kwiliko	Plan International	55	Ms. Daina Phiri	General Member
12	Mr. Boyd Sitwala	General Member	56	Mr. David Musangu Kombe	General Member
13	Mr. Benson Kapenda	Seafood's & Lake Farm	57	Ms. Deborah Banda Mwansa	Zambart
14	Ms. Bernadette Nyamba Nyambe	CIDRZ	58	Ms. Demetria Masebo	General Member
15	Ms. Brenda Chibawe	PATH	59	Mr. Diamond Daka	CIDRZ
16	Mr. Berston Maambo	General Member	60	Mr. Dziko Williams Phiri	General Member
17	Ms. Bridget Chishimba Mkumba	PATH	61	Ms. Faustina Makiko	General Member
18	Ms. Bridget Lupiya	General Member	62	Ms. Felistas Mwansa Mbewe	UNC GPZ
19	Mr. Burton Sankalimba	IHM Southern	63	Mr. Felix Ngosa	NCA
20	Mr. Bxyn Mulenga Kangololo	Zambart	64	Mr. Fidelity Milambo	CRS
21	Ms. Caroline Nyirenda	CDC	65	Mr. Fitaliano Mumbi	CIDRZ
22	Ms. Cecilia Mulenga	CDC	66	Mr. Francis Nkandu	Zambart
23	Ms. Chepela Ngulube	Zambart	67	Mr. Frank Mbozi	Zambart
24	Mr. Chifundo Chongo	SNV	68	Mr. Freddy T Kasweka	COAG-LPHO
25	Mr. Chibi Mayanja	Discover Health Project	69	Mr. Gilbert Jikubi	Zambart
26	Ms. Chileshe Catherine Kasonde	UNC	70	Mr. Given Cho-ozize	CIDRZ
27	Ms. Chilufya Nyirenda	CIDRZ	71	Mr. Godwin Chigande	CIDRZ
28	Mr. Chilemuna Mporokoso	WWF	72	Ms. Grace Bwalya T Chiyaba	CIDRZ
29	Ms. Chitalu Lyembebe	CIDRZ	73	Ms. Helen Khunga	General Member
30	Ms. Chiwila Melody	General Member	74	Mr. Hilary Mpande	PATH
31	Mr. Chinza Jojomba	CDC	75	Ms. Hope Sichone Banda	CIDRZ
32	Mr. Chola Chifukushi	General Member	76	Ms. Hope Sule Zulu	General Member
33	Mr. Chola Chipendano Sampa	Right To Care	77	Mr. Humble Sibooli	General Member
34	Ms. Christabel Chileshe	CCDA	78	Mr. Isaac Muleba	CareCoop
35	Ms. Christabel Msiska	CIDRZ	79	Mr. Isaac Mwape	General Member
36	Ms. Christine Matoba	CIDRZ	80	Dr. James Zulu	CIDRZ
37	Mr. Christopher Mukalula	CIDRZ	81	Ms. Janet Chinyama	CIDRZ
38	Mr. Conas Mapulanga	GIZ-SGR	82	Ms. Jenny Meya Nyirenda	General Member
39	Mr. Coster Kakoma	WaterAid	83	Mr. Jobrith Abraham Mutembo	General Member
40	Mr. Custom Chikonde Mwila	CIDRZ	84	Mr. John Kabongo	General Member
41	Mr. Daniel Banda	General Member	85	Mr. John Kashweka	Zambart
42	Mr. David Tembo	CIDRZ	86	Mr. John Sinyangwe	CIDRZ
43	Mr. Dickson Kaoma	Howard University	87	Ms. Josephine Mboosi	CIDRZ
44	Ms. Debbie Sibayuni	General Member	88	Mr. Joseph Munsanje	General Member

No	Name	Member Organisation
89	Mr. Joseph Mutale Bupe	Zambart
90	Mr. Joseph Mwape	JSI Discover Health
91	Ms. Joyce Dube	CIDRZ
92	Ms. Judith Chisenga	LPHO
93	Ms. Judith C Hangwani	CIDRZ
94	Ms. Juliet Kapoma Malukutula	CareCoop
95	Ms. Juliet Mabhena Msoni	General Member
96	Ms. Julius Kampamba	General Member
97	Ms. Justina Tembo	Mr. Clean
98	Mr. Kakanda Mushimbei	General Member
99	Ms. Kalunkumya Estella Chita	CIDRZ
100	Ms. Kaonga Dorothy Mutemi	CIDRZ
101	Ms. Kasanda Chiwele	Sterelin Diagnostic
102	Mr. Kelly Siame	Embassy of Ireland
103	Mr. Kelvin Mwando	Built It International
104	Mr. Kenneth Nkole	JSI Discover - Health
105	Ms. Kisa Mwabova	Pinewood
106	Mr. Kooma Himayunga	CIDRZ
107	Mr. Lane-Lee Lyabola	CIDRZ
108	Mr. Lawrence Mwenge	Zambart
109	Mr. Leonard Chanda Mulenga	Zambart
110	Mr. Levi Mbulo	CDC - Zambia
111	Mr. Lewis Mukuni	Zambart
112	Mr. Lloyd Simutowe	CareCoop
113	Ms. Luwi Masumba	CDC
114	Mr. Madaliso Soko	PACT
115	Mr. Makokwa Mack Mwala	General Member
116	Mr. Malama Mwila	Save the Children
117	Ms. Mary Banda	General Member
118	Ms. Mary- Cheer Simatobolo Sinyinda	General Member
119	Ms. Mary Kaoma	General Member
120	Ms. Matilda Changwe Nkashi	CRS
121	Ms. Michelo Mwango	CIDRZ
122	Ms. Milimo Deborah Kaluba	Zambart
123	Ms. Monica Mutesa	PATH
124	Mr. Moses Malama mfumu	CIDRZ
125	Mr. Moses Mumba	CARE
126	Mr. Moses Simwaka	CIDRZ
127	Mr. Mpela Chibi	JSI Discover Health
128	Mr. Mukuka Wilibrod	CIDRZ
129	Ms. Mukumbuta Patricia Mtonga	General Member
130	Mr. Mulenga Nicholas	CIDRZ
131	Ms. Muliwana Mukwamataba	PATH
132	Ms. Musonda Mulozi	General Member
133	Mr. Mwansa Mwape	CareCoop
134	Ms. Mweemba Grace Tembo	CIDRZ
135	Ms. Mwendapole Grace Mwila	Save the Children
136	Mr. Mwelwa Muleba	Zambart
137	Mr. Mwila Chibuye	Zambart

No	Name	Member Organisation
138	Ms. Mwila Fanny Bwalya	JSI Discover Health
139	Mr. Nchimunya Mwanashimbala	UNICEF
140	Mr. Nelson Kusensio Mwale	ActionAid
141	Mr. Nicholas Munkinyi	General Member
142	Mr. Nobel Musausheni	General Member
143	Mr. O'Brien Luneta	CIDRZ
144	Mr. Patrick Kabwita	General Member
145	Ms. Patricia Sita	CIDRZ
146	Mr. Pharon Manda	CareCoop
147	Mr. Paul Kalichini	Catholic Relief Services
148	Mr. Phineas Lubezhi	CIDRZ
149	Ms. Praise Luwaile	Built It International
150	Ms. Rebecca Mutale	General Member
151	Ms. Rebecca Shawa	General Member
152	Mr. Reagan Mwanangombe	CareCoop
153	Mr. Reginald Munsanje Milambo	Save the Children
154	Mr. Reuban Melele Chongo	General Member
155	Mr. Richard Simugala	Action Aid
156	Mr. Richard Sipiwe Chileshe	CareCoop
157	Mr. Rodgers Siyingwa	JSI Discover
158	Ms. Rollah Chunga	General Members
159	Ms. Rose Lungu	Plan International
160	Ms. Rosemary Zulu Phiri	Zambart
161	Ms. Ruth Kapembwa	Plan International
162	Ms. Ruth Yikona	General Member
163	Mr. Samson Musonda	CIDRZ
164	Ms. Sandie Petronella Sikazwe	TIZ
165	Ms. Sharon Chanela	CareCoop
166	Ms. Sharon Mufwempa	CIDRZ
167	Mr. Simon Banda	CareCoop
168	Mr. Smart Njobvu	CIDRZ
169	Mr. Solomon Mukeleketi	Zambart
170	Mr. Stephen Bwalya	Zambart
171	Mr. Stephen Mukumbuta	General Member
172	Ms. Susan Kirimana	General Member
173	Mr. Sydney Kanyata	CareCoop
174	Mr. Sydney Mushiki	PATH
175	Ms. Thelma KM Chulu	General Member
176	Ms. Thulile Kavimba	PKF
177	Ms. Tina Chilengi	CareCoop
178	Ms. Tina Lungu	CIDRZ
179	Ms. Tumelo Harawa	EFC
180	Ms. Veronica Kakunga	PACT
181	Ms. Vivian Kaputo	PATH
182	Mr. Wallace Silwenga	PATH
183	Mr. Westone Kangungu	CIDRZ
184	Ms. Yvonne M'hango	General Member
185	Ms. Zonobia Banda	Plan International
186	Mr. Zyambo Zude	Catholic Relief Services

1.0

Welcome Remarks

The CareCoop 25th Annual General Meeting (AGM) was convened at 09:35 hrs. when Mr. Daniel Banda, the CareCoop Board Secretary welcomed all delegates who were present at the AGM.

2.0

Adoption Of Agenda

The 2020 CareCoop AGM Programme and Agenda Items read as follows:

1. Welcome Remarks 08:30 hrs.
2. Adoption of Agenda
3. Casting of Votes
4. Correction and Adoption of 2018 AGM Minutes
5. Board Chairperson's Speech
6. Auditors' Opinion on 2019 Audited Financial Statements
7. Presentation and Adoption of 2019 Audited Financial Statements
8. Selection of the 2020 Auditors
9. Declaration of dividends
10. Announcement of Board of Director's election results
11. Election of Chairperson and Vice Chairperson
12. Risk and Audit Committee Report
13. Amendment to the By-Laws
14. Announcement of Chairperson and Vice Chairperson election results
15. Closing Remarks and Prayer

The Board Secretary led the AGM delegates through the proposed 25th CareCoop AGM agenda items and informed the delegates that the proposed Agenda was slightly modified from the one reflected in the print copy of the 2019 CareCoop Annual Report. This was because the Board had to seek permission from the Ministry of Health (MOH) to host the 25th AGM and had to make amendments to the agenda to accommodate the recommended MOH AGM duration requirements, in line with the Covid-19 pandemic guidelines. Mr. Banda further stated that the AGM would particularly prioritise holding of the elections of Board of Directors first, to allow for adequate time to count and verify the ballots and ensure the AGM finished within the time duration stipulated by MOH experts.

Following, the review of the Agenda items, Mr. Moses Mumba of Care International proposed that the Agenda be adopted and Ms. Monica Mutesa of PATH seconded the motion.

AGM Resolution: That the Agenda for CareCoop 25th AGM was adopted.

The next agenda item after Adoption of the Minutes was Casting of the votes. However Casting of votes could not go ahead due to the fact that the AGM quorum (which required that 10% of the shareholders be present) was not yet formed. The Board of Directors made quick consultations and reached consensus to move to the next agenda item which was Review, Correction and Adoption of 2019 AGM Minutes.

3.0

Review, Corrections, Matters Arising And Adoption Of The 24th Annual General Meeting Minutes

The Board Secretary advised that delegates' correction of minutes and follow-ups on Matters Arising from previous minutes be done concurrently so as to save on time.

3.1

Corrections to the 24th CareCoop AGM Minutes

Corrections were made to the 24th CareCoop AGM Minutes as follows:

Ms. Janet Chinyama of CIDRZ noted that the abbreviation for the Centre for Infectious Disease Research in Zambia were spelt as "CIRDZ" throughout the minutes and proposed that the correct abbreviation is "CIDRZ". She further stated that she noted some grammatical errors in the minutes and urged the people responsible to look into the issue.

3.2

Matters Arising

On page 48 of the 2019 Annual Report, Question 2.0, Mr. Lawrence Mwenge of ZAMBART requested for an update on the status of the Financial Manual. The Board responded that updating of the Financial Manual was completed and added that the Manual is now operationalized.

There being no further Corrections and Matters Arising from the previous minutes, Mr. Frank Mbozi of ZAMBART proposed that the minutes be adopted as a true reflection of the proceedings of the CareCoop 24th Annual General Meeting. The motion was seconded by Mr. Lawrence Mwenge of ZAMBART who reiterated that grammatical errors in minuting at such levels should be minimised.

Resolution on Adoption of the 24th CareCoop AGM Proceedings.

Following corrections and follow ups on Matters Arising from CareCoop AGM delegates, the 24th CareCoop AGM Minutes were adopted as a true reflection of the proceedings.

The Board Secretary thereafter called on Mr. Fidelity Milambo, the CareCoop Board Chairperson to deliver his remarks for the 25th CareCoop AGM.

4.0

Board Chairperson's Remarks

4.1

Introduction

In his introductory remarks, the Board Chairperson, Mr. Fidelity Milambo, expressed pleasure at welcoming all the delegates to the 25th CareCoop AGM. He stated that members of CareCoop were converging on the day in order to review the past and make future projections. He thanked the officials from the Ministry of Commerce, Trade and Industry for their support to CareCoop and the SACCO sector in general, and for presiding over the CareCoop AGMs over the past years.

4.2

Zambian Economic Outlook

The Board Chairperson stated that Zambia's economic outlook during 2019 was largely constrained by a weak macroeconomic environment, compounded by the Covid19 crisis, with GDP growth projected to average 2.7 per cent over the 2019-2021 period, which is below the annual population growth per cent. Mr Milambo explained that 2019 was generally characterised by a turbulent economy, with commercial bank lending rates reaching as high as 25% at the end of the year. – reflecting upward adjustments in the Bank of Zambia policy rates in May and August 2019, in addition to an increase in the cost of funds and tight liquidity conditions in the economy. The Chairperson cautioned the delegates that while banks adjusted their lending rates, CareCoop continued providing loans at interests rates between zero and 2% per month, and that CareCoop membership should be wary about this. He however stated that, despite the economic challenges encountered, he was proud to report that CareCoop made a profit and continued to work towards its set strategic goals.



4.3

Membership

Mr Milambo informed the delegates that the Care Coop membership stood at 4,763 as at 31st December 2019, up from 4,278 as at end of 2018, representing an increase of 485 members or 11%, thereby exceeding the annual recruitment target of 250 members. He announced to the delegates that 383 members separated with CareCoop for various reasons, but mostly due to loss of employment.

4.4

Member Savings

In relation to Member Savings, the Board Chairperson stated that the member savings accumulated to ZMW 70.7 million in 2019, compared to ZMW 57.24 million in 2018. He mentioned that despite the 23.5% increase, the amount was on the lower side when measured against the CareCoop loan book. Mr Milambo took the opportunity to appeal to CareCoop members to continue to make savings contributions, stating that the growth and prosperity of CareCoop demands a balance between Savings and Credit.

4.5

Member Loans

With regard to Member Loans, Mr Milambo stated that during 2019, CareCoop advanced a total of ZMW 109.16 million in loans to its members, compared to ZMW 76.55 million in 2018, representing an increase of 27%, while loan recoveries stood at 93%. He informed the AGM delegates that in line with the strategic focus, CareCoop planned to double efforts to ensure that the loan recovery rate nears 100% in the 2020 financial year. He appealed to all AGM delegates and CareCoop members to ensure that their loan accounts are in order, as CareCoop intends to employ aggressive strategies, focusing on members that are in default, to achieve the targeted recovery goal.

4.6

Share Capital

The Board Chairperson reminded the AGM delegates that at the 2016 AGM, a motion was approved to float shares for the purpose of investment diversification through incorporation of a CareCoop wholly owned insurance company. He proudly reported to the delegates that CareCoop raised a total of ZMW 12.5 million from the various share offers made over the years, against a target of ZMW 10 million. He informed the members that CareCoop will undertake a re-assessment of the insurance sector to ascertain whether the insurance business is still viable; taking into consideration various statutory changes that have taken place in the sector. He stated that CareCoop will further explore additional investment opportunities and report its findings back to the AGM.

4.7

Strategic Plan Implementation

Mr Milambo stated that CareCoop commenced implementation of its 2019 – 2021 Strategic Plan in 2019, and that as at close of the 2019 financial year, the CareCoop Board of Directors approved ten (10) policy documents, a Marketing and Communication Plan, and established a new corporate structure with new staffing positions, including the position of Business Development Manager.

4.8

Retirements of members of the CareCoop Board of Directors

In his concluding remarks, Mr. Milambo requested the AGM delegates to allow him to thank some Board members who were either retiring from the Board after serving two (2) terms or completing the first term for the services rendered to CareCoop. He specially mentioned Mr. Chifundo Phiri who served nine (9) years, and honoured him for contributing to what CareCoop is today. He further thanked Mr. Lane-Lee Lyabola, Ms Mary Banda and Mr. Kelly Siame for their impactful first three (3) years on the Board.

Mr. Fidelity Milambo finally announced to the AGM delegates that he decided to resign from the CareCoop Board of Directors at the 25th CareCoop AGM, despite his term going up to 2021. He further informed the AGM that his decision to resign was due to heightened work responsibilities and academic commitments.

Mr. Fidelity Milambo, as the outgoing Board Chairperson gave highlights of achievements and growth over the previous five (5) years he presided on the

CareCoop Board. He stated that he witnessed tremendous growth of CareCoop from a SACCO with 1,925 members in 2015 to 4,380 members in 2019; from a share premium of ZMW 818,000 in 2015 to ZMW 12.5 million in 2019; and from a balance sheet of ZMW 37.8 million in 2015 to ZMW 102.6 million in 2019. He further stated that he was proud to be part of the CareCoop growth and achievements, together with other Board members, and that he was certain that they were leaving behind a solid SACCO and one of the best and fastest growing in Zambia.

Mr. Milambo ended by stating that 2019 was an interesting, challenging but successful year for CareCoop, and attributed the achievements and sustenance of CareCoop operations and performance to the collective efforts of all CareCoop staff, management and Board; and thanked them wholeheartedly. He further extended his gratitude to all CareCoop members and AGM delegates for their unflinching support and loyalty.

5.0

Auditor's Opinion On 2019 Audited Financial Statements

Following the remarks by the out-going CareCoop Board Chairperson, the Board Secretary informed the AGM delegates that elections for CareCoop Board members could not be conducted as yet due to failure to form a quorum.

Mr. Daniel Banda, Board Secretary, therefore invited the representative from PKF Zambia Chartered Accountants, auditors of CareCoop 2019 financial statements to give their opinion over the 2019 CareCoop audited financial statements.

Opinion.

Ms. Thulile Kavimba-Mumba, The PKF Zambia Chartered Accountants representative read out the PKF opinion

which stated that "...the accompanying 2019 financial statements gave a true and fair view of the financial position of the Cooperative as at 31st December 2019, and of its financial performance and cash flows for the year then ended in accordance with the International Financial Reporting Standards (IFRS) and the Cooperative Societies Act of 1998..". Ms. Mumba further read out the PKF Zambia Chartered Accountants basis for opinion.

Following the presentations of the Auditor's opinion on the 2019 audited financial statements, the Board Secretary called on the CareCoop Board Treasurer, Mr. John Sinyangwe to make a presentation of the 2019 CareCoop audited financial statements.



6.0

Presentation And Adoption Of 2019 Audited Financial Statements

The CareCoop Board Treasurer, Mr. John Sinyangwe gave a presentation of the CareCoop 2019 Audited Financial Statements.

Mr Sinyangwe reported that according to the CareCoop 2019 audited financial statements, the operating surplus for CareCoop increased from ZMW 9,974,381 in 2018 to ZMW 13,129,329 in 2019 representing an increase of 32%. The total comprehensive surplus/profit for the 2019 financial year was ZMW 5.4 million as compared to ZMW 7.7 million during 2018, representing a 30% reduction in surplus.

He stated that the reduction in profit was due to administrative costs which increased from ZMW 4.4 million in 2018 to ZMW 7.9 million in 2019. The reasons for the increase in administration costs included an increase in the CareCoop staff establishment, including recruitment of additional staff – IT, Loan Officers, Business Development Manager, and change in labour legislation, which led to increase in staff costs with the introduction of housing allowance.

Under the Statement of financial position, CareCoop total equity and liabilities moved from ZMW 78.8 million in 2018 to ZMW 102.6 million in 2019, representing a 30% increase. The capital and reserves moved from ZMW 19.9 million in 2018 to ZMW 27.9 million mainly due to an increase in Share Premium from ZMW 8.3 million in 2018 to ZMW 12.5 million in 2019, representing over 50% increase.

Member savings also increased to ZMW 72 million in 2019 from ZMW 57.5 million in 2018, representing a 25% increase.

7.0

Declaration Of Dividends

The Board Treasurer led the presentation on Declaration of Dividends. He informed the 2019 AGM delegates that the total comprehensive surplus for the year 2019 was ZMW 5,487,878 attributable to:

Retained Earnings	3,561,957
Capital Funds	547,993
General Reserves	1,095,987
Education Fund	273,997
Revaluation reserves	7,945

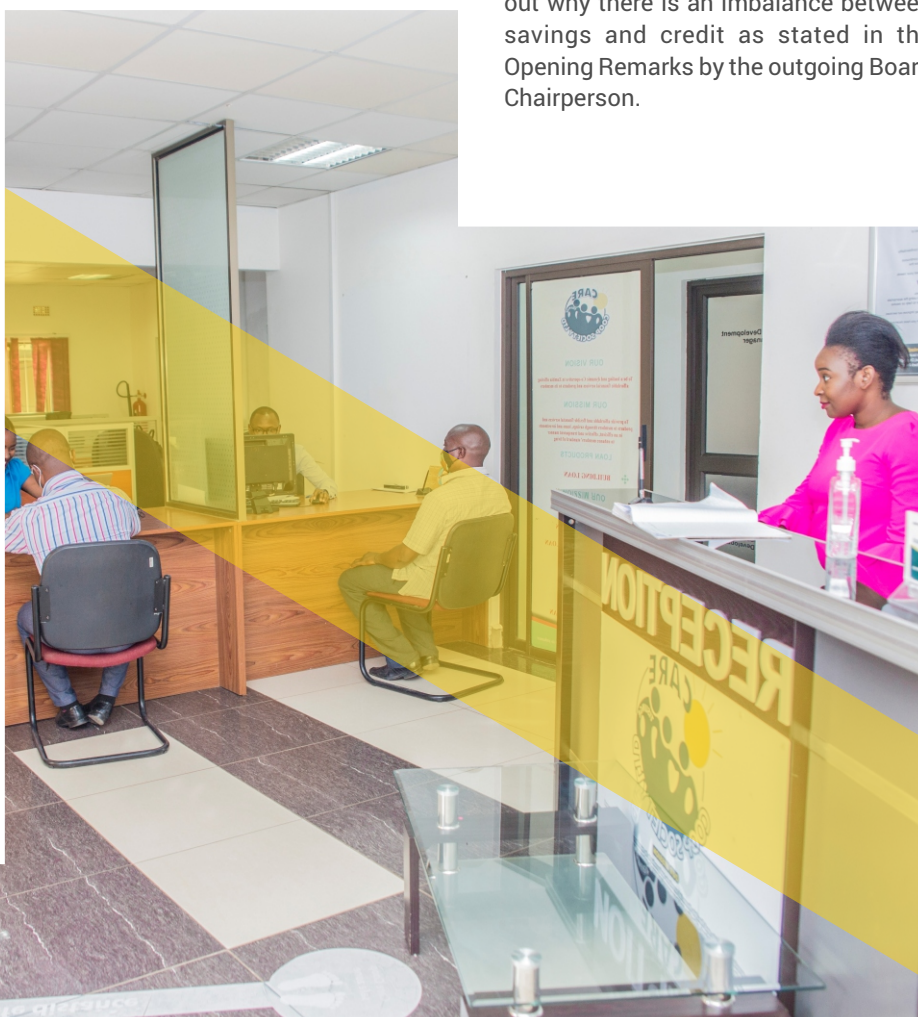
The Board of Directors proposed a final dividend of ZMW 84.32 per share for the year 2019 (from ZMW 113.16 per share in 2018), amounting to a total of ZMW 3,561,957, with the dilution of dividend per share mainly being attributed increase in number of shares.

7.1

Question & Answer Session on Audited Financial Statement & 2019 Declaration of Dividends

Questions – Mr. Jobrith A. Mutembo, a general member, wanted to know why CareCoop was taxing dividends at 15%, when companies listed on the Lusaka Stock Exchange (LUSE) do not pay taxes on dividends. Delegates wondered why ZRA taxes a Co-operative and not commercial entities. Mr. Andrew Kazababa also wanted to know whether the dividend tax was already paid.

Under Liabilities, Mr. Reuben Choongo, a general member, noted that the amounts under Other Payables as being quite significant and wanted to find out what constitutes Other Payables, and if they can be reduced. He also wanted to find out why there is an imbalance between savings and credit as stated in the Opening Remarks by the outgoing Board Chairperson.



CareCoop Board Responses

15% Dividend Tax Payments

The Board responded that they formally engaged authorities within ZRA for advice on why dividends had to be taxed for an entity such as ours (Co-operative) and the guidance was that this is in line with the Practice Note of 2019 issued by ZRA. The outgoing Board Chairperson explained that AGM delegates could refer to the ZRA Practice Note for 2019 as it provides clear on what is taxable even for Co-operatives. He further stated that CareCoop has an obligation to conduct its transactions in line with the provisions of the law and therefore, it is prudent if compliance with statutory obligation is strictly adhered to. In the event that the 15% tax on dividends is not applicable to CareCoop, ZRA would have to refund CareCoop for the amounts paid and members would be refunded accordingly. He also indicated that there are a lot of other incentives; including tax incentives that ZRA extends to companies listed on the LUSE in order to encourage listing on the Zambian Stock Exchange, which may not be applicable to Co-operatives.

Remittance of 15% Dividend Tax.

On the question of whether the tax had already been paid, the Board Treasurer responded that the remittance to ZRA was made when the dividend was declared and paid.

Other Payables

In relation to Other Payables, the Board Treasurer explained that some of the major expense items included costs for Annual General Meetings, Annual Audits, bank deposits by CareCoop members which have not been trace to owners due to lack of proper narrations, and land acquired under Mungule Housing ownership scheme.

Imbalance between Savings and Credit

The Board Treasurer stated that ideally CareCoop members are supposed to borrow against the accumulated savings if this is to be balanced. However, CareCoop has a range of loan products, some of which are determined by the amount of savings a member contributes, while other loan products enable members to borrow over and above their savings. As examples, family holiday, vehicle, and home improvement loan products require that applicant members should have at least 20% of the loan amounts in their accounts, thereby contributing to making the credit requirements exceed the available member savings. The Board Treasurer informed the delegates that the Board is closely looking into measures on how to address the imbalance, including considering stimulating increased member savings by paying higher interests on savings.

On the issue of the 15% tax on dividends, the AGM delegates further urged the Board to go beyond ZRA in consultations and find out more from the Securities Exchange Commission (SEC).

Questions:

Moses Mumba of Care International wanted to find out if, the increased staffing has led to improved performance of CareCoop operations, in view of the fact that increased staffing has led to higher administration costs.

CareCoop Board Response:

In response, the Board Treasurer stated that as explained earlier in the Board Chairperson's remarks, CareCoop has grown tremendously from a balance sheet of ZMW 37.8 million in 2015, to ZMW 102.6 million in 2019. The growth has stimulated the need for increased staffing to handle the increased volume of work commensurate with the growth,

resulting in significant improvements in service delivery. He added that some of the indicators related to improved CareCoop performance include improved turnaround time in loan pay out, increase in interest income, CareCoop Policies being developed, reviewed and operationalized at management level and devolution of some Board matters to CareCoop staff and increased involvement by management. The Board Treasurer further advised the AGM delegates by stating that considering that the increase in staff establishment measures were only effected in 2019, more improvements are expected to be seen in follow-up years.

There being no further questions for discussion on the CareCoop Audited Financial Statements and Declaration of Dividends, the Board Secretary requested delegates to propose a motion to adopt the CareCoop audited Financial Statements and the CareCoop declaration of ZMW 84.32 dividend per share as a true reflection of the CareCoop financial performance during 2019.

Proposer:

Mr. Jobrith A. Mutembo, General Member, proposed.

Seconder:

Mr. Felix Ngosa, seconded the motion.

25th AGM Resolution:

The CareCoop 2019 audited Annual financial statements were adopted as a true record reflecting the financial transactions during the period and ZMW 84.32 dividend per share for 2019 declared.



8.0

Selection Of The 2020 Auditors

The Board Treasurer informed AGM delegates that the CareCoop auditors for 2019, PKF Zambia Chartered Accountants indicated their willingness to continue as auditors during 2020. The Board Treasurer requested AGM delegates to put forward a proposal for CareCoop to continue working with PKF Zambia Chartered Accountants for the year 2019.

Proposer:

Mr. Lawrence Mwenge of ZAMBART proposed that CareCoop continues

working with PKF Zambia Chartered Accountants for the year 2020, in view of the good performance in the past.

Seconder:

Mr. Nelson K. Mwale of Action Aid Zambia seconded the proposal.

AGM Resolution:

That CareCoop continues to work with PKF Zambia Chartered Accountants as auditors for the year 2020.

9.1

Question & Answer Session – Risk and Audit Committee's Report

Questions:

Mr. Felix Ngosa from Norwegian Church Aid (NCA) wanted to find out what the main challenge was with the mirror server, while Mr. Winter Siambuli from the Lusaka Province Health Office stated that he is overwhelmed by the amount pending under payables in relation to unidentified amounts that could not be traced and posted to owners. He indicated that this should be indicated and raised as a high risk item. Ms. Tumelo Harawa who works for EFC expressed concern that her fully paid loan is still accruing interest. Ms. Estella Kalunkumya of CIDRZ stated that despite servicing her loan, the loan amount owed was not being reduced and she was being charged additional interest to her account. Mr. Lawrence Mwenge of ZAMBART stated that the dormant accounts pose very serious risks, and that CareCoop should ensure that the accounts are closed. Mr. Mwenge further implored the CareCoop Board to take measures on the risks arising as a result of Covid-19.

9.0

Presentation Of The Audit And Risk Committee Report

The Board Secretary invited Mr. Kelly Siame, Audit and Risk Committee (ARC) Chairperson, to make a presentation of the Risk and Audit Committee Report to the 25th CareCoop AGM delegates. Mr. Siame informed the delegates that there has been a drastic reduction in risk findings (by 78%) from 2018 to 2019, and that as reflected in the CareCoop 2019 Annual Report, there are only four (4) key outstanding high risk rating issues identified by audits as follows:

- i. Mirror Server: That the main server within the CareCoop premises is not physically mirrored elsewhere – as a key disaster recovery measure, in an event of failure – Outstanding for a duration of 34 months;
- ii. Ageing Report: That the Microsoft Navision application software is unable to produce automated loan ageing reports -Outstanding for a duration of 34 months;
- iii. Dormant Accounts – That dormant accounts have not been configured to lock after a period of inactivity for three (3) months - Outstanding for a duration of 34 months;
- iv. Incorrect Loan Balances – That some loans had wrong balances, and included loans fully repaid, but still showing balances and interest accruing etc. - Outstanding for a duration of 3 months;



CareCoop Board Responses

CareCoop Board Responses: In reaction to the concerns raised, the CareCoop Board made the following responses:

Mirror Server

The CareCoop Board Secretary stated that the issue of the mirror server has been resolved by backing-up the accounts on a Cloud server site in addition to a physical back-up site.

Dormant Accounts

The ARC Chairperson acknowledged the risk posed by failure to close out dormant accounts and stated that CareCoop diagnosed and linked the failure to limitations in the accounting systems and re-assured delegates that plans are under way to acquire suitable accounting system software to resolve the issue of dormant accounts.

Incorrect Loan Balances and Ageing Reports

– The ARC Chairperson stated that part of the contributing factors to incorrect balances are CareCoop members who deposit money without adequate narration details, thereby making it difficult for CareCoop staff to trace the deposits to the Member account owners. The ARC Chairperson assured delegates that CareCoop management keep track of the unknown deposit receipts, and have been working closely with the banks concerned to trace the Member account owners and reconcile the loan amounts.

Covid-19 Pandemic.

In relation to the Covid-19 pandemic, the ARC Chairperson informed the AGM delegates that CareCoop Board and management undertook a risk assessment of Covid-19 and looked into mitigation measures. In particular, the Board stated that the advantage CareCoop has is that majority of its loan book is secured and was categorised to be in the low risk category of borrowers who are employees of NGOs. Majority of which have not been adversely affected by the Covid-19 pandemic.

Questions:

Ms. Juliet Mabhena, a shareholder expressed concern at the electronically generated emails that were shared two days before the AGM informing her that a loan disbursement had been made, yet she did not make any loan application. Mr. Chilemuna Mporokoso wanted to find out if there are benefits accruing from increased staffing levels, considering that there are still delays in closing out accounts, identifying deposits that are being paid in, and general increases in costs. Mr. Mwale Nelson of Action Aid expressed concern with the 93% loan recovery rates and that the situation may get worse with the advent of Covid19. Mr. Lawrence Mwenge of Zambart wanted to know when the loan insurance on CareCoop loans was effective.

Care Coop Board Responses

In response to the issue of electronically generated emails, the Board Secretary stated that it was due to a system generated error and that management are taking corrective action to rectify the situation.

The Board Chairperson reiterated what the Board Treasurer initially stated that there are benefits accruing from the increase in CareCoop staffing. He stated that some of the proof of improvements have been in having proper and working systems and policies in place, improved loan lead times, improved reconciliations, branding, customer service, communication and the resultant reduction in number of risk and audit items is manifestation of the benefits. He stated that in general the Board and management are addressing the concerns raised by members, and follow-ups are being made by management by contacting individual CareCoop members to reconcile Member accounts. In response to the loan insurance cover, the Board Chairperson responded that the insurance cover starts at the point it was placed and not in retrospect. The Board

implored the members to take keen interest in the information generated by CareCoop, including on the website to acquaint themselves with current events.

The Board confirmed that the advent of Covid-19 will have an adverse effect on loan recoveries as many people are leaving employment, at times without employers notifying CareCoop that the employees received their gratuities. The ARC Chairperson reiterated the statement made by the out-going Board Chairperson in his Opening Remarks when he stated that CareCoop intends to take more aggressive steps towards loan recoveries to reach near 100% recovery rates during 2020.



10.0

Election Of Board Members

The Board Secretary requested the outgoing Board Chairperson to make a few remarks about the Board elections quorum. The Chairperson informed the AGM that the total CareCoop membership is 4,380 inclusive of shareholders and non-shareholders. The Chairperson explained that the total number of shareholders is 1710, while the number of shareholders that were present at the 25th AGM was 122. He stated that in accordance with the by-laws, 171 shareholders or (10% of 1,710) are required to form a quorum, and that the 122 shareholders that were present fell short of a quorum.

He explained that in view of the failure to constitute a quorum, he made extensive consultations with the Registrar of Co-operatives and fellow Board members on how to proceed. Following the consultations, a decision was made to use Force Majeure.

Force majeure is a common clause in contracts that essentially frees both parties from liability or obligation when an extraordinary event or circumstance beyond the control of the parties, such as a war, strike, riot, crime, epidemic or an event described by the legal term act of God, prevents one or both parties from fulfilling their obligations

He explained that Force Majeure is normally applied only in exceptional circumstances, and gave the example of the Board members whose tenure of office expired in April 2020, but due to the advent of the Covid-19 pandemic which led to cancellation of the AGM initially planned for 28th March 2020, were allowed to continue serving as Board members on the principle of Force Majeure.

The Board Chairperson submitted that in line with the Force Majeure principle, the CareCoop Board of Directors in consultation with the Registrar of Societies, reached consensus that the elections for CareCoop Board of Directors proceed, to avoid Board members serving illegally due to expiration of their tenure of office.

Following the decision, the Board Secretary invited the CareCoop Risk and Audit Committee to preside over the elections of the CareCoop Board of Directors in liaison with the office of the Registrar of Cooperatives.

10.1

CareCoop Board of Directors Candidates

Ms. Elizabeth Mbao from the CareCoop ARC explained to the AGM delegates that there were nine (9) candidates vying for four (4) positions on the CareCoop Board that needed to be filled. She instructed eligible voters to vote for four (4) candidates only, and tick against candidates of their choice. She further stated that the aspiring candidates would be given 60 seconds in which to sell themselves to the AGM delegates in form of short manifestos.

The names of the candidates seeking Board positions were as follows:

1. Mr. Nelson K. Mwale, Action Aid Zambia
2. Dr. James Zulu, CIDRZ
3. Mrs. Mary Banda, General Member
4. Mr. Frank Mbozi, ZAMBART
5. Ms. Emelda Mwamba, NGOCC
6. Ms. Monica Mutesa, PATH
7. Mr. Lane-Lee Lyabola, CIDRZ
8. Mr. Felix Ngosa, Norwegian Church Aid (NCA)
9. Ms. Alice Lungu, Plan International
10. Mr Kelly Siame, Irish Embassy

Ms. Mbao informed the AGM delegates that Ms. Emelda Mwamba was not in attendance at the 25th AGM, and in line with the CareCoop By-Laws, was disqualified as a candidate, thereby leaving eight (8) candidates competing for positions on the CareCoop Board.

Ms. Matilda Changwe-Nkashi introduced herself as a member of the Audit and Risk Committee presiding over the elections.

Ms. Mbao informed the delegates that there was also one position that fell vacant on the Audit and Risk Committee, but that it was unopposed and would not be subjected to elections. The voting process for Board members was set in motion.

11.0

Amendments To The CareCoop By-laws

11.1

Proposed Changes to CareCoop By-Laws.

The Board Secretary informed the delegates that the AGM would proceed with the Agenda Item on Proposed Changes to CareCoop By-Laws while the results of the voting were being counted. The CareCoop Board of Directors, through the Board Secretary, proposed the following changes to the CareCoop By-Laws, with a view of having them ratified by the CareCoop 25th AGM delegates: The Board Secretary emphasized that it was a legal requirement that the changes needed to be ratified by the AGM delegates, and could therefore not be left to the Board only. The proposed By-Law changes were seconded and ratified by the AGM delegates as follows:

11.2

Proposal No.1:

The December 2018 Extra-Ordinary General Meeting (EGM) approved the current By-Laws including the increase of voting Directors from nine (9) to ten (10) with a view to addressing the issue of excluding the Chair from being part of the three CareCoop Committees and also having a second casting vote in case of a tie on a Board Resolution. However, this has resulted in CareCoop Board Meetings potentially being constituted by a minority of members and also resolutions being carried by a minority i.e. five voting Directors can constitute a Quorum for Board Meeting to take place and the five can vote for Board Resolution considered to be a majority Resolution (although they are just 50% of the 10 voting Directors on the Board). To address this concern, the CareCoop Board proposed the changes below, to the CareCoop By-Laws Clause (further added voting to the Clause for clarity purposes):

Proposed change to Clause 8.1.11.3: The Quorum of the Board shall be six (6) voting Board Members before any business can be transacted. Decisions shall be made by a clear majority of those present and voting.

In reaction to the proposed change, Mr. Jobrith A. Mutembo expressed concern that six (6) is an even number and wondered what would happen in the event of a 3-3 tie in votes.

The Board Chairperson responded that in the event of a tie, the Board Chairperson would provide an additional vote to break the tie.

Mr. Felix Ngosa wondered as to whether the Board Chairperson would be present at each and every meeting to provide the additional vote, to which the Board of Directors further clarified that the Board Chairperson does not necessarily have to preside at every meeting but that both the CareCoop Board Charter and the By-Laws have provisions for succession, in the event that a Board Chairperson or other such key member is not present.

Mr. Felix Ngosa of Norwegian Church Aid seconded the motion that the proposal change be adopted by the AGM.

11.3

Proposal No. 2:

Failure by the Chairperson to table the appeal before the Annual General Meeting shall render the elections for that specific position null and void. The Clause is hanging as it does not state what should happen after the election is nullified.

Proposed change to Clause 8.1.7.11: Failure by the Chairperson to table the appeal before the Annual General Meeting shall render the elections for that specific position null and void. Previous Board shall continue for a period not exceeding 90 days before Extra-Ordinary General Meeting is called.

Mr. Kelly Siame added that the By-Laws do not give a specific period in which a member can appeal after the member is informed of the unsuccessful result, to put a limit on the appeal period.

Mr. Lawrence Mwenge of ZAMBART expressed concern that Board sittings are expensive and wondered whether the Board would have to sit every time there is an appeal. The Board responded that there are other available communication modes that the Board can use without calling for a physical sitting.

The AGM reached consensus that aggrieved candidates will have 1 day within which to appeal upon receipt of unsuccessful feedback on their quest for candidacy from the Board, within which they can further appeal to the AGM, if still aggrieved.

Mr. Berston Maambo, general member, seconded the motion by the Board that the change be adopted.



11.4

Proposal No. 3

Clause 8.1.7.16.: The election for the Board and Vice Chairperson shall be as follows: i. Following the election of Board of Directors at the Annual General Meeting, elections for the positions of Board and Vice Chairpersons shall be conducted separately. **Proposed change to Clause 8.1.7.16.:** Clause to read as follows indicating Board Chairperson;

- i. *Following the election of Board of Directors at the Annual General Meeting, elections for the positions of Board Chairperson and Vice Chairperson shall be conducted separately*

11.5

Proposal No. 4

The Board of Directors Clause 8.1.7. The election of the Board of Directors Proposal to add the following Clause:

- *Clause 8.1.7.18. Following the expiry of the two consecutive tenures of office for each Director (as prescribed in Clause 8.1.7.15), the Director shall have a break of not less than one financial year before they can serve on the Board and/or Risk and Audit Committee.*

Ms. Monica Mutesa, seconded the proposed change for adoption by the AGM

11.6

Proposal No. 5

Organisation Membership Recruitment Process Clause 3.3.1.6.: The MOU shall be signed by the General Manager or their designates. Proposed change to Clause 3.3.1.6.::

- *The MOU shall be signed by the Board Secretary or his/her designate. This is for alignment with current practice as the process of on boarding member organisation is of high risk in nature and therefore required Board indulgence and approval.*

Mr. Reuben Chongo, general member, seconded the motion for the proposed change to be adopted.

11.7

Proposal No. 6

The current By-Laws do not have a provision on how governance should proceed in an event of a Force Majeure. As a result, Care Coop would like to address this situation by making a provision and include the following Clauses in the By-laws to read:

- *Clause 7.1.9 : Notwithstanding anything to the contrary contained herein, neither party shall be liable for any delays or failures in holding the Annual General Meeting, within the stipulated period, if such failure or delay is caused by or results from causes beyond the reasonable control of the affected party including but not limited to fire, floods, embargoes, war, acts of war (whether war be declared or not), acts of terrorism, insurrections, riots, civil commotions, strikes, lockouts or other labour disturbances, acts of God or acts, omissions or delays in acting by any governmental authority or the other party. Clause 7.1.10: Subject to Clause 7.1.9, the Board of Directors shall continue performing their duties, and the positions that should have expired at the time of holding the AGM shall be deemed not to have expired and shall only do so when an elective AGM is held to replace such positions.*

Ms. Praise Luwaile, general member of Build It International seconded the motion for the proposed change to be adopted.

AGM Resolution.

That the proposed amendments to the CareCoop By-Laws be adopted by the 25th CareCoop AGM

12.0

Announcement Of The Results Of The 25th AGM Board Elections

The Board Secretary informed the AGM that the results of the Board elections were ready.

Electronic Voting. The Board Secretary further took the opportunity to inform the delegates that as one of the matters arising from the previous AGM was on conducting voting using electronic means, CareCoop had gone ahead and identified a reputable South African based vendor to facilitate the electronic voting at the 25th CareCoop AGM. The Board informed the delegates that however the vendor could not travel for the 25th AGM due to the outbreak of the Covid-19 pandemic but expressed hope that electronic voting could be conducted if things normalised.

12.1

Results of the Elections of the CareCoop Board Member Candidates.

The results of the CareCoop Board member candidates were as reflected in Table 1. Mr. Kelly Siame went unopposed for the Board position under Audit and Risk Committee. Three members, Ms. Monica Mutesa, Mr. Lane-Lee Lyabola and Dr. James Zulu scored the required highest marks and qualified to be considered for Board members.

There was a tie in votes for the 4th position by candidates Mr. Frank Mbozi and Ms. Mary Banda at 62 votes each. In view of the fact that four (4) candidates were required for the Board, and that the 4th and 5th candidates, Mr. Frank Mbozi and Ms Mary Banda had tied votes at 62 member-votes each, the Risk and Audit Committee and the Office of the Registrar of Co-operatives called for a re-run of votes for the two candidates.

Table 1: Results of the 25th AGM elections for Board Member Candidates

No	Candidate's name	No. of Votes	No	Candidate's name	No. of Votes
1	Ms Monica Mutesa	107	5	Ms. Mary Banda	62
2	Mr. Lane-Lee Lyabola	75	6	Ms. Alice Lungu	52
3	Dr. James Zulu	75	7	Mr. Felix Ngosa	46
4	Mr. Frank Mbozi	62	8	Mr. Nelson K. Mwale	29

The results of the re-run elections were 71 votes for Ms. Banda and 58 votes for Mr. Mbozi, while Mr Kelly Siame went unopposed.

Table 2: Results of the re-run of the elections – Mr. Frank Mbozi and Ms. Mary Banda

No	Candidate's name	No. of Votes	No	Candidate's name	No. of Votes
1	Ms Mary Banda	71	2	Mr. Frank Mbozi	58

Following the results of the elections re-run at 71 votes for Ms Mary Banda and 58 votes for Mr. Frank Mbozi, Ms. Mary Banda was declared winner and elected to the Board of Directors.

The Board Secretary announced the names of the newly elected Board members together with their scores as Ms. Monica Mutesa (107 votes), Mr. Lane-Lee Lyabola (75 votes), Dr. James Zulu (75 votes) and Ms. Mary Banda (71 votes), and requested them to join the other Board members at the high table.

The Board Secretary further invited the Registrar of Co-operatives to give farewell remarks for the outgoing Board Chairperson, Mr. Fidelity Milambo.

The Registrar of Co-operatives, Mr. Justin Mwansa, thanked Mr. Milambo for the achievements and service rendered to CareCoop during his tenure on the CareCoop Board, and for the exceptional leadership shown, and in particular stepping down from the Board Chairpersonship, when he could still have gone on for another year. He stated that Mr. Milambo leaves behind a legacy of capacity built within CareCoop and urged those coming after him to follow in his footsteps.

12.2

Candidates for the CareCoop Board Chairperson

Mr. Lane-Lee Lyabola expressed interest for the position of CareCoop Board of Directors Chairperson and was seconded by Ms. Rose Lungu, while Ms. Monica Mutesa was seconded by Mr. Frank Mbozi. Ms. Mary Banda was proposed for the position by Mr. Obrien Luneta of CIDRZ and was seconded by Thelma Mwenda.

A total of three (3) candidates were therefore nominated for the position of CareCoop Board of Directors Chairperson as follows: Mr. Lane-Lee Lyabola, Ms. Monica Mutesa and Ms. Mary Banda, for which elections were conducted. The results of the elections included a tie in voters for leading candidates, Ms Mutesa and Mr. Lyabola at 52 votes each, while Ms Mary Banda had 18 votes, as reflected in the table below:

Table 3: Results of the re-run of the Board of Chairperson elections

No	Candidate's name	No. of Votes	No	Candidate's name	No. of Votes
1	Ms Monica Mutesa	52	3	Ms Mary Banda	18
2	Mr. Lane-Lee Lyabola	52			

Following the tie between the two leading candidates, Ms. Monica Mutesa requested the AGM electoral authorities to withdraw her candidacy for Board Chairperson, leaving Mr. Lyabola and Ms. Banda in the race. Ms. Banda further withdrew her candidacy, leaving only Mr. Lane-Lee Lyabola.

Following the withdrawals of candidacy by Ms. Mutesa and Ms. Banda, Mr. Justin Mwansa, Registrar of Co-operatives, made a submission to the AGM stating that Ms. Mutesa and Ms. Banda exercised their voting rights by withdrawing their candidature for the position of CareCoop Board Chairperson, and declared Mr. Lane-Lee Lyabola as the new duly elected Chairperson of Board of Directors at the 25th Annual General Meeting.

AGM Resolution

The Registrar of Co-operatives formally announced that Mr. Lane-Lee Lyabola be adopted as the new Chairperson for the CareCoop Board of Directors.

12.3

Elections of the CareCoop Board of Directors Vice Chairperson

The names of candidates for the positions of CareCoop Vice Chairperson were proposed by delegates as follows:

- *Mr. Moses Mumba of Care International proposed Ms. Monica Mutesa of PATH International*
- *Mr. Richard Simungala proposed Ms Mary Banda and the motion was seconded by Thelma*
- *Mr. David Tembo of CIDRZ proposed Mr. John Sinyangwe and was seconded by Mr. Obrien Luneta of CIDRZ*

Ms Mary Banda and Mr. John Sinyangwe withdrew their candidacy for the position of Vice Board Chairperson, leaving Ms. Monica Mutesa to be unanimously adopted as Vice Board Chairperson for the CareCoop Board of Directors.

AGM Resolution

The Registrar of Co-operatives formally announced that Ms. Monica Mutesa be adopted as the new Vice Chairperson for the CareCoop Board of Directors.

Ms. Monica Mutesa thanked everyone who voted for her for the trust and confidence shown in her.



13.0

Closing Remarks, Prayer And Lunch

The Board Secretary invited Mr. Lane-Lee Lyabola, the newly elected CareCoop Board of Directors' Chairperson to come forward and give a few remarks.

In his acceptance remarks, Mr. Lyabola thanked everyone who voted for him, and stated that he will strive to work with the rest of the CareCoop Board members, and welcomed contributions from CareCoop members and that he will ensure effective communication as CareCoop operations go along,

Following the acceptance remarks by the newly elected Board Chairperson, the Board Secretary thanked the AGM delegates for the attendance and active participation, and requested a volunteer to give a closing prayer. Mr. Isaac Mwape, a Director and general member, gave a closing prayer, following which the Board Secretary requested delegates to pick-up their take-away lunches from the Hotel as part of the social distancing measures for the Covid-19 pandemic. The 25th Care Coop AGM officially closed at 14:00 Hrs.

SIGNED:

Mr. Daniel Banda
BOARD SECRETARY

Mr. Lane-Lee Lyabola
BOARD CHAIRPERSON

Our Member Organisations

No	Name
1	ACSZ
2	Action Aid
3	Africare Zambia
4	Afya Mzuri
5	Aids Healthcare Foundation
6	Alliance for Community Action
7	Banani
8	BBC Media
9	BDO
10	British High Commission
11	Build It International
12	Care International
13	CareCoop
14	Caritas Chipata
15	Chemonics
16	Child Fund
17	Chishawasha
18	Chongwe Child Fund Development Agency
19	CIAT
20	CIDRZ
21	Civil Society for Poverty Reduction
22	CMMB
23	COMACO
24	Counterpart
25	CRS
26	CTPD
27	DAI
28	Davis & Shirtliff
29	DFID
30	Diakonia
31	EFC
32	Embassy of Ireland
33	Expanded Church Response
34	FAWEZA
35	FHI360
36	FINCA
37	FSDZ
38	GIZ
39	Habitat
40	IAPRI
41	IDE Zambia
42	Impact Zambia
43	Institute for Health Measurement
44	IPAS

No	Name
45	IPSOS
46	JSI - Discover Health
47	KARA
48	Kickstart
49	Living Waters
50	Mac Holding
51	Maryland University
52	Musika
53	NGOCC
54	Octagon Financial Services
55	Oxfam
56	Pact Zambia
57	PATH
58	Pinewood
59	Plan International
60	Project Concern
61	Prudential Insurance
62	RUFEP
63	Save The Children
64	Shared Value Africa
65	Sight Savers
66	SVA
67	UNC
68	VVOB
69	We Effect
70	Women in Law and Development Zambia
71	World Vision
72	Zambart
73	Zambia National Education Centre
74	ZECHL
75	Norwegian Church Aid
76	PEP Zambia (Nathan Associates)
77	Population Media
78	REPSSI
79	SAT Zambia
80	SFH
81	Lusaka Provincial Health Office
82	Technoserve
83	Vitalite
84	Wateraid
85	World Fish
86	Zambia Anglican Council
87	ZOCS
88	Save Our Souls (SOS)
89	Children International



2020 Obituaries

The following CareCoop members passed away during the year 2020:

Member Name	Organization
Ms. Maureen Mubanga	Care International
Mr. Peter Mwankotami	CRS
Mr. Billies Kalapa Imakando	Mac Staffing

MAY THEIR SOULS REST IN ETERNAL PEACE!

Co-operative Information

Board Of Directors	Designation	Date Of Appointment
Lane-Lee Lyabola	Chairperson	29 August 2020
Monica N Mutesa	Vice Chairperson	29 August 2020
Mary Banda	Member	29 August 2020
Daniel Banda	Secretary	12 May 2018
Dr. James Zulu	Vice Secretary	29 August 2020
Helen Khunga Chirwa	Member	15 April 2019
John Sinyangwe	Treasurer	12 May 2018
Kudakwashe Mucheka	Vice Treasurer	15 April 2019
Rose Lungu	Member	02 April 2016
Isaac Mwape	Member	15 April 2019

Board Of Directors Who Left	Designation	Date Of Leaving
Fidelity Milambo	Chairperson	29 August 2020
Chifundo Phiri	Member	29 August 2020

Chief Officers	Designation	Date Of Appointment
Mutinta Lumayi	General Manager	1 July 2019
Sydney Kanyata	Finance Manager	1 June 2020
Fred Musonda	Internal Audit Manager	5 November 2016
Prunella Kapinga	Business Development Manager	3 August 2019

Board Committees	Chairperson	Members
Finance and Operations Committee	Isaac Mwape	Kudakwashe Mucheka John Sinyangwe
Loans and Saving Committee	Rose Lungu	Daniel Banda Dr. James Zulu
Risk and Audit Committee	Elizabeth Makeche	Matildah Nkashi Kelly Siame
Education and Shares Committee	Helen Khunga Chirwa	Monica N Mutesa Mary Banda

REGISTERED OFFICE AND PRINCIPAL PLACE OF BUSINESS

Plot No. 9696
Chudleigh
Lusaka, Zambia

INDEPENDENT AUDITOR

PKF Zambia Chartered Accountants
P.O. Box 31290
Lusaka, Zambia

PRINCIPAL BANKERS

ABSA Bank Zambia Plc
Kafue House
P. O. Box 31936
Lusaka, Zambia

First Nation Bank Zambia
Manda Hill Branch
P. O. Box 36187
Lusaka, Zambia

LAWYERS

Shamwana and Company, Advocates and Notaries
Cedar Road, Woodlands
P. O. Box 32369
Lusaka, Zambia





CARE COOPERATIVE
SAVINGS AND CREDIT SOCIETY LIMITED

ANNUAL REPORT 2020

