

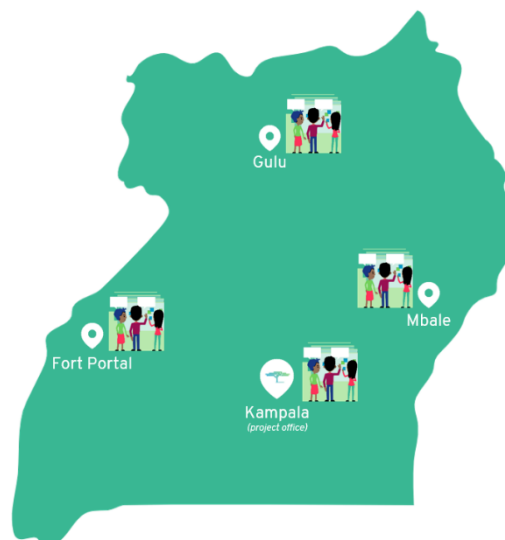
## FREQUENTLY ASKED QUESTIONS (FAQS) & RESPONSES

### UGEFA Call for Applications

#### ON ELIGIBILITY OF AN ENTERPRISE:

1. Suppose an enterprise is interested to apply but is outside of Kampala. Can you accept the application? What locations are considered to be eligible for the Kampala cycle?

UGEFA is open to enterprises from *all districts* of Uganda. As we hope to implement the Catalyser workshops in-person, the programme will take place in four cities across Uganda to improve accessibility to the workshops and reduce travel time for the participants. This means that if you are invited to join a UGEFA cohort, we will set up cohorts that are convenient according to geography. Please submit an application during the open call for applications period, and if your enterprise is successful, we will discuss with you the appropriate cohort for you to join based on geography. The UGEFA Project Office is based in Kampala.



2. If an enterprise has been operating for some time and is expanding into an area that qualifies, would this enterprise be considered for the UGEFA process?

Yes. We can consider enterprises that have been in operation and generating revenue, and are now looking to expand into one of UGEFA's priority areas, or is looking to bring a stronger environmental focus to their work.

3. What is important for eligibility for the programme? If an enterprise has only just started operations but is performing well financially, can it be considered?

The eligibility criteria for the UGEFA programme are the following: a) the enterprise must be based and operating in Uganda; b) the enterprise must be registered as a private company limited by guarantee or shares, or a partnership; c) the enterprise must have been in operation for over 2 years; d) the enterprise should be operating in one of UGEFA's priority areas or be able to show a clear green angle (and in the case of agriculture, value addition); and e) the enterprise should have market traction. These eligibility criteria are important in helping us

ensure that the enterprise will benefit from our growth and finance-focused support, and will meet the loan application requirements of our partner banks.

**4. Can we adjust the information that we provided for the eligibility check?**

In between programme cycles, you will be invited to adjust the information you have provided in your profile. This means that if you were not eligible for the first cycle, for example, you can update your information before the second cycle to check if you are now eligible. If you made a mistake in the first eligibility check, and want to amend your information, please reach out to us at [info@ugefa.eu](mailto:info@ugefa.eu) so we can reassess.

**ON 'GREEN' ASPECTS OF THE ENTERPRISE:**

**5. What is a green enterprise?**

At UGEFA, we consider enterprises to be green when they either a) produce products and services that address climate change, environmental, or broader social sustainability, or b) integrate clean production processes into their business activities. This can therefore include a wide range of 'green' activities: biodiversity conservation, carbon emissions reduction, pollution prevention, waste recycling and reuse, energy efficiency measures, or adaptation to climate change, among others. During the Catalyser, UGEFA will offer support to enterprises to identify green aspects of their business to scale.

**6. How green does my enterprise have to be in order to be eligible for the UGEFA Programme?**

To be eligible for the UGEFA programme, your enterprise needs to be operating in one of the focus green sectors (Clean Energy, Sustainable Tourism, Sustainable Transport, Green Manufacturing, Waste Management, or Value-Added Agriculture) and creating green impacts through greening the production processes or bringing green products or services to the market. If you are operational in one of these sectors and are looking to pivot your business towards a greener business model, get in touch and let us know.

**7. You mentioned that green manufacturing entails agro-processing or value addition could be eligible. Please elaborate with examples on what is and isn't included.**

UGEFA is not able to support enterprises operating in the agriculture sector unless there is a clear value-added agro-processing aspect. This could be, for example, drying and processing agricultural produce such as dried fruits, coffee, honey. In clean energy, this might include agricultural waste-to-energy enterprises, such as producers of biogas.

**8. Please share an example of monitoring the environmental impact.**

If you do not yet monitor your environmental impact, do not worry. You can indicate areas in which you may have environmental impacts – such as reducing deforestation, preventing water or air pollution, or reusing wastewater and recycling. When we ask if you monitor your impact, we would like to know whether you have quantified amounts of this impact and whether you have identified indicators that you track over time. This means that you are monitoring, for example, how many litres of water you are saving through your water-efficient production processes, or how many tons of greenhouse gas emissions you are saving through selling a climate-friendly product.

**9. There is a lack of information and awareness about the need for renewable energy. Is there an UGEFA plan to bridge this gap?**

In terms of a lack of awareness in the market, the UGEFA Catalyser Programme will support programme participants in conducting a market analysis, understanding their customers and identifying solutions to tap into new customer segments and increase their market share. This can include the design of tailored, effective information and awareness campaigns to showcase the potential and advantages of renewable energy to new or existing customers.

The UGEFA programme will also be engaged in ecosystem activities, including working with other enterprises and enterprise support organisations to share information about the priority sectors and to learn from each other. We will also be holding an annual Green Finance Dialogue Forum to build awareness and facilitate exchange of information.

**10. What if my enterprise is not 100% eco-friendly but has some green elements?**

If your business has some green elements, be sure to apply to the UGEFA programme. Through the Catalyser support, we will support you to assess your environmental impacts and identify areas for improvement.

**11. Is my enterprise eligible for UGEFA if it is not green yet but wants to become green in the future?**

If you are operational in one of the UGEFA priority sectors and are looking to pivot your business towards a greener business model, get in touch and let us know your plans for pivoting your business and the green impacts you are planning.

**ON THE APPLICATION PROCESS:**

**12. When can I apply for UGEFA?**

You can apply for UGEFA during an open call for applications. We are unable to accept late submissions.

**13. Can I submit my answers and documents via email instead?**

All applications must be submitted on the UGEFA platform. Email submissions cannot be accepted. If you face difficulties accessing or using the platform, please reach out to us at [info@ugefa.eu](mailto:info@ugefa.eu).

**14. Do I need to pay to access the platform or to submit an application?**

No, you do not need to submit a payment at any point in the UGEFA registration or application process. If you receive any email or communication requesting a payment please report it to [info@ugefa.eu](mailto:info@ugefa.eu).

**15. Can I start filling out the application form and return to it later?**

You can save each section of application and return to it later when logging into the platform. You will lose any information on incomplete sections if you logout or refresh the page.

**16. When do I hear whether I am accepted?**

You should hear back from us within a few weeks after the call for applications deadline whether your enterprise has been shortlisted. After you provide your shortlisted documents, you will hear back from UGEFA for a final decision within a month.

**17. What if I do not receive an email that indicates I submitted my application?**

Once you submit your application, you should receive a confirmation email. If you have not received this email within 24 hours of submission, please reach out to us at [info@ugefa.eu](mailto:info@ugefa.eu).

**18. What happens after I apply?**

After you submit your application, our team will score your application against the UGEFA selection criteria. If your profile matches these criteria, you will receive a shortlist invitation within a few weeks. Then, you will be asked to upload additional information about your enterprise finances.

**19. Can the application platform generate a document version at the end after applying?**

If you would like a downloaded PDF version of your application once you have submitted, please reach out to us at [info@ugefa.eu](mailto:info@ugefa.eu) and we will happily provide you with one.

**20. Is a business plan mandatory?**

Yes, a business plan is a mandatory part of the UGEFA application. Please see below for more details on what it should include and if we can provide a template.

**21. Could you speak about the business plan section. What should it include?**

In one section of the application form, we ask you to upload a business plan. This is an important and mandatory part of the application. Your business plan should include sections on your value proposition, information about your product or service, details of your market environment and growth potential, a target market and customer analysis, a value chain analysis, and information on your marketing and distribution channels. Your business plan should be as clear and consistent as possible. If there are gaps, do not worry, we will happily help you work on these as part of the Catalyser support.

**22. Do you have a specific template to use for the business plan?**

We do not require you to submit a specific template – you are welcome to use whatever you have, for example, a slide-deck would also be great. If you would like to access a template to help you with your application, please reach out to us at [info@ugefa.eu](mailto:info@ugefa.eu) and we will be happy to share one with you.

**23. What happens when an SME asks for an NDA before submitting their application to UGEFA?**

If an enterprise has documented intellectual property such as a patent, please reach out and we can discuss the possibility of a Non-Disclosure Agreement. None of the information provided in the application process will be provided to partner banks or to third parties without explicit consent, and will be kept confidential.

Please see [our Terms & Conditions](#) for further information.

**24. The assumption is that all entrepreneurs know English as the language of the application. Won't this leave out many who may not be familiar with English yet in terms of business capacity and acumen they are excellent?**

We are only able to accept applications that are submitted in English. As a core part of the Catalyser support is peer exchange within the cohort, and as there are many languages spoken

in Uganda, we use English as the language of communication. If an enterprise struggles with some of the English aspects of his or her application, please reach out to us at [info@ugefa.eu](mailto:info@ugefa.eu) and we will see how we can work this out.

#### ON THE CATALYSER PROGRAMME:

##### 25. What is involved in the Catalyser workshop?

The UGEFA Catalyser is a series of workshops that are designed to support enterprises to further develop their business plan, their financial plan, and to build an investment plan to support their loan applications. The workshops will address topics such as Impact, Target Market, Financial Management, Financial Reporting, Financial Controlling, Growth Strategy, and Investment Finance, among others. The Catalyser workshops are led by expert Business Advisors and use the finance-focused UGEFA toolkit. Through interactive workshops that offer opportunities for peer exchange, enterprises supported by UGEFA will be ready to submit applications for loans to the UGEFA partner banks.

##### 26. How frequently will meetings run? What would be the general time/resource requirements of successful applicants?

The UGEFA Catalyser will run over a 3-month period and will consist of a series of 3 in-person workshops, a total of 13 workshop days, with some work required additionally to fill out the documents required for the loan application. UGEFA is free to attend for the selected enterprises. The attendance of the Catalyser workshops is mandatory to be eligible for a UGEFA-facilitated loan.

#### ON FINANCE FACILITATION:

##### 27. What is the maximum loan amount from local banks? Supposing our organisation needs more debt financing to scale impact and operations, should we still submit an application?

The maximum loan size offered through the UGEFA funding facilitation is 360 million UGX (~100,000 USD). If you would need more financing to scale your impact and operations, we encourage you to still submit an application. During the Catalyser support we will work together to identify an investment project that can be financed through an UGEFA facilitated loan (through one of our partner banks: dfcu Bank, Equity Bank, Housing Finance Bank, I&M Bank, Opportunity Bank, PostBank), and how this will fit into your wider growth strategy. A benefit of the UGEFA support is to link you with commercial banks, who may then decide to provide additional financing beyond the UGEFA facilitated loan.

##### 28. What are the conditions of the loan?

If you are successfully matched with a partner bank, we (UGEFA) will provide a share of the total loan amount as grant. The share depends on the selected funding facilitation instrument. This grant will support your enterprise in reducing overall principal payments and interest accrued. The conditions of the loan will depend on which loan product and commercial bank you are matched with following the Catalyser support. We will support you to negotiate favourable conditions with the banks during Workshop 3 “Loan Negotiation”.

##### 29. Which banks are your partner banks?

We are pleased to have partnered with dfcu Bank, Equity Bank, Housing Finance Bank, I&M Bank, Opportunity Bank, and PostBank.

**30. You mention favourable bank rates, which is relative. What are these rates?**

The loan conditions and rates are currently being finalised with the partner banks. We will provide information during the workshops. One of the benefits of the UGEFA-facilitated loans is to reduce the total rates by offering a grant, in which the enterprise provides a capital contribution of 25% of the loan value, and UGEFA provides a repayment grant which reduces the total amount of principal and/or interest paid.

**31. Can my current investment in machinery be considered as 25% of the loan value sourced?**

Yes – in-kind contributions of the enterprise can be considered as 25% of the capital contribution for the repayment grant mechanism.

**32. Will UGEFA provide guarantees to the SMEs as many of them have no assets to give as collateral?**

UGEFA does not guarantee the loan on behalf of the SMEs, but rather works to reduce the cost and risk of the loan through mechanisms such as the grant mechanism described above. We will also work with you through the UGEFA Catalyser support to assess your collateral that could be used as security.