



## Annual Customer Survey 2025

This survey is designed to help us understand how the producer groups we support through our finance are doing, the challenges they face and how they are able to mitigate these. The survey will help us improve our services and serve you better.

By completing this survey, you give us your consent to use the results in our electronic and print publications.

\* Required

1. What is the name of your organisation? \*

2. In the last 12 months have the following increased, decreased or stayed the same?

	Increased	Decreased	Stayed the Same	Not Applicable (n/a)
Sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Artisan income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmer income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worker income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please share here any explanation for the above changes

4. Has the number of people involved in your organisation changed over the year? [please indicate for all people involved]

Employees are permanent employees of your organisation.

Workers are casual or seasonal workers at your organisation. \*

	Increased	Decreased	Stayed the same	Not Applicable (n/a)
Artisans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Has the number of buyers changed over the last 12 months?

- Increased
- Decreased
- Stayed the same

6. Did your organisation have enough working capital to support the business over the last 12 months?

- Yes
- No
- Unsure

7. Has your organisation achieved its targets and / or objectives during the past 12 months?

- Not achieved target
- Fully achieved target
- Partly achieved target
- Exceeded target

8. Have you participated in any technical assistance projects in the last 12 months?

*Technical Assistance projects are capacity building activities or programmes you have participated in with **external** support to support your organisation to reach its objectives and achieve its mission*

- Yes
- No

9. What were these projects focussed on? (tick all that apply)

- Access to markets
- Business management - Ability to run the business of the organisation profitably and sustainably
- Business Planning
- Cash flow projection - Ability to forecast the income and expenditure of the organisation
- Coffee pricing
- Cooperative Governance and Management (for the Board)
- Data collection
- Data for reporting
- Income Statement Analysis
- Price risk management
- Learn to adapt to Climate change
- Good Agricultural Practice training
- Agroforestry Implementation
- Integrated pest and disease management
- Financial Management - Elementary book keeping
- Financial Management - Loan management
- Financial Management - Profit & loss statements
- Financial Management - Record keeping
- Other

10. Please give details if you have indicated 'Other' in response to the question above

11. Who participated in this technical assistance (tick all that apply)

- Board
- Management
- Field Staff
- Producers

12. Which organisation(s) delivered this technical assistance?

13. Apart from the technical assistance projects you shared in Q8 - Q12, have you been able to contribute to any organisational development projects in the last 12 months?  
*These should be any projects not covered in Q8 - Q12. Projects you have implemented with organisational funds to support your organisation to reach its objectives and achieve its mission*

Yes

No

14. What were these projects focussed on? (tick all that apply)

- Infrastructure
- Equipment and Tools
- Market research and expansion
- E-commerce / Online
- Income diversification including carbon credits
- Women's empowerment
- Staff capacity building
- Other

15. Please give details if you have indicated 'Other' in response to the question above

16. What challenges did your organisation face that stopped, changed or reduced contributions to organisational development projects?

- Low or no profit
- Low sales
- Cash flow challenges
- Lack of access to finance
- Other

17. Has your organisation been able to contribute to any development projects in the community in the last 12 months?

- Yes
- No

18. What were these projects focussed on? (tick all that apply)

- Development of literacy programmes
- Educational infrastructure such as building or maintaining school buildings or school furniture
- School supplies such as books and other teaching and learning materials
- Construction of a health centre
- Construction or maintenance of nurses' bungalows
- Donation of hospital / medical equipment
- Financing of vaccination campaigns or community health programmes
- Energy Efficiency
- Renewable Energy Supply
- Construction or maintenance of a bridge
- Construction or rehabilitation of roads
- Drinking water / bore holes
- Other

19. Please give details if you have indicated 'Other' in response to the question above

20. What challenges did your organisation face that stopped, changed or reduced contributions to development projects in the community?

- Low or no profit
- Low sales
- Cash flow challenges
- Lack of access to finance
- Other

21. What challenges have your artisans / farmers experienced in the last 12 months?

- Access to inputs / availability of inputs (seeds, fertiliser, pesticide, raw materials)
- Access to tools and equipment
- Climate challenges (changes in rainfall patterns, increased temperatures)
- Higher rates of pest and disease
- Reduced yield leading to lower income
- Ageing trees / crops
- Low access to technical support / extension services
- Low availability of land for farm expansion
- Reduced market
- Other

22. Please give details if you have indicated 'Other' in response to the question above

23. How is the organisation mitigating these challenges?

24. What challenges have your employees / workers experienced in the last 12 months?

Employees are permanent employees of your organisation.  
Workers are casual or seasonal workers at your organisation.

- Inadequate logistics or tools
- Means of transportation to work
- Heavy workload
- Health issues
- Other

25. How are these challenges being mitigated?

26. How would you describe your organisation's capacity to access fair and affordable finance?

- Very Low
- Low
- Average
- High
- Very High

27. In the last 12 months, have you been able to cover any unexpected costs incurred by your organisation?

- Yes
- No

28. Over the last 3 years, how has your organisation's ability to deal with climate issues changed?

- Considerably improved
- Somewhat improved
- Not changed
- Somewhat reduced
- Considerably reduced

29. Have you delivered any project/training to build the climate resilience of your farmers over the past 12 months?

- Agroforestry / shade trees
- Related to EUDR
- Development of a Climate Change Adaptation Plan
- Good Agricultural Practices
- Reforestation
- Selling Carbon Credits
- Training in climate adaptation strategies
- Irrigation schemes
- Other

30. Have your members implemented any changes in their agricultural practices as a result of climate change impacts?

- Swapped their main crop
- Planted more resistant varieties
- Implemented agroforestry systems
- Intercropping
- Changed to organic practices
- Other

31. In the last year, have you taken any actions to support women's financial and social advancement within your organisation?

32. How confident are you in the future success of your organisation? [please tick one option]

- Very confident
- Fairly confident
- Somewhat confident
- Not so confident

33. Shared Interest's mission is to provide financial services and business support to make livelihoods and living standards better for people as they trade their way out of poverty.

We work collaboratively and innovatively with those who share our commitment to fair and just trade. With a community of investors and the support of donors and volunteers, we seek to contribute to a world where justice is at the heart of trade finance.

In your view, do you think Shared Interest are fulfilling our mission?

- Yes
- No

34. Please give any reasons for your answer to the previous question

35. How would you rate the quality of our customer service?

- Very high quality
- High quality
- Neither high nor low quality
- Low quality
- Very low quality

36. Is there anything you think we can do to improve our communications with your organisation?

37. How likely are you to recommend Shared Interest as a lender?

0	1	2	3	4	5	6	7	8	9	10
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Not at all likely

Extremely likely

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