BEST PRACTICES

Affordable Housing in Nigeria

IBAN
Inclusive Business Action Network
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I. SHORT INTRODUCTION
INTO AFFORDABLE HOUSING

ABOUT THIS PUBLICATION

This publication is aimed at companies that are already involved in the Nigerian affordable housing market or are thinking about entering the market. Even though the affordable housing market sector in Nigeria can be quite challenging, this publication intends to serve as inspiration on how to approach the low-income housing market. It is essential to go beyond merely re-stating the various problems we all know exist in Nigeria: so, instead, this publication highlights the presence of and opportunities inherent in the country’s affordable housing market. Even though the margins involved are usually lower, opportunities are to be found in the incredibly high numbers of housing units needed. Doing business with the bottom of the economic pyramid (BoP) is profitable, and the Affordable Housing Business Generator will provide you with hands-on guidance on how to (further) develop your business model in order to make affordable housing a reality in Nigeria. The best practices provided at the end of this publication provide yet more inspiration on how to approach housing markets targeted at low-income segments.
Housing is widely recognized as a human right, yet Nigeria’s low-income households in particular struggle when it comes to finding adequate shelter that does not leave them in financial difficulty. The term affordable housing – sometimes also called social housing or mass housing – commonly features in discussions on housing issues, which are also social and economic issues. Because the perception of what is affordable varies significantly across cities, states and income groups, affordable housing can only be broadly defined. Generally, affordable housing deals with housing solutions that are priced and financed in a way that ensures low-income occupants can also satisfy their other basic needs. Even though the scarcity of affordable housing affects all segments of society, it is notably low-income earners who are most affected. The Nigerian urban housing market primarily targets high-income earners and thus leaves large parts of the Nigerian population excluded from formal housing provision. In general, low-income households face a number of barriers: besides weak individual purchasing power, access to housing finance is lacking; complementary goods, such as land and infrastructure, are unavailable; and housing supply is inadequate to meet the actual needs of the urban poor.

The average Nigerian household generally faces the following barriers:

- Low purchasing power
- Supply of inadequate products
- Lack of related goods and services
- Lack of access to housing finance

Based on Ashoka 2007: 9
There are different approaches to tackle the affordable housing problem. They can be categorized basically into two categories: ☑️ the provision of new buildings and ☑️ improving existing building structures including incremental upgrades.

<table>
<thead>
<tr>
<th>Category</th>
<th>Approach</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑️</td>
<td>On-site/informal settlement upgrading</td>
<td>Improvement of the physical, social and economic infrastructure of an existing informal settlement, without people’s displacement.</td>
</tr>
<tr>
<td>☑️</td>
<td>Government-led new public housing</td>
<td>Governments design, build and deliver low-income housing (for sale or rent).</td>
</tr>
<tr>
<td>☑️</td>
<td>Sites-and-Services</td>
<td>Provision of vacant land along with basic infrastructure/services for households to construct their own houses.</td>
</tr>
<tr>
<td>☑️</td>
<td>Incremental building</td>
<td>Making land available to low-income households, who then are responsible for constructing their houses and purchasing infrastructure services.</td>
</tr>
</tbody>
</table>

Nigeria is the most populous country in Africa. Despite the fact that Nigeria – a lower-middle income country – has been growing at stable rates for a decade and has become the largest economy in Africa, living conditions have yet to improve significantly. The country continues to struggle with poverty, inequality, and infrastructure shortages. It is estimated that around 62% of the Nigerian population lives below the poverty line, most of whom must endure inadequate housing conditions. The sheer size of the housing problem might seem overwhelming and discouraging to companies and government alike. The truth is, however, that this challenge offers huge opportunities. There are different approaches for tackling the affordable housing problem, which can be be grouped under two basic categories: (1) the provision of new buildings and (2) the improvement of existing buildings including incremental upgrades.

The few successful ventures that exist in Nigeria show, however, that affordable housing is not an easy market to navigate. Therefore, knowing the characteristics of the housing market is essential before striving for the opportunities.
To better understand the dynamics of the Nigerian housing market, it is useful to look at the factors influencing the market. Almost 50% of the Nigerian population lives in cities and about 80% of this urban population lives in conditions characterized by general disorder, overcrowding, low sanitation standards, the use of unconventional building materials, substandard construction techniques, and lacking road and services infrastructure. The rapid growth of cities in tandem with the lack of town planning and adequate infrastructure has produced urban sprawl that is congested and unhealthy. Furthermore, land is becoming increasingly scarce in Nigerian cities, which has led to the proliferation of informal settlements. Land with a high development value is sometimes taken over by the government, especially in the main urban centers of Abuja, Lagos and Port Harcourt. In Abuja alone 800,000 homes have been destroyed since 2003 to make way for prestigious and luxurious developments.


Constraints to Affordable Housing in Nigeria

Based on KPMG Mortgage Industry Overview (2015) and AfDB.
Note: Interview of 28 representatives of the private, public and civil sector/international organizations. Multiple answers were possible

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Population (in million) 178.5
Urban population (% of total) 6.94
Urbanization rate (% in 2014) 4.5
Population under national poverty line (%) 46
% of GDP generated in the informal sector 58
Ease of doing business rank (out of 189) 170
Number of procedures to register property 12.1
Time (days) to register property 70
Cost (% of property value) to register property 18.6

Source: CAFH 2015, World Development Indicators

Photo: C. J. Raschke
It is not easy to narrow down what affordability means in the Nigerian context. Over 50% of Nigeria’s population lives on less than one US dollar a day. At the same time unemployment is continuing to rise. Approximately 20 million Nigerians are without a job and, despite the minimum wage of NGN 18,000 (USD 90) per month, income is not guaranteed for the major part of the population. Weak formal job creation, underemployment and insufficient skills development are major problems in Nigerian cities. These factors prevent incomes from rising and reflect a business environment that is unfavorable for the country’s development. At the same time the cost of buying or renting a home has spiraled. At present the income required for the cheapest newly built housing offered by a formal developer is above the average annual income earned by urban households. The housing market in Nigeria is hamstrung mainly by the inadequate availability of finance, the high cost of land registration and titling, the high cost of building materials, and lengthy and regulatory procedures.

### AFFORDABILITY – SOME FACTS

<table>
<thead>
<tr>
<th>Minimum wage</th>
<th>N18,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banked population (% of adult population, 2014)</td>
<td>36.3</td>
</tr>
<tr>
<td>Down payment required for commercial mortgage (of property value)</td>
<td>20-30 %</td>
</tr>
<tr>
<td>Interest rates on commercial mortgage</td>
<td>11-27 %</td>
</tr>
<tr>
<td>Repayment term</td>
<td>10-15 years</td>
</tr>
<tr>
<td>Homeownership rate (%)</td>
<td>25</td>
</tr>
<tr>
<td>Mortgages (as % of GDP)</td>
<td>0.58</td>
</tr>
</tbody>
</table>

Source: CAHF 2015, EFInA, CBN

### Annual household income in rural and urban Nigeria

With a surging housing deficit that currently stands at 17 million housing units, Nigeria represents one of the biggest markets globally for new housing construction targeted at low-income groups. In order to meet the supply gap of 23 million units by 2020, 2.6 million homes will have to be constructed annually. However, optimistic estimates suggest that only around 200,000 units a year are currently being built. The sheer magnitude of the housing gap should be enough to make businesses and investors sit up and pay attention to the great prospects offered by the Nigerian affordable housing market. The difficulty lies, however, in recognizing and adequately approaching these opportunities. Even though the bulk of the housing need stems from lower-income markets, the vast majority of private businesses do not believe that serving the needs of low-income earners can be a profitable business – and neither does government. Most of the housing schemes delivered in Nigeria to date target the high-end luxury market segment and, to some extent, the middle class that has emerged over recent years.
However, the luxury residential market is already experiencing an oversupply and the middle and floating classes together represent only 20% of the Nigerian adult population. This means that opportunities of scale in the Nigerian affordable housing market are actually to be found in the lower-income segments – and these opportunities are still waiting to be tapped. Evidence from other countries has demonstrated that housing for the mid- to low-income segment can be profitable. Given Nigeria’s large and growing population and economy and the fact that the market penetration of affordable solutions is still very low, opportunities can best be tapped by coming up with a housing solution that carefully considers aspects like how to ensure the financing ability of the end-user or how to propose an affordable home that is still desirable. The Business Model Generator can be very helpful to those embarking on affordable housing ventures and thus tackling these issues.

MARKET OPPORTUNITIES

- Parts of the population earning above N1.57 million (US$ 8,000) per annum
  - Huge mortgage debt gap
  - Estimated mortgage finance requirement needed for Nigeria: **N60 trillion (US$ 300 million)**

- Parts of the population where the bulk earns below N1.57 million (US$ 8,000) per annum
  - Housing strategies that allow for incremental housing construction and self-build
  - Investments in housing micro-finance and other aspects of the incremental housing delivery chain are very likely to find demand

- Part of the population that is unbanked (36.9 million adults or 39.5% of adult population)
  - Providing innovative financial products and services to the BOP represents a large business opportunity for the private sector

- Reliance on cement as primary building material (construction with sandcrete blocks makes up 90% of the construction market)
  - Market for alternative building materials

- Very high reliance on imported construction components (90% including electricity are imported)
  - Strengthening local building materials industry: Job creation and skill development

*Based on GIZ (2014).*
III. AFFORDABLE HOUSING BUSINESS MODEL GENERATOR IN THE NIGERIAN CONTEXT

The Business Model Generator shows that there are diverse ways to enter the affordable housing market. As there is no single one-size-fits-all solution, the Generator does not dictate where to start or what processes to follow to be successful. The different elements of an innovative affordable housing business model do, however, need to be flexible and to actively integrate people and society. With reference to Nigerian best practices (which are presented in more detail subsequently), the following aspects and choices need to be considered:

**Housing Solution**

When developing a product or service for the Nigerian market, it is important to properly consider the different choices and trade-offs presented by different housing solutions. In Nigeria concrete blocks remain by far the most popular wailing material. Even when other construction materials are shown to be more sustainable or suitable, houses built using them run the risk of being less desirable to end-users. For example, Nigerite recently introduced integrated building systems (a dry-wall construction methodology) but is finding consumer perceptions can be a problem when marketing the properties: many Nigerians think that if a building is not concrete, it is probably not safe. Other kinds of housing solutions provide more obvious benefits: Comprehensive Design Services builds starter homes for working Nigerians that are flexible and extendable and are also designed in a way that requires little energy for heating or cooling.

**Customer**

Knowing who your potential customers are and how to approach them is fundamental for making business with low-income communities successful. Many supposedly affordable housing projects have got underway in Nigeria, only to end up in failure. This is often due to the common practice of starting to build houses without first finding out if there are sufficient off-takers, if the financing is clear or if the intended selling price is actually affordable. As a result, some housing schemes have either remained empty or totally missed their intended target segment. For low-income households in Nigeria, incremental building approaches may be more suitable. Millard Fuller Foundation, for instance, offers homes that are expandable from either a studio to a one-bedroom apartment or a one-bedroom to a two-bedroom home.

**Value Proposition**

In most cases the intention to provide houses that are affordable and better quality is not enough. Other factors also play into the equation. A fair number of housing projects in Nigeria are built well outside the city and therefore lack not only essential infrastructure like roads and water, but also access to jobs, schools, transport options, and religious institutions. The less you know about the preferences and aspirations of your target group, the weaker the value proposition of your business model.

**Customer Relation**

Additional services or partners can increase the value of your housing scheme. For example, providing customers with education and training in areas like financial literacy can help to create additional markets. Lafarge, for example, has partnered with LAPO Microfinance Bank to offer microfinance products for the incremental construction, extension or renovation of their customers’ houses.

**Financing**

Measuring affordability and ensuring that your solution is accessible to low-income households is of paramount importance. Only 36% of the Nigerian population is banked. Therefore, traditional products offered by commercial banks are not an option. Informal incomes paired with irregular income streams pose another obstacle. Millard Fuller Foundation runs its own housing cooperative that makes it easier for clients to access finance – e.g. through the Federal Mortgage Bank of Nigeria’s Informal Sector Cooperative Scheme.

**Organization**

Organizations conducting business with low-income households need to be agile if they are to handle the uncertainties and business demands of this segment. Alongside having the right mandate, support, skills and mind-set, it is essential to take a long-term view for the business in question.

**Partners**

Because the Nigerian housing market is highly complex and difficult navigate, it is vital to put in place the right partnerships along the value chain. The Women Housing Plan Initiative reaches out to non-profit women’s and international organizations to raise awareness about its activities. Reaching out to government and the international community helps with securing financial support and facilitates land acquisition.
Millard Fuller Foundation started out as a non-profit housebuilder in 2006, taking on the challenge of tackling the Nigerian housing deficit. To be able to build at scale, Fuller has recently embarked on the first of a number of commercial housing developments. The scheme, which is located in Luvu-Madaki, Masaka, Nasarawa State, comprises 200 studio apartments and 200 one-bedroom apartments. Following an incremental building approach, Fuller offers shell and core houses that are completed on the outside but that need additional finishing on the inside. As the family grows or the initial mortgage is repaid, apartment owners can upgrade their studios to one-bedroom apartments and their one-bedroom apartments to two-bedroom homes. In 2015 the scheme’s studios were sold for NGN 1.65 million and the one-beds for NGN 2.7 million, with both options targeted at low-income buyers earning between NGN 40,000 and NGN 120,000 per month. Focusing on that income bracket ensured that the beneficiaries were able to make a minimum monthly mortgage repayment of between NGN 10,000 and NGN 40,000. Millard Fuller Foundation employs short-term project financing (12–24 months) for its shell and core units, which it builds using conventional materials like sandcrete blocks. After the houses are completed, identified buyers use either their savings or funds from the open money market, the National Housing Fund or a housing microfinance institution to purchase their new homes. Beneficiaries are usually organized into cooperatives in order to make processing easier and to facilitate access to readily available mortgage finance. Usually the mortgages are paid back to the third-party financial institution over a period of up to 25 years. So far, Millard Fuller Foundation has finished more than 200 units, and is hoping to scale up its operations in order to deliver another 400 units in 2016.
Comprehensive Design Services (CDS) is a Port Harcourt-based company that builds affordable and sustainable houses incrementally and, where possible, helps homeowners to secure micro-mortgages. CDS also sells its housing solutions to prospective housebuilders. To date, CDS has managed to move eight families from Port Harcourt’s waterfront slums to its affordable and green one-bedroom apartments. The apartments are approximately 40 square meters in size and include a living room, a kitchen, a bathroom and one bedroom. The apartments can be extended in phases according to the household’s needs and capabilities.

CDS has adopted passive house technology (based on the German Passivhaus, an ultra-low-energy building that requires scarcely any energy for heating or cooling), which is both energy-efficient and affordable. Compared to regular buildings in a similar environment, CDS’s passive houses are bio-climatically designed to use 50% to 75% less energy. These energy savings are achieved by using compressed earth blocks, light-colored roofs, shaded windows and walls, and natural ventilation, which results in cooler interiors and eliminates the need for expensive cooling equipment. Another benefit is that, in the event of a power cut, the occupants remain comfortable – both during the day and at night. CDS manages to keep the cost of its housing low by relying on local labor, materials and technology and by using resources efficiently. Housebuilding that employs compressed earth technology becomes even more efficient if 10 or more buildings are built at the same time. In order to overcome its challenges (access to affordable land in good locations, to construction finance and to mortgage finance for off-takers), CDS is currently approaching government and other partners to explore potential collaborations.
Lafarge and LAPO Microfinance Bank

<table>
<thead>
<tr>
<th>Project name</th>
<th>Easy Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Across Nigeria</td>
</tr>
<tr>
<td>Project start</td>
<td>2013</td>
</tr>
<tr>
<td>Planned Impact</td>
<td>300,000 housing units</td>
</tr>
<tr>
<td>Impact so far</td>
<td>2700 loans/13500 beneficiaries</td>
</tr>
<tr>
<td>Total loan disbursement</td>
<td>N135 million</td>
</tr>
<tr>
<td>Special feature</td>
<td>Incremental construction, Free technical assistance, Catalogues of house designs, Access to building material retailers Microfinance Academy</td>
</tr>
</tbody>
</table>

In response to the housing challenges of Africa’s most populous country, Easy Home is a joint program with LAPO, Nigeria’s largest microfinance bank, that enables low-income families to finance the construction, extension or renovation of their homes and thus improves their living conditions. Its approach enables Nigerians to become homeowners and empowers individual housebuilders and artisans to improve the build quality of individual homes. The scheme identifies prospective beneficiaries through LAPO’s network of branches or Lafarge’s distributors and sales representatives. Lafarge’s free technical assistance comprises basic architectural plans based on individual needs and on-site visits to take measurements and calculate the bill of quantity for the required materials. The resulting information is captured using an app, which enables Lafarge staff to deliver a bill of quantities in just five minutes of constructive dialogue with the client. This helps to produce solutions that are tailored to clients’ needs and financial capacities.

LAPO provides clients with micro loans to pay for their individual incremental building projects. These loans have an interest rate of 1.63% per month and must be repaid over time frames of between 6 and 24 months. The size of the loan, which can range from NGN 100,000 to 1,000,000 (USD 500 to 5,000), depends on the client’s capacity to repay it. The scheme started with a pilot phase running from October 2013 to March 2014. To date, the scheme has reached over 2,700 families, and Lafarge estimates that it is gaining 300 new clients each month. The project has now become a profitable enterprise for Lafarge, with profits generated through the sale of materials (cement and blocks). With initial support in the form of a long-term credit line of NGN 1 billion (Euro 5 million) provided by the French Development Agency (AFD), LAPO is now able to sustain its operations on its own. In October 2015 Lafarge launched the Microfinance Academy in Nigeria. Organized in partnership with the International Finance Corporation (IFC) and AFD, the Microfinance Academy holds events for bankers and managers of microfinance institutions from Nigeria and beyond, and trains them in how to provide housing credit products that benefit the low-income segment. This year’s 40 cohort members also got to learn about Easy Home, with the results of the housing microfinance project shared during the event. As of December 2015, loans totaling NGN 1.35 billion (USD 6.74 million) have been disbursed to 2,700 beneficiaries.
Nigerite is a leading building components company in Nigeria that offers roofing, ceiling, walling, cladding and flooring materials. More recently the company introduced integrated building systems (IBS) technology, a dry and lightweight construction method suitable for mass housing. The IBS technology makes it possible to build homes more quickly, with only minimal reliance on cement or other reinforced concrete constituents. The semi-industrial methods employed in the IBS build process make it possible to deliver houses en masse, which reduces the unit costs of housing. Dry wall construction is relatively new in Nigeria, being introduced less than two years ago. Nigerite is committed to using this new technology, seeing it as a cost-effective building material suitable for addressing the housing deficit in Nigeria. A major issue, however, is the lack of adequate technical skills and deployment capacity. Nigerite therefore counts on support from foreign sister companies within the Etex Group that already have experience with dry construction in Asia, Europe and South America and can support capacity development. Another major issue, as mentioned above, is that Nigerian consumers tend to see houses that are not built with concrete as unsafe. Changing such perceptions and engaging consumers in the process is therefore key if the use of alternative building materials in affordable housing is to be accepted. Nigerite’s affordable housing goal is to deliver functional housing units to low-income consumers that cost below NGN 1 million (USD 5,000) per unit. Nigerite’s approach to affordable housing is centered on the local manufacture of components, manpower development, minimum reliance on cement, short build times through dry construction, minimum wastage of materials during the construction process, and low transportation and handling costs. So far Nigerite has reached an estimated 5,000 people.

**Project Data**

- **Project name**: Fuller/Selavip project
- **Location**: Masaka, Nasarawa State
- **Target group**: Low, middle and high income with varying cost implications
- **Impact so far**: 5,000 Nigerians reached
- **Price**: N2 million (N1 million with subsidies)
- **Special features**: Focus on local materials, Dry construction, Skill development, trainings
The aim of the Women Housing Plan Initiative (WHPI) is to create quality and affordable housing for women through the value chain system. The initiative focuses on homeownership support services and also works extensively in transitional housing projects and university rental accommodation. An essential part of the WHPI’s activities is networking and knowledge-sharing: the WHPI offers capacity-building workshops and seminars as well as public events for women. Applying a value chain approach, the WHPI is working to tackle the critical shortage of affordable housing within its communities in the Federal Capital Territory (FCT) area. WHPI’s affordable housing goal is to create wealth for women through housing development and to mobilize and empower women and families through a service-enriched housing program delivered irrespective of age, religion and status. WHPI reaches women by offering a flexible payment plan spread over a time frame of between two to four years. WHPI’s main challenges are related to funding and land acquisition. In order to overcome these challenges, WHPI is seeking strong partnerships (a) with non-profit women’s or international organizations to raise awareness about its activities and (b) with government to get easier access to land and to secure the required infrastructure. If the initiative’s investment fund were to be supported with funding, projects could be implemented faster and could reach more off-takers.
The NGO Shelter Origins was founded in 2010 after its parent organization, Habitat for Humanity, ceased operations in Nigeria. The faith-based organization is based in the FCT and aims to provide decent, safe and affordable houses to less privileged Nigerians irrespective of their religion. Currently active in four Nigerian states, Shelter Origins is building homes by working in partnership with beneficiary families, and all housebuilding is professionally supervised to ensure high quality. Relying mainly on in-house rather than contracted labor, Shelter Origins manages to avoid unnecessary costs at different levels, which helps to keep the cost of delivering houses low. To date, Shelter Origins has been able to build houses at low cost using its own revolving fund, donations in kind, donation of cash or land, and down payments. Shelter Origins has completed and allocated five schemes in partnership with Cisco International USA, the MTN Foundation, and Habitat International USA. These housing schemes provide safe and affordable shelter to some 400 families. Even though the design and size of houses varies according to local community and families’ needs, the average home usually has two bedrooms and an average floor area of 100 square meters. Passionate about serving low-income households, Shelter Origins offers flexible repayment periods and ensures that the cost of its homes is manageable for off-takers. Buyers make their housing repayments on a monthly basis and do not have to provide any collateral. Depending on the housing scheme, Shelter Origins spreads the repayment period over a time frame of between three to ten years. Looking forward, Shelter Origins hopes to be able to build homes for people throughout Nigeria.

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**Shelter Origins**

<table>
<thead>
<tr>
<th>Location</th>
<th>FCT, Nasarawa State, Plateau State</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target group</strong></td>
<td>Low and middle income, traders</td>
</tr>
<tr>
<td><strong>Average floor area</strong></td>
<td>100m²</td>
</tr>
<tr>
<td><strong>Average home size</strong></td>
<td>2-bedroom</td>
</tr>
<tr>
<td><strong>Total number of units completed</strong></td>
<td>395 units</td>
</tr>
<tr>
<td><strong>Selling price</strong></td>
<td>N1.3-5.85 million</td>
</tr>
<tr>
<td><strong>Repayment period</strong></td>
<td>Varying from 3 to 10 years</td>
</tr>
<tr>
<td><strong>Financing model</strong></td>
<td>Partnerships and Shelter Origins Revolving Fund</td>
</tr>
</tbody>
</table>

Photos: Shelter Origins

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V. SUPPORT DIRECTORY

Get Informed


- **Affordable Housing Hub**, LinkedIn group, Collaborative space for professionals who want to implement Affordable Housing projects https://www.linkedin.com/groups/8277832, http://affordablehousinghub.com

- **Browse www.searchinclusivebusiness.org** - a publications database searchable by sector (e.g. housing), topic, region and year. Latest insights into affordable housing can be found there.
Get In Touch

**GIZ – SEDIN:**

The SEDIN Programme of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) has the objective to increase sustained employment and income generation in micro, small and medium-sized enterprises (MSMEs). As a federally owned enterprise, GIZ supports the German government in achieving its objectives in the field of international cooperation for sustainable development. The objectives of the SEDIN programme are pursued via four areas of intervention: (1) financial system development; (2) business enabling environment; (3) trade policy and facilitation and (4) value chain development. Besides three agricultural value chains, SEDIN also supports the construction value chain with a focus on low-income housing.

**Inclusive Business Action Network:**

The Inclusive Business Action Network (IBAN) is a global multi-stakeholder network unlocking the power of inclusive business for sustainable development. It acts as a gateway and facilitator for the global inclusive business community and joins forces to contribute to the Sustainable Development Goals (SDGs).

In its mission to promote inclusive business globally, IBAN supports the scale and replication of inclusive business models and engages all different types of stakeholders. To trigger collective action IBAN ‘connects the dots’ between the vast number of businesses, existing initiatives, networks and other stakeholders.

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