



**Farmer to Farmer
Volunteer Assignment Scope of Work (SOW)**

Summary Information	
Assignment Code	ET202
Country	Ethiopia
Country Project	Livestock
Host Organization	Emebet and Daughters Milk and Milk Products PLC
Type of Volunteer Assistance	Technology Transfer (T)
Type of Value Chain Activity	Processing (P)
Assignment Title	Cheese Product Quality & Processing
Assignment preferred dates	Flexible but more preferred in April or August, 2019
Objectives of the assignment	<ul style="list-style-type: none"> • Provide training and technically assist to employees and managers on cheese product quality and processing • Increase income by improving quality of cheese • Train and advice dairy farmers on milk quality and handling
Desired volunteer skill/expertise	<ul style="list-style-type: none"> • Practical knowledge and experience in cheese processing • Wide knowledge in cheese production (products and processes) including new advances in the sector.
PERSUAP Classification	Type 3

A. BACKGROUND

CRS Farmer-to-Farmer (F2F) Program is a USAID funded 5-year program (July 2018 – June 2023) that will provide technical assistance from United States (U.S) volunteers to farmers, farmer groups (cooperatives and associations), agribusinesses and other agriculture sector institutions. The program objectives are to facilitate economic growth within targeted agriculture sub-sectors, enhance sub-sector inclusiveness to expand participation to a broader range of individuals and communities and to increase the American public’s understanding of international development issues and US international development programs. Volunteers, recruited from all States and the District of Columbia, are individuals who have domestic careers, farms and agribusinesses, or are retirees who want to participate in development efforts. F2F program will assist in agriculture development, commodity value chain competitiveness and firm upgrading by providing technical assistance to introduce new technologies, innovations and development of local capacity for more productive, profitable, sustainable and equitable agriculture systems.

Despite the large number of dairy cows in Ethiopia and the important number of producers engaged in the dairy sector, the development efforts so far made have not brought a significant impact on the growth of the dairy sector in the country. Ethiopia is currently a net importer of dairy products, pointing to the immediate opportunity in the domestic, rather than export, market. Domestic demand for dairy products is strong, evidenced by rising prices over the past several years. Rural communities in Ethiopia produce fermented milk products traditionally. The major fermented milk products produced in Ethiopia are: Ergo (fermented sour milk/yogurt), Ititu (fermented milk curd), Kibe (traditional butter), Neter Kibe (spiced butter), Ayib (cottage cheese), Arerra (sour defatted milk), and Aguat (whey). Dairy production is shifting away from small scale production and moving towards large scale operations as the demand for dairy products increase.

Inefficient and inadequate milk processing technologies are a major constraint. According to the 2017 report from the Ministry of Agriculture, less than 5% of milk is processed and the rest is marketed raw. Processing techniques are inadequate due to limited knowledge and lack of proper processing equipment, which lead to poor quality products (milk, cheese, ghee, butter).

The host, Emebet and Daughters Milk and Milk Products PLC is a company that processes cheese, table butter, yoghurt, and cream. The dairy processing company is based in Bahir Dar, the capital of the Amhara region. It is located 563km from Ethiopia's capital, Addis Ababa. The host collect milk from 560 dairy farmers, and currently it processes 1000 litter of milk a day and produces mozzarella, provolone and butter. The company is planning to expand its capacity to 5000 litter of milk. This company is unique in that it produces specialty cheeses that are not traditionally produced. The production process is supported by some machinery and 10 employees, 8 of which are women. The owner is Ms Emebet Mekonnin, a woman who started this business after establishing a successful pizza restaurant in Bahir Dar. She needed cheese for her restaurant and therefore established the processing plant. The products produced from Emebet Dairy are used for the owner's restaurant, but they also sell to supermarkets and hotels.

Knowing that the demand for dairy products is on the rise in Ethiopia, Emebet Dairy Processing has requested CRS-F2F program for a volunteer technical assistance on cheese processing and improving quality of product. By improving the company's cheese production and quality, the PLC to grow and expand their business and become more competitive in the market and meet the demand.

B. ISSUE DESCRIPTION

In Ethiopia, processing techniques are inadequate due to limited knowledge and lack of proper processing equipment, which lead to poor quality products. There is also insufficient knowledge of food safety, supply chain management, processing practices, packaging, handling and distribution. This is especially true for companies that focus on producing items that are fairly new to Ethiopia's market, such as cheese. As a result, the company is not able to meet the growing demand of quality cheese.

Seasonal fluctuations in the demand of dairy products follow the various fasting periods during which Orthodox Christians will abstain from consuming all kinds of animal product foods. Overall, in Ethiopia

there are 196 fasting days a year. Thus, product diversification, such as producing cheese instead of pasteurized milk may prove to be a solution to overcome the temporal dip in demand for milk products.

The host processes milk and produce long shelf life dairy products (butter and cheese) to be sold during and after the fasting season. Bahir Dar is one of the popular tourist destination in Ethiopia, however, the supply of milk and milk products are not adequate. Therefore, the company intend to expand the production and distribution of milk and milk products in Bahir Dar and other part of the country. However, the technical skill gap hinders to achieve its goal. Thus, the company requested CRS through F2F program for technical experts to assist in Cheese Product Quality and Processing.

C. OBJECTIVES OF THE ASSIGNMENT

The general objective of this volunteer assignment is to improve cheese product quality and processing and work towards filling the gaps in their processes and products with the ultimate goal of increasing competitiveness in the market. The specific objective of the assignment includes:

- Provide training and technically assist to 10 employees and 2 managers on cheese product quality and processing, and storage
- Train 70 dairy farmers, collectors and transporter on milk quality and handling
- Check processing steps and identify any gaps
- Increase income by improving quality of cheese

D. HOST CONTRIBUTION

The host, Emebet and Daughters Milk and Milk Products PLC, will select and mobilize staff and dairy farmers to be trained. It will also avail key personnel to work closely with the volunteer at all times to ensure translation to the local language (Amharic) and to assist the volunteer during trainings. The host will arrange transportation and venue as required. CRS F2F Ethiopia will organize the volunteer's hotel arrangements (lodging) and ensure all required facilities are appropriate. CRS will cover lodging costs against receipts and provide per-diem advances for meals.

E. ANTICIPATED RESULTS FROM THE ASSIGNMENT

The volunteer training will lead the company staff into understanding new processing techniques to improve cheese quality. The volunteer will contribute to the following:

- Two managers and 10 factory employees trained on cheese product quality and processing.
- Organization received technical assistance on cheese processing and aspects of cheese quality (composition, micro flora, texture, flavor, hygiene etc.)
- Increased customer preference for the chees produced by the company
- Increased income due to cheese quality improvements

F. DELIVERABLES

- Initial presentation is completed (outlines, activities, plans, approach, etc.)
- Volunteer final report having feasible recommendations due before departure
- Group presentation with local stakeholders at the end of the assignment.

- Presentation to CRS staff and/or USAID
- Outreach activity press release or a media event upon return to the US

G. SCHEDULE OF VOLUNTEER ACTIVITIES IN ETHIOPIA (DRAFT)

Day	Activity
Day 1	Arrival in Addis at Bole Airport, the volunteer will be met by a CRS's client hotel Saro Maria Hotel (mail: reservation@saromariahotel.com; Phone: +251 11 667 2167). The volunteer will locate the hotel kiosk and receive their pre-arranged transport
Day 2	Rest Day (Sunday)
Day 3	<ul style="list-style-type: none"> • Take hotel shuttle to CRS office (CRS working days are Monday to Friday from 8:00AM to 5:00 PM East Africa Time) • Welcoming by CRS, and briefing meeting on security, general orientation, logistic and reporting formats. • Discuss anticipated outcomes and work plan • Travel (local flight) to the assignment site Bahir Dar, Amhara region, • S/he will be introduced with the host and will be accommodated. If time permits, general orientation with the host will be pursued.
Day 4	<ul style="list-style-type: none"> • Further assess skill and training gaps through visiting and discussing with owner and employee and dairy farmers. • Based on information gathered and gaps identified, enrich the prepared training materials incorporating hands-on practices.
Day 5-7	Provide training and advice for employees and managers, and dairy farmers
Day 8	Rest Day (Sunday)
Day 9-12	Continue provision of trainings and technical assistances to the employees and dairy farmers
Day 13	Briefing / exit meeting with the host in the presence of CRS staff Volunteer travels back to Addis Ababa (in the afternoon flight)
Day 14	<ul style="list-style-type: none"> • Debriefing with CRS staff and/or USAID Mission • Finalize reimbursement expenditures and liquidations (if any) with finance. • Finalizes his/her reporting and submit training M&E forms to CRS F2F staff. And depart for USA
TBD	Outreach event when back in the USA

H. DESIRABLE VOLUNTEERS SKILLS

The volunteer will have the following qualifications and competencies:

- Practical knowledge and experience in quality cheese processing
- Wide knowledge in cheese production (products and processes) including new advances in the sector.

- Experience in providing training to adults, community development workers or members of a community-based organization
- Good communication and interpersonal skills
- Willing to work under Ethiopian context

I. ACCOMMODATION AND OTHER IN-COUNTRY LOGISTICS

- Before travelling to the assignment place, Bahir Dar the volunteer will stay in Addis Ababa at one of the CRS's client hotels, Saro Maria Hotel (mail: reservation@saromariahotel.com; Phone: [+251 11 667 2167](tel:+251116672167)). For any inconvenience, please call at [0911718450](tel:0911718450), Biruk - F2F program manager.
- In Addis Ababa, the hotel usually has rooms that include services such as airport pickup and drop-off, breakfast, wireless internet, etc.
- The hotel shuttle or CRS will arrange a vehicle for short travel from the hotel to CRS office and vice versa in Addis Ababa.
- While in the field, the volunteer will stay at a hotel in Bahir Dar town (usually the hotel has breakfast, wireless internet and shuttle). The accommodation details will be confirmed prior to the volunteer's arrival in country. The afternoon temperature of Bahir Dar is warm year round
- CRS Ethiopia will arrange hotel accommodations and cover the lodging bills against receipts.
- CRS HQ will provide the volunteer with a per-diem advance to cater meals and incidences.
- Before departing from Ethiopia, the volunteer will liquidate any advances received in Ethiopia.
- For more information, please refer to country information that will be provided

J. RECOMMENDED ASSIGNMENT PREPARATIONS

- The volunteer can fine-tune the Scope of Work based on her/his professional qualifications to successfully carry out this cheese processing assignment.
- Generally, Ethiopia is under the tropical zone, where malaria may be a problem. Therefore, the volunteer is advised to take pills or vaccination for malaria and (maybe also for cholera) as per medical recommendations by her/his doctors/health professionals in US before departing from US.
- Prior to travel, the volunteer is advised to prepare necessary training materials and demonstration aids and written handouts. Soft copies of the handouts and any other paper materials can be printed for at the CRS office in Addis Ababa on request by the volunteer
- If the volunteer requires use of training aids like flip charts, markers and tape, s/he should make the request and collect from the CRS office in Addis Ababa prior to travel to the assignment place.
- Translation of handouts to the local language can be done in the locality of the assignment, if require.
- Depending on the meeting places and availability of electricity and LCD projector, the volunteer may use a laptop and projector for Power Point presentations.

K. KEY CONTACTS

To express interest in this assignment, please email the CRS Baltimore contact listed below. To find out additional information about the host, issue description or field conditions, please email the country contact provided below, copying the CRS Baltimore contact.

CRS Baltimore	CRS East Africa Regional Office
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Host Organization	
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