



February 2023



# Lumos Partner Network Candidate Information Pack



**Lumos Partner Network:**  
Powering wealth and entrepreneurship  
through affordable solar system

13th March 2023

Lumos Nigeria  
Lagos  
Nigeria

**Dear Potential Lumos Partner,**

We are excited to invite you to join our network of Lumos Partners as we seek to light up Nigeria with affordable solar systems at the same time provide you with this wealth-building and entrepreneurship skill development opportunity.

Through our thorough selection process, we intend to carefully select individuals who have the kind of qualities required to make a success of this opportunity. Those who are selected get to attend our elite training academy which will be a four day residential experience.

In this document, you will find more information about the selection process, the kind of person we are looking for, the role of Lumos Partner, the wealth opportunity and details about our training academy.

We appreciate your interest in joining our network and we look forward to welcoming you one day as a Lumos Partner.

Best of luck.

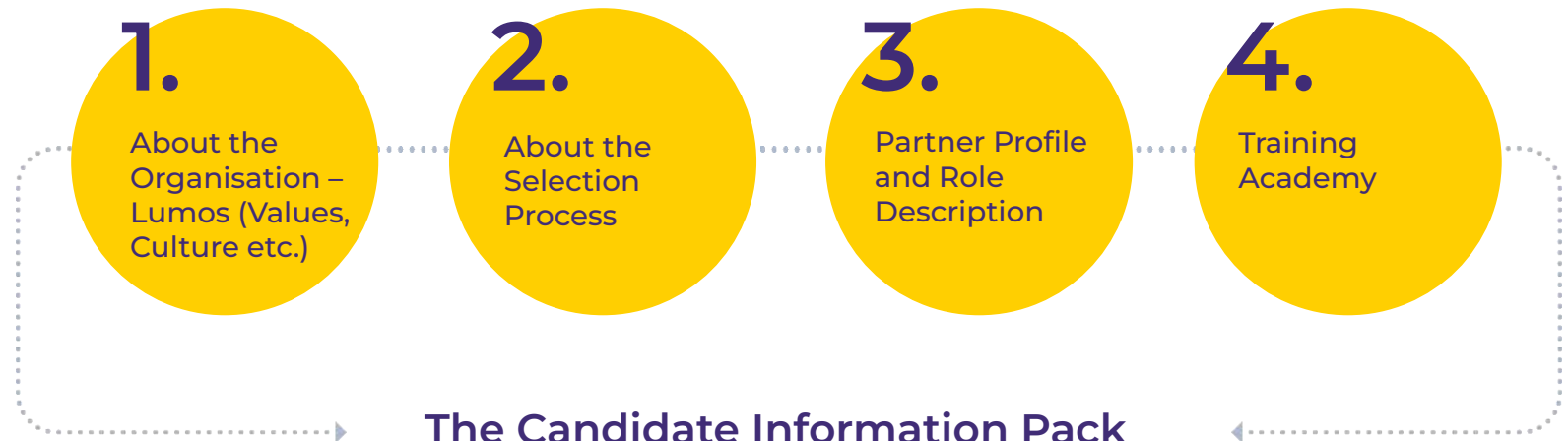
**Yours faithfully,**

*O Edobor*  
**Omoruyi Edobor**  
Head of Sales (Lumos Nigeria)

*Alistair Gordon*  
**Alistair Gordon,**  
Group CEO (Lumos Global)



**In this information pack,  
we hope to share 4 main  
pockets of information  
with you**



**The Candidate Information Pack is designed to provide applicants with the necessary information and answers to questions that they might have.**

# Content



Join a community that helps you grow wealth, build entrepreneurship skills with a market leading African Company

- 1 — Introduction
- 2 — About Lumos & Lumos Partner Network
- 3 — The Selection Process
- 4 — Lumos Elite Academy

# Lumos is a customer-focused company that delivers affordable solar home systems through its resilient partners

## About Lumos

Lumos is a market-leading provider of high-quality solar home systems. This is an alternative power source that provides customers with affordable, reliable, and clean energy for use in their homes and small businesses.

Lumos improves the quality of life for households and businesses by helping them overcome challenges resulting from a lack of access to reliable electricity. By offering a unique power solution to a massive market, Lumos is revolutionising and decentralising power supply in the same way that transitioning from landlines to mobile phones revolutionised communications.

## Our Value Proposition Is:



# About Lumos & Lumos Partners Network



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**The Lumos executive team consists of seasoned business and technology leaders with global C-level experience from top companies**



**Alistair Gordon**  
**Group CEO**



**Laurens Kreuze**  
**Group CFO**



**Tunde Salimonu**  
**Group CTO**



**Kathryn Edionseri**  
**SVP Services**



**Omoruyi Edobor**  
**VP - Head Of Sales**



**Foluso Adeyemi**  
**Head of Finance**



**Adebayo Omipidan**  
**Head of Partnerships**

**Our products are of high quality and made accessible to everyone**

# Lumos L1



- Easy-to-install roof solar panels
- An indoor unit including a high-performance battery, proprietary electronics
- Sophisticated back-end management software and applications
- Advanced security, encryption and control systems
- Versatile and dynamic payment methods, including mobile money, digital payments
- The system can power a TV, fan, lights, mobile devices and other appliances



**160W Solar Panel**



**320Wh Battery**



## The Lumos Partners Network (LPN) is a community of individuals serving as Lumos Partners in various communities in different states spread across Nigeria



Our partners are carefully selected through a rigorous selection process and are admitted into a training academy where they are trained to acquire critical attitudes, knowledge, and skills.



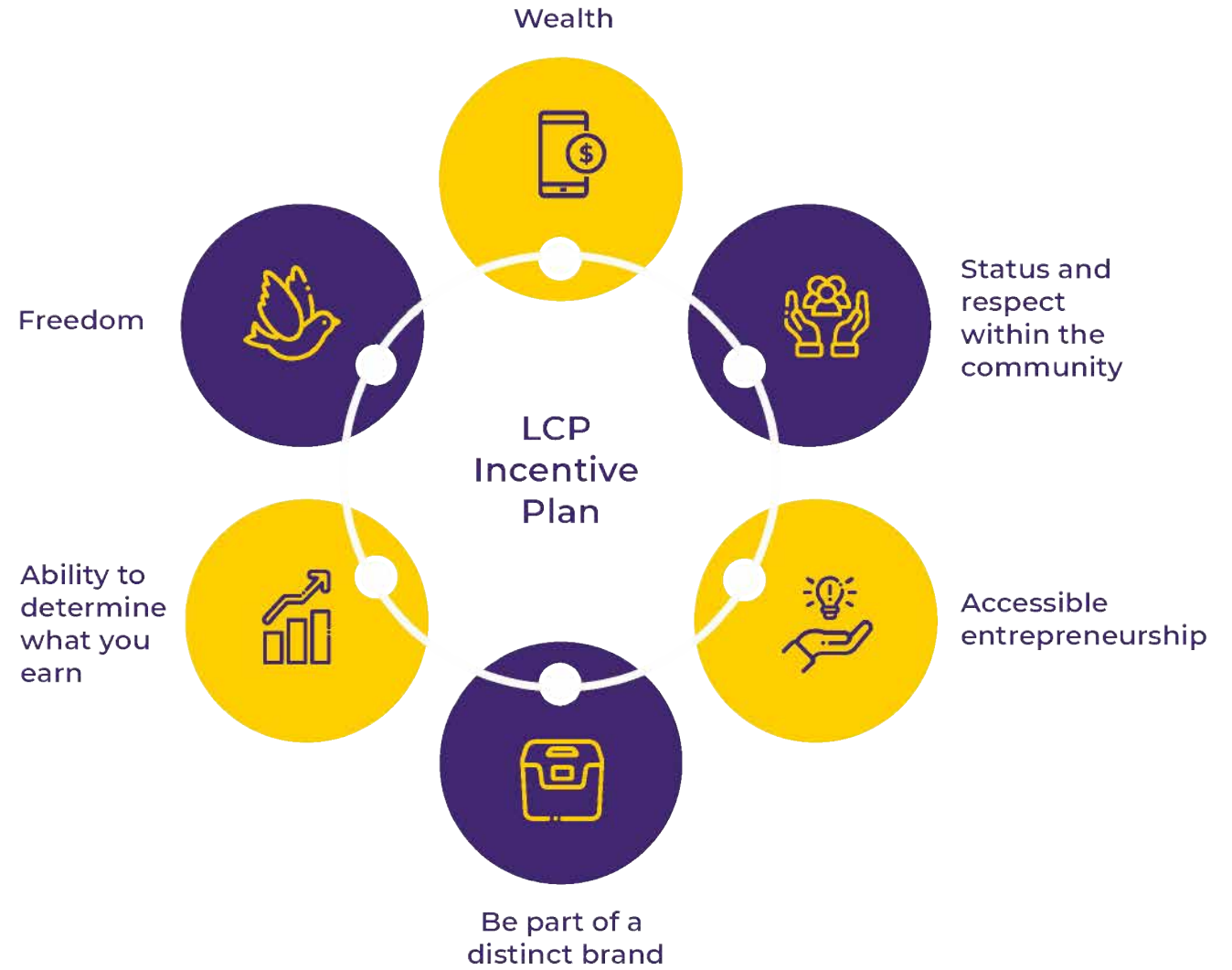
These individuals, Lumos Partners, operate as entrepreneurs and are not staff members of Lumos but expand the Lumos business by acquiring and servicing customers while being compensated by Lumos.



Powering wealth & entrepreneurship through affordable solar home systems.



**A Lumos Partner  
obtains several benefits,  
some of which are**



## A Lumos Partner exhibits these core values in their work and in their interactions with customers



- Resilient
- Customer-focused
- Entrepreneurial-minded
- Integrity
- Reliable
- Result-oriented
- Community-oriented

## What kind of people are we seeking to join the Lumos Partner Network?



We are seeking self-driven, result-oriented people who must be known in their respective communities as leaders and positive influences who may be currently unemployed, employed, or even businessperson.

### What academic qualification do you need?

Anyone with a minimum of an FSLC can become a Lumos Partner

### What background do you need?

You don't require any special background. It is open to:

- Unemployed
- Employed
- Business owners

### Where will you be required to serve as a Lumos Partner?

In the community/LGA, within your state, where you are known

## Additional details of the role of the Lumos Partner are highlighted below

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The Lumos Partner is an independent role responsible for generating sales and maintaining healthy customer leads, mobilising repayments within their communities, and providing prompt support to their customers.

### Sales, After-Sales, and Repayments

- Responsible for driving sales within their assigned community
- Devise and implement strategies toward improved sales
- Contribute to a seamless and delightful customer onboarding process
- Drive collection of monthly repayments of their Lumos customer base

### Installs and services the Lumos system throughout its warranty period

- Community Relations and Lead Generation
- Strengthen community relations by participating in community programmes and devise initiatives to deepen community relationships
- Conduct regular community scanning to identify and engage prospective clients
- Produce and maintain a prospective client list on CRM
- Educate potential clients about company offerings
- and follows up with them to close business deals
- Conducts regular product exhibitions as part of lead-generation activities →

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### Troubleshooting

- Provide a timely response to customers' requests for support
- Escalate customer issues as needed and keeps customers abreast of progress

### Customer Experience

Maintain good customer relationships through frequent contacts/calls and prompt feedback

### Personal Development

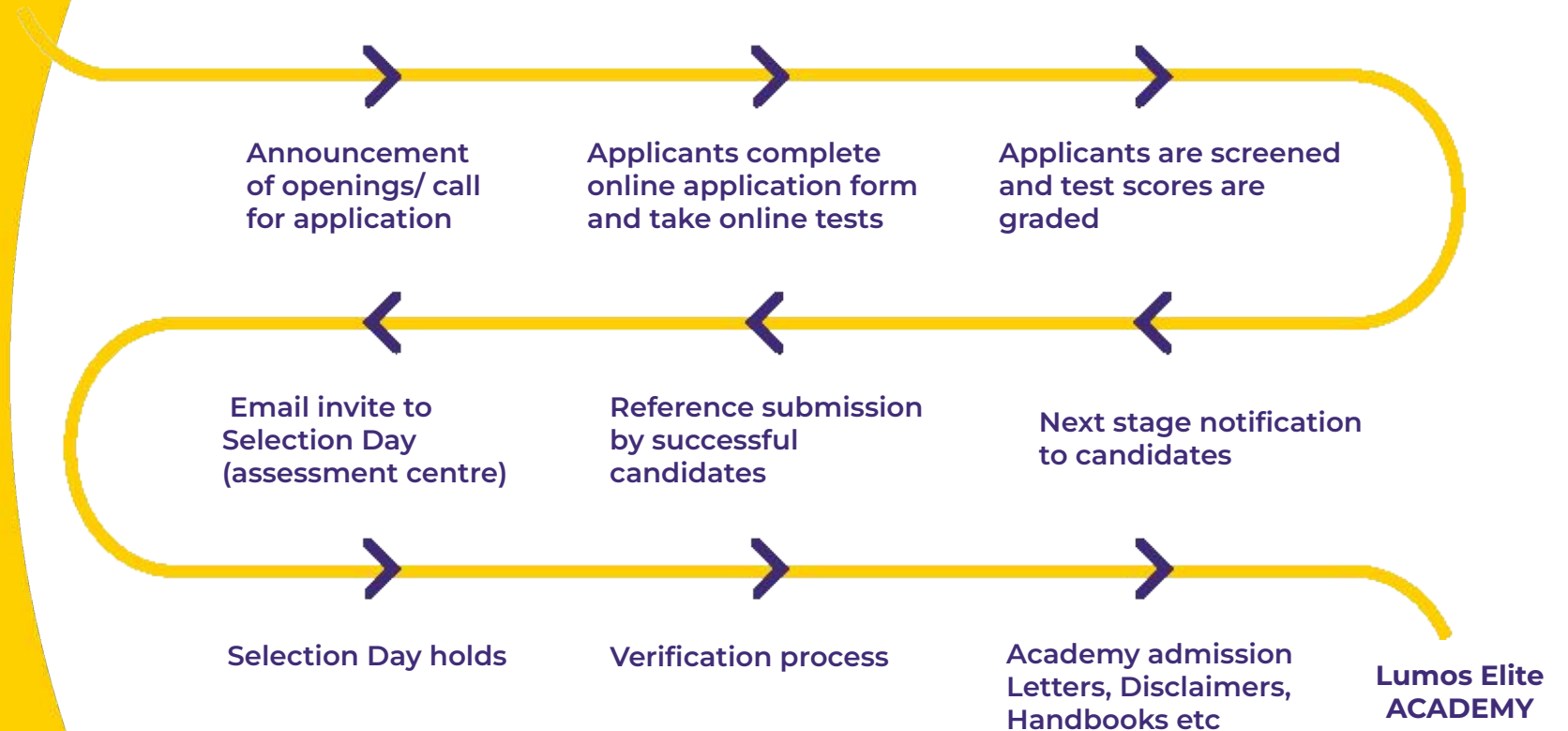
- Follow through on assigned learning & development programmes
- Actively participate in learning & development activities

# The Selection Process



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The comprehensive selection process that displays activity descriptions is shown below





The 1-month selection process, from Sourcing through Selection Day, to Academy, will follow this timeline



# Lumos Elite Academy



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The Academy curriculum model is designed to focus on a 360-degree view on the role of an LCP\*. This model mirrors the technical and behavioural competencies required for success in the LPN\*\*

## The curriculum model is grouped across 5 categories



### The Context

Consists of course curricula that equips the partner to understand the strategic, structural, and foundational issues around the business and the community market penetration model.



### The Person

Consists of course curricula that encourage people to reconsider disempowering mindsets and provide them the tools they need to lead themselves intentionally, purposefully, and with a desire for personal achievement.



### The Product

Equips the learner with the knowledge and skills required to setup and support Lumos devices



### The Customer

Equips the learner with the knowledge, skills, attitudes and templates for engaging, producing and sustaining profitable customer relationships



### The Business

Consists of course curricula that provide the learner with the skills necessary to analyse, organise, and manage his Lumos Partner transactions as a successful business.

\* Lumos Community Partner

\*\* Lumos Partner Network

A schematic high-level  
4 days timetable is  
presented here



Module	Course Title
The Context	Lumos Introduction- Business Overview
The Person	Critical Thinking & Problem Solving
	Personal Productivity and time mgt
	Effective Communication
The Business (Practical Session)	Principles of entrepreneurship
	Starting and running the Lumos Business
	Acquisition & Sales Skills (Customer Profiles & Role Plays)
The Product (Practical Session)	Training on Usage
	Hardware Fixing & Malfunction
	Installation & Service
The Customer (Practical Session)	Repayment & Incentive
	LCP App

**Learners will be evaluated at predetermined intervals and at the programme's conclusion, with exits for those who don't meet the minimum requirements.**



Every course will have a graded assessment at the end of course.



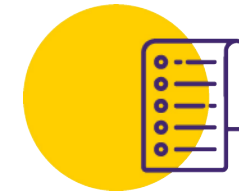
There will be a pre-programme study. This self-study will be tested during the courses



In-programme cumulative assessments are to be held every day with a minimum cut-off score



Assessments will be a combination of written and practical tests (role-play)



End of programme assessment to determine the final list of successful participants

**We welcome you to join  
a community that helps  
you grow wealth, build  
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# Thank You!



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