



# OPERATIONAL PROCUREMENT AND SUPPLY CHAIN

## INTRODUCTION

Operational procurement is an essential tool for governments and organisations to realise efficiencies, quality and value-for-money in their procurement processes. As evidenced by our programmes transforming the lives of over 120 million people across the globe, Crown Agents is one of the world's leading procurement and supply chain organisations. We are a trusted partner to ministries, governments, institutions and international donors in over 100 countries, providing high quality procurement services based on international best practice and ensuring the highest standards of ethics, integrity and transparency across our work.

We source, supply, inspect and ship to any destination, including some of the most challenging and fragile environments in the world. We design tailored solutions to meet individual needs through connecting with a global network of suppliers and manufacturers; creating a competitive procurement environment that drives efficiency, innovation, sustainability and value for money.

Calling upon decades of experience and a global team that works around the clock, we follow strict Procurement Operational Procedures, while providing flexibility and agility in how we adapt our work to specific donor guidelines or public-sector procurement regulations.

Our 2022 Supply Chain Excellence Award in the categories of 'the Public Procurement Supply Chain Excellence Awards' and 'the Public Sector Healthcare and Pharmaceutical Supply Chain Excellence Award' for our work providing life saving equipment to the war in Ukraine, is testimony to our global reputation for excellence in the field of healthcare procurement.



## OUR IMPACT

### Supporting the people of Ukraine

As a trusted partner of the Ministry of Health for the past 25 years, we have maintained our support since Russia's invasion in February 2022. Crown Agents delivered over 500 million units of medicines and medical devices and over 700,000 life-saving items directly into the country.

Due to the trauma of war, Ukraine has experienced a steep rise in premature births. Crown Agents has procured and delivered incubators including lightweight state-of-the-art portable mOm-brand machines to various hospitals and clinics throughout Ukraine. These incubators enable the safe movement of babies should a hospital come under attack.



### INDIVIDUAL FIRST AID KITS

**74,000**



### FOOD KITS

**45,000**



### BABY INCUBATORS

**91**



### OXYGEN CONCENTRATORS

**400**



### PATIENT MONITORS

**125**

## GETTING MEDICINES TO VULNERABLE COMMUNITIES IN SOUTH SUDAN

As the managing agent for the Health Pooled Fund (HPF) programme in South Sudan, Crown Agents has implemented a functional, nationwide medical supply system to bolster the government's capacity to meet basic needs, providing approximately 10 million people with services ranging from midwifery to treating infectious diseases.

Crown Agents has unparalleled experience in procurement, logistics and supply chain management. Combined with our capabilities in fund management and technical delivery of health programmes, as well as our experience working alongside governments since African independence, this forms the foundation of our

outstanding programme management of HPF3. We are supporting the Government to procure high-quality pharmaceuticals and medical consumables and implement strong supply chains to deliver pre-packaged kits of essential medicines to vulnerable communities, including in remote areas of the country. This ensures the availability of safe, effective and quality essential medicines and supplies in all 800 HPF supported facilities across South Sudan.



## TACKLING COVID-19 ON A GLOBAL SCALE

Since the outbreak of the COVID-19 pandemic in 2020, Crown Agents has supported donors such as the Caribbean Development Bank and the UK Foreign, Commonwealth and Development Office (FCDO) to deliver quality PPE, test kits, medical equipment and laboratory items and consumables to 22 countries across the Caribbean and British Overseas Territories.

Crown Agents was also one of the first organisations to develop an emergency COVID-19 vaccine supply chain. Together with the UK Foreign Commonwealth and Development Office (FCDO), we have ensured the safe delivery of 22.8 million vaccinations to some of the most remote places on earth, including the Pitcairn islands and Antarctica.



## COVID-19 VACCINES

# 22.8 million

## TO 43 COUNTRIES AND TERRITORIES

## ABOUT CROWN AGENTS

Crown Agents is the not-for-profit international development company that works in partnership with our clients to design and implement practical solutions to their needs. Offering a round-the-clock presence across any time zone, through delivery offices in 19 countries and subsidiary offices in the United States and Japan, we support our clients to tackle the complex challenges they face, whether that's seeking to meet the Sustainable Development Goals (SDGs), improving the quality of life and opportunities for their citizens, or responding to the needs of a global pandemic.

## CONTACT US

Get in touch for more information on how we can support your unique procurement and supply chain needs:  
**Louisa Bare, Head of Growth, Procurement and Supply Chain** Email: [procurementgrowth@crowngents.co.uk](mailto:procurementgrowth@crowngents.co.uk)

## OUR SERVICES

To complement our procurement services, we have our wholly owned freight forwarders, Greenshields Cowie (GSC) who are specialists in final mile logistics, and work in partnership with our clients to successfully design solutions for a wide range of commodity programmes.

As demonstrated in our support to Ukraine, our recent work during the pandemic, and our response to the Ebola outbreak, we are continuously refining our service offering to meet the changing demands of the market. We have developed extensive experience managing complex logistical requirements on large-scale projects for major donors, governments and NGOs.

Our Quality Assurance and Inspection Services (QAIS) inspected all PPE supplied by Crown Agents to the British Overseas Territories, ensuring that products met expectations, regulations and legislation. This is replicated across all QAIS activities for clients around the world. It is our proficiencies in these areas which constitute to the foundation of the quality of our services in designing, building, delivering and managing successful supply chain systems.



# PPE inspected and supplied

## TO THE BRITISH OVERSEAS TERRITORIES

