

CROWN AGENTS
COVID-19
RESPONSE & RECOVERY

UPDATE

Crown Agents, a global not-for-profit international development company with 187 years of experience, has been on the frontline supporting governments, multilateral organisations and the private sector to respond to the immediate needs of COVID-19 since the start of the outbreak.

 **354** shipments procured and handled including **625,000KGs** of medical supplies

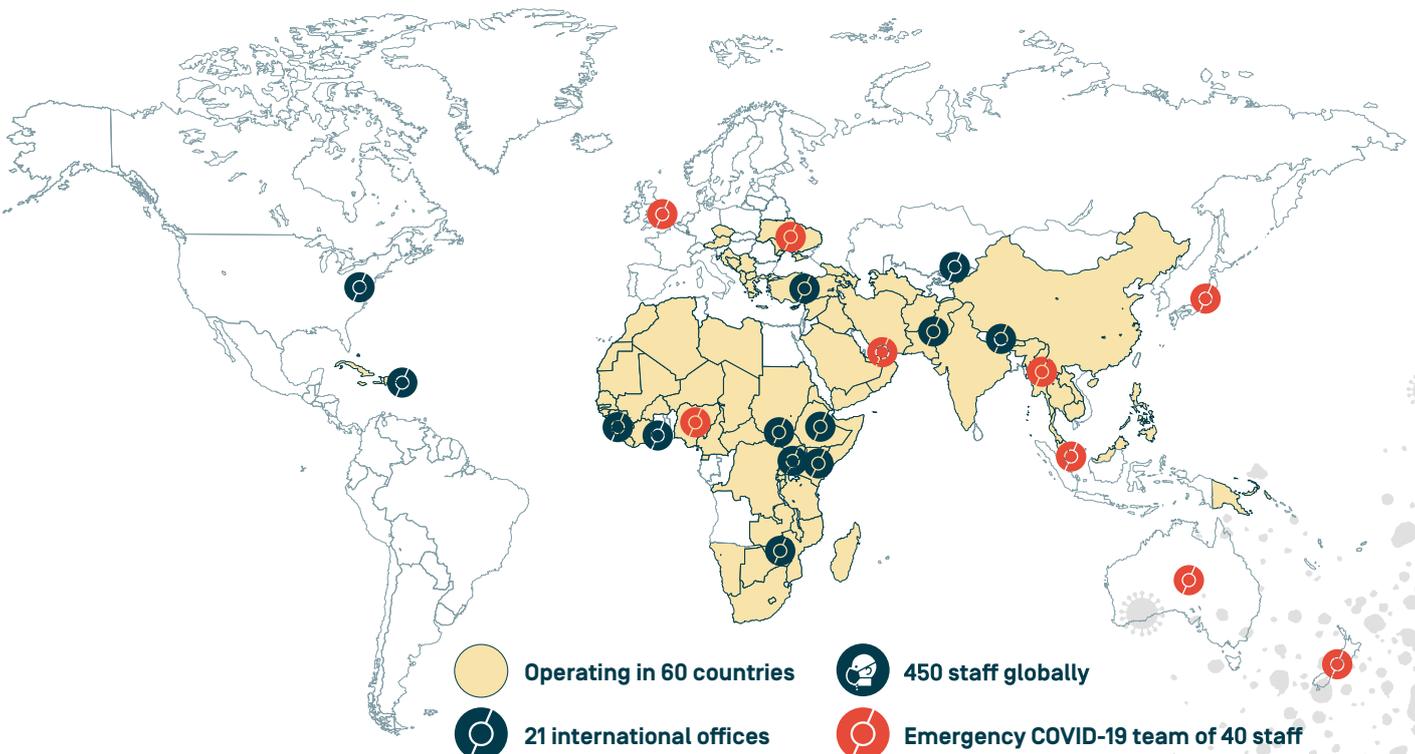
 we are working directly with **45** countries on their COVID-19 responses

The number of confirmed cases of the virus is continuing to increase across the world and early economic analysis is suggesting a global economic recession which will significantly set back Sustainable Development Goal progress. Crown Agents is thus preparing to assist governments to meet both the continuing immediate needs and the aftermath of COVID-19.






2.4 million
items of Personal Protective Equipment (PPE) procured





RESPONDING TO IMMEDIATE NEEDS

Crown Agents is working with the UK's Foreign and Commonwealth Office (FCO) to provide urgently required life-saving medical equipment and supplies to the Overseas Territories, from the Falkland Islands to Gibraltar.

Despite an unprecedented supply chain environment with export bans and global competition to purchase goods that were in short supply, we were able to source, purchase and quality-assure supplies for the Territories, delivering quality items at fair market prices, without delay. Greenshields Cowie, our in-house freight forwarding arm arranged delivery to remote locations overcoming global transport disruptions including the closure of borders.



 **We have sourced, procured, quality-assured and delivered over 280 different line items, from masks to hand gels**

All Overseas Territories now have testing capabilities in place – five now with the ability to complete the full testing process on the island for the first time. We have also met specialist and specific medical needs where, for example, in the British Virgin Islands, isolation wards were required to allow existing structures to be re-purposed for the isolation and treatment of infectious patients.

 **We also sourced, vetted and referred over 350 qualified healthcare workers**

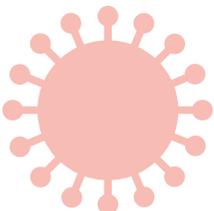
to meet the additional COVID-19 staffing needs.

“COUNTRIES SHOULD BE PREPARING FOR SUSTAINED COMMUNITY TRANSMISSION”

Tedros Adhanom Ghebreyesus, Leader of the World Health Organization (WHO)

Working with the Caribbean Development Bank, Crown Agents is also ensuring vulnerable regions of the Caribbean are equipped with supplies to tackle the virus. To date, Crown Agents have procured **\$3million worth of PPE**, which is being delivered to **14 countries across the Caribbean**.

As global health and pharmaceutical supply chains come under pressure during the pandemic, quality assurance and inspections are crucial to ensure that PPE, test kits and pharmaceutical supplies meet required standards. Our Quality Insurance and Inspections team have been inspecting shipments around the clock to ensure the safety of frontline workers.





PIVOTING AND RESPONDING TO THE BROADER AND LONGER TERM IMPACTS OF COVID-19

Crown Agents implements health and humanitarian programmes, working alongside Governments and with multilateral donors, across Africa and Asia that reach **120 million people annually**.

We work in some of the most difficult contexts in the world and focus on the most vulnerable in society. Our well-established presence in country, working closely with Governments and donors means we can rapidly adapt our existing programmes to respond to the new and increasing demands as a result of Coronavirus. We are also ensuring that we continue to develop the resilience and self-sufficiency of countries' health services, governance and leaders as they prepare for the secondary and long-term impacts of COVID-19.



STRENGTHENING AND SUPPORTING HEALTH SYSTEMS

In Zimbabwe we have been delivering the UK Aid supported Results Based Financing programme since 2014 which enables the delivery of high impact maternal, new-born and childcare services that reach an estimated 6.6 million people. Working closely with the Ministry of Health we are helping

84 rural clinics and **67** hospitals across **42** districts.

Supported by the programme, these facilities are erecting screening tents build isolation units and adhere to social distancing guidelines. Building on the programme's success in giving incentives to service providers for the results obtained, we are also providing COVID-19 salary top-ups for ICU front-line staff.

Our project Saving Lives in Sierra Leone has been providing support to the Directorate of Drugs and Medical Supplies and the National Medical Supply Agency to manage their response to the increasing demands on the country's fragile healthcare system generated by pandemic. At Crown Agents' pharma grade warehouse in Freetown, we are safely storing medicine supplies procured by UNICEF and funded by DFID as part of the Free Health Care Initiative, to be distributed to medical facilities across the country. Leveraging relationships built through years of raising awareness of child mortality surveillance, our team in Sierra Leone is also using known community structures and local mass media to educate audiences on COVID-19 and respond to health questions in the local language.

Across **12 countries in East & Southern Africa and South Asia**, funded by UKAid we work with Health Ministries to Accelerate the Sustainable Control and Elimination of Neglected Tropical Diseases (ASCEND). Our focus has been to ensure the safe continual provision of existing healthcare services to marginalised groups despite COVID-19 disruption, whilst also pivot where needed. For example, we are rolling out training and capacity building in Tanzania on case identification, referral, surveillance protocols, self-protection and contact tracing at all subnational levels within the mainstream health system. We are also supporting COVID-19 communication strategies, aimed at reaching the most marginalized by identifying gaps in messaging and countering misinformation.



HUMANITARIAN AND EMERGENCY RESPONSE

In South Sudan we deliver health services and essential goods and medicines to over 80% of the South Sudanese population. Critically, as part of this work we maintain the pharmaceutical supply chain serving over 800 health facilities across the country.



8.8 million people in South Sudan reached with health services and supplies



400,000 people reached in Myanmar with water, shelter, healthcare, sanitation and hygiene services



PIVOTING AND RESPONDING TO THE BROADER AND LONGER TERM IMPACTS OF COVID-19



Our team has trained over
361 health care workers
in 19 clinics

to identify suspected virus cases and upskilled them in Infection Prevention Control practices. Medical facilities have also been equipped with COVID-19 screening tents, protective equipment to keep staff safe and have gone through rigorous water, sanitation and hygiene inspections.

To support the Ministry of Health in ensuring virus risks are communicated to the whole population, leaving no one behind, our teams in Juba have



designed and distributed over
11,000 COVID-19
risk
communications which have been
translated into 30 local languages.

In Myanmar, working with over 23 local partners and national organisations we deliver a UKAid-funded programme to provide humanitarian assistance and build resilience for refugees and internally displaced persons affected by conflict.

Through this programme we reach



400,000
people with essential water, shelter,
sanitation and hygiene services,
nutritional support and healthcare.

In Myanmar, working with over 23 local partners and international organisations, we deliver a UKAid-funded programme to provide humanitarian assistance and build resilience for refugees and internally displaced persons affected by conflict. Through this programme we have ensured that vital humanitarian assistance has continued to reach over 400,000 people with food, cash, water and sanitation services and health care. We have allocated an additional £4.3 million in funding to directly respond to the impacts of COVID-19 through prevention activities including COVID-19 screening points, constructing hand washing stations, distributing additional soap to households, provision of PPE, supporting quarantine centres and disseminating accessible COVID-19 information. We have also increased our food and cash distributions, for IDPs and migrant workers ensuring that basic needs of the most vulnerable population are met.

SOME OF OUR FUNDERS



**SYSTEM
STRENGTHENING**

Crown Agents is offering governance systems and economic growth expertise to governments, donors and businesses as they attempt to mitigate and deal with the repercussions and secondary impacts of the virus and in their longer-term recovery. In Lebanon, we source and deploy requested expertise into a huge range of Lebanese national government departments. To support Lebanon's COVID-19 response we have placed a Social Safety Net Expert into the Office of the President of the Council of Ministers to develop a social protection plan for vulnerable households with food items and cash support, as well as deploying economic and legal experts.

In Eastern Europe, Middle East and Central Asia Crown Agents has delivered training to SMEs since 2017 for the European Bank of Reconstruction and Development. The training, in export procedure and strategy has been delivered in 11 countries including Jordan, Moldova and Armenia. We are currently expanding this service, **offering online support for SMEs in 30 countries** with modules to support a response to COVID-19 related economic disruption.

In Nepal, we have been advising on the design of financial aid packages. These packages are supporting both the health sector response and a government child nutrition programme that provides cash transfers to parents of infants up to the age of five. Our advice aims to ensure that funds are spent on their intended purpose, are properly accounted for and deliver value for money. We have also been developing functionality within the financial management information system used by the local government that will enable COVID-19 response expenditure to be tracked.

RECOVERY, REBUILDING AND RESILIENCE

As Governments in low and middle income countries face the challenging secondary and long-term consequences of COVID-19, we are offering our experience and capabilities to assist in their recovery. For example, we know rebuilding on limited resources means the ability to raise and manage public funds effectively will be critical. Crown Agents has significant expertise in Value for Money audits. In Ghana our VFM auditing provides an independent, third party assessment of contract documentation between the government and its suppliers.



Over 10 years we saved the
Government of Ghana over

\$1 billion

Throughout our 187-year history we have endeavoured to follow our values of **courage** and **authenticity**. This unprecedented situation calls for these qualities more than ever.

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