



CROWN AGENTS

ACCELERATING SELF-SUFFICIENCY & PROSPERITY



ACCESS TO MEDICINES FOR ALL: CROWN AGENTS HEALTH SUPPLY CHAIN CAPABILITIES

Creating Health Supply Chains that are efficient, effective, equitable, affordable and built to last

Crown Agents is a leading not-for-profit international development company with decades of experience. The programmes we deliver around the world are making a critical contribution to the Global Health agenda, delivering Universal Health Coverage (UHC) and accelerating progress towards SDG3. Crown Agents' expertise in expanding access to medicines, particularly to those often left behind in the world's poorest countries, draws on a wide range of specialist capabilities and has contributed to saving millions of lives.

Our work ensures essential healthcare products reach the people who urgently need them; whether it be malaria-preventing bed nets throughout South Sudan, or urgently needed medical treatment to communities in Sierra Leone.

We specialise in designing and delivering technical assistance to governments, donors and partners by unblocking barriers and building local capability. We also help create robust health supply chain systems right through to the last mile.

How We Work

Crown Agents provides an end-to-end health supply chain service building client and other stakeholder capabilities across all channels and levels. Our objective is to ensure equitable access and availability of medicines to places where they are most needed, while ensuring that supply chains are transparent, effective and sustainable.

Our ability to make a difference goes beyond delivering 'best practice' technical solutions and considers the importance of navigating the politics of reform and change in resource-constrained environments. We work in partnership with ministries of health, donors, service providers and the private sector to develop pragmatic and sustainable solutions suited to each specific context.

Leveraging technology, we ensure that supply chain visibility and informed decision-making are maximised end-to-end.

OUR SPECIFIC CAPABILITIES



PROCUREMENT



FREIGHT
FORWARDING
& LOGISTICS



QUALITY
ASSURANCE AND
INSPECTIONS



WAREHOUSING
AND DISTRIBUTION



SYSTEMS
STRENGTHENING
& INSTITUTIONAL
REFORM



Procurement:

Our procurement programmes support global health supply chains by providing strategic sourcing, securing value for money (VFM) and promoting self-sufficiency through local capacity building to ensure long-term self-sufficiency. We do this through:

- Rigorous competitive tenders amongst appropriately qualified and quality-proven suppliers for the provision of goods and services including essential drugs, medical equipment, GDP-compliant logistics, quality assurance, and order and contract management.
- Public procurement procedures and system strengthening, including tendering, sourcing and contracting strategies. We work closely with vendors to generate efficiency and drive global health supply chain improvements.

For our work ensuring the timely procurement and delivery of life-saving humanitarian aid to the people of Ukraine during the war, we won the Public Procurement Supply Chain Excellence Award in 2022.



Freight forwarding & logistics:

Our in-house freight forwarding unit, Greenshields Cowie, specialises in the management of end-to-end supply chain operations, ensuring the timely delivery of health-related goods, vehicles and emergency aid to some of the most challenging regions in the world. We are successful in delivering essential medicines to the final mile because we:

- Deploy supply chain experts with industry-leading project management skills, anywhere in the world
- Adapt to the logistical challenges intrinsic to working in challenging geographies
- Navigate political, economic and cultural complexities safely and sensitively

For our work ensuring the safe delivery of COVID-19 vaccines to the British Overseas Territories on behalf of the British Government, we won the Healthcare and Pharmaceutical Supply Chain Excellence Award at the 2021 Supply Chain Excellence Awards.

In our capacity as Official Procurement Agent for Overseas Development for the Government of Japan, we have purchased and delivered supplies worth of

\$2.8 million in 2022



Quality Assurance and Inspections:

With 40 years of experience in health-related inspections, we have the capability to undertake quality assurance on a range of medical equipment and pharmaceutical items, including PPE products, oxygen cylinders, first aid kits and contraceptives.

Utilising a variety of inspection methods including lab testing and vendor appraisal, we ensure that health and pharmaceutical products throughout the world meet expectations, regulations and legislation. Our pre-shipment inspections can be promptly arranged to quality assure products before they even leave the supplier's premises.



Over **88** million long-life insecticide-treated mosquito nets inspected benefiting **35** countries



Warehousing and Distribution:

We support countries by designing and implementing data-driven logistics systems that maximise storage and demand-supply management efficiency. We safeguard product integrity to secure uninterrupted access to safe commodities through optimised distribution networks, end to end up to the very last mile.



1,200m²

temperature-controlled pharma quality warehousing in Sierra Leone ensuring affordable prices whilst adhering to international standards



Systems strengthening & institutional reform:

We support government institutions to build long-term capability in the management and oversight of their national health supply chain systems. Through close collaboration with key stakeholders, we consider the country context and support governments to address institutional barriers and capacity gaps. Crown Agents provides system designs and operating procedures to strengthen health supply chains sustainably.

OUR ABILITY TO MAKE A DIFFERENCE GOES BEYOND DELIVERING 'BEST PRACTICE' TECHNICAL SOLUTIONS. WE UNDERSTAND THE IMPORTANCE OF NAVIGATING THE POLITICS OF REFORM AND CHANGE IN RESOURCE CONSTRAINED ENVIRONMENTS.





OUR FLAGSHIP PROGRAMMES

Saving Lives in Sierra Leone

Sierra Leone has one of the highest maternal and infant mortality rates in the world. The aim of the Saving Lives Phase 2 programme is to support the Government of Sierra Leone to reduce maternal, neonatal and under-five mortality and morbidity by increasing the utilisation of quality reproductive, maternal, neonatal, child and adolescent health services.

Crown Agents provides technical assistance to build the capability of the Government's National Medical Supply Agency (NMSA) and Directorate of Pharmaceutical Services (DPS) on medical supply chain management and health financing. This aims to improve their capacity to regularly deliver appropriate drugs and medical supplies to public health facilities.

In a logistically challenging environment where capacity and resources are highly constrained, we are supporting the DPS and NMSA to solve problems and implement improved systems and approaches through hands-on leadership mentoring and technical advice.



In one year, we supported the delivery of

4,600m³

of health commodities and life-saving drugs

Ensuring access to COVID-19 vaccines and routine immunisation for millions across the world

Delivering 9.8 million COVID-19 vaccines globally on behalf of the British Government

On behalf of the UK Foreign, Commonwealth and Development Office (FCDO), Crown Agents ensured the safe delivery of 9.8 million vaccinations to some of the most remote places on earth, including the British Overseas Territories of St Helena, Ascension Island and Tristan da Cunha. To achieve this, Crown Agents was one of the first organisations to develop an emergency vaccine supply chain for the COVID-19 vaccine. Amongst others, we delivered three separate consignments of vaccines to the isolated Pitcairn Islands in the South Pacific. In this inaccessible territory – more than 300 miles from its nearest neighbour and a two-day journey to the closest hospital – a viral outbreak would have been devastating. But thanks to our COVID-19 vaccine deliveries, the islands' first recorded COVID-19 patients in July 2022 recovered quickly, without straining the local health system.

Improving access to COVID-19 vaccines in Central and West Asia

Through the Vaccine Advisory Firm (VAF), a technical assistance programme funded by the Asian Development Bank (ADB) since 2021, we support the design and development of strategies for improving access to and delivery of COVID-19 vaccines in Central and West Asia. In a consortium with FHI 360, Crown Agents is supporting eight countries, including Armenia, Azerbaijan, Georgia, Kazakhstan, Kyrgyz Republic, Tajikistan, Turkmenistan, and Uzbekistan. The programme covers technical assistance on developing country vaccination plans, procurement strategies, vaccine cold chain delivery and research and development in vaccine management. So far, the programme has been delivering technical assistance to the individual countries and advisory on possible regional synergies based on a range of technical assessments, strategic inputs, practical support, and capacity building activities, such as research studies, surveys, data analyses, webinars and training.

Working with COVAX on COVID-19 vaccinations roll-outs in Bangladesh, Ethiopia and Nigeria

Since November 2021, Crown Agents has been playing a key role in the COVAX vaccination delivery programme roll-out in Bangladesh, Ethiopia and Nigeria. As monitoring agents on behalf of GAVI, the Vaccine Alliance, we oversee procurement and delivery to some of the most remote contexts worldwide. We also monitor and verify the efficiency and efficacy of the rollout process through thorough supply chain, fiduciary and programmatic risk management.

Supporting routine immunisation in South Sudan

In South Sudan, we have been supporting the national immunization programme since 2019. We do this by expanding and strengthening immunisation service delivery, tracing defaulters and increasing cold chain capacity with a focus on reaching zero dose and under-immunized children. By providing direct technical assistance to the Ministry of Health, we support immunisation supply chains and last mile delivery across 800 health facilities in 8 out of 10 states. Key successes of the programme include training over 1,000 additional vaccinators and rolling out innovative cold chain monitoring strategies to reduce vaccine wastage.



South Sudan Health Pooled Fund

The Health Pooled Fund (HPF) is an FCD0 led, multi-donor programme which aims to guarantee improved health and wellbeing for the population of South Sudan through quality health services, prevention and treatment of common conditions, timely availability of essential drugs and medical equipment, health system stability and value for money. The programme reaches over 10 million people in one of the most vulnerable and fragile environments in the world. Over a one-year period (Oct 2021 – Sep 2022), the programme reported:

- over 98,000 deliveries performed with skilled attendance
- 300,000 children vaccinated with 3 doses of pentavalent vaccine
- over 6,000,000 out-patient visits
- 76,000 new adopters of modern family planning methods
- over 1,600,000 children under 5 treated for diarrhoea, malaria and pneumonia in the community
- over 3,700,000 children assessed for malnutrition

As overall managing agent for the HPF programme, Crown Agents has implemented a functional medical supply system that ensures total population distribution coverage. A robust stock control process drives regular and timely dissemination of approximately 90 containers worth of 1,118 tonnes of essential medicines to over 500 health facilities across the country in the past year. The system supports correct drug management activities at facility level, leveraging country-wide consumption data to prevent stock outs risks. By continuously optimising this integrated operational cycle, our Health Supply Chain work is supporting the country to accelerate its healthcare sustainability goals.



Over

13million

packs of essential medicines delivered per year to 800 health facilities across South Sudan

Supporting the Ukrainian Health System in times of war and beyond

A trusted procurement agent for child and adult oncology medicines and coronary stents, we have been working with the Ministry of Health in Ukraine since 2015. Our tailor-made, end-to-end supply chain solution has saved the government over \$65.7 million over 5 years, which was 25% of the total programme budget, by employing competitive and transparent procurement processes. This has also resulted in a decrease of 44.5% in the cost of cancer drugs, ensuring Ukrainians suffering from this devastating disease can access free treatment.

Since the Russian invasion of Ukraine in February 2022, we have partnered with donors and companies to fund the procurement and delivery of essential health items including individual first-aid kits for paramedics, oxygen concentrators and patient monitors for hospitals, as well as baby incubators in response to rising premature birth rates.

Working closely with the Ministry of Health, we have, to date, sourced and shipped:

- over 350,000 medicines
- 97,000 trauma kits
- 153,000 medical devices
- 50,000 food kits
- 36,000 hygiene kits
- 400 oxygen concentrators
- 192 generators
- and 91 premature baby incubators

We know these goods have saved thousands of lives and the team have worked non-stop and in immensely challenging circumstances in Ukraine and across the region to respond to these critical needs. Simultaneously, we are effectively continuing our existing procurement of COVID-19 remedies and antivirals to combat disease outbreaks.

\$65.7 million

Our tailor-made, end-to-end supply chain solution has saved the government over \$65.7million saved over 5 years

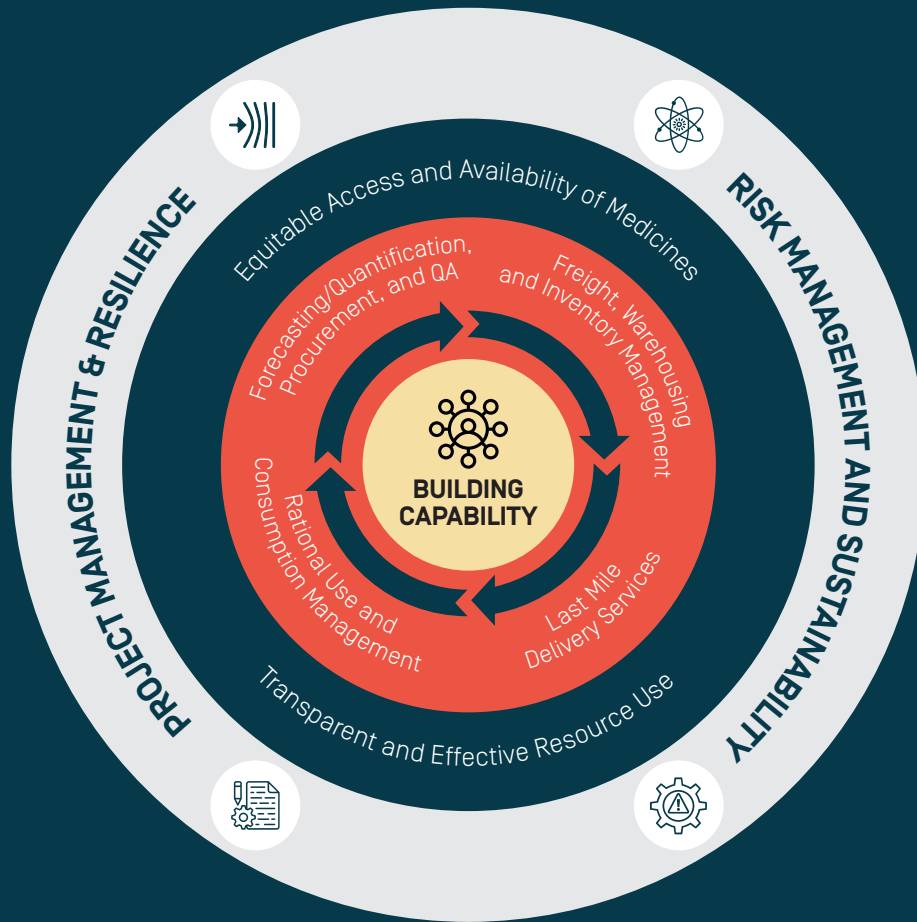


WE UNDERSTAND
THAT HEALTH SUPPLY
CHAIN SYSTEMS ARE
EQUALLY DEPENDENT
ON **STRONG
INSTITUTIONS,
CHANGE
MANAGEMENT
AND LEADERSHIP.**

Therefore, we work closely with governments and institutions to:

- Strengthen human resource capacity for supply chain operations
- Provide advisory services for efficient public financial management and budgeting systems
- Design supply chain and information management systems to ensure visibility
- Strengthen in-country health supply chain governance, policies and procedures for sustainability

OUR APPROACH



Good Distribution Practice (GDP)

Crown Agents adheres to the principles of GDP in all pharmaceutical procurement and has developed a range of standard operating procedures to support its effective implementation. These processes have been fully integrated in and are monitored through our broader quality management system.

Crown Agents holds a valid Wholesale Distribution Authorisation WDA (H) issued by the UK's Medicines and Healthcare Products Regulatory Agency (MHRA). Our tenders and contracts include our special conditions of contract for the supply of medicines etc. and this covers not just the more general quality requirements when purchasing medicines but also the specific requirements for adherence with the principles of GDP.

GET IN TOUCH

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