

CROWN AGENTS
COVID-19
VACCINATION OFFERING



The Race for the Vaccine: don't get left behind

How Crown Agents can help
with supply and distribution



PREPARING FOR THE CHALLENGES AHEAD

COVID-19 will continue to test governments and their health systems to their limits. Planning ahead and preparing for the major challenges will be critical, with Governments already considering how to:

- **Establish an adult vaccination programme** - The roll out of the COVID-19 vaccine will require extensive and early planning by Country National Immunisation Programmes
- **Ensure supply chains** are equipped to handle extreme low temperature cold chains and able to deliver double dose vaccines at village level across the country
- **Mitigate fiduciary risk** - The supply and distribution of vaccines is going to be an expensive process requiring robust checks and balances to track spending and demonstrate value for money
- **Adapt current systems to meet the requirements of a national COVID-19 vaccine programme** - To effectively roll out a national programme it will be vital to deliver remote training and cascaded training to subnational government cadres
- **Plan ahead** - There is going to be unprecedented demand for the vaccine. It is key to plan accordingly to ensure adequate stock availability and efficient roll-out of the vaccine

HOW WE CAN HELP

Crown Agents implement large scale health programmes, 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. Operating in over 60 countries, supporting governments, Ministries of Health and donors means we can rapidly adapt our existing programmes and delivery to respond to COVID-19.

We understand that access to medicines is a complex agenda involving multiple institutions and often difficult political challenges. Our ability to make a difference goes beyond delivering 'best practice' technical solutions and takes into account the importance of navigating the politics of reform and change in resource constrained environments. We have extensive experience, networks and knowledge of delivering solutions to the challenges governments and donors face.





When COVID-19 first hit, we supported over 50 countries to achieve the timely supply of quality assured PPE, diagnostic tests and other items. We successfully met our clients' needs in a complex and high demand market favouring sellers. This gives us the required understanding and networks that will be needed once the vaccine arrives.



We currently have an emergency Covid-19 team of over 40 staff based around the globe in the **UK, Ukraine, Dubai, Singapore, Japan, Myanmar, Australia and New Zealand.**



609 shipments and procurements handled, including **625,000kgs** of medical supplies



4.5 million items of personal protective equipment (PPE) procured



84,000 Covid-19 test kits supplied



2,861,710

Covid-19 commodities shipped to 10 Overseas Territories as part of the UK Governments response. Some of them were located in hard to reach areas. We managed timely delivery of shipments which included hazardous goods, transported in temperature-controlled environments



OUR HOLISTIC CAPABILITY TO SUPPORT YOU PLAN AND EXECUTE THE DEPLOYMENT OF A SUCCESSFUL COVID-19 VACCINE PROGRAMME

WE CAN HELP YOU PREPARE NOW AND RESPOND WHEN THE TIME COMES



PROCUREMENT



DISTRIBUTION,
LOGISTICS &
WAREHOUSING



CAMPAIGN
PLANNING



MOBILISING THE
WORKFORCE



TRACKING
DELIVERY AND
RESULTS



PROCUREMENT



As specialist procurement agents we can support you to prepare for, source and supply the required items to deliver a COVID-19 vaccine response utilising our already established networks, knowledge and experience. Our procurement programmes support global health supply chains by promoting sustainable supply. We do this through:

- Competitive tenders amongst appropriately qualified and quality proven suppliers for the provision of goods and services. This includes essential drugs and medical equipment as well as services such as logistics, quality assurance and contract management.
- Market and product knowledge with support from in-house pharmacists.
- Quality assurance built into each step of the procurement process to ensure that end-users receive a product of acceptable quality.
- Public procurement procedures and system strengthening. We work closely with vendors to create opportunities that generate value for money and drive global health supply chain improvements.



Ukraine

Through the procurement of medicines and medical products for oncology and oncohematology programmes, we are **saving Ukraine's Ministry of Health \$62million** since 2016.



Zimbabwe

We **procured and delivered over 2 million doses of emergency vital medicines for non-communicable diseases** to the Ministry of Health and Child Care of Zimbabwe within four weeks of contracting. This prevented national stock outs and interruption of patient treatment.



DISTRIBUTION, LOGISTICS & WAREHOUSING



We are recognised leaders in reaching the last mile in the fastest possible timeframes. Our in-house freight forwarding unit, Greenshields Cowie, specialises in the warehousing and last-mile 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.
- Navigate political, economic and cultural complexities safely and sensitively.
- Management of international freight services, competitive tendering, supplier performance management and reporting via our cloud-based IT system.
- Provide ethically-run and managed storage solutions.



Sub-Saharan Africa

We are **supporting a UN department's cold chain optimisation programme** in Sub-Saharan Africa to inspect vaccine storage facilities, checking the vaccines are stored correctly and at the right temperatures.



Sierra Leone

We **delivered 2,111 tonnes of emergency aid into Freetown during the 2014 Ebola crisis** on 48 hourly charter flights to ensure life-saving treatments could reach the Emergency Treatments Centres.





CAMPAIGN PLANNING

We support government institutions to build long-term capability in management of their national health systems. We do this by considering specific country context and supporting governments to address institutional barriers and capacity gaps in systems and human resources. In addition, we provide system designs and help governments to develop standard operating procedures for health interventions and distribution systems, standardising functions and providing advice to improve regulatory compliance and risk management.



South Sudan

In South Sudan, we **deliver health services and essential goods and medicines to over 800 health facilities, reaching 80% of the South Sudanese population.** We are also working with GAVI to support their expanded immunisation programme. As part of our COVID-19 strategy to assist these facilities, we have **developed education communication materials in over 20 local languages.** To date, **19,000 copies have been placed in all supported health facilities,** in conjunction with prevention messaging recordings.

Crown Agents manages the UKAid's global Neglected Tropical Disease programme across 12 countries in East & Southern Africa and South Asia. Our experience makes us well-positioned to assist the distribution of a COVID-19 vaccine and support multiple areas of vaccine programme development and deployment due to our:

- Strong knowledge of and access to the entire health supply chain.
- Provision of intensive technical assistance to governments at national and sub-national level to help plan health interventions and map clinical need
- Direct link to persons of influence within government and extensive network of public and private senior supply chain stakeholders such as Big Pharma and regional and national offices of the WHO
- Community sensitisation work for local populations through network of downstream health professionals and volunteers
- Emphasis on cultural sensitisation and education ahead of mass drug administrations including with the media

We have already been working with Ministries of Health to develop national plans to ensure the continuation of health services in the face of COVID-19: This includes improving delivery chains, deploying contracting mechanisms which rapidly transfer funds and developing communication strategies to identify gaps in messaging and counter misinformation. We have also worked with governments to conduct COVID-19 risk assessments to inform when and how Mass Drug Administrations (MDAs) should restart safely, which has reduced the delay in undertaking MDAs due to the pandemic.





MOBILISING THE WORKFORCE

Crown Agents is able to assist with scaling up country readiness and response at a workforce level by recruiting and training health workers to manage and administer the COVID-19 vaccine. We have recruited staff handling the COVID-19 outbreak for countries across the world and successfully delivered remote and face-to-face trainings, ensuring their safe-guarding to minimize the risk of exposure to the virus.



South Sudan

In South Sudan we have **trained 3,443 frontline health facility workers** on COVID-19 case definitions, rational use of PPE and enhanced infection prevention and control measures. We are also responsible for the roll out of the governments' national community health worker policy- the Boma Health Initiative. In 18 months, **4,383 community health workers have been trained and mobilised across the eight states that Crown Agents works in, resulting in over 650,000 cases of pneumonia, diarrhoea and malaria being treated** in children under 5 years old.



Zimbabwe

During the 2018 cholera outbreak in Zimbabwe, we set up and enrolled health workers in a retention scheme which **resulted in an increase of health worker attendance rate across the country from 20% to over 90%**. Crown Agents was rewarded with the Development Project of the year Award by the British Expertise Awards for this work.



TRACKING DELIVERY AND RESULTS

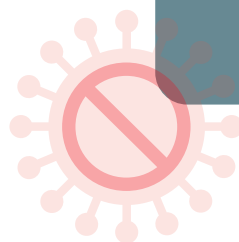
Governments will need robust systems for tracking the delivery and results of a new vaccination campaign. Crown Agents have experience running large scale national health programmes where data and results management is a key output. We have demonstrable ability in adapting and strengthening existing national surveillance systems, setting new indicators for robust monitoring mechanisms and involving communities at grassroots level to ensure fairness and transparency. For data that is needed urgently, we also have developed national "snapshot" surveillance systems.



Zimbabwe

We manage the **Results Based Financing (RBF)** programme in Zimbabwe, a strategy of financing health care delivery based on results, measured through predefined indicators to increase skilled worker attendance. Performance indicators at the beginning of the RBF programme showed only 63% of all health facilities scoring above the threshold for quality care. **By 2018 all contracted health facilities had met the threshold quality score, with all 42 districts averaging at 88% from late 2019.**

We also **collect real time health service delivery data from 1475 health facilities** across Zimbabwe through the Vital Medicines Availability and Health Services Survey (VMAHS). This provides stakeholders with up to date key information leading to better informed decision making and has led to 13 new COVID-19 performance indicators to assist in assessing and directing Zimbabwe's response.





Where applicable Crown Agents applies the principles of Good Distribution Practices (GDP) for medicinal supply chain and has developed a standard operating procedure to support its effective implementation. These processes have been fully integrated and are monitored through our broader quality management system.

Crown Agents holds a valid Wholesale Distribution Authorisation WDA (H) licence issued by the UK's Medicines and Healthcare Products Regulatory Agency (MHRA). Our tenders and contracts include special conditions of contract for the supply of medicines. This covers not just the quality requirements of purchasing medicines but also specific requirements related to transportation, holding and warehousing.



OUR CURRENT PARTNERS

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Get in Touch

To discuss your needs and potential tailored solutions we can offer get in touch or contact your local Crown Agents representative:

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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.