



Your partner for a better health care

High quality medicines, medical supplies and equipment





Working for a better health care worldwide

As the emergency dispensary of the world, action medeor has been working to improve access to worldwide healthcare since 1963. We supply health facilities in developing countries with safe, affordable and high quality medicines, consumables, and medical devices. As a non-governmental and charitable organization, providing medical aid is at the heart of our work.



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To enhance the global access to quality healthcare, we work closely with local partners such as small or large healthcare facilities, religious and non-religious institutions as well as national and international aid organizations. This close cooperation at different levels enables us to stay in touch with the needs of the population and to find adequate solutions for the problems faced in the field.

We provide medicines and medical equipment either against reimbursement of cost or as full or partial donation.

action medeor – Your supplier of medicines and medical equipment

More than **150** different medicines and
560 medical supply items are stored
as our standard portfolio
in our **4.000 m²** warehouse in Tönisvorst.

Using the expertise of around **80** employees
and our longstanding collaboration with international
and local professional logistic partners,
we ensure that medical aid promptly reaches the areas
where it is most needed.

Every year, we send more than **320 t** of
medicines, medical supplies and consumables
to healthcare facilities all over the world.

In case of emergency, medicines and medical supplies
can be sent to disaster affected areas in less than
24 hours.

Our **4** branches in Tanzania and Malawi offer us
a direct access to health partners locally.

Assortment of medicines

action medeor's range of medicines is based on the World Health Organisation (WHO) Model List of Essential Medicines and includes only commonly used medicines with a proven positive benefit-risk-profile.

Our products meet internationally accepted quality standards. To keep our selection of products in line with the needs of the recipients, we revise it constantly according to the latest state of science. Thus, we add new medicines to our standard portfolio every year. Dosage and dosage forms can also be adapted.



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As a guarantee of our uncompromising quality standards, all medicines can be supplied with complete analysis certificates. Furthermore “certificate(s) of a pharmaceutical product” according to the WHO Certification System are available or can be acquired at short notice for most medicines. These contain information about the manufacturer, the GMP (“Good Manufacturing Practice”) compliant production, and the regular inspection by control authorities.

Medical equipment and devices

Comprehensive medical care requires more than just high-quality and safe medication. In order to ensure an effective prevention, diagnosis, and treatment of diseases, action medeor also provides essential medical supplies and devices.



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Our large product range of medical supplies includes all necessary medical equipment from bandaging materials to medical furniture and diagnostic devices. The quality of our supplies is one of our top priorities. Therefore, we order our products exclusively from selected and reliable suppliers. Equipment and devices not included in our vast portfolio can also be sourced on demand.

Health Technology

action medeor's Health Technology Department provides technological solutions for all kinds of settings. Our team of experts provides counseling to find the best device or installation according to your needs. Additionally, action medeor provides installation, maintenance, and training services.

High quality at affordable prices

action medeor stands for the quality, effectiveness, and safety of all our medicines and medical devices. We meet all legal requirements of the German and European legislation and commit ourselves to comply with international regulations on the quality of drug substances, raw materials, medicines, and medical devices.

To maintain this high quality standard to an affordable price, action medeor purchases medicines from generic manufacturers in Europe and Asia, reducing the price effectively. All our drug manufacturers meet international quality standards and comply with the current guidelines of the British (BP), European (Ph. Eur.), and United States (USP) pharmacopoeias.

Our suppliers produce in line with the international WHO-GMP standards. All manufacturers must comply with regular inspections from authorities from their respective countries and internationally and are submitted to audits by action medeor or our recognized international experts.

Pre-qualification of suppliers

To be able to guarantee our uncompromising quality, every potential manufacturer has to pass the pre-qualification process before being considered as a supplier for action medeor. We examine the quality-relevant documents such as the manufacturer's license, Site Master File or external audit reports. As criteria of the product-specific calls for tender, every potential manufacturer has to fill in a product questionnaire, which is evaluated by our pharmacy department.

Internal quality control

Every product arriving at action medeor's warehouse undergoes strict quality control procedures. Medicines are carefully inspected in the quarantine area according to documented processes by our team of pharmacists. Whenever necessary, additional quality control tests are carried out in WHO-prequalified or European laboratories. Medicines can only be dispatched after being released by a pharmacist. Standard Operating Procedures (SOPs) are in place for all processes action medeor undertakes to ensure both the quality and safety of the medicines. All SOPs are regularly updated by the head of Quality Assurance.

action medeor is a pharmaceutical entrepreneur and holds a wholesaler's license according to §52a of German pharmaceutical law. Our compliance to regulatory drug guidelines is thus subject to regular inspections and audits by the German state authority (District Government of Düsseldorf).

Our certification as Humanitarian Procurement Center

In order to facilitate the procurement process for organizations which implement projects (FPA partners),



the European Commission's Directorate-General for Humanitarian Aid and Civil Protection (ECHO) has introduced and certifies so-called Humanitarian Procurement Centers (HPC). HPCs are not-for-profit organizations, which must maintain high standards of integrity and transparency. FPA partners can skip public tender procedures and order directly from HPCs, knowing these meet all EU requirements in terms of transparency, ethics, and integrity.

GDP-compliant delivery

We cooperate with shipping companies that are specifically selected. Even for deliveries in conflict or crisis zones, we aim to ensure transport according to GDP ("Good Distribution Practices"), which safeguards the quality during transportation by truck, air or sea. In order to monitor the storage temperature of the shipment until it is delivered to our partners, we add temperature loggers to all deliveries dispatched from our warehouse.



We are glad to assist

We offer individual consultation and expert advice and thus guarantee the fast and uncomplicated shipping of your ordered products.

Our competent team is happy to answer your questions regarding specific products and help you determine your needs. Transport routes are carefully planned and customs formalities are arranged professionally in order to avoid unnecessary delays. Shatterproof, space-saving and lightweight large containers ensure that our products arrive safely, whether by air, sea, rail or road.



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Additionally, you can check our current products and place your orders directly via our online catalog MediCat:



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medicat.medeor.de/en

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