



# 2020

## ANNUAL REPORT



German Medical Aid Organization

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## Impressum

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Medical aid



Health technology



Humanitarian aid &  
development cooperation



Pharmaceutical advisory services



Sid Peruvemba

Christoph Bonsmann

## Dear friends and supporters of action medeor,

When reviewing a year like 2020, it's easy to get stuck on a single topic. Coronavirus and no end in sight. There is no doubt that the pandemic has had a significant impact on virtually every aspect of our operations and has, to a point, turned things on their head. But the coronavirus was not the only challenge that action medeor needed to address. The sad truth remains that poverty, hunger, displacement and climate change are still major humanitarian concerns, whose causes and effects were now further compounded by the virus. We will be struggling with the ramifications of this pandemic—its impact on both health and socio-economic factors—for quite some time yet.

Our annual report for 2020 seeks to paint a picture of the many and diverse challenges that faced us under pandemic conditions. But also of the solutions and successes achieved in the face of a situation that has further complicated matters. On this note, we would like to extend a special thanks to all our partners and the staff of action medeor, whose determination to help fight for the health, dignity and rights of others did not falter even under such complex circumstances.

The coronavirus pandemic has made us keenly aware of the fact that we are united with these people as a global community. Isolation, export stops and vaccine nationalism are not helpful in our fight against a threat to global health. Adopting an “us first!” mentality is not a good game-plan if we ever want to see an end to this pandemic. It makes even

less sense in light of the massive humanitarian challenges which will remain after the pandemic.

For action medeor to meet these challenges in the future, we also took the opportunity in 2020 to modernize the structure of our organization. Redefined executive responsibilities, changes to our organizational structure and the formation of action medeor Labworks GmbH are important steps that will help cement a strong future for action medeor.

The coronavirus pandemic kept us on tenterhooks in 2020. But if we learn the right lessons from it and play our part in building true global solidarity, this crisis might even turn into an opportunity. This, however, requires a change of thinking and commitment across the board. With this in mind, we would like to say a particularly huge thank you this year to you, our friends and supporters, for all your support.

Stay connected!

A handwritten signature in blue ink, appearing to read 'Sid Peruvemba'.

Sid Peruvemba  
CEO

A handwritten signature in blue ink, appearing to read 'Christoph Bonsmann'.

Christoph Bonsmann  
Executive Committee Member

Tönisvorst, June 2021





Maria Elena Unigarro Coral  
Director of Taller Abierto

## Dear readers,

Partnerships that last are built on a solid foundation of strong values. One such partnership is the outstanding collaboration of Taller Abierto with action medeor. Taller Abierto translates as “open workshop”; our organization strengthens people by helping them to recognize, appreciate and exercise their rights to a dignified life. Taller Abierto was founded in Cali, Colombia, in 1992 and has collaborated with action medeor since 2009.

Our long-standing partnership with action medeor is based on solidarity, mutual respect and fair cooperation, with a deep feeling of love for and commitment to the people in the various communities. Helping to build a better world full of humanity goes far beyond a mere business relationship.

Our projects are aimed at women and youths who, amid armed conflict and social inequality, lack sufficient information about their health, its protection and their rights. Many young people are faced with unemployment, drugs, forced recruitment, sexual violence, and human trafficking. Indigenous communities in many places have been uprooted and driven off their land.

The support of action medeor makes such a huge difference to these people. It is about social interaction made possible once more. It is about restoring community relationships, about recognition, respect, justice. It is about rebuilding a culture of peace.

This opens new perspectives on life. Many women today say: “Our eyes are open, we know our rights and understand that violence is not normal.” They have come to appreciate their rights as women and have the skills to look after and protect themselves. They learn to speak up for and organ-

ize themselves for their own good and that of their families and communities. A new set of values for the younger generation offers them a new outlook on their lives, which they actively pursue. Meanwhile, the indigenous communities are starting to reassert their cultural identity and to develop forward-looking development plans.

The results of this work are encouraging. People have regained their dignity and, as subjects of rights, they have the hope and strength to build a better life for themselves. “I am beginning to see my dreams come true. Together, we can improve our lives,” said one of the women in our projects.

This is the very goal of the cooperation between Taller Abierto and action medeor. Personally, it is a special privilege to be witness to this and fills me with a profound sense of gratitude.

A handwritten signature in black ink, consisting of a stylized 'M' followed by a series of loops and a final flourish.

Maria Elena Unigarro Coral  
Director of Taller Abierto

# The global emergency dispensary in 2020

Receipt of **9.6 million euros** of restricted & unrestricted monetary donations  
**2.6 million euros** of in kind donations  
**5.0 million euros** of third-party funding

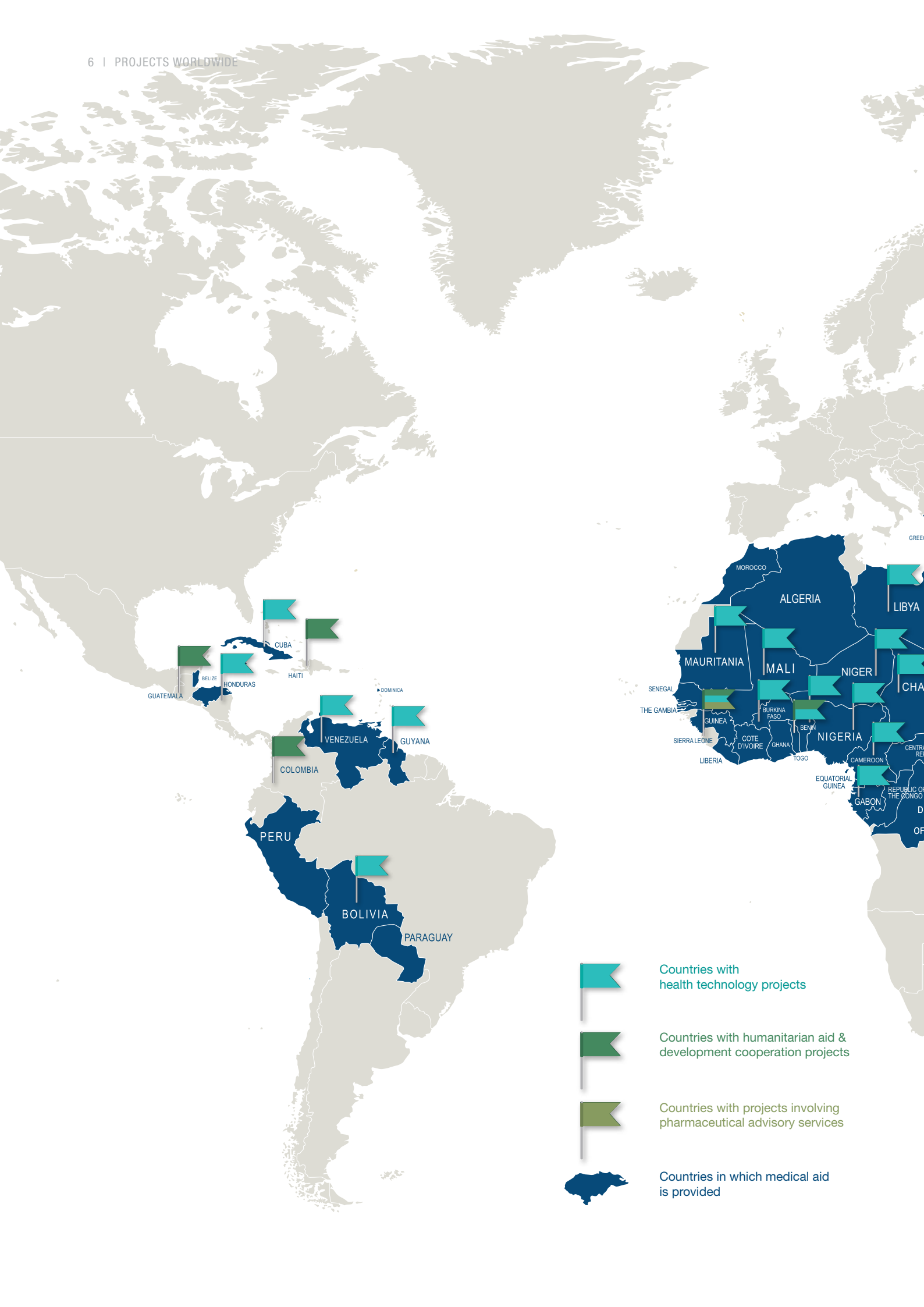
Know-how of **83** full-time employees and **53** volunteers

A warehouse of **4,000 m<sup>2</sup>** stores **172** different medicines  
and **600** medical supply items and devices.

Some **19,637** packages weighing **492 t** in total were sent to  
**75** different countries.

More than **1.8 m** people benefited from emergency aid and reconstruction projects.

Our other projects reached around **5.3 m** people.



Countries with health technology projects



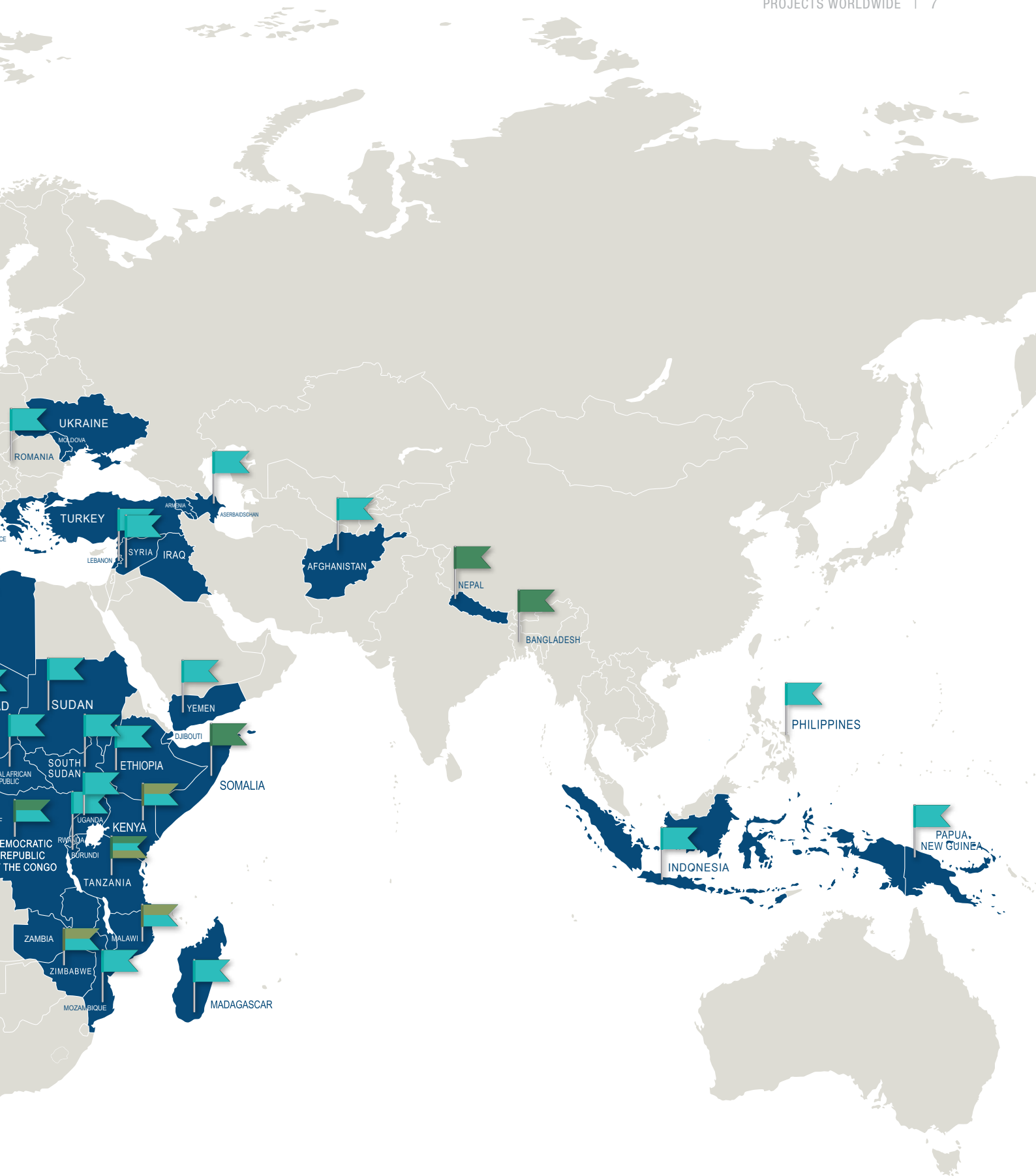
Countries with humanitarian aid & development cooperation projects



Countries with projects involving pharmaceutical advisory services



Countries in which medical aid is provided



# Aid worldwide



Further information is available at  
[www.medeor.de/en](http://www.medeor.de/en)



# The year 2020: The pandemic and its impacts

“Global health concerns us all”—this was the title of an action medeor exhibition in Düsseldorf which opened in February 2020, supported by a mix of high-caliber speakers. The year 2020 has made us all acutely aware of how important and true this statement was and is.

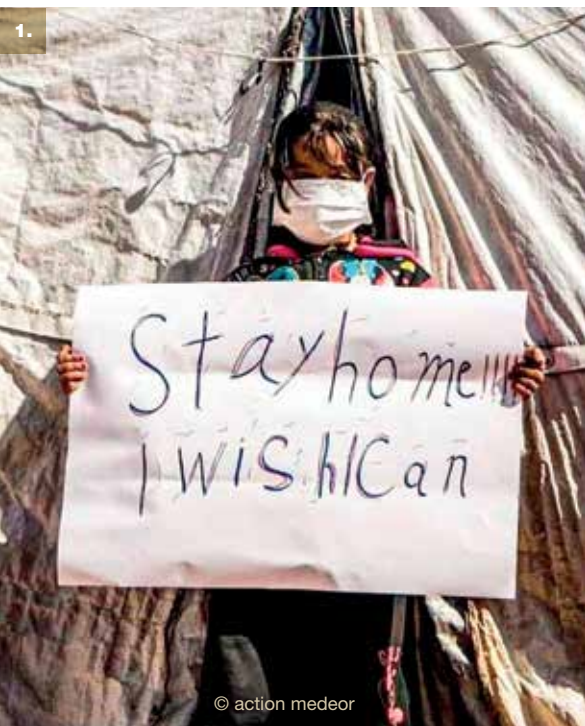
Not surprisingly, the pandemic in 2020 also hit action medeor. While our work as a health organization was in great demand, it was affected just as greatly by the lockdown. Supply chains were disrupted, especially those from China and India, as was onward transportation to the destinations. Most project activities had to be pared down, with only a skeleton service remaining, as the world came to a halt. Our medical aid organization was inundated with requests for face masks and disinfectant, meanwhile prices exploded, transportation routes collapsed, and availability was scarce. During this phase, action medeor tried to help as much as possible—and that was achieved within the scope of the possibilities, thanks to the long-standing relationships to many suppliers and carriers.

In 2020, action medeor managed to help many partners in Africa, Asia and Latin America despite and against the coronavirus—with masks as well as oxygen concentrators and rapid tests, which were taken to many parts of the world, involving also our subsidiaries in Tanzania and Malawi. Our project activities were temporarily extended to include special measures designed to protect vulnerable groups—handwashing stations were set up, medical staff

was trained, and educational programs were organized for the general public. action medeor did well in this difficult time and continued to prove a reliable partner.

As the rest of the world, action medeor had its focus on fighting the coronavirus. All the while, we did not lose sight of the long-term matters concerning the survival of people. While poverty, displacement and climate change were pushed to the back of our minds at the height of the pandemic, their effects continued with unmitigated force. And so did the ongoing armed conflicts in Syria, Yemen and the DR Congo. Add to this the fact that every 10 seconds a child still dies of hunger. And that tuberculosis, HIV/Aids and malaria kills 2.5 million people every year—possibly more after COVID-19.

Fear of the coronavirus caused many healthcare and food programs worldwide to be halted, as staff lacked appropriate protective equipment. This meant that the poorest populations lost out twice over. Because those worst affected by the containment measures—the people in Africa and Asia working in the informal sector without insurance—benefited the least from the protective effects. After the pandemic comes the hunger. And it will stay, unless we do something about it.



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2020 will go down in the history of action medeor as the year of its first major pandemic. As the year in which a virus brought the world to its knees. And as a year in which the global focus was almost exclusively on this one topic.

As a health organization, action medeor is keenly aware that the global health crisis did not just start with the COVID-19 pandemic. The statistics on global hunger, child mortality and life expectancy in Sub-Saharan Africa are clear. Over the course of 2020, the realization that something had to change here gained a lot of ground in both society and politics. action medeor was not unprepared for this. After all, strengthening global health systems has long been a focal point of the work of our aid organization.

The COVID year 2020 has shown us afresh how vital our work is. Because the pandemic has once again spotlighted the uneven distribution of wealth and the different efficiencies of the health systems. And it has become a test of our global solidarity: How willing are we to share life-saving goods in short supply, such as protective equipment and vaccines? The answers to this question that we gleaned from 2020—cue: border closures, export bans, vaccine nationalism—must not be the final word on this issue.

This much is clear: The coronavirus can only be defeated globally or not at all. That goes for the pandemic in 2020 and for all others that follow it. The world must stand united. We must strengthen the health systems, particularly in the poorest countries—in urgently response to the current crisis and in the long term.

In its 2030 Agenda, the United Nations defined health and well-being for all as a Sustainable Development Goal to be achieved by 2030. The pandemic in 2020 has made it abundantly clear again how important this goal is. Playing our part in helping to implement this goal is and remains the mission of action medeor.

1. | [Child in a Syrian refugee camp](#)
2. | [Mask sewing in aid of action medeor](#)
3. | [Oxygen supply for a COVID patient in Tanzania](#)
4. | [Instruction video on how to wear a mask](#)
5. | [Opening of “Global health starts with us”](#)
6. | [Arrival of medicine in South Sudan](#)
7. | [Oxygen supply equipment at the action medeor Malawi camp](#)





» Our health center needs reliable partners to help us deal with the significant daily challenges. Our patients know and appreciate the medicines from action medeor. A huge thank you for this partnership. «

Denis Yameogo | Director of AMPO | Ouagadougou, Burkina Faso



# Medicines and medical supplies

2020—what a year! Seldom has action medeor seen such demand for its medicines and medical supplies as in this year. Scores of inquiries and requests for help came in from all over the world. The challenges were just as great: lack of goods, export bans, transportation problems. Despite all these adversities, however, our seasoned colleagues in the medicines and medical supplies unit were able to send the relief right where it was needed.

The year 2020 has shown us that the networks which action medeor has come to rely on over the years do not buckle in a crisis. One example—among many—is our cooperation with the Malteser relief organizations in Germany, France and the Lebanon. We delivered large quantities of relief supplies to our seasoned Malteser partners, including medicines, medical supplies, protective equipment and health technology. Among the destinations were Togo, Burkina Faso, Cameroon, Mali, the Ivory Coast, Guinea, the Central African Republic, Senegal, Benin, Syria, and the Lebanon. Our local partners have the necessary structures to provide aid quickly and efficiently.

Another specific example is the disaster in Beirut. On August 4, 2020, tons of ammonium nitrate precariously stored in the Lebanese port of Beirut ignited and set off a massive blast that resulted in at least 21 casualties, 7,500 injured and over 300,000 internally displaced persons. action medeor supported hospitals run by the Order of Malta and the Red Cross. Supplies were readied for immediate shipment, including a wide range of items needed in the hospitals—surgical instruments, suture materials, dressings, blood bags, ventilator parts, and other laboratory equipment and resources.

In 2020, action medeor organized and shipped over 17,000 packages worth a total of 9.5 million euros—amid preparations in our organization to get ready and fit for the future. Today, the export

department is an integrated part of a unit that encompasses the entire medicines and medical supplies trading chain. The new “Medicines and Medical Supplies” unit now also incorporates quality assurance and the warehouse with intralogistics. Effectively, action medeor has brought together what should be together, restructuring in the midst of a crisis. What a year!





# A sad ongoing story: Medical aid for Yemen

The humanitarian disaster in Yemen remained a concern of action medeor in 2020. War, poverty and natural disasters are pushing the people into destitution. Medicine and healthcare shortages cause further suffering and death from treatable diseases.

Six years of war have had devastating consequences in Yemen. Many of its cities lie in ruins, with millions of families suffering from hunger. Plagues such as cholera, diphtheria and, since 2020, also the coronavirus pandemic are claiming the lives of countless people. The few remaining hospitals in the country constantly labor under a critical shortage of essential medicines. Having to make do without the most basic resources, doctors feel helpless in the face of people's suffering. Children especially are seriously malnourished and weak from hunger. Today, 2.3 million Yemeni children are in a state of acute malnutrition, with 400,000 of them at risk of losing their lives.

In an effort to alleviate the worst of the suffering and to save lives, action medeor has been delivering medicines and medical supplies to health facilities in Yemen since the start of the crisis. Our partners on the ground—aid organizations such as ADRA or Action contre la Faim (ACF)—provide health services every day under the toughest conditions.

2020 was no different. In this year, action medeor delivered more than 1,000 packages weighing a total of 105 tons to

health facilities in Yemen alone. Coordinating with our local partners, action medeor was able to send off needs-based shipments of medicines at short notice, containing items such as antibiotics, painkillers, infusions, vitamins and remedies against diarrhea. By providing these vital medicines, many people - especially many sick children and their families - have been treated and their distress has been reduced.

And yet the situation remains precarious. Eight percent of the population in Yemen still depends on humanitarian aid. Food has become shockingly expensive, drinking water and sewage systems are destroyed. Almost 20 million people in Yemen do not have access to basic healthcare. The World Health Organization estimates that the number of fully functional healthcare facilities in the country is less than 50 percent.

Yemen is a sad ongoing story that is of great concern to our aid organization. Both now and beyond 2020.

Yemen is in urgent need of medical aid.  
After six years of war, few health facilities remain functional.



© action medeor



Yemen

# Donations in kind: Help that makes a difference

Every year, action medeor sends medicines and medical supplies to health centers and aid organizations across the world—often as a donation. Many of these donations are made possible by the pharmaceutical industry supporting action medeor with in-kind donations.

In 2020, as in previous years, action medeor received many donations in kind from companies, including 20,000 packs of InfectoScab cream from Infecto-Pharm. This medication contains the active ingredient permethrin and is used to treat scabies, one of the most common epidermal parasitic skin diseases worldwide.

Scabies is most common among people living in cramped quarters with poor hygiene. The disease is favored by a weakened immune system. The prevalence of scabies depends on factors such as population density, healthcare, people's health status, and hygiene conditions. Mite infestation is not necessarily a reflection of poor personal hygiene. It may simply be a consequence of living in poverty.

Scabies is on the rise and spreading across the world, potentially causing serious problems, especially in developing countries, where there is limited access to highly effective

drugs. The permethrin cream donated by InfectoPharm, along with other medications, was sent to Niger, Chad and Benin. All three countries are among the poorest in the world, with many rural regions not receiving proper—if any—healthcare. The relief shipments from action medeor helped support hospitals and local aid organizations.

Through in-kind donations such as the one received from InfectoPharm, companies play a valuable role in improving medical care worldwide. These donations are vital not only to enable the provision of emergency care after a disaster, but also in our regular supplies to health facilities. action medeor applies strict selection criteria in compliance with the Guidelines for Drug Donations issued by the WHO to ensure a needs-based disbursement. Close dialog between the recipients, action medeor and the donor companies promotes a transparent and responsible use of all in-kind donations.

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Help that makes a difference: Doctors and nurses in a village in Niger receive the aid shipment and check its contents and quality.



# action medeor Tanzania: Planning for the future in global lockdown

In 2020, the action medeor subsidiary in Tanzania found itself in an unusual situation. The officially COVID-free country was confronted with the economic impact of the global lockdown. All the while, it was planning for the future—and developing a minor innovation.

In May 2020, Tanzania officially declared itself COVID-free. Up until then, the East African country had still been testing for the coronavirus and recording official case numbers, but no more. Unlike its neighboring states, Tanzania stopped reporting coronavirus data. And yet the impact of the global lockdown on the economy still made itself felt here—not least because neighboring countries had closed their borders to Tanzania.

This put the Tanzanian subsidiary of action medeor based in Dar es Salaam, Masasi and Makambako into an unusual situation. Despite the repeated warnings from churches and opposition of the threats posed by the coronavirus, these threats officially did not exist in Tanzania.

What did exist, however, was the fear of infection among the people. As a result, many health posts in Tanzania ran into financial problems in 2020, not least because their patients were staying away for fear of infection. action medeor did its best to help where it could. The demand especially for personal protective equipment and for oxygen concentrators rose through the year. So, among other things, action medeor Tanzania provided 57 church-run health posts in the country with these devices.

In 2020, action medeor Tanzania also demonstrated ingenuity, when its medical engineers came up with an automatic hand wash machine that enables touch-free hand disinfection. The machines developed by action medeor Tanzania were soon in great demand and were set up at many health posts. In a further development, the team moved forward with its plans for a new location. In Kibaha, on the outskirts of Dar es Salaam, action medeor purchased a plot of land that will soon become its new main base. Next to an office building with warehouse, there will also be a training facility where engineers can learn to operate, repair and maintain medical equipment.

Finally, amid all its challenges, the year 2020 also brought some very welcome news: action medeor Tanzania was selected for the supply of public health facilities in the Lindi region of southeastern Tanzania with medicines and health technology in case of supply shortages by the state authorities. Its ranking as the best organization with a 95 percent supply availability was one of the factors that tipped the scales in its favor.

Health technology worker Alex Daud Lwissyis is disinfecting his hands at the touch-free hand wash machine developed by action medeor Tanzania.





# action medeor Malawi: Expanding to a new location

The Malawi branch of action medeor in the capital Lilongwe has been in operation since 2015. A second location in the south is now in the works in the city of Blantyre. Its focus will be the supply of quality medicines and training programs.

Malawi is one of the poorest countries in the world. Health services particularly in the country's underserved south are in short supply. To make matters worse, the region south of the city of Blantyre frequently experiences heavy rainfall and flooding. What makes the supply situation even more precarious is that this can cause the Shire River to burst its banks. Committing to be closer to the people in these situations and to ensure that help for those in need arrives faster and more efficiently, action medeor began in 2020 to work on a second location in Malawi. With a branch currently operating in the capital Lilongwe, from where action medeor supplies the region around it with essential, quality-assured and affordable medicines, the second warehouse is intended to serve communities in the country's south from a base in the city of Blantyre. Here, action medeor began modernizing its rented facilities, installing a solar system to generate its own electricity. Measures include a complete building upgrade, with new storage space and sections converted for other uses—including one specific purpose.

A distinction here is that the Blantyre base will also serve as an education and training center for pharmaceutical personnel and biomedical engineers. Courses will focus on aspects of health supply chain management and on further development in the fields of medical and laboratory technology.

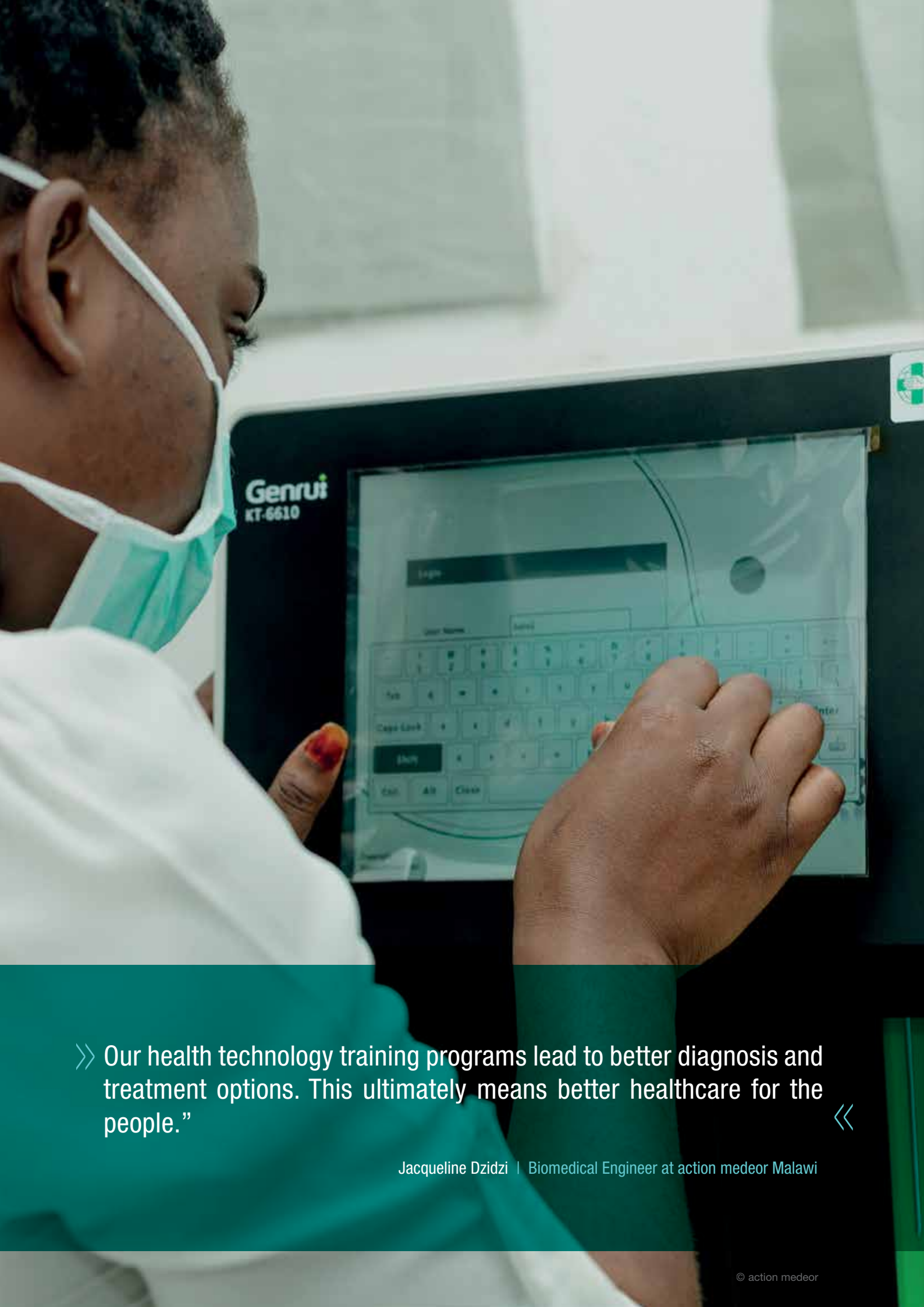
Additional staff was recruited, so that action medeor Malawi now also boasts a biomedical engineer, a pharmacist and a pharmacy technician. Their role, other than strengthening the team, is to provide their expertise to the new training center.

Even without the construction work and team enlargement, 2020 was a year of unique challenges for action medeor Malawi. The coronavirus temporarily forced the team to work in shifts. More than anything, it was the economic ramifications of the pandemic—supply chains and transport facilities coming to a dead stop, rising prices for medicines and protective equipment—that made it difficult to meet the medical needs swiftly and adequately.

Against this backdrop, it is all the more impressive that the team of action medeor Malawi was able to help and support many partners and health posts. One example is the air freight shipment of oxygen concentrators reaching Malawi very quickly in the first weeks of the pandemic. On the whole, action medeor Malawi demonstrated in 2020 that our subsidiary is a reliable partner, even in crisis mode.



Outside the new facility in Blantyre. Soon, it will be able to store medicines and provide training.



» Our health technology training programs lead to better diagnosis and treatment options. This ultimately means better healthcare for the people. «

Jacqueline Dzidzi | Biomedical Engineer at action medeor Malawi

# Health technology

Many causes of death in low-income countries are due to a lack of efficient health technology. The term 'health technology' refers to products such as laboratory equipment, imaging diagnostics, surgical and hospital technology. Health technology plays a critical role in the delivery of health services worldwide. Only when there is efficient health technology, can diseases be prevented, diagnosed and treated more effectively at health facilities.

It is estimated that as much as 70 percent of the medical devices of health facilities in low-income countries is either not working or not used. The reasons for this vary: devices donated to health facilities are mismatched with actual public health needs or local conditions. This is compounded by a lack of experience and expertise in the installation, maintenance and repair of these devices.

Lack of access to health technology has serious consequences. Emergency care is only one area that suffers as a result of defective, inoperative or unavailable devices. Whether basic products such as scales and blood glucose monitors, or oxygen concentrators and ultrasound units, the delivery of health services depends heavily on the availability, affordability and acceptance of medical devices.

Working with local partners, action medeor increasingly endeavors to meet the need for medical devices. This translates into equipping the medicines warehouses of action medeor in Tanzania and Malawi with medical devices and creating training capacities. In various projects, action medeor

was involved with a number of health facilities in Sub-Saharan Africa, to upskill particularly their engineers in the maintenance and repair of available equipment, so as to minimize downtimes and stabilize their availability. Our efforts in health technology currently focus on Sub-Saharan Africa, but it is planned to expand to other regions in the medium term.





# Lifesaver: Oxygen

The coronavirus pandemic in 2020 put the spotlight on medical oxygen as a life-saving therapy, particularly for COVID-19 patients struggling to breathe. One way of producing medical oxygen is the use of oxygen concentrators. They work by filtering and concentrating oxygen from the ambient air to supply oxygen with a purity as high as 96 percent.

This process is not a substitute for mechanical ventilation. But for patients with moderate COVID-19 symptoms it can be a lifesaver. Equally important for use in developing countries is the fact that no other resources are required. Drawing the oxygen from the ambient air eliminates the necessity of gas bottles and regular refills—all it needs is a power source. The demand for oxygen concentrators rose rapidly in 2020. Portable, high-quality concentrators were among the most sought-after devices, primarily as a result of the coronavirus pandemic. Nowhere was the need greater than in smaller health centers without stationary oxygen supply.

Access to medical oxygen has been a long-overlooked element of health management in developing countries, despite being indispensable in the treatment of a range of diseases. It can save the lives not only of COVID-19 patients, but also of people suffering from pneumonia, especially infants in Africa. More than 800,000 children worldwide die from pneumonia every year. Data clearly shows that medical oxygen can reduce mortality from pneumonia by 35 percent.

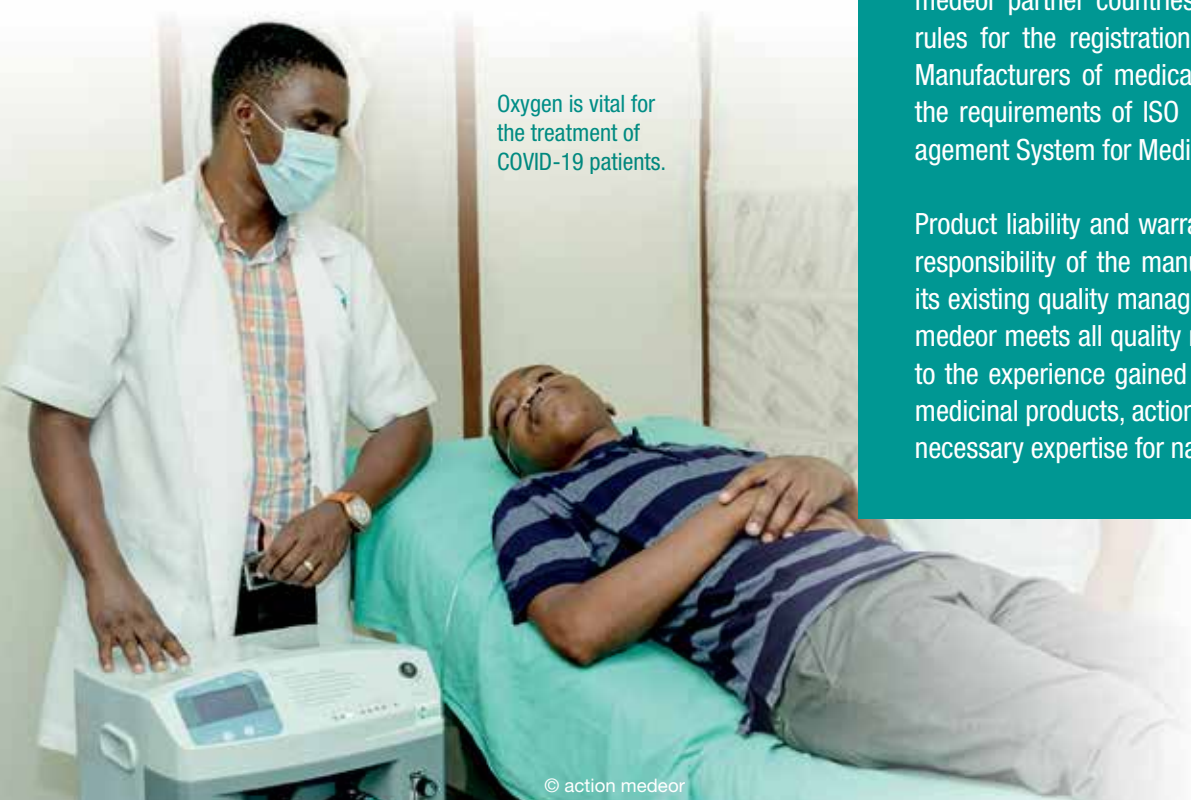
The medical devices were thoroughly evaluated by action medeor before they were included in the product portfolio. Their manufacturers were carefully vetted to ensure that proper quality management systems were in place and that the devices complied with international quality and safety standards.

**In 2020, action medeor supplied a total of 482 oxygen concentrators. Recipients were health facilities in Afghanistan, Chad, Benin, Madagascar, Malawi, Niger, Tanzania, Cameroon, Nigeria, and Simbabwe.**

## Oxygen concentrators

Oxygen concentrators are medical devices and are subject, in Germany, to the regulations of the Medical Devices Act (MPG). Many action medeor partner countries have corresponding rules for the registration of medical devices. Manufacturers of medical devices must meet the requirements of ISO 13485 “Quality Management System for Medical Devices”.

Product liability and warranty are primarily the responsibility of the manufacturer. Because of its existing quality management system, action medeor meets all quality requirements. Thanks to the experience gained from the approval of medicinal products, action medeor also has the necessary expertise for national registrations.



Oxygen is vital for the treatment of COVID-19 patients.

# Health technology training centers in Tanzania and Malawi

Health technology can save lives—if it works. Two new training centers will soon offer training on the correct use of medical devices.

Many African countries lack properly trained staff with the know-how to operate, maintain and repair equipment such as x-ray machines, oxygen concentrators, and dental units. While the equipment is often available, a recent report published by the World Health Organization estimates that 70 percent of all medical devices in Sub-Saharan Africa do not work. Factors contributing to this are, in many cases, a lack of experience in operating and maintaining these devices and adequate training opportunities.

This is where the “DeveloPPP.de” project—a collaboration between the action medeor subsidiaries in Malawi and Tanzania and the German Investment Corporation (DEG) started in October 2020—comes in. As part of the project, two training centers will be established that are to host workshops for more than 500 participants, training them in the correct use of medical devices, in compliance with quality and safety standards, and in performing routine maintenance work and minor repairs.

## Key project data:

Project region:	Kibaha, Tanzania / Blantyre, Malawi
Project period:	October 2020 – September 2023
Total funding:	1,980,591 euros

The workshops will be held over several days and will be aimed at technical staff in the hospitals. The hospitals themselves will benefit in the long term from improved use of their technology and reliable laboratory values. This leads directly to an improvement in diagnosis and treatment options for patients.

Knowing how it's done: Well-trained staff keeps hospital technology in good working order.

© B. Breuer



## Tanzania & Malawi





© action medeor

1. Baby



© action medeor

100. Baby

A healthy start to life: We celebrate the 100th birth at the Lamardelle hospital in **HAITI**!

## Successes in 2020

Professional development in **GUATEMALA**: Our partner PIES trains judicial employees, health workers and indigenous authorities in the prevention of gender-based violence.



© action medeor

For good harvests: 1,346 small farming households in **SOMALIA** were supplied with seeds, fertilizer and farm implements.



© action medeor

Successful project start: Our partner ASECSA teaches youths and adults in **GUATEMALA** about their sexual and reproductive health and rights.



© action medeor

Virtual aid: Our partner organization Taller Abierto in **COLOMBIA** has turned to new avenues to help and support people in need.



# Humanitarian aid & development cooperation

As a medical aid organization with decades of operation, action medeor has experience in handling epidemics. Yet, the coronavirus in 2020 added entirely new dimensions to the challenge. It underlined once more the importance of cooperation with partner organizations on a basis of trust. Showing solidarity with partners worldwide was and is a primary goal of the work of action medeor.

Almost all projects needed to be adapted to the developments of the pandemic. Partner organizations modified their concepts, educated people on COVID-19 or found new ways of communicating with and supporting their target groups. Health facilities were supplied with protective equipment, hygiene measures increased, staff was upskilled. Nonetheless, the coronavirus posed tough challenges in many partner countries. Existing crisis situations and conflicts, such as in Somalia, the DR Congo or Colombia, were further compounded by the pandemic. Closed borders and the collapse of supply chains and markets caused many people to lose their livelihoods. Existing inequalities in society, along with poverty and insecure income situations were further intensified as a result. Next to a broad set of pandemic prevention measures, this called for the supply of food aid and income-generating initiatives to help those who had fallen on hard times.

While the coronavirus pandemic has overshadowed many of the well-known challenges, they still remain and must not be forgotten. The treatment of malaria and diarrheal diseases, for example, or the efforts to improve mother and child health. Sadly, data also shows a rise in gender-based violence during the pandemic, as well as an increase in unwanted teenage pregnancies.

Despite these challenges, important successes were achieved. In the DR Congo, for example: Four health facilities were reinstated and now provide care for 100,000 people. In the east of the country, action medeor was able, in a project with its partners, to secure water for 280,000 people. In Somalia, 1,348 small farming families were given seeds, tools and agricultural training to help stabilize their food situation. In Guatemala, Togo and Colombia, women and young people were protected against and advised on gender-based violence. And in Sierra Leone, a further 49 midwives completed their training and are now able to ensure safe births.

action medeor continues to work with its partners on strengthening health systems—in urgent response to the pandemic and long-term.

# Democratic Republic of Congo: Life in multiple crises

Malnutrition, Ebola, displacement, violence, floods—and then there is COVID-19. In 2020, the people in the Democratic Republic of Congo suffered under not one, but several crises. action medeor provides ways out of overwhelming distress.

The South Kivu province in eastern Democratic Republic of Congo is plagued by constant armed conflict. Rebels raiding villages, people fleeing the rising uncertainty. At the same time, the region hosts countless families seeking refuge from the neighboring Burundi. All the while, the people in the DR Congo are themselves battling poverty, malnutrition and the frequently recurring Ebola epidemic. To make matters worse, heavy rainfalls in the spring of 2020 caused flooding that left fields and crops under water, bridges to collapse, people losing their homes and possessions, and increasing risk of a cholera outbreak. And if that was not enough, now there is COVID-19. With all its consequences: social distancing, border closures, price hikes, hunger.

For the people in the South Kivu region, 2020 was a year of multiple crises. The combination of displacement, flooding, cholera, Ebola, and the coronavirus pandemic led to a highly precarious food and health situation.

In the face of these conditions, action medeor and its local partner organization AFPDE worked hard to help those in dire need. Access to the project regions was impossible in places, as whole sections of the road were under water, making them impassable. In these instances, relief staff, protective equipment and medicines reached the people by

## Key project data:

Project region:	South Kivu, DR Congo
Project periods:	July 2019 – June 2022 October 2019 – February 2022
Total funding:	4,700,000 euros

boat to maintain health services. The result was success. More than 47,000 people could be treated between May and September 2020 alone—most of them for malaria, respiratory and diarrheal diseases. Around 1,500 women and children received medical care for malnutrition. Food security was ensured for 440 households that were provided with tools and seeds—in some cases twice due to the flooding.

Project activities in 2020 also extended to coronavirus protection measures. Hand wash stations were set up, hygiene kits distributed and awareness-raising events organized, reaching some 110,000 people. Local seamstresses made 100,000 mouth and nose masks that were distributed to people in the project regions. Small tokens of hope and optimism—a success in the end.



Flooding in April 2020 left many access roads in the Congolese South Kivu province impassable.

# Tents for internally displaced families in North West Syria

As Syria marked its ninth year of conflict in 2020, a staggering 11.1 million people were in need of humanitarian aid. The Syrian conflict remains one of the largest and most complex humanitarian emergencies in the world, and it is far from over.

Since December 2019, the situation in Syria has once more intensified. Escalating hostilities have displaced close to a million people in the region around the city of Idlib in north-west Syria. Around 80 percent of them are women and children. Many of them had been forced to flee their homes on several other occasions, meaning that after nine years of war, all their savings have been used up. At that point, there were nearly three times as many displaced persons in the region around Idlib as indigenous people. Many of them had no option but to sleep out in the open or in houses destroyed by the war. The situation in the refugee camps was characterized by overcrowding, unmet needs and poor hygiene conditions.

In response to the escalating situation and the current needs, Orient for Human Relief, the longtime Syrian/Turkish partner organization of action medeor, had established several more emergency shelters in the form of tent camps for the internally displaced people. Within this project—which received funding support from the State Chancellery of North Rhine-Westphalia and Aktion Deutschland Hilft—a further 370 tents could be erected in two different locations

## Key project data:

Project region: Idlib, North West Syria  
 Project periods: February 2020 – June 2020  
 Total funding: 85,064 euros

along the northwestern periphery of Idlib city. These being family tents, they could accommodate between 1,850 and 2,200 people.

The aim was to provide a minimum of protection and temporary accommodation particularly for vulnerable and indigent families in the camps. To ensure a fair and, especially, transparent selection process for the families, Orient for Human Relief established a local committee and worked in close liaison with other humanitarian actors on the ground. Priority was given to households headed by women, households with one or several members with impairments, and households with older family members. If nothing else, this at least helped to alleviate their greatest need.

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After nine years of civil war: Tents provide the refugee families with much needed shelter.

Syria



# Water and sanitation for IDP in Somalia

People in the Kahda district used to walk up to 2 or 3 kilometers to buy water for their daily needs. Clean jugs for transporting the water were scarce. action medeor provided access to safe water and sanitary facilities.

Just a few kilometers outside Mogadishu, the capital of Somalia, hundreds of thousands of people live in makeshift shelters built with plastic sheeting, bits of fabric, and other leftover materials. These people have fled here to escape the many problems prevalent in rural areas, seeking protection from violence, hunger and disease. Despite their precarious living conditions, new camps are mushrooming. The lack of access to health services, safe water and sanitation is of great concern, as is the limited knowledge of disease prevention and good hygiene practices.

In partnership with our local partner organization WARDI, action medeor worked to provide free access to primary healthcare. Operating a hospital, a health facility and a mobile health unit between 2018 and 2020, treatment was given to around 87,000 people, more than half of them children under the age of five.

The second main goal of the project was to improve access to clean water and sanitation for around 27,400 people in the Kahda district. Up to that point, there had been no running water in the region, while latrines were basic at best, not to mention few and far between. The poor sanitation conditions

## Key project data:

Project region:	Mogadishu and Kahda, Banadir Region, Somalia
Project period:	October 2018 – December 2020
Total funding:	2,108,350 euros

led to frequent outbreaks of cholera and other infectious diseases. action medeor and WARDI built a water infrastructure consisting of a well, a water storage tank and a water distribution system. The whole structure was put into operation in a ceremony held at the end of 2020. Finally, the people in the Kahda district have direct access to clean and safe water.

Back in 2019, 15 toilet blocks were constructed, with a total of 75—partly accessible—toilets. Throughout the project, more than 200,000 people were also educated on issues such as safe water, sanitation and hygiene. As the result shows, these measures were successful: The number of diarrheal diseases has since significantly decreased.

Better quality of life thanks to a new infrastructure: The water station provides access to clean water.



# Improving mother and child health in the DR Congo

The Democratic Republic of Congo has one of the highest infant and child mortality rates in the world. Many children die of diseases that are treatable and could easily be prevented. action medeor helps with education, training and infrastructure.

Despite substantial progress in reducing the child mortality rate in the DR Congo, the number of deaths among children aged under five remains shockingly high. The figure stands at 85 deaths per 1,000 live births—this high rate can be explained by main factors such as preterm birth complications, malaria, malnutrition, and acute respiratory and diarrheal diseases. The sad truth is that a few simple measures could have prevented most of these diseases.

Working with its local partner AEO/CNA, action medeor aims to improve the health of vulnerable children and women in the project region. As part of the project, action medeor supports two hospitals in the health zones of Nyantende and Kaniola, with the goal of offering high-quality and affordable healthcare. Focus is given to the treatment of malaria, acute malnutrition, and comprehensive support and care during pregnancy and birth.

Both hospitals were supplied with medical equipment, medicines and therapeutic food. The health workers were educated on subjects such as mother and child health, and taught how to use the new medical equipment. Informational events were held to create awareness in the commu-

## Key project data:

Project region: Chiragabwa (Nyantende) / Nzibira (Kaniola), South Kivu, DR Congo

Project period: July 2019 – June 2021

Total funding: 522,710 euros

nities on the importance of prenatal care, in the hopes of encouraging more women to go for prenatal health check-ups. At the same time, the project provided the hospital in Chiragabwa with vastly improved water and electricity supply systems.

Looking back at 2020 instills in us a sense of optimism: In all, the project reached around 83,000 people in the two hospitals' catchment areas. 1,248 children under the age of five, along with 174 pregnant and breastfeeding women received medical treatment for malaria and acute malnutrition. A total of 1,861 women received support and care during their pregnancy, while their newborns were given a healthy start to life thanks to skilled birth assistants.

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Mothers from Chiragabwa are delighted about the success in the fight against malaria and malnutrition.

DR Congo

# Counseling center for women facing violence in Guatemala

Guatemala has one of the highest rates of violence against women in the world. It has become a normalized part of everyday life and mostly goes unpunished. Indigenous women in rural areas are particularly vulnerable, their situation is now further exacerbated by the coronavirus.

Nearly everyone in Totonicapán, a department in the central highlands of southwest Guatemala, speaks their indigenous language, Maya-K'iche, only a few speak a little Spanish. Despite constituting the majority of the population, the Maya peoples of Guatemala face structural discrimination, with a third living in extreme poverty. Discrimination is particularly salient for indigenous women, who experience disproportionately more sexualized violence that destroys both their physical and mental health. Escaping this violence is difficult, because in a large number of cases, these women and girls are forced to live with their abusers. Women in Guatemala are often uninformed of their rights. In an effort to help them get out of the spiral of violence, action medeor joined with the local partner organization PIES de Occidente to set up a multidisciplinary counseling center that was given the name CAIMUS (Centro de Apoyo Integral para Mujeres). It provides victims of gender-based violence with psychosocial and legal support as well as access to health services.

In the last year, a total of 122 women turned to the center for help, where they were counseled and supported by sensitive and sympathetic staff in their own language, K'iche. The women were able to open up without fear of discrimination. The language issue was no barrier to taking legal action.

## Key project data:

Project region:	Totonicapán, Guatemala
Project period:	June 2019 – April 2022
Total funding:	506,100 euros

The work of the center was also impacted by COVID-19. To continue providing the women with the support they needed, staff at the center switched to telephone counseling and broadcast educational programs via the radio. As a result of one broadcast, a woman attending the CAIMUS finally sought help after 17 long years of violence suffered at the hands of her partner. With the women also increasingly pushed into financial dependence, the center ran workshops on sewing and soap-making in the latter half of the year, in an effort to promote self-sufficiency and provide them with a source of income.

The CAIMUS in Totonicapán is not alone in its work. In Chimaltenango, action medeor has supported the CAIMUS center of our partner organization ASOGEN for many years. Both centers work closely with the local authorities, the courts and the indigenous groups. The aim for these counseling centers in Guatemala in the long term is to be financed with public funds and to become an integral part of public crisis centers.

Counseling at eye level:  
The CAIMUS counseling centers empower women for a life without oppression and violence.

# Guatemala





# Participative community and school development in rural Nepal

Poverty in Nepal is predominantly a rural phenomenon. Urgent efforts are needed to improve essential health services and education especially in remote communities, to give the younger population a chance of a better future.

The three-year project seeks to bring about a lasting improvement in the health and living conditions of the communities in the Chitwan district of rural Nepal. To this end, the local partner organization ECCA (Environmental Camps for Conservation Awareness) organizes various activities around water, sanitation and hygiene, nutrition and income generation in eight very remote communities. Most of the local people belong to the Chepang community—one of Nepal's most disadvantaged indigenous ethnic groups. Before the project started, barely any of the nearly 650 households in the communities had a usable latrine, let alone facilities to wash their hands; even the schools in the project region lacked proper sanitation. The project therefore focuses on supporting the construction of latrines and providing access to safe water. In addition, people are made aware of hygiene measures in everyday life.

In workshops, the participants began by creating a vision and an action plan for a healthier living environment in their communities. Equipped with the knowledge needed to succeed, they were then encouraged to put their plans into action right away. All measures were geared to ensure sustainability and self-organization. This meant that households digging a ditch for themselves were supported with building

## Key project data:

Project region:	Chitwan District, Nepal
Project period:	October 2018 – December 2021
Total funding:	671,525 euros

materials and technical instruction. As a result of these efforts in 2020, four communities now have 261 latrines that were built or repaired—by the locals themselves.

The same participative approach is pursued in the schools' youth clubs and in the women's groups supported within the project. The women and youngsters take on organized responsibility for the development opportunities of their communities—as active driving forces, they form the foundation for ensuring that the knowledge gained is shared within their communities when the project finishes.

These participative structures have already proven successful under the conditions of the COVID-19 pandemic. The women's groups organized and ran awareness-raising events on hygiene and prevention, and distributed protective equipment to households in their communities.





» The training programs have instilled in me a thirst for knowledge I have never felt before. I have grown as a person, feel driven again to help shape our future and to do my part in ensuring a healthier life for the people here. «

Githinji Fredrick | Deputy Chief Pharmacist, Loitokitok Sub County Hospital, Kenya Ministry of Health

BIOCHEMIST

# Pharmaceutical advisory services

Good healthcare is only as strong as each link in the chain. Good healthcare also centers around the patient, as each has a right to health. This necessitates a wide range of professional fields—besides midwives, nurses and doctors, this includes physiotherapists, laboratory assistants, technicians, logistics specialists, and many others.

Pharmacists are the ones that ensure that the drugs and medical supplies are available in good quality, in sufficient quantity and at the right place. They are also the ones that cooperate with and advise other stakeholders in the health system. Pharmacists are the ones that are available to the patients and pharmacy customers to answer questions about medication therapies.

This is why action medeor has, for many years now, committed itself to promoting the training and development of pharmaceutical personnel in various countries. Support is given in the form of advisory services and knowledge transfer through our own pharmacists, but also as part of the projects implemented by our partner organizations.

Despite the coronavirus pandemic in 2020, there are many positive examples of successful work in this area. A consulting project for the setup of a temporary medicines warehouse in northeast Syria, for instance. Or a training project in Tanzania. Another example is our cooperation with the University of Rwanda, which was established and strengthened in 2020. Here, the lecturer supplied by action medeor for the Master's program in Health Supply Chain Management at the Regional Center of Excellence is responsible for a number of teaching modules concerning quality management systems, quality-assured procurement, storage, distribution and disposal of drugs. This program is attended by around 40, mostly experienced pharmacists every year. All of them come from countries that make up the East African Community, namely South Sudan, Kenya, Tanzania, Burundi, Rwanda and Uganda. action medeor helps them become valuable links in the chain of an efficient, people-oriented health system.

Meanwhile, action medeor, along with other organizations, has applied for the conceptual design of another Master's program. We hope to report about this next year.





# Round table for pharmaceutical training in Tanzania

Training opportunities for pharmacists in Tanzania are few and vary in widely quality. Cooperating with professional schools and the authorities, action medeor standardized the training programs and developed curricula and examination plans.

Around a third of all health facilities in Tanzania can rely on the expertise of pharmaceutical professionals. Without their critical input, the hospitals risk serious consequences if wrong dosages or medication or counterfeit drugs go undetected.

This leaves Tanzania in urgent need of skilled pharmaceutical staff. There are professional institutions offering relevant training. But many of them lack funding to keep their laboratories and libraries up to date. Add to this a teaching staff that, while it has the skills and knowledge needed, mostly lacks educational or methodical training. What is more, for a long time, there were no standardized curricula and examination guidelines. The learning conditions for junior pharmacists therefore varied widely. With action medeor determined to improve the pharmaceutical training in Tanzania, it was clear from the outset that the success of this undertaking hinged on involving the various local stakeholders in the process. An MSP (multi-stakeholder partnership) project therefore saw teachers from the professional schools come together with admission board representatives and mem-

bers of the health ministry at a “round table” to discuss the improvement of pharmaceutical training.

These intensive discussions were conducted in 2020. On the heels of this combined effort, a number of improvements were introduced. All schools now work with a standardized curriculum as a teaching guide, while the examinations are organized centrally to be on the same level. The laboratories and libraries of three professional schools were renovated and upgraded to provide all trainees with the same learning conditions. As a result of this, the soon-to-be-pharmacists can now apply their theoretical knowledge in practice.

The MSP project received funding from the Federal Ministry for Economic Cooperation and Development, with additional support from pharmaceutical manufacturers such as Bayer, Boehringer-Ingelheim and Merck.

## Key project data:

Project region:	Tanzania
Project period:	January 2019 – April 2021
Total funding:	817,023 euros

Practical training of pharmacists in Tanzania now follows a standardized curriculum.

Tanzania



# Planning of a temporary pharmaceutical warehouse in Syria

The civil war in Syria has made it extremely dangerous for Syrians to receive basic health services. Around half of the health facilities are no longer operational. action medeor helped to set up a temporary pharmaceutical warehouse.

Delivering healthcare to people in a war setting can be dangerous. In the Syrian war, hospitals and other health facilities are at times the target of deliberate attacks. In the face of these enormous risks, local health professionals are working hard to provide and maintain primary health services. This includes not only hospitals and mobile clinics, but efficient pharmaceutical logistics systems.

In cooperation with local partners, Malteser International took the initiative to set up such a system in northern Syria. Housed in a former residential building, the pharmaceutical warehouse will provide the region with necessities. It was established, organized and equipped under the watchful guidance and expertise of action medeor.

The task of action medeor was to advise its local partner organizations on the configuration and equipment of the warehouse. Consideration was given to its technical facilities, the optimal layout of storage space, the setup of shipment and packaging areas, and temperature management in the warehouse.

The workflow in a warehouse requires careful planning. Given its location not only in a former residential building, but a war zone, there were additional challenges to be considered. The same applied to the L-shaped layout of the building and

the high outside temperatures. action medeor's expertise in warehousing and pharmaceutical quality management proved invaluable here.

Our pharmaceutical and intralogistics experts worked hand in hand to advise our partners in Syria on the optimal layout and design of the warehouse—from the height and positioning of shelving and pallet space to temperature control and cooling through to bills of material, use of software, quality and process control, the team worked out a comprehensive concept detailing the safe storage of sufficient supplies of high-quality products.

action medeor was grateful for the opportunity to contribute its expertise to the professional planning of a temporary warehouse that will soon supply four health facilities in northern Syria with much needed medicines.

## Key project data:

Project region:	North Syria
Project period:	July 2020 – August 2020
Total funding:	3,480 euros



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Teamwork: Pharmacist Shushan Tedla and warehouse assistant Oliver Füsigen-Roosen discuss optimization measures for the Syrian warehouse.



Syria

# Selection of projects in 2020

	Continent	Country	Project focus
Humanitarian Aid	Asia	Indonesia	Strengthening of the disaster preparedness capacities of health facilities
	Africa	DR Congo	Healthcare, drinking water supply and sanitation for Burundian refugees and locals
		Somalia	Access to healthcare and WASH
		Bangladesh	Improvement of healthcare for Rohingya refugees and host communities in Cox Bazaar
	South America	Colombia	Disaster preparedness at Calis crags
		Colombia	Support for refugees from Venezuela (healthcare & food)
Development Cooperation	Africa	DR Congo	Malaria and malnutrition prevention, healthcare, obstetrics
		DR Congo	Malaria and malnutrition prevention, food security
		Sierra Leone	Setup and operation of a midwifery school in Bo
		Sierra Leone	Strengthening the practical midwifery training
		Sierra Leone	Prevention of female genital mutilation (FGM/C)
		Somalia	Food security and strengthening the resilience of women and children
		Somalia	Food security and strengthening the resilience in the Hiraan region
		Tanzania	Strengthening of local health structures through construction of personnel quarters
		Togo	Prevention of gender-based violence and strengthening of children and youths
		Togo	Improvement of the living conditions and health of vulnerable girls and young women and their families
	Asia	Nepal	Community and school development in rural Nepal
		Nepal	Strengthening of SRHR
	South America	Guatemala	Prevention of violence against girls and women
		Guatemala	Construction of a counselling center for women and girls affected by violence in Totonicapán
		Haiti	Health improvement for women and children through professional obstetrics and family planning
		Colombia	Strengthening the self-help skills and psychosocial health of internally displaced persons in Cauca and Valle del Cauca
Pharmaceutical Advisory Services	Africa	East Africa	Master study courses on Health Supply Chain Management
		Malawi	Support of Malawian hospitals
		Kenya	Support of the establishment of a Kenyan drug manufacturer
		Kenya	Support of the ecumenical pharmaceutical network
		Sierra Leone	Infection prevention and control
		Zimbabwe	Assessment of the supply of medicines in Manicaland
		Tanzania	Support of several Master's students
		Tanzania	Pharmaceutical training courses
	worldwide	worldwide	Cooperation of pharmaceutical networks



Period	Project partners	Co-funding/funding providers	Total funding* 2020 (EUR)
January 2020 – March 2021	ASB Deutschland	ADH	243,584.20
July 2019 – June 2022	AFPDE	AA	2,078,773.55
September 2018 – December 2020	WARDI	AA	1,092,873.18
July 2019 – December 2020	Help Cox Bazaar	ADH	9,574.05
February 2019 – September 2019	CAVJP	ADH	5,379.37
February 2019 – June 2019	CDP	ADH	10,215.05
July 2019 – June 2021		EKFS	247,810.79
October 2019 – February 2022	AFPDE	BMZ	302,218.25
January 2017 – December 2020	Caritas Bo	BMZ, Quandt	265,173.23
October 2020 – September 2023	Caritas Bo	BMZ	46,794.85
February 2020 – February 2021	WAVES	Own funds	32,860.00
July 2019 – June 2021	WARDI	SKala, own funds	468,950.59
December 2018 – December 2020	WARDI	BMZ	349,155.06
March 2019 – February 2020	AAIDRO	v. Kameke/Endulen e.V.	63,452.33
October 2019 – September 2022	PSAS	BMZ	94,835.13
October 2020 – September 2023	PSAS	BMZ	40,787.47
October 2018 – December 2021	ECCA	BMZ	238,741.46
March 2019 – February 2020	PHECT	Own funds	3,168.19
November 2017 – October 2020	ASOGEN, Pies de Occidente	BMZ	220,671.30
June 2019 – April 2022	PIES de Occidente	BMZ	135,077.87
November 2019 – September 2022	FEJ	BMZ	210,155.39
June 2019 – December 2021	Taller Abierto	-	383,570.27
May 2019 – March 2020 and November 2020 – April 2021	RCE-VIHSCM	RCE/own funds	4,238.00
February 2019 – December 2020	Hospitals	Own funds	216,125.70
May 2019 – December 2021	EAHC	Own funds	25,630.96
January – December 2021	EPN	Own funds	29,034.25
April 2020 – October 2021	EPN/CHASL	ADH	53,111.26
February – July 2020	MI	Own funds	10,994.66
October 2017 – September 2021	MUHAS	Own funds/action medeor Foundation	11,577.82
September 2015 – April 2021	CSSC, and others	BMZ/Boehringer/Bayer/erk	250,041.67
continually	EPN, FIP, BUKO	Own funds	1,235.00



» As a pharmacist, I absolutely know how important it is to ensure people get the right medication. This is the reason why I have supported the work of action medeor over many years now—with my pharmacy, as a member and as a donor. «

Birgit Goerres | Owner of the Schiller pharmacy in Krefeld

# Communications, fundraising and education

What does a communications department do for a whole year with almost no events on its schedule, almost no visits, exhibitions, network meetings, trade shows, press conferences? It gets creative. Something like this could be the conclusion of 2020 in the field of marketing and communication.

The year began with cancellations: the farewell to long-term board spokesman Bernd Pastors in March, the apple blossom run in April, and the Christmas gala in December. And much, much in between. But necessity makes you inventive. And so, in summer, a number of athletes initiated a “virtual run”. Participation in the general meeting was also offered digitally for the first time. And the Christmas gala was replaced with Christmas greetings sent to those who would otherwise have been invited, with the phenomenal result that people donated 84,472.47 euros to action medeor—more than ever before at any gala.

Many people got creative organizing smaller fundraisers in support of action medeor. Money was raised by sewing masks, painting stones, collecting receipts for bottle deposit refunds. These fundraisers and the loyalty of donors and sponsors were instrumental in keeping donations at a near-steady level, despite the many cancellations in 2020.

During the pandemic, action medeor sought many ways to stay connected with its sponsors, members and the general public: mailings, poster campaigns, free advertisements, PR work, increased online communication, and a new donations shop on the website were used to raise awareness for the work of action medeor. A survey among sponsors provided further feedback on the reasons why people support action medeor and what the medical aid organization is all about. The results of this survey will help us to send out more targeted appeals.

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Overall, action medeor paid attention to the economical and responsible use of all means of communication in 2020. Relative to the total budget, expenditures for communications, fundraising and educational activities made up a share of 11.1 percent (2019: 13.47 percent). The share of spending on administration came to 9.7 percent (2019: 10.95 percent).



# Fundraising: Locals champion the cause of action medeor

They sewed face masks and accumulated kilometres. They gave away painted stones for a donation and emptied boxes of bottle deposit refund receipts. Once again, a variety of people from the region came up with clever ideas to support the work of action medeor and so do their part in promoting better healthcare for people around the world.

It started in April, when a family from Vorst decided to make face masks out of fabric remnants and hand them out for a donation to action medeor. Through the year, their team grew to 13 members dyeing fabrics, sewing, ironing. In support of their fundraiser, Tönisvorst's pharmacies agreed to add the masks to their range. The campaign then inspired others in Dülken and Jüchen to join. As a result, the 1,700 masks made raised 8,400 euros in donations.

In summer, pupils Ben, Leo, Jan and Tom Steine from the Vorst elementary school painted stones which they displayed along a cycle path. The idea took flight and saw others adding their own creations to the mix. When the stones had to be removed, as the grass along the path was getting cut, the boys took the artwork and gave them away for a donation to action medeor.

In September, 400 athletes ran, swam and walked to accumulate kilometers for "Heal the World". The kilometers were counted by the German crowd run initiative "CrowdLauf" and accumulated 1,125 euros in donations. The fundraiser was initiated by Stefan Koblenz, who got "CrowdLauf" on board for a charity run in aid of our medical aid organization.

Through the year, many of the shoppers at ten participating supermarkets in the district decided to put their bottle deposit refund receipts in the action medeor boxes found near the bottle return points. These receipts are collected by volunteers and the money redeemed transferred to action medeor. Since 2012, this campaign has raised a staggering 172,000 euros, which has been put to good use in projects around the world.



The work of the busy mask sewers is one of the many initiatives run in support of the global emergency and disaster relief efforts of action medeor.

# Change of perspective

Acting with a global mindset is not a matter of course. Through its development education work, action medeor seeks to inspire a change of perspective toward empathy and addressing social justice issues.

Clean drinking water, adequate food and healthcare, the chance of an education—these are the things we take for granted. In many regions of the world, people have to fight every single day for what we consider normal, everyday aspects of our lives. Why is this and is this fair? These and other issues are focal points in the development education program of action medeor. Exhibitions, talks and information stands invite pupils and adults to think about global interconnections, to consider—for example—to what extent our own actions may have a spillover effect on global injustices, and what the countries of the Global North can learn from communities in the Global South.

The coronavirus pandemic has once again emphasized the issue of global interconnections. Viruses can spread quickly to engulf the whole world, regardless of whether they “break out” in faraway countries or at home. The BMZ-funded action medeor exhibition “Global health begins at home” highlights these interconnections and our shared responsibility as a global community.

But health is not the only issue that requires global thinking and action. The eradication of poverty and hunger, access to education, and climate protection, along with all other sustainable development goals can be achieved only if we all work jointly, taking a forward-looking approach. Many of the young people have come to understand this. In various campaigns, the pupils helped to raise funds for action medeor health projects. One such example involved the student council of the Michael Ende High School in Tönisvorst, who donated 500 euros toward relief shipments for refugees in the Greek Moria camp.

With many school classes and adult groups unable to visit our medicines warehouse due to the coronavirus situation, action medeor—as many others—took to using digital platforms: A long-planned project course at the Werner Jäger High School in Lobberich was successfully resumed online.

action medeor delivers education work at its base in Tönisvorst, in the schools themselves or online.





# Companies take social responsibility

Amid the coronavirus pandemic, many people in Germany have come to realize afresh how precious our health really is and how fortunate we are to benefit from a good healthcare system. Many companies have taken this as their cue for helping to promote better healthcare for people worldwide.

As a social partner, action medeor offers companies a wide range of opportunities to get involved in their CSR activities. Companies can support the work of action medeor through corporate collaborations, the “donations in lieu of gifts” campaign or through specific funding for a project and help to ensure that people in poor regions also have access to appropriate medical care.

Since its first involvement in 2012, [Jungheinrich AG](#) has shown tremendous support and backing for action medeor with a number of initiatives. A standout aspect of the partnership with Jungheinrich is the “rest cent” initiative launched by its employees, in which the cents from the monthly salaries of the participating employees are donated to action medeor. The total thus raised is doubled by Jungheinrich and donated in addition to the resulting tax benefit. The rest cent initiative is not just limited to German or Jungheinrich employees either—participants are also found in Austria, Spain, Portugal and Italy. Thus, the whole company is involved in advocating for better healthcare worldwide

and, over the years, has raised more than 200,000 euros for action medeor. In the last year, Jungheinrich supported projects in the DR Congo and in Tanzania, while a donation in kind enabled action medeor to upgrade the warehouse logistics systems in Tönisvorst and Malawi. Not only that, but Hanni von Kameke, the granddaughter of the Jungheinrich founder, funded the urgently needed construction of staff accommodation for the Endulen Hospital in Tanzania.

Yet another example of support received from companies is the “donations in lieu of gifts” initiative. Instead of a gift for customers and business contacts, companies donate the money and give away medical treatment. action medeor sees to it that each company knows what a difference their donation made in giving people the chance of a better future.

[Sartorius AG](#) has partnered with action medeor within the scope of this initiative since 2015. In 2020, Sartorius supported the training of non-academic pharmaceutical specialists in Tanzania with a very generous Christmas dona-



As a committed partner, Jungheinrich also facilitated the fitout of our medicines warehouse.



tion. “As a life science group, Sartorius is contributing toward the development and production of affordable medicines and their accessibility and availability to more people across the world,” said Petra Kirchhoff, Head of Sartorius Corporate Communications. In order for these to reach the people in Tanzania, well-trained pharmaceutical specialists are needed. “Vocational training is of great importance in this endeavor,” explains Petra Kirchhoff.

**Fortuna Düsseldorf** partners with action medeor under the banner of “1-0 for health”. In and around Düsseldorf, the football club organizes various charity events for its fans and members—often with the involvement of the club’s players. With every purchase of the Fortuna mug as a special fan article, one euro is donated to action medeor. The cup deposit scheme in the stadium, which invites fans to donate their cup deposits to action medeor, has also turned out to be a huge success thanks in no small part to the support of the Lions Club Ratinger Tor.

In another successful partnership over many years, marketing agency **RP Sportmanagement** runs football camps for children in various cities, which are held over several days during school vacation as part of its “Fußballschule Grenzland” football school. When registering their children, parents are given the opportunity to round up the camp fee by one euro in aid of action medeor. Every euro donated is matched by Fußballschule Grenzland.

The **Lower Rhine Business Owners Initiative** has given its support to action medeor since 2014, with separate efforts by the various companies involved ranging from regular

cash donations to charity events and pro bono work for the benefit of action medeor.

The **North Rhine Chamber of Pharmacists** cooperates with action medeor under the banner of “Partnering together as an emergency dispensary”. Participating pharmacies have raised money for action medeor through in-store collection boxes to demonstrate their commitment to the global goal of health for all as a human right and to help improve health services beyond their own local communities.

On top of this, action medeor offers cooperation concepts tailored to a company’s particular field. As an example, our medical aid organization has gained in **Constantia Flexibles**—a manufacturer of flexible packaging with its own pharma segment—a partner to support our pharmaceutical advisory services with focus on the quality assurance of medicines.

A further example is our partnership with **Sanofi Aventis Deutschland GmbH**. On several occasions, Sanofi Dental funded the purchase of dental units for health facilities, ensuring that people who would otherwise be left to suffer toothache for weeks or months on end can now be treated quickly and effectively.

The impressive diversity of engaging with us in a common cause can also be seen from the example of **EuV Niederrhein Immobilien GmbH - ENGEL&VOELKERS**: Instead of a small gift for a deal closed, a donation is made to action medeor, which contributes directly to ensuring better healthcare for people worldwide.

The Christmas donation from Sartorius will go toward the fitout of a new training room for pharmaceutical specialists in Tanzania.



# A good heart lives on— testamentary gifts to action medeor

Every time people remember action medeor in their will, we consider it a great vote of confidence. This confidence in the work of action medeor was again demonstrated in 2020. Rolf B. is one such example.

Born in 1936, Rolf B. did not have an easy life. Growing up without parents, he never had a family of his own. As a result of battling his own health issues, he was keenly aware that good health is an important enabler, and so he decided to give other people the gift of health beyond his own lifetime. Four weeks before his death in August 2020, the 84-year-old drew up a will, in which he appointed action medeor as his main heir. Since then, action medeor has worked with an inheritance lawyer to ensure that all formalities are complied with.

Once this process is finalized, the estate of Rolf B.—as per his wishes—will flow into the work of action medeor, where it will bring relief and health to many people. His great confidence in our work fills us with the deepest gratitude.

In 2020 action medeor received 1,752,454.03 euros from several legacies and bequests. While the year did not allow for informational events on “charitable legacies” to be held, many of our supporters sought contact with action medeor, as the unprecedented times of the COVID-19 pandemic had nudged them into giving thought to what should happen to their property and assets one day.

Writing a will is always a highly personal matter that raises many questions for us. Most importantly, we want to be sure that our wishes are dealt with respectfully and in good faith. Adopting the new legacy seal “In Good Hands” by the “My legacy does good. The Apple Tree Principle” initiative, action medeor has now made its commitment to compliance with ethical standards official. These standards provide guidance and transparency for charitable legacies.

Further information is available at:

<https://medeor.de/de/spenden-und-helfen/zukunft-gestalten/das-prinzip-apfelbaum.html>



For any queries on the Foundation or legacies, please contact:

**Linda Drasba**

Telephone:  
+49 2156 9788-173

Email:  
[linda.drasba@medeor.de](mailto:linda.drasba@medeor.de)



# action medeor Foundation— 20 years of sustained support

As honorary chair, Bernd Pastors has headed the action medeor Foundation since its inception in 2001. While he may have retired as CEO of action medeor at the end of April 2020, his strong ties with this role have remained, and he is here to answer some key questions in a short interview.

## Why was the Foundation set up?

In 1989, Else Eberle, the widow of the late publisher of the German newspaper Stuttgarter Zeitung, bequeathed a respectable sum of her estate to action medeor, which enabled us to set up the foundation. It is addressed to people who want their property and assets to play an active part in shaping a sustainable society for generations to come. These people have the option at any time to support the Foundation with endowments, to create their own endowment fund, or to grant a benefactor loan.

## Where does the Foundation stand today?

We have many committed benefactors, who have joined to create a strong basis for effective help. We now have a total of five endowment funds earmarked for purposes such as the support of improving healthcare in Malawi or individual health posts in Tanzania. In 2019 we saw the first limited term trust established, which will be used over the next ten years to help fund the project work of action medeor in countries on the African continent. Foundation assets currently total 1.67 million euros—including endowments of 14,920 euros contributed in 2020. Total benefactor loans amount to 510,000 euros.

## Where do you see the future of the Foundation?

The action medeor Foundation centers its focus on the training and development of health professionals to help strengthen global health structures in the long term. We want to broaden our work in this area. The interest income generated goes toward projects such as the “promotion of Master’s students in Tanzania” and, therefore, toward the training of pharmaceutical specialists. Other action medeor projects in this area include the support of non-academic pharmaceutical training programs or the funding of a two-year midwifery training course in Sierra Leone. The limited term trust is a relatively new option that opens up even more support opportunities. Because well-trained health workers are the basis of every health system and the prerequisite for adequate healthcare.

action medeor will be pleased to advise you on opportunities to support the Foundation.





# 2020: Snapshots of the year



Once more, [Anke Engelke](#) got personally involved in the good cause of action medeor. Together with Christoph Bonsman (left), she related her experiences on trips to East Africa to listeners of the ADH podcast.



The [charity jazz concert](#) in Krefeld's Friedenskirche was one of the last events to go ahead before the first coronavirus lockdown. With invitations extended by the Lions Club Krefeld and the Rotary Club Krefeld, the 300 guests attending were happy to donate. As a result, the Lions Club Krefeld presented action medeor with a check for more than 4,000 euros from the proceeds.



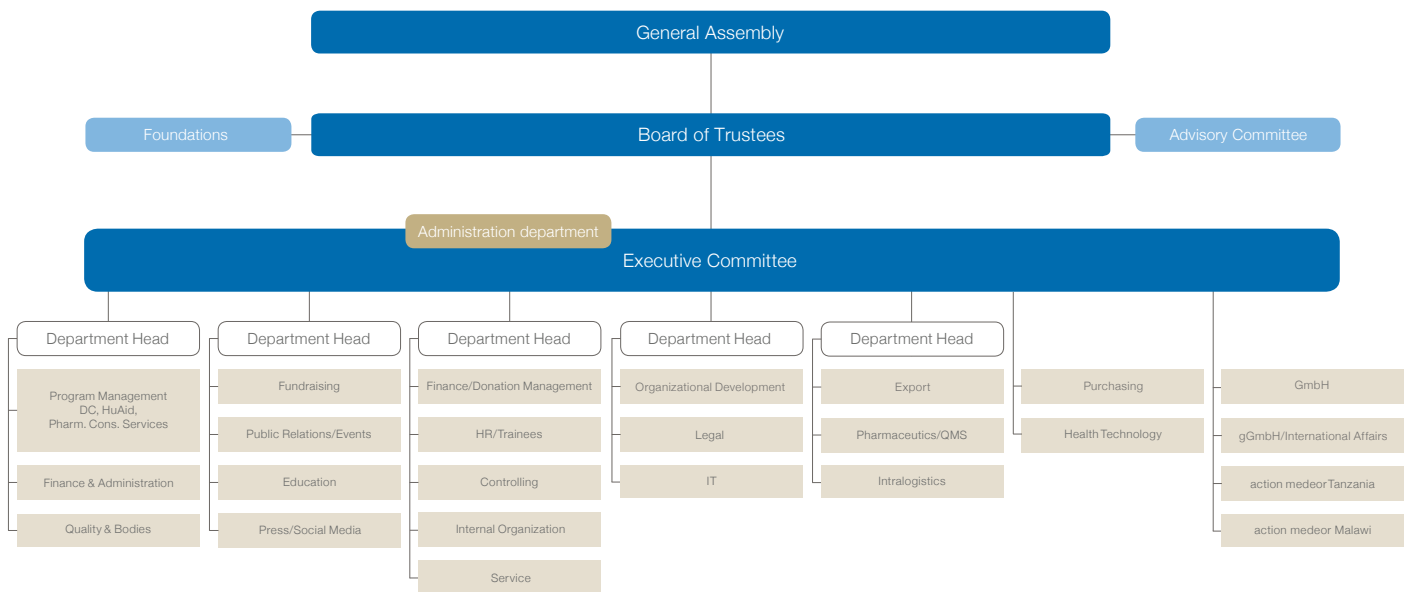
The official [farewell to Bernd Pastors](#) planned for March unfortunately fell victim to the pandemic. Nevertheless, in late summer 2020, at least in small groups, the employees were able to say goodbye to their long-time board spokesman - with a lot of heart and humor and, of course, in compliance with the Corona rules applicable at the time.

At the start of the second leg of the 2019/2020 football Bundesliga season, the fans of Fortuna Düsseldorf could cheer for their team while [doing good by donating their cup deposits](#). Organized by the Lions Club Ratingen – Ratinger Tor, the opportunity presented itself to them at the first second-leg match in January 2020 against Werder Bremen. Around 40 helpers collected deposit cups worth more than 3,000 euros—money that will go toward the emergency and disaster relief efforts of action medeor.



The number of pharmacies supporting the work of action medeor by collecting donations under the banner of [“Partnering together as an emergency dispensary”](#) now stands at 180. The initiative began in 2014, and by 2020 had brought in more than 74,000 euros in donations.

# Organization and personnel



Status: December 2020

## The General Assembly

The General Assembly is the supreme organ of the organization and is responsible for aspects such as adoption of the annual accounts, discharge of the Board of Trustees and the Executive Committee, and election of the Board of Trustees. As of December 31, 2020 the General Assembly comprised 115 persons.

## The Board of Trustees

Duties of the voluntary Board of Trustees include approval of the budget and the annual accounts. The Board of Trustees meets every two months. There are three committees appointed by the Board of Trustees, focused on human resources, finance and controlling, and medicines and pharmaceuticals. These committees act in an advisory capacity to the Board of Trustees. Members of the Board of Trustees include Siegfried Thomassen (President), Dr. Thomas Menn (Vice President), Dr. Stefan Derix, Prof. Dr. Marlis Hochbruck and Dr. Ulrich Viefers.

## The Advisory Committee

The Advisory Committee is elected by the Board of Trustees. It is made up of at least five and at most twelve members. Members are elected for a period of three years and appoint the chair from among their number. The Advisory Committee advises the Board of Trustees in the execution

of its duties and responsibilities. Members of the Advisory Committee include: Dietmar Brockes, Marlis Fertmann, Dr. Ullrich Kindling, Dr. Bärbel Kofler, Dr. Manfred Körber (Deputy Chair), Dr. Marcus Optendrenk, Regina Risken, Udo Schiefner, Uwe Schummer, Dr. Ute Teichert (Chair) and Dr. Werner Weinhold.

## The Executive Committee

Acting in a full-time capacity, the Executive Committee manages the organization on its own authority. It is appointed and dismissed by the Board of Trustees and reports to the Board of Trustees on all important matters. The CEO of the Executive Committee is Sid Peruvemba (Programs, Marketing and Communications, Finance, Human Resources, Controlling and Internal Organization, Organizational Development, Legal and Compliance, IT), who is joined on the board by Christoph Bonsmann (Pharmaceuticals, Intralogistics, Purchasing, Export).

## The staff

In 2020, action medeor employed 83 full-time staff, with 53 volunteers supporting the work of the aid organization in speaking engagements and as pharmaceutical experts.

# Report of the Board of Trustees

For the Board of Trustees, 2020 was an extraordinary year. Because of the coronavirus pandemic, but also because action medeor took various measures to change its course and to explore new avenues.

In 2020, we said goodbye to our long-term executive spokesman Bernd Pastors—due to the pandemic, sadly not on a scale befitting his outstanding work for our aid organization. action medeor owes him a great debt, and we have expressed our deep gratitude to him in the context of several smaller gatherings. It fills us with great pride and thankfulness that his merits have now also been recognized with the Order of Merit of the Federal Republic of Germany.

At the same time, 2020 was the year in which our new executive spokesman Sid Peruvemba threw himself into his new role at action medeor with great dedication, identifying himself wholeheartedly with our cause. Together with Christoph Bonsmann, he has taken many initiatives, in collaboration with the Board of Trustees, to ensure action medeor is and remains fit for the future. The Board of Trustees extends a very special thank you to our executive duo, who work tirelessly and with great energy, courage and vigor to lead action medeor into a secure future.

In this process, we join to focus on best practices and new approaches, so as to maintain the baseline of action medeor, which is the promotion of health for all people worldwide. That said, our core competency will be enriched with new facets. One of these is health technology—a new area of competency built up at action medeor. Organizationally, it will be based in the newly established action medeor Lab-

works GmbH as a component of our strategy for securing the future of our aid organization.

We used the year 2020 intensively to put ourselves in a strategically strong position for the future. Responsibilities within the Executive Committee have been redefined and concentrated for efficiency, moving related activities closer together. The Board of Trustees and the Executive Committee produced joint concepts for a new organizational strategy that were subsequently agreed with the department heads. In IT, we pushed a number of modernization measures, including cloud migration. Meanwhile, our first hybrid General Assembly with our members in 2020 went without a hitch.

In conclusion, we can say that 2020 was a year in which we set many wheels in motion at action medeor. The pandemic presented us with unprecedented challenges. And yet, we were able to set the right course for the future. This is the product of successful teamwork. We wish to express our deep gratitude to all who support action medeor with their dedication and commitment—the Executive Committee, our staff and members, the Advisory Committee, and our sponsors and donors.



Siegfried Thomaßen

President

Tönisvorst, June 2020

Honorary Board of Trustees  
of action medeor: (left to right)  
Dr. Stefan Derix, Prof. Dr.  
Marlis Hochbruck, Siegfried  
Thomaßen (President), Dr.  
Ulrich Viefers and Dr. Thomas  
Mann (Vice President).

The picture was taken before  
the corona pandemic.





# Report of the Advisory Committee

The year 2020 was a whirlwind of intensity for the Advisory Committee. Aside from the challenges here at home, it became clear just how important it is to create greater awareness of the issue of global health. We all have now witnessed at first hand that disease respects no borders. This makes it all the more vital for action medeor to continue its efforts of improving global healthcare.

For the first time, the Advisory Committee was unable to meet in person, resorting instead to digital platforms. This has certainly been a challenge for all of us, but we are nonetheless very pleased with our current new reality of virtual meetings. The mix of people from politics, business, media, the church, the military, and the charitable sector provides just the right balance of skills and networks needed in our advisory capacity to help take action medeor forward into the future.

It is our hope for 2021 that the Advisory Committee can once again meet in person and, together with the Board of Trustees and the Executive Committee of action medeor, advocate the vision of action medeor. Healthcare for all people must be possible, regardless of their economic resources,

geographic location, and cultural and social situation or background. This is and will continue to be our priority as we move forward.

Dr. Ute Teichert

Chair of the Advisory Committee

Tönisvorst, March 2021



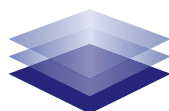
## Control and transparency

action medeor is a member of the German Donations Council ([Deutscher Spendenrat](#)) and holder of the Donation Certificate. This certificate is issued as evidence of transparency and ethical stewardship of donations. It is the only audit process in Germany with external auditors conducting the quality audits required for the Donation Certificate.

As part of the Transparent Civil Society Initiative ([Initiative Transparente Zivilgesellschaft](#)) action medeor complies with the stipulated criteria of disclosing items/facts such as its constitution, the names of its key decision-makers and information about sources and application of funds as well as its personnel structure.

All action medeor staff are committed to upholding defined [anti-corruption principles](#) based on the guidelines of [Transparency International](#) for the prevention of corrupt practices in national and international work.

Dr. Anke Freckmann serves as [ombudswoman](#) for action medeor and can be contacted at [anke.freckmann@gmx.de](mailto:anke.freckmann@gmx.de) by anyone suspecting irregularities at action medeor, its partners or in projects supported by action medeor.



Initiative  
Transparente  
Zivilgesellschaft



# Overview of relief provided, donations and third-party funding

## Expenditures for medicines

100% / Total:

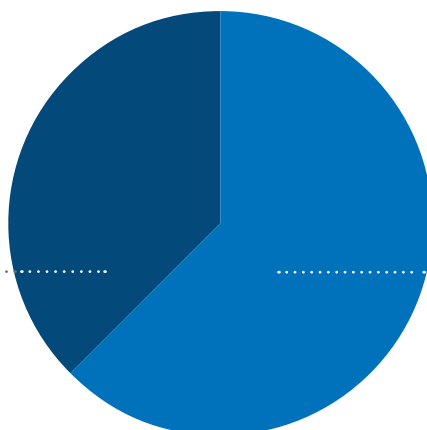
10,972,056.04 euros

37.39% Donation-funded supply

4,094,353.16 euros

62.61% Supply at cost price

6,855,229.86 euros



## Relief efforts

### Projects by department

100% / Total:

7,719,911.04 euros

47.28% Humanitarian aid projects

3,649,862.09 euros

0.43% Development education projects

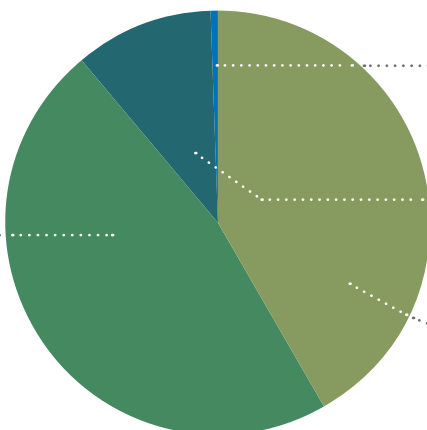
33,071.76 euros

10.53% Pharmaceutical advisory services

813,164.00 euros

41.76% Development cooperation projects

3,223,813.19 euros



## Total relief efforts

All expenditures include staff costs

100% / Total:

23,182,376.90 euros

11.10% Expenditures for fundraising, PR and education

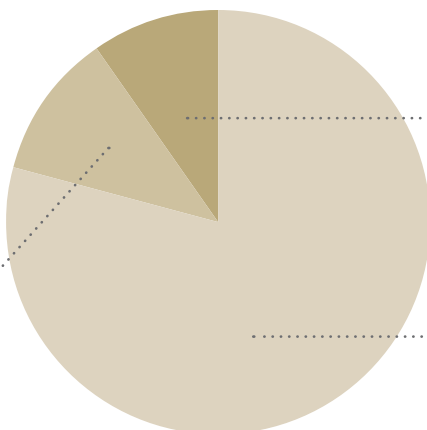
2,573,833.80 euros

9.52% Administrative costs

2,207,255.66 euros

79.38% Project expenditures and medical aid

18,401,287.43 euros



## Use of donations

100% / Total:

**9,341,024.84 euros**

30.44% Staff costs,  
charitable purposes

2,843,890.00 euros

18.09% Operating expenses

1,690,233.28 euros

17.00% Medical supplies

1,587,646.23 euros

26.84% In-kind supplies

2,506,706.93 euros

7.63% Project expenses

712,548.40 euros

## Use of donations and funding for projects

100% / Total:

**7,007,362.64 euros**

39.08% Development cooperation

2,738,439.41 euros

0.46% Development education projects

32,244.41 euros

8.45% Pharmaceutical advisory services

592,253.55 euros

52.01% Humanitarian aid

2,738,439.41 euros

## Use of third-party donations and funding for projects

100% / Total: **7,363,133.92 euros**

0.57% Foundations: 42,000.00 euros

32.69% Aktion Deutschland Hilft (ADH):

2,406,967.29 euros

66.74% Public funds\*:

4,914,166.63 euros

\* Funding providers: BMZ, AA, State Chancellery of North Rhine-Westphalia



# Balance sheet as of December 31, 2020

## Deutsches Medikamenten-Hilfswerk action medeor e.V.

ASSETS (in EUR)	2020	2020	2019
<b>A Fixed assets</b>			
I. Intangible assets	242,100.46		175,404.46
II. Tangible assets	3,547,145.91		2,584,033.54
III. Financial assets	170,385.49	<b>3,959,631.86</b>	170,385.49
<b>B Current assets</b>			
I. Stocks			
1. Raw materials and supplies	4,272,847.27		2,979,371.67
2. Finished goods and merchandise	212,398.09		22,948.00
3. Advance payments	240,208.49	<b>4,725,453.85</b>	71,612.91
II. Accounts receivable and other assets			
1. Accounts receivable	722,344.48		1,010,370.27
2. Due from affiliated companies	1,081,423.60		728,408.39
3. Other assets	414,666.27	<b>2,218,434.35</b>	186,396.73
Investments held as current assets		<b>50,000.00</b>	280,000.00
III. Cash in hand and at bank			
1. Cash in hand	1,839.00		1,763.12
2. Cash at banks	2,034,498.21	<b>2,036,337.21</b>	4,260,218.94
<b>C Prepayments and accrued income</b>		4,931.45	7,713.48
		<b>12,994,788.72</b>	<b>12,478,627.00</b>
<b>LIABILITIES (in EUR)</b>	<b>2020</b>	<b>2020</b>	<b>2019</b>
<b>A Net assets as of 1/1/2020</b>	<b>8,407,190.30</b>		<b>9,022,767.32</b>
Change in reserves:			
Legacy funds			
Reversal of reserves for charitable purposes	-300,000.00		-700,000.00
Receivable from legacy fund	-50,000.00		100,000.00
Profit from objective-related operations	-38,267.33		-31,394.46
Profit from business operations	38,458.87		
Profit from asset management	13,234.88		15,817.44
as of 12/31/2020		<b>8,070,616.72</b>	<b>8,407,190.30</b>
<b>B Special item—Donations for fixed assets</b>		<b>32,629.13</b>	<b>25,364.13</b>
<b>C Accrued liabilities</b>			
Other provisions	316,233.19		357,876.00
Provisions for taxation	13,651.09	<b>329,884.28</b>	0.00
<b>D Unused donations / project funds</b>		<b>2,783,942.15</b>	<b>2,030,289.23</b>
<b>E Liabilities</b>			
1. Advances received	554,316.67		1,203,622.49
2. Accounts payable	514,348.81		176,766.25
3. Other liabilities	706,717.96	<b>1,775,383.44</b>	275,185.60
<b>F Deferred income</b>		<b>2,333.00</b>	<b>2,333.00</b>
		<b>12,994,788.72</b>	<b>12,478,627.00</b>

## Accounting and valuation methods

Headquartered in Tönisvorst, the German Medical Aid Organization action medeor e.V. is registered as a non-profit organization at the County Court in Krefeld, Germany, under register number VR 3516. The annual financial statements comprising the balance sheet and the profit and loss statement of our registered organization were drawn up in compliance with the generally accepted accounting principles with due regard to the legal provisions applicable to all commercial traders as laid down in Sections 242 ff and Sections 264 ff of the German Commercial Code (HGB).

The balance sheet is presented in account form and structured as prescribed in Section 266 HGB. It takes account of the particularities of the organization as a charitable donation entity in accordance with Section 265 HGB. The profit and loss statement is structured using the total cost method under Section 275 (1) HGB.

The annual financial statements have been audited by an independent auditor in accordance with the requirements of Sections 316 ff HGB. The audit was conducted as a voluntary audit under Section 12 (3)a of the action medeor Articles of Association applying the accounting standards for the "Audit of Societies" (IDW PS 750) and the IDW accounting practice statements for societies (IDW RS HFA 14) and for charitable donation organizations (IDW RS HFA 21).

Intangible assets are capitalized at acquisition cost and amortized on a straight-line basis over their expected useful life, typically three years, in accordance with Section 253 (3) HGB and Section 7 (1) sentence 1 of the German Income Tax Act (EStG).

Based on Section 255 (1) HGB, tangible assets are stated at acquisition cost less planned depreciation on a straight-line basis in consideration of their average expected useful life. The depreciation rate for the building is 2 percent and 4 percent, respectively, and for the paved courtyard and grounds, between 5.26 percent and 10 percent per year. Low-value assets worth not more than 800.00 euros were fully deducted as operating expenses in line with Section 6 (2)a EStG.

Financial assets of the organization primarily include a 100 percent share in the non-profit action medeor International Healthcare gGmbH at 150,000.00 euros and a 100 percent share in the non-profit action medeor Medical Aid Organization Ltd. at 1,000 euros as well as shares in the Ökumenische Entwicklungsgenossenschaft e.V. to the amount of 12,469.49 euros. Stocks of current assets are all stated at

acquisition cost applying the lower of cost or market principle under Section 253 (4) HGB and divide into medicines, equipment, packaging material and handcraft.

Accounts receivable and other assets are reported at their nominal value and itemized.

Investments held as fixed assets are carried at acquisition cost applying the lower of cost or market principle under Section 253 (3) HGB. Cash in hand and at banks is stated at its nominal value.

In accordance with Section 250 (1) HGB, prepayments and accrued income include amounts paid before the balance sheet date to cover costs that will be charged against income after the balance sheet date.

Under Section 253 (1) sentence 2 HGB, accrued liabilities are stated at their expected settlement amount based on the principles of sound business judgment and take account of all recognizable risks and contingent liabilities.

Unused donations and project funds concern liabilities arising from monetary or in kind donations not yet disbursed. In accordance with Section 253 (1) sentence 2 HGB, the monetary liabilities (unrestricted and restricted donations) are carried as liabilities at their repayment amounts at the balance sheet date. In kind donations not yet disbursed are stated at their fair value. Unrestricted monetary and in kind donations are donations not restricted to a specified purpose. Unrestricted donations include incoming resources from legacies. Restricted donations are gifts for a specified purpose and donations received through "sponsorship drives".

In bookkeeping terms, restricted donations are treated as used once the amounts are credited to the relevant receivables account of the recipient. These are shown at the balance sheet date as customer credit balance under other liabilities where not yet used in full for medicines and equipment supplies as of December 31, 2020.

Based on Section 250 (2) HGB, deferred income includes payments received for work performed only after the balance sheet date. Wages and salaries include the salaries of the governing bodies (three Executive Committee members and four department heads) to the amount of 838,487.24 euros.

Other disclosures: The average number of employees during the fiscal year was 82 (2019: 82).

# Profit and loss statement

for the year ended December 31, 2020

Deutsches Medikamenten-Hilfswerk action medeor e.V.

(in EUR)	2020	2020	2019
1. Sales revenues	6,855,229.86		4,541,689.17
2. Income from the use of donations	9,286,252.08		8,176,836.57
3. Income from third-party grants for projects	7,007,362.64		4,813,533.82
4. Other income	71,945.98	<b>23,220,790.56</b>	95,654.04
5. Cost of raw materials and supplies		-7,919,612.60	-5,259,474.20
<b>6. Gross profit/loss</b>		<b>15,301,177.96</b>	<b>12,368,239.40</b>
7. Staff costs			
a. Wages and salaries	-3,358,109.32		-3,131,135.73
b. Social security and other pension costs	-701,194.63		-668,611.86
c. Voluntary social security costs	-26,814.90	<b>-4,086,118.85</b>	-39,042.60
8. Depreciation of intangible assets and tangible assets		-369,851.06	-300,784.80
9. Other operating expenses		-10,806,794.39	-8,245,812.59
<b>10. Operating income</b>		<b>38,413.66</b>	<b>-17,148.18</b>
11. Other interest and similar income		13,234.88	16,784.35
12. Interest and similar expenses		-15,673.20	-15,213.19
<b>13. Financial result</b>		<b>-2,438.32</b>	<b>1,571.16</b>
14. Taxes on income		-22,548.92	0.00
<b>15. Earnings after taxes</b>		<b>13,426.42</b>	<b>-15,577.02</b>



## Explanatory notes to the profit and loss statement

The profit and loss statement was prepared with due regard to the legal provisions applicable to all commercial traders as laid down in Sections 238 ff and Sections 264 ff of the German Commercial Code (HGB).

It is structured using the total cost method under Section 275 (1) HGB.

Sales revenues comprise the supply of medicines and equipment and the provision of pharmaceutical advisory services at cost price.

Income from the use of donations is generated when costs financed by donations are treated as a reduction of “unused donations”. These costs include the dispensing of medicines and equipment, the cost of public relations, project execution, pharmaceutical advisory services, and the man-

agement of donations. Other operating expenses include administrative costs and expenses related to the execution of development cooperation and humanitarian aid projects, pharmaceutical advisory services, and public relations and educational activities. The costs for the transportation of medicines and equipment to the destination countries amounted to 1,318,217.58 euros. The expenses for supplements and information material for fundraising campaigns totalled 533,712.59 euros. Based on preliminary calculations for the 2020 calendar year, the share of expenditures for administration and marketing will range at 20.62 percent (2019: 26.60 percent).

Interest and similar income primarily result from asset management operations



Further information on our 2020 financial reporting:  
[www.medeor.de/Jahresberichte](http://www.medeor.de/Jahresberichte)

# Balance sheet as of December 31, 2020

## action medeor Foundation

ASSETS (in EUR)	2020	2020	2019
<b>A Long-term restricted assets</b>			
1. Financial assets	800.00		800.00
2. Securities	2,146,783.08	2,147,583.08	1,807,856.50
<b>B Short-term restricted assets</b>			
1. Cash at banks	586,921.47		1,010,298.56
2. Other receivables	3,198.73	590,120.20	3,882.30
		<b>2,737,703.28</b>	<b>2,822,837.36</b>
<b>LIABILITIES (in EUR)</b>	<b>2020</b>	<b>2020</b>	<b>2019</b>
<b>A Net assets</b>			
1. Endowment			
Basic assets	457,583.16		457,583.16
Endowment contributions	1,214,179.74	1,671,762.90	1,199,259.74
2. Funds carried forward			
from basic assets	97,723.95		103,567.38
from endowment contributions	3,903.71	101,627.66	26,796.00
3. Lappe Spend-down Foundation		450,000.00	500,000.00
<b>B Accrued liabilities</b>		2,832.20	5,355.00
<b>C Other liabilities</b>		511,480.52	511,480.52
		<b>2,737,703.28</b>	<b>2,822,837.36</b>

# Profit and loss statement

for the year ended December 31, 2020

action medeor Foundation

(in Euro)	2020	2020	2019
1. Profit from disposal of securities	0.00		18,522.18
2. Interest and similar income	27,393.84	<b>27,393.84</b>	20,676.10
3. Bank charges	375.03		356.37
4. Losses from disposals	13,225.13		15,892.25
5. Audit and consulting costs	4,545.80		2,737.00
6. Other expenses	303.60		711.11
7. Statutory expenditures	37,680.00		13,300.00
8. Other taxes	0.00	<b>-56,129.56</b>	980.05
9. Profit / loss for the year		<b>-28,735.72</b>	5,221.50
10. Transfer to revenue reserves		<b>28,735.72</b>	-5,221.50
		<b>0.00</b>	<b>0.00</b>

The Foundation's Executive Committee comprises: Bernd Pastors (CEO), Dr. Ulrich Viefers, Dr. Thomas Menn, Elisabeth Bienbeck-Ketelhohn, Siegfried Thomaßen (Chairman) and Gregor Kathstede.



Further information on our 2020 financial reporting:  
[www.medeor.de/Jahresberichte](http://www.medeor.de/Jahresberichte)



# Balance sheet as of December 31, 2020

## action medeor International Healthcare gGmbH

ASSETS (in EUR)	2020	2020	2019
<b>A Fixed assets</b>			
I. Intangible assets	1,319.34		968.97
II. Tangible assets	222,757.98	<b>224,077.32</b>	185,864.57
<b>B Current assets</b>			
I. Stocks		407,778.39	230,894.74
II. Accounts receivable and other assets			
1. Accounts receivable	300,221.33		267,991.14
2. Other assets	32,972.67	<b>333,194.00</b>	37,470.13
III. Cash in hand and at banks		237,110.98	129,190.41
<b>C Prepayments and accrued income</b>		12,135.66	11,639.88
		<b>1,214,296.35</b>	<b>864,019.84</b>
<b>LIABILITIES (in EUR)</b>	<b>2020</b>	<b>2020</b>	<b>2019</b>
<b>A Capital stock</b>			
I. Subscribed capital	150,000.00		150,000.00
II. Capital reserve	0.00		0.00
III. Profit / loss carried forward	-35,808.62		-38,208.42
VI. Net income for the year	5,436.10	<b>119,627.48</b>	2,399.80
<b>B Special item – Donations for fixed assets</b>		2,473.54	3,533.52
<b>C Accrued liabilities</b>			
I. Provisions for taxation	6,595.98		4,462.32
II. Other provisions	45,352.58	<b>51,948.56</b>	40,252.73
<b>D Unused donations / project funds</b>		238,656.05	23,903.61
<b>E Liabilities</b>			
I. Advances received	66,331.79		70,700.30
II. Accounts payable	212,926.04		325,112.86
III. Due to affiliated companies	3,875.80		4,252.52
IV. Due to shareholders	478,582.22		247,411.81
V. Other liabilities	39,874.87	<b>801,590.72</b>	30,198.79
		<b>1,214,296.35</b>	<b>864,019.84</b>

# Profit and loss statement

for the year ended December 31, 2020

action medeor International Healthcare gGmbH

(in EUR)	2020	2020	2019
1. Sales revenues	1,074,158.37		1,286,132.85
2. Income from the use of donations	327,240.80		354,624.74
3. Other operating income	85,464.42	<b>1,486,863.59</b>	71,100.16
4. Cost of materials			
a. Cost of purchased materials	-767,025.97		-951,968.42
b. Cost of purchased services	-55,675.15	<b>-822,701.12</b>	-25,446.82
5. Staff costs			
a. Wages and salaries	-322,840.82		-281,309.42
b. Social security and other pension costs	-91,026.48	<b>-413,867.30</b>	-84,694.85
6. Depreciation		-12,092.40	-13,718.52
7. Other operating expenses		-225,047.84	-311,371.82
8. Other interest and similar income		896.73	1,455.63
9. Interest and similar expenses		-3,192.99	-5,708.20
10. Taxes on income		-5,422.57	-36,695.53
<b>11. Net income/loss for the year</b>		<b>5,436.10</b>	<b>2,399.80</b>



Further information on our 2020 financial reporting:  
[www.medeor.de/Jahresberichte](http://www.medeor.de/Jahresberichte)

The balance sheet and the profit and loss statement of action medeor International Healthcare gGmbH are preliminary annual financial statements.

# Status report: Business and the general environment

## 1. General environment and business activities

action medeor e.V. makes it its business to promote development cooperation in healthcare. This is achieved by

- supplying medicines, medical devices and health technology for charitable actors in developing and emerging countries
- implementing healthcare projects and the provision of humanitarian aid in cases of emergency.

The supply of essential medicines for people in developing and emerging countries has vastly improved in recent years. The prices for vital medicines have dropped. At the same time, regulatory challenges make it harder to export medicines from Germany, while the increasing number of pharmaceutical retailers in the target countries provides the consumer with low-priced alternatives.

On the other side, the need for medicines, especially on the African continent, will rise significantly as a result of an ever-growing population and greater prosperity. The situation in regard to health technology is more complex. Overall, its availability has improved in developing countries, but the diversity is such that its quality is difficult to evaluate. There is a marked need here for an end-to-end solution covering consultancy, procurement, training and maintenance.

As always, the framework for action with respect to health projects and humanitarian aid is guided by overarching trends. While the global humanitarian needs have soared, these crises are increasingly managed by local structures. The operational role of international organizations is shrinking and evolving into that of facilitator acting as a link between local partners and international aid donors. In Germany, state and civil society continue in partnership. However, in the medium term it is not inconceivable that the development budgets will be reduced as part of the government's—potentially coronavirus-induced—austerity policy.

## 2. Business development and situation

### 2.1 Finance

The outbreak of the global COVID-19 pandemic had a direct impact on our various activities. Serious disruptions in the supply chain of medicines and medical devices brought unprecedented challenges for action medeor well into the year. In terms of projects, our local partners were temporarily forced to halt and postpone aid measures. Yet, even in

the face of these challenges, action medeor saw a positive development.

At around 23.2 million euros (2019: 17.6 million euros), total revenue was up by around 5.6 million euros on the previous year. This contrasts with expenses in the amount of 23.18 million euros, which are made up in the main of project activities, goods purchases, transportation services, as well as personnel and administrative costs.

Development cooperation and humanitarian aid projects came to around 6.8 million euros at year-end, exceeding the prior-year level by quite a margin (4.6 million euros). The share of third-party funding (public funding sources without Aktion Deutschland Hilft) in these projects was 4.8 million euros.

At around 6.8 million euros, revenue from objective-related operations (supply of material at cost price) in 2020 increased similarly, up from 4.6 million euros a year earlier. Revenue from medicine donations amounted to 1.5 million euros at the close of 2020 (2019: 1.9 million euros). Other non-material contributions, primarily donations in kind, improved from 1.1 million euros in the previous year to 2.5 million euros.

Fundraising efforts yielded a total of 9.58 million euros and proved equally satisfactory as the prior-year result (9.43 million euros). This income is made up of unrestricted and restricted/direct donations (7.17 million euros) as well as donations from the German relief coalition Aktion Deutschland Hilft (2.41 million euros).

### 2.2 Investment

In 2020, the organization invested in two areas: the renovation of the wing and the modernization of the IT infrastructure. The renovation measures have provided action medeor with a modern office building, with floor space of around 750 sqm for up to 45 workplaces.

The internal operating structure of action medeor was realigned in 2020. Focus was given to reassigning executive responsibilities for clearer administration of content-related organizational areas.

action medeor has branches in Malawi and Tanzania. In Tanzania, the work is carried out by its direct subsidiary action medeor International Healthcare gGmbH. In Malawi, action



medeor Malawi is registered as a legally independent entity. In 2020, action medeor Interional Healthcare gGmbH was able to secure a contract worth 2 million euros for a health technology project in the form of a public/private partnership project. The branches are integrated into the functional chain, providing additional courses of action for the afore-said activities.

### Forecast and opportunities

action medeor is a well-established aid organization that rests on two pillars: the supply of medicines, medical devices and health technology at cost price (the objective-related operations), and the implementation of development policy and humanitarian projects with public funding and through local partners. In sales revenue terms, both pillars are about equal in size. The “medicines core business” was joined over the years by the charitable sector of project work. As well as this, objective-related operations were expanded to the relatively young area of health technology.

Given the improvement in the global supply of medicines and the increasing regulatory obstacles, we expect medicine exports from Germany to decrease. The growing need on the African continent places greater focus on our subsidiaries in Tanzania and Malawi. Project work and revenues may increase here. The same is true for health technology, for which there is significant interest in developing and emerging markets. To ensure a more aligned and targeted approach in this area, large-scale preparations were made in 2020 to set up a dedicated entity, which was established as “action medeor Labworks GmbH” in early 2021 and is now a fully-owned subsidiary of our organization.

The project sector hinges largely on the partnership between civil society and the government as well as on funds made available by public authorities. The primary funding programs for which action medeor may be eligible are provided by the Federal Ministry for Economic Cooperation and Development (BMZ) and by the Ministry of Foreign Affairs (AA). These budgets are expected to remain stable for the time being, as Germany will continue to honor its international commitments and responsibilities. Over the next few years, action medeor intends to involve itself more actively and visibly in humanitarian emergencies and disasters, separately and in collaboration with strategic partners and in alliances.

The main source of financing for action medeor is fundraising through a variety of different initiatives and a loyal donor base. Attracting new donors and changes in social value systems, therefore, pose challenges that will need to be addressed with urgency in the future financing of our charitable activities.

In addition to this, new opportunities may arise for the organization as a whole. Discussions around healthcare and development policies have taken on a different and more urgent character in light of the COVID-19 pandemic. Healthcare budgets worldwide are expected to increase and already showed initial positive effects for action medeor in 2020. It is too early to say whether this development will continue in the long term and to what extent it will be possible to reproduce the effects for the organization permanently.

### Risks

action medeor has implemented an internal control and risk management system as part of its corporate planning to identify and assess major risks. Identified risks are monitored closely to ensure that appropriate action plans can be put in place early on. The following major risks arise from our operating activities:

Historical developments and changing needs in developing and emerging countries no longer allows certain medicine supply projects to be shown as usual under objective-related operations. In addition to this, medicines are subject to regulatory and storage risks.

Decreasing public funds for humanitarian aid and development cooperation, along with changing needs may require us to reduce and/or adjust our project activities. As a result, this may necessitate the closure of some project locations. The inflow of donations depends not only on both the media’s reporting of disasters and development policy issues, but also on the general economic development in Germany in the face of the coronavirus pandemic and its effects. Both factors can have a negative impact on the readiness of the public to donate.

There are no risks which may jeopardize the position of our organization as a going concern or significantly impair its future development.

### Summary of the economic plan for 2021

INCOME	in EUR
Sales of medicines, equipment, health technology	8,900,000
Incoming funds (donations, subsidies, etc.)	13,300,000
<b>Total</b>	<b>22,200,000</b>
EXPENSES	
Cost of sales of medicines, equipment, health technology	6,800,000
Expenses for projects	9,300,000
Expenses for marketing, communications, and education	2,650,000
Expenses for internationalization	400,000
Expenses for administration	3,050,000
<b>Total</b>	<b>22,200,000</b>

# Thank you!

The work of action medeor would not be possible without our many different sponsors and donors. On behalf of our team and all our local project partners, we at action medeor extend our deepest gratitude to you for your invaluable support in the last year!

A heartfelt thank you also to the following foundations, charitable organizations, associations, societies and public investors:



... and to the network partners of action medeor:



# Our guidelines

## Mission. medeor – I help, I heal

As a non-governmental medical aid organization and part of civil society, our foundation is our donors, volunteers, full-time staff, and our global partners.

### We provide ...

people in need with access to medicines and ensure continuous medical care.

... support and promote  
local health care structures.

... enable  
our partners and local people to improve medical care for themselves and those around them and so help to build stronger local communities and stable structures.

... fight  
worldwide against diseases due to poverty, HIV/Aids, malaria and tuberculosis, as well as neglected tropical diseases.

... help  
in emergency and disaster situations, both promptly and over the long term.

... educate  
and raise awareness of health issues to prevent diseases.

... qualify  
professional staff and help through transfer of knowledge to equip local partners with pharmaceutical and medical skills.

... campaign  
for solidarity and support from the public highlighting the link between poverty and disease.

... change  
opinions by educating people and by informing and sensitizing the public to health issues, but also with regard to common development objectives and sustainable living.

... pool  
our resources with those of other organizations and networks in an effort to influence local, European and international policies on health and development issues.

## Values. Our principles

Solidarity and charity are our driving force. We work to secure human rights and the right to health.

### Independence and responsibility

We help others to help themselves and act responsibly both within our organization and outside.

### Neutrality

We provide help and support, regardless of age, gender, ethnic origin, sexual orientation or political and religious views.

### Respectful cooperation as equals

We respect the dignity and culture of our partners.

### Transparency

We work on the basis of transparency and open communication in our organization and on the outside, and regularly give an account of our work.

### Participation

We exemplify and promote participative cooperation both in our work with local partners and in our own organization. We believe that everyone stands to benefit.

### Effectiveness and efficiency

Our actions and operational processes are focused on maximum effect at minimum cost.

### Protecting resources

Our structures and processes are constantly adapted in a continual improvement process to ensure sustainable operations. Our aim is to leave as small a carbon footprint as possible.

### Staff

We believe in staff development to ensure our team is able to deal with the human and professional demands. We expect from them that they continuously improve their knowledge and skills.



## Contact us— we are here to help.

If you are interested in our work or have questions about your donation, please contact us.

We can also help you plan a private or corporate fundraising campaign and provide relevant information material.

### **Deutsches Medikamenten-Hilfswerk action medeor e.V.**

St. Töniser Straße 21  
47918 Tönisvorst, Germany  
Telephone: : 0049 / (0) 21 56 / 97 88-100  
Fax: 0049 / (0) 21 56 / 97 88-88  
Email: info@medeor.de

### **action medeor Foundation**

St. Töniser Straße 21  
47918 Tönisvorst, Germany  
Telephone: 0049 / (0) 21 56 / 97 88-100  
Fax: 0049 / (0) 21 56 / 97 88-88  
Email: info@medeor.de

### **action medeor International Healthcare Tanzania**

Uhuru Street, Buguruni-Malapa  
P.O. Box 72305 | Dar es Salaam, Tanzania  
Telephone: : 00255 / (0) 22 286 31 36  
Fax: 00255 / (0) 22 286 30 07  
Email: medeortz@medeortz.co.tz

### **action medeor Medical Aid Organization**

Area 4, Plot 150 off Paul Kagame Road  
P.O. Box 1656 | Lilongwe, Malawi  
Telephone: : 00256 / (0) 175 02 80  
Fax: 00256 / (0) 175 02 81  
Email: director@medeor.mw.org

**[www.medeor.de/en](http://www.medeor.de/en)**

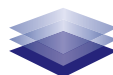
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