



**IDA**

BRIDGING THE GAP IN  
ACCESS TO MEDICINES

# ABOUT

## IDA FOUNDATION

### BACKGROUND

IDA Foundation is one of the world's leading not-for-profit suppliers of essential medicines and medical supplies to low- and middle-income countries (LMICs). Access to affordable essential medicines and medical goods is still out of reach for too many people. IDA bridges those gaps so that healthcare providers and their patients have access to quality products at an affordable price.

Founded in 1972 in Amsterdam, the Netherlands, we are a global organisation - with offices in India, China, Nigeria and Dubai, and a representative network of agents and distributors offering local services in over 30 countries. Our staff of 225 people reflects more than 25 nationalities, and IDA's dedicated sales and service teams are organised by geographical focus. This brings in-depth know-ledge of the regions that IDA serves and allows us to work with customers in their own language.

We distribute around 3,000 products to a wide range of customers in more than 130 countries. Our warehouse in Dubai keeps stock of over 500 different products; allowing us to fulfil standard customer orders quickly and manage emergency response activities.

**“ QUALITY IS CENTRAL TO EVERYTHING WE DO, AND WE CONTINUALLY STRIVE TO IMPROVE OUR SERVICES, NEGOTIATE LOWER PRICES, AND INCREASE THE AVAILABILITY OF QUALITY PRODUCTS WORLDWIDE TO BRIDGE GAPS IN ACCESS TO ESSENTIAL HEALTH PRODUCTS.**

### Dependable partner

Our main partners and customers are non-governmental organisations, large donor organisations, ministries of health, public healthcare institutions, central medical stores, and hospitals in the non-profit sector.

Our partners have often worked with us for many years, appreciating IDA's broad range of dependable services, and our dedicated customer service teams.

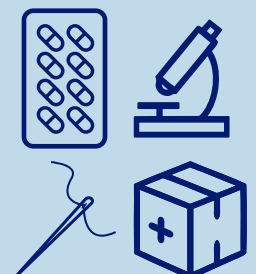
These end-to-end services include:

- Quality assurance and quality control
- Procurement
- End-to-end supply chain management
- Product range management



### PRODUCT RANGE

- Essential medicines
  - HIV/AIDS
  - Tuberculosis
  - Malaria
  - Oncology
  - Reproductive and maternal health
  - Non-communicable diseases
  - Neglected tropical diseases
  - Hepatitis
  - Vaccines
- Diagnostic and laboratory supplies
- Medical supplies and equipment
- Bed nets (LLINs) and Indoor Residual Spraying (IRS)
- Emergency response
  - IEHK
  - Cholera kit
  - PED/SAM kit
  - Measles kit
  - NCDK
- Custom-made kits
- Epidemic control (incl. PPE)
- Therapeutic food



# OUR END-TO-END SERVICES

## QUALITY ASSURANCE AND QUALITY CONTROL

It all starts with quality. The stringent application of comprehensive quality guidelines is critical to the supply of life-saving pharmaceuticals and health commodities. We believe that health providers worldwide must have confidence in the quality of the products they give to their patients.

Our QA teams in Amsterdam, Mumbai (India), Shijiazhuang (China), and Dubai, work together to maintain IDA's certifications and ensure a consistently high level of organisational performance. They audit and advise suppliers so that we can provide the products and services that our customers trust.

IDA's QA system is based on several factors, including risk assessment of production sites, review of the product dossier, review of packaging and labelling and evaluation of a product's past performance, safety, and efficacy.

Our QA process doesn't stop with the approval of a manufacturing site and a specific product. We continue to review our suppliers through an ongoing verification and monitoring process and independent quality control of procured batches of product (using WHO prequalified testing facilities). Furthermore, QA gives guidance and monitors the distribution of products to ensure that they remain of the desired quality when reaching the patient.



## Product Registration

IDA has a dedicated team of regulatory affairs professionals who are responsible for the preparation of country-specific dossiers for IDA products. Once the registration process is underway, the regulatory specialists monitor progress until the product receives marketing authorisation from the destination country. If needed, IDA also provides support for post-marketing changes and administrative issues related to registration.

IDA complies with the WHO Model Quality Assurance System (MQAS) for Procurement Agencies and holds the following certifications:

DUTCH MINISTRY OF HEALTH

ECHO HUMANITARIAN PROCUREMENT CENTRE (HPC)

USAID/BHA WHOLESALER "A" STATUS

BUREAU VERITAS for ISO 9001 ISO 14001

UNITED ARAB EMIRATES MINISTRY OF HEALTH AND PREVENTION (MOHAP)

## PROCUREMENT

Starting as a pioneering wholesale organisation back in 1972, IDA has grown exponentially over the past decades. Next to our wholesale services we increasingly expanded our procurement agent services for several large organisations.

IDA buys generic medicines whenever possible. Our purchase team is strategically located in Mumbai (India) close to the majority of our suppliers. To ensure the best results, we continuously measure the performance of our suppliers, assessing their delivery times, cost-effectiveness, product quality, and facility quality.

### Procurement agent services

Most donors and many NGOs, MOHs and manufacturers may not have the in-house competences or flexibility to organise the supply of health commodities.

IDA has extensive experience in HIV/AIDS, TB, Malaria and Noncommunicable Disease (NCD) programmes, managing entire procurement processes by offering comprehensive solution providing services.

These services include strategic sourcing, supplier management (contracting and performance management with manufacturers, freight forwarders and QC labs), arranging logistics and warehousing from source to final destination, and end-to-end data and information management.

IDA's policies are in compliance with transparent procurement policies set forth by USAID and ECHO (European Community Humanitarian Office). These entities regularly audit and approve IDA's practices.

## Pooled Procurement Platform for NCDs

IDA, together with its partner Solvoz, offers the Pooled Procurement Platform tool for NCD medicines and medical supplies.

The white-labelled, client-managed platform allows MOHs, NGOs and donors to make their selected medicines and medical supplies available to their organisation's buyers through their own portal.

It enables local offices to pool their product demands, gain more control over the procurement process, and subsequently use this purchasing power to improve the affordability and accessibility of essential NCD medicines in LMICs.

The platform lists medicines for several types of cancer, diabetes, cardiovascular disease, chronic respiratory disease and other NCDs. For more information on the platform, please contact us.

## END-TO-END SUPPLY CHAIN MANAGEMENT

Health programmes are only effective if they have the right medicines and medical supplies available in the right place, at the right time. It is essential to have a reliable flow of goods to health care providers, regardless of how remote the location.

### Stock Availability

IDA keeps over 500 medicines and medical supplies in stock in our bonded warehouse in Dubai (UAE). This allows us to respond quickly to customer requests and arrange transport by sea or by air.

On request we can keep stock of selected products that are exclusively reserved as customer stock, to ensure availability of essential products and prevent potential stock-outs.

### Local Presence

To serve our customers as effectively as possible, IDA contracts with in-country parties who supply IDA products to local health clinics and hospitals. We work with agents and distributors throughout Africa, Latin-America, Asia-Pacific, and the Caribbean.

These partners can service smaller customers, as stock is available locally with a shorter lead time. Minimum order quantities (MOQs) are often lower than they would be when ordering directly from IDA. This way customers of any size can take advantage of these local stocks to fill emergency needs or avoid product stock-outs.

### Warehouse operations and services

IDA has a warehouse in Dubai (UAE) where we keep all of our stock, and which includes specialised storage for dangerous goods and products requiring cold-chain services.

IDA can offer additional services to meet customers' needs. Goods can be repacked according to customer specifications. Labelling of outer cartons can be customised to help facilitate sorting or distribution at the point of receipt.

All commodities are stored and handled in conformance with national laws and the regulations and pharmaceutical guidelines of GDP (Good Distribution Practice) and GMP (Good Manufacturing Practice).

IDA's warehousing partners are AEO (Authorised Economic Operator) - certified, meaning that our stock is handled according to AEO rules and regulations.

### Kitting

To support our customers in their emergency response activities IDA provides extensive kitting services. We keep stock of the WHO Interagency Emergency Health Kit (IEHK), which can be dispatched within 48 hours in case of an emergency or natural disaster. IDA offers other standardised kits and can also create custom kits upon request.

The composition and logistics of kits can be complex. Therefore, IDA's kitting facility is strategically located in Dubai - at the crossroad between Asia, Africa, and Europe - close to both airport and seaport. This ensures fast shipments to any location, especially during emergency response situations. The facility is also close to the International Humanitarian City, a logistics centre for the distribution of humanitarian aid, where major global humanitarian organisations have local offices to quickly respond to global crises.



### Transport

Throughout IDA's history, we have shipped products to almost every LMIC in the world. As a result, we have first-hand knowledge that lets us meet our customers' freight needs.

Our network of transport partners is chosen based on the best combination of lead time, shipping rates, and experience in destination countries, including custom clearance, waivers, pre-shipment inspection requirements and inland transport.

## PRODUCT RANGE

IDA's product portfolio is made up primarily of (generic) medications, medical supplies, devices and equipment, diagnostics, and medical kits, all of which meet our strict quality standards.

### Essential medicines

Our pharmaceutical range is modelled on the WHO Essential Medicines List (EML). According to WHO, these products should be available "at all times, in appropriate dosage forms, of assured quality and at prices individuals and health systems can afford". Using the EML as a guide allows us to offer the most complete and up-to-date selection of key health products.

### Medical supplies

Comprehensive health care services require more than medicines; medical equipment, surgical supplies, laboratory instruments and diagnostic tests are also necessary for the delivery of quality healthcare and the improvement of patient health.

IDA's broad product range is carefully selected and reflects the needs of our customers and the evolving priorities of the global health community, e.g., surgery was seen as a luxury for patients in LMICs for too long.

## Medical kits

Kits help create standardisation in healthcare delivery, resulting in efficient packing and delivery of medicines and medical goods: health care providers can be confident they will receive the right medicines and medical products to treat specific conditions.

IDA supplies both standardised and custom-made kits to help our customers quickly set-up and roll-out their emergency response or to execute health specific projects.

We offer the IEHK 2017 (designed according to UN and humanitarian agencies requirements) and the cholera, paediatric and measles kits, NCDK and TESK (designed according to WHO requirements) directly from stock.

Custom-made kits are made on request. We help our customers with the composition and selection of the right kit content to meet their specific requirements. Examples of kits we have assembled are the Emergency Health Kit, the Essential Drugs Kit, the PEP Kit, the Nutrition Kit, the Malaria Kit (children & pregnant women), and the Midwifery Kit.

# STRATEGY AND SUSTAINABILITY

IDA feels a strong responsibility to achieve its mission in a sustainable manner. Through our mission of bridging the gap in access to medicines and medical supplies, we see the potential of contributing to multiple UN Sustainable Development Goals (SDGs).

SDG3: 'Ensure healthy lives and promote well-being for all at all ages' is particularly relevant to IDA's work, but we believe that we can create value by looking at multiple SDGs to see where we can have the biggest impact.

The SDGs related to global health (SDG3), equal rights (SDG5), decent work (SDG8), responsible production and consumption (SDG12) and partnerships (SDG17), as well as the 10 principles of UN Global Compact, provide a supporting framework for our strategic direction.



**ACCESS TO AFFORDABLE ESSENTIAL MEDICINES AND MEDICAL GOODS IS STILL OUT OF REACH FOR TOO MANY PEOPLE. IDA BRIDGES THOSE GAPS SO THAT HEALTHCARE PROVIDERS AND THEIR PATIENTS HAVE ACCESS TO QUALITY PRODUCTS AT AN AFFORDABLE PRICE.**

## IDA's long-term goals

Both SDGs and the 10 UNGC principles allowed us to identify three key long-term goals: Universal Health Coverage, Strengthened Local Capacity and Sustainable Value Chains.

## Our commitments

To ensure we integrate our sustainability commitments and targets into our daily operations, IDA has set guidelines and documentation related to human rights, labour and the environment. This is confirmed by our certifications for ISO 9001 (Quality Management System) and ISO 14001 (Environmental Management System).

Aside from environmental matters, we are also implementing new changes related to social matters; including Diversity, Equity and Inclusion, and Employee Health and Wellbeing. From updating our policies to incorporating new criteria into supplier audits, we are continuously looking for ways we can improve internally and throughout our supply chain.



### PURPOSE:

All sustainability matters related to IDA Foundation's mission of bridging the gap in access to health products.



### PEOPLE:

All social matters relating to IDA staff members, as well as people working across the IDA supply chain.



### PLANET:

All matters relating to the environment, driven by IDA's ISO14001-certified Environmental Management System.

## WHY CUSTOMERS CHOOSE IDA FOUNDATION AS THEIR PARTNER

- **TRUST**  
Our trusted brand means quality products at the best price possible
- **GLOBAL REACH**  
Our strategic warehouse location and our reliable network of global partners, agents and distributors
- **CUSTOMER FOCUS**  
Our dedicated teams are specialised per region and market
- **ACCESS**  
Our stock reflects the most frequently requested essential medical goods
- **ONE-STOP-SHOP**  
Our services cover the supply chain from end-to-end