WHO WE ARE

Crown Agents USA (CA-USA) accelerates self-sufficiency and prosperity by delivering practical innovations in economic governance and trade; humanitarian solutions and food security; health systems; monitoring, evaluation, and learning; and, procurement advisory services as a partner of the U.S. Government. We are a for-profit US business ultimately owned by a foreign nonprofit foundation, allowing us to combine corporate agility with a commitment to reinvesting our profits in transforming lives. Located in Washington, DC and incorporated in 1998, Crown Agents USA provides technical assistance and support to clients including the U.S. Agency for International Development (USAID), Millennium Challenge Corporation (MCC), the U.S. Department of State (DoS), the U.S. Trade and Development Agency (USTDA), and The Bill and Melinda Gates Foundation.

As the US entity within the Crown Agents family of businesses, we leverage the technical expertise, global presence, and corporate capability amassed from over 180 years of international development experience. We, along with our sister entities, have access to the resources, network, and knowledge to successfully deliver work in 100+ countries, with on-the-ground presence in more than 35 locations and 15 permanent Crown Agents offices in North America, Europe, Africa, Asia, and Latin America. The Crown Agents family also includes Greenshields Cowie (GSC), an industry leader in final mile logistics, specializing in delivering goods and commodities in challenging environments, particularly in Africa, Asia, and the Middle East.
Crown Agents

Crown Agents Ltd is an international development company with head office in the United Kingdom. Its main focus is to help governments around the world to increase prosperity, reduce poverty and improve health by providing consultancy, supply chain, financial services and training.[1] In April 2016 its financial services arm (Crown Agents Bank and Crown Agents Investment Management) was sold to Helios Investment Partners, leaving Crown Agents Ltd to focus on offering expertise in the areas of "health, economic development, governance and state building, supply chain services and humanitarian response".[2]

Incorporated as a private limited company Crown Agents Ltd has only one shareholder - the Crown Agents Foundation, a not-for-profit company.[3] Crown Agents Ltd's registered office is in Southwark, London.[4]

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International development work
Crown Agents is an international development company that helps countries to grow their economies, strengthen health systems and improve financial management, through consultancy, supply chain management and financial services.

Crown Agents works with clients in more than 100 countries, major multilateral agencies, such as the World Bank,[5] European Commission, United Nations agencies and bilateral donors such as DFID, KfW, SIDA, CIDA and the Danish, Japanese and U.S. governments.

It has provided governmental services as large as the Customs system of Angola,[6] transforming the central medical stores in Zambia[7] and the Value added tax (VAT) system of Lesotho. It works on sustainable development supporting more effective trade and transit corridors,[8] food security and health systems strengthening.

Projects include improving the livelihood of poor and vulnerable people in South East Asia (SEACAP (http://webarchive.nationalarchives.gov.uk/20100815072913/http%3A//research4development.info/SearchResearchDatabase.asp?ProjectID%3D3724)) and addressing the challenges of providing reliable access for poor communities in Africa.[9] Crown Agents is active in the environmental change arena[10] and is using emerging technologies to contribute to aid effectiveness and value for money in various projects.[11] Helping governments to overcome corruption is another important development task addressed by Crown Agents, including in the collection of tax and customs revenue.[12] Crown Agents Bank is one of the UK's leading banks for disbursement of development aid.

Crown Agents is a member of the Partnership for Supply Chain Management, a partnership of 13 private sector, nongovernmental and faith-based organizations that implements the SCMS project, providing a reliable, cost-effective and secure supply of products for HIV/AIDS programs.[13]

Sectors

Crown Agents works across a large range of sectors, providing public financial management, humanitarian and crisis response, banking and investment management, procurement and logistics, food security, trade facilitation, health, IT consulting and training.

Subsidiaries

Crown Agents Ltd has subsidiaries in Africa, Asia and the US.

The Crown Agents Foundation

Crown Agents is owned by "The Crown Agents Foundation", a company limited by guarantee, whose objectives include the alleviation of worldwide poverty. Crown Agents allocates sums from its income to the Foundation's social and developmental objectives and applies these at the Foundation's direction.
Members of the foundation are organisations with a keen interest in international development and include firms, non-governmental organisations and international bodies.


History

Prior to 1997, Crown Agents was a UK public statutory corporation, overseen by the British Ministry of Overseas Development.[14]

Crown Agents originated as a body conducting financial transactions for British colonies. Agents were first appointed in 1749 to transfer and account for grants made to colonies from the British Treasury.[14] These representatives were known unofficially as 'Crown agents' from at least 1758, and were accountable to colonial governments, though selected on the recommendation of the British government.[14] A single body was created in 1833, when the Crown agents' business was consolidated under two Joint Agents General for Crown Colonies with an office of several staff.[14] In 1861 the office was renamed Crown Agents for the Colonies.[14] Crown Agents’ responsibilities on behalf of colonial governments included accounting for Treasury grants, purchasing supplies, recruiting certain staff and raising capital on the markets. Crown Agents also oversaw specific colonial projects, such as certain postage stamp issues and some infrastructure construction.[14]

As decolonisation accelerated, the office was renamed Crown Agents for Oversea Governments and Administrations in 1954, and the rules were changed to allow it to take on projects for independent states (Iraq being the first example).[14] Crown Agents expanded its activities to include more international development projects and investment management. The world's first sovereign wealth funds were managed by Crown Agents.[15] Its anomalous status as an autonomous body with close links to government came into question, and in 1979 Crown Agents was brought under government control as a statutory corporation. From 1987, shifting attitudes to state ownership of business and changes in British international development strategy led the government to support full privatisation of Crown Agents. It became a private company in 1997, ending its formal ties to the British government.[14]

References


13. SCMS website (http://scms.pfscm.org/scms/about)


Sources

- Crown Agents main corporate website (http://www.crownagents.com/)
- Crown Agents Bank website (http://www.crownagentsbank.com/)


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CROWN AGENTS FOUNDATION COUNCIL MEMBERS

HRH the Duke of Gloucester, KG, GCVO, President

Francis Sumner, Vice President
Francis was a non-executive director and deputy chairman of Crown Agents Ltd until 2011 and is currently chairman of the trustees of the Crown Agents Superannuation Scheme. He was for many years a partner in the leading city and international law firm, Norton Rose Fulbright. He has also held senior non-executive director roles in corporations involved in fund management and academic and vocational qualifications.

Marie Staunton
Marie became Chair of Crown Agents Ltd in July 2015, having joined the board in January 2013. She has had a broad and varied career, having qualified as a lawyer she has worked on many human rights issues and as a director of a Pearson company. Most recently, she has served as Chief Executive Officer of the child-centred development agency, Plan UK. She has been a chair and trustee of a variety of local, national and international organisations including the Disasters Emergency Committee, the EU Fundamental Rights Agency Equality and Diversity Forum, Grow Up Free From Poverty Coalition and Amnesty International.

Paul Batchelor
Paul is a former chairman of, Crown Agents Limited, Crown Agents Bank and CAIM.

Jenny Borden
Jenny was previously a non-executive director of Crown Agents Ltd. She is currently a consultant to several large NGOs. She is the chair of Fair Trade Advocacy Office in Brussels, a non-executive director of Traidcraft plc, a trustee of Traidcraft Exchange and vice president of Liverpool School of Tropical Medicine. She has held several leadership roles in international development NGOs; she spent 21 years at Christian Aid, where she was international director and deputy director.

Beatrice Devlin
Bea is a consultant specialising in international development, health, philanthropy and social investment. Previous roles include: Head of International, Charities Aid Foundation; Head of Company Services, Charities Aid Foundation; Head of Fundraising, Mildmay HIV/AIDS Care; Account Manager at Burnett Associates.

Dr Mohan Kaul
Mohan Kaul has been a member of the Council of The Crown Agents Foundation since 2010. He is a member of the Advisory Council of British Expertise and Chairman of Chennai based micro Finance
Commonwealth Inclusive growth services. He is also member of board of Directors of Ahmedabad University and member of advisory board of the journal of entrepreneurship in India. He was formerly the Director General and Chief Executive Officer of the Commonwealth Business Council and has been a member of the Presidential Advisory Councils of Mozambique, Uganda, Tanzania, Ghana, Nigeria, Zambia and similar councils in other countries.

He has a PhD in Management Science from the University of Paris-Sorbonne. He is a Chartered Fellow of UK Chartered Institute of Personnel Development. He was also President of the International Association of Schools and Institutions of Administration.

Caroline Nursey
Caroline is the executive director of BBC Media Action, the BBC’s international charity that engages in media development and using communication for development purposes. She has held various director-level roles at Oxfam and managed their humanitarian response in Darfur at the height of the crisis there. Previously, she led the World University Service. She has extensive experience in institutional fundraising, media and advocacy, and has presented to then UN Secretary General Kofi Annan on Darfur.

Mary Reilly FCA
Mary is a non-executive director of Crown Agents Ltd and chairs the group audit and risk committee.

Keith White CBE
Keith joined Crown Agents in 1971 and specialised in international trade law and practice. He was Chief Executive from 2005 to 2011 and previously Chief Operating Officer and Company Secretary. He is a chartered fellow of the Chartered Institute of Logistics and Transport, a fellow of the Royal Society for Encouragement of Arts, Manufactures and Commerce, and a fellow of the Institution of Royal Engineers. His appointments include: President of HF Holidays Ltd, Commanding Officer, Engineer & Logistic Staff Corps RE(V) and Chairman, ES-KO (UK) Ltd.
OUR BOARD

Our board is committed to ensuring that Crown Agents continues to deliver the strongest impacts offering the best value for money whilst at the same time operating at the highest levels of integrity and transparency.

The Board of Crown Agents Limited comprises the following members:

Marie Staunton CBE, Chair (non-executive)

Joined the board in 2013 and has been Chair since 2015. She has had a broad career in the public and private sector. She practised as a lawyer, was Director of Amnesty UK and in the commercial sector a director of FT Law & Tax, a Pearson company. In international development she worked for UNICEF, served as Chief Executive Officer of the child-centred development agency, Plan UK and Plan Canada. She has been a chair and trustee of a variety of local, national and international organisations including Raleigh International, the Disasters Emergency Committee, the EU Fundamental Rights Agency, Equality and Diversity Forum, Grow Up Free From Poverty Coalition. She is currently Chair of the School of Oriental and African Studies, of the International Broadcasting Trust and Trustee of the Baring Foundation.

David Richardson, Non-executive Director

Joined Crown Agents in November 2014. David is an experienced international CEO with a proven track record of delivering value in complex businesses, managing a wide range of stakeholder interests and handling challenging external communications situations. David began his career in client services at Price Waterhouse, where he worked for a number of years before moving to British Airways Engineering, overseeing their engineering supply chain. He has also worked at National Air Traffic Services and most recently LGC Science Holdings, a global scientific analysis business which also provides extensive technical services to UK Government in a variety of scientific disciplines.
Fergus Drake, Chief Executive Officer

Fergus joins us following over two decades delivering humanitarian and development programmes around the world, most recently as Executive Director of Global Programmes at Save the Children. In this role he led innovative, evidence-based programmes responding to the needs of over 20 million children across 60 countries spanning the humanitarian to development spectrum. He has also worked at the centre of government, including roles with HM Treasury in the UK and embedded in the Government of Rwanda with Tony Blair’s Africa Governance Initiative where he established a Co-ordination & Delivery Unit across Government. He has also led significant public sector change programmes for Deloitte.

When not at work, Fergus’ time is dedicated to his family and his football team, Manchester United. Fergus is passionate about transforming the lives of millions of people and leading Crown Agents on the next stage of its journey as a trusted global development partner.

Ian Dalton CBE, Director (non-executive)

Joined the board in May 2016. He is President of Government and Health at BT and currently Trustee and Strategy Board member of Guys and St Thomas’ Charity. He has previously worked as COO and Deputy CEO of NHS England, Chief Executive of NHS North of England and Managing Director of Provider Development in the Department of Health. He has significant experience of development work in fragile and conflict affected states gained while working on health service reconstruction in post war Iraq.

Ian Malcolmson, Chief Financial Officer

Ian has been with Crown Agents since 2015, when he was hired as our Group Finance Director. He brings a wealth of commercial nous to the organisation, having previously been the International Financial Controller at top architectural practice Foster + Partners, and before that Assistant Financial Controller at Miki Travel, where he worked his way up from a temporary accounts position. As a student, he trekked to the summit of Gokyo Ri – a peak neighbouring Everest – testament to his determined nature. He hopes he will make it back to the Himalayas, especially given his interest in how cultures adapt to a changing world, a souvenir of his time as an anthropology student.

Ian prides himself on pulling together teams to achieve challenging objectives. As a family man with two young daughters, this skill is particularly useful.
Meet our executive team

Fergus Drake - CEO

Crown Agents is: “driving growth and transforming lives”

Fergus joins us following over two decades delivering humanitarian and development programmes around the world, most recently as Executive Director of Global Programmes at Save the Children. In this role he led innovative, evidence-based programmes responding to the needs of over 20 million children across 60 countries spanning the humanitarian to development spectrum. He has also worked at the centre of government, including roles with HM Treasury in the UK and embedded in the Government of Rwanda with Tony Blair’s Africa Governance Initiative where he established a Coordination & Delivery Unit across Government. He has also led significant public sector change programmes for Deloitte.

When not at work, Fergus’ time is dedicated to his family and his football team, Manchester United. Fergus is passionate about transforming the lives of millions of people and leading Crown Agents on the next stage of its journey as a trusted global development partner.
Lizz Munday - Chief Commercial Officer

Crown Agents is: “courageous and authentic”

From defence to healthcare, private equity to the third sector, there’s not many areas of business Lizz hasn’t successfully supported. Lizz’s very first job was setting up and running her own business, and she has been applying the same energy and business acumen to her varied career ever since. Lizz’s expertise is in asking the ‘why?’ questions ensuring clarity of purpose and motivating business leaders to “reach for the vision and make the vision a reality”. Lizz is particularly proud of her achievements as CEO with UnitedHealth Global, where she increased operational footprint and profitability by 40% in the most fragile and challenging operating environments in the world. Outside of work Lizz likes to do anything creative – from interior design to horticulture…

Jen Pratt - Director of Human Resources

Crown Agents means: “inspirational”

Jen’s career has included extensive experience as an Operations Director within the science sector before she moved to an HR Director role, with a specialism in Talent Management. This background, coupled with her leadership experience, drive and extensive knowledge of change management brings new ideas to the business at a pivotal time. At home, Jen's main
focus is her family. She also loves to socialise and occasionally finds the time to take part in a spot of open mic singing.

Ian Malcomson - Chief Financial Officer

Crown Agents is: “Integrity”

Ian has been with Crown Agents since 2015, when he was hired as our Group Finance Director. He brings a wealth of commercial nous to the organisation, having previously been the International Financial Controller at top architectural practice Foster + Partners, and before that Assistant Financial Controller at Miki Travel, where he worked his way up from a temporary accounts position. As a student, he trekked to the summit of Gokyo Ri – a peak neighbouring Everest – testament to his determined nature. He hopes he will make it back to the Himalayas, especially given his interest in how cultures adapt to a changing world, a souvenir of his time studying anthropology.

Ian prides himself on pulling together teams to achieve challenging objectives. As a family man with two young daughters, this skill is particularly useful.
Pia Macrae - Chief Business Delivery Officer

Crown Agents is: “Aspirational”

The newest member of our executive team, Pia has always had a keen interest in international affairs. She started her career as a production assistant with the Chinese Service of the BBC’s World Service Radio before moving in to development with more recent roles as the Chief Executive of the Tropical Health and Education Trust, as Country Director for Save the Children China and as International Director at Oxford Policy Management. She takes pride in the social change she has overseen in these roles, but also in the development of those around her. Pia’s appointment to the executive team comes at an exciting time, helping us to accelerate self-sufficiency and prosperity around the world.

When she's not busy doing that, you can find her at home with her musically talented family, or perhaps out for a stroll to get some peace and quiet.
The Crown Agents Foundation is the sole not-for-profit owner of Crown Agents social enterprise. The Foundation drives the social mission that sits at the heart of Crown Agents. It has two important roles to play.

Firstly, the Foundation ensures that the work that Crown Agents undertakes makes the most positive social impact on individuals and communities the projects and programmes it delivers, are designed to benefit.

Oversight of Crown Agents is the responsibility of the Crown Agents Council. The Council - a group of 12 individuals representing the members, meet every six months to review the work of the Crown Agents social enterprise.

Secondly, profits generated from Crown Agents in the international development market are ploughed back into the social enterprise, with some used by the Foundation to broker new partnerships for good, research and grow the evidence for innovation in the sector and amplify insight and learning for the overall improvement of the market.

In 2017 the Crown Agents Foundation will launch new a series of new initiatives with investment from the business, to add additional social value to its work. The initial focus will be on new frontier technologies and ways that we can ensure that they sustainably benefit, humanitarian and development activity. Already, the Foundation has supported initiatives on solar energy and drones.
Investigation into drones for development Our Foundation is investigating the potential for new frontier technologies to make major impact on the development prospects of poor countries and save lives in humanitarian crises. We kicked off our investigation with a panel discussion in partnership with the RSA exploring the potential of technologies such as drones for social good. Watch the discussion here.

Drones are rapidly emerging as a potentially effective tool for addressing the needs of people in crises and as a means to overcome major development obstacles such as poor infrastructure. Crown Agents Foundation is seeking partners with whom to explore 3 areas; potential uses of drone technology in international development; the regulatory and consumer protection environment; and public trust and engagement. Our Foundation is particularly interested in ways to ensure that local communities fully participate in the consideration of new tech solutions, retain control over their application and benefit directly from the use of new frontier tech.

Smart solar for Zimbabwe hospitals Crown Agents Foundation worked with Aleutia and DFID Zimbabwe to secure ‘Frontier tech’ funding to trial a smart solar power solution for remote hospitals in Zimbabwe. The ‘SolarEnabler’ box provides intelligence on power consumption of hospital devices such as baby incubators, scanners, etc and thereby improves allocative efficiency of power supply.

Open Contracting for health Transparency International is advocating for the value of transparent procurement processes and has partnered with the Crown Agents Foundation and the Open Contracting Partnership to produce a report: ‘Making the case for open contracting in healthcare procurement’. The report focuses on three case studies, including the Crown Agents success working with the Ministry of Health in Ukraine on the supply chain for oncology drugs.

In the past, Crown Agents Foundation has successful supported capacity building in the least developed countries by providing training and other professional development support to teams and individuals. It has also supported the ability of least developed countries in be considered properly in economic and trade facilitation talks. Some examples include:

- Supporting a number of least developed countries strengthen their voice in trade negotiations by facilitating an opportunity for their requirements to be properly brought to the attention of those leading trade facilitation talks.
- A workshop to help governments of West Africa maximise revenues from the extractive industry to help alleviate poverty and low living standards. 40 people participated from government agencies, international organisations such as the World Bank, International Tax Dialogue, GIZ, AusAID, UNDP and the Revenue Development Foundation.
- The sponsorship of 350 students on training courses and 27 seminars run supporting capacity-building.

Going forward, the Crown Agents Foundation has ambitious plans to diversify its approach, in partnership with others. More information about these plans will be available in coming months.
Members of the Crown Agents Foundation

Crown Agents Foundation members are united by their interest and experience in international development and global affairs. Members come from the public and private sectors, NGOs and civil society and they bring senior leadership and counsel to Crown Agents.
CROWN AGENTS FOUNDATION MEMBERS

Permanent Members

- Aga Khan Foundation (Geneva)
- Charities Aid Foundation
- The Chartered Institute of Building
- The Chartered Institute of Purchasing and Supply
- Christian Aid
- Institute of Development Studies
- International Chamber of Commerce UK
- The Royal Commonwealth Society
- The Royal Society for the Encouragement of Arts, Manufactures and Commerce

Elected members

- AMREF - African Medical and Research Foundation (Nairobi)
- BBC Media Action
- British Expertise
- British Standards Institution
- British Telecommunications plc
- CARE International UK
- Caribbean Council
- The Chartered Institute of Logistics and Transport (UK)
- Concern Worldwide (Dublin)
- FirstCaribbean International Bank (Barbados)
- Practical Action
- Standard Chartered Bank
- Transparency International (UK)
- Unilever plc
OUR WORK WITH THE US GOVERNMENT

Since our incorporation in the United States, we have provided technical assistance services and support to U.S. Government agencies, including the United States Agency for International Development (USAID), Millennium Challenge Corporation (MCC), Department of State (DOS), Department of Defense (DOD), and the United States Trade and Development Agency (USTDA).

USAID

As an implementing partner of USAID, Crown Agents provides expertise in the areas of procurement, public financial management, logistics, health systems strengthening, private sector development, monitoring and evaluation, and agriculture. Our USAID track record includes the following:

- Worldwide: Supply Chain Management System (SCMS), 2005-2015, subcontractor to PFSCM
- Worldwide: Farmer to Farmer Special Program Support (SPS), 2008-2014
- Worldwide: USAID | DELIVER I & II PROJECT, 2006-2015, subcontractor to JSI
- Worldwide: Agribusiness & Agriculture Value Chain Development Assessment (AAVCD), 2010-2014
- Worldwide: Evaluation Services IQC, 2010-2015, subcontractor to AMEX International
- Worldwide: Macroeconomic Foundations for Growth IQC, 2011-2016, subcontractor to The Pragma Corporation
- Worldwide: Policy, Planning and Learning-Learning, Evaluation and Research (PPL-LER) IDIQ, 2015-2020, subcontractor to Dexis Consulting Group
- Worldwide: Rule of Law IQC, 2013-2015, subcontractor to Democracy International
- Africa: Indoor Residual Spraying (IRS) I and II IQC, 2006-2012, subcontractor to Research Triangle International (RTI)
- Africa (COMESA countries + Tanzania): Support for Food Security Activities (SFSA) IQC, 2010-2015, subcontractor to ACDI/VOCA
- Asia and Middle East: Asia and Middle East Growth (AMEG) Best Practices Project, 2012 – Present, subcontractor to Chemonics
- Bangladesh: Trade Facility Activity (TFA), 2013 – 2018, subcontractor to IBI International
- Ethiopia: Health Center Renovation and Coordination Project, 2006-2009
- Ethiopia: Agriculture Growth Program - Agribusiness and Market Development (AGP-AMDe), 2011-2016, subcontractor to ACDI/VOCA
- Liberia: Roberts International Airport Equipment Procurement under the Governance and Economic Management Program (GEMAP), 2008-2010, subcontractor to SEGURA/IP3 Partners
- Malawi: National Distribution and Management of Long Life Insecticide Treated Nets (LLINS) to Public Health Facilities Nationally in Malawi, 2011-2015, subcontractor to Population Services International (PSI)
- Nigeria: Nigeria Expanded Trade and Transport (NEXTT) Program, 2012-2016, subcontractor to Carana Corporation
- Pakistan: Support for Privatization Activity (SPA), 2014 - Present
- Rwanda: Private Sector Driven Agricultural Growth (PSD-AG), 2014-2019, subcontractor to International Resources Group (IRG)
- Tanzania: Staples Value Chain (NAFAKA), 2011-2016, subcontractor to ACDI/VOCA
- Turkmenistan: Agriculture Technology (AgTech) Program, 2012-2015
- Zambia: Production, Finance and Improved Technology Plus (PROFIT+) Program, 2012-2016, subcontractor to ACDI/VOCA

MCC

Crown Agents USA's track record working with MCC, in both Threshold Programs and in Compact Countries, includes the following:

- Honduras: Procurement Oversight/Advisory Services, 2006-2011
- Mongolia: Procurement Agent Services, 2008-2013
- Morocco: Procurement Services Agent and Procurement Oversight Advisor, 2009-2014
- Namibia: Procurement Agent Services, 2009-2010
- Tanzania: Procurement Agent Services and Oversight Advisory Services, 2008-2014

DOS

As a prime contractor for the Department of State Technical and Advisory Services for Program Evaluation Requirements (TASPER) IDIQ, we provide monitoring and evaluation advisory services to State Department bureaus and overseas missions. Our work under this contracting mechanisms includes the
following:

- Middle East, Africa, and Asia: Impact Assessment for the Global Innovation through Science and Technology (GIST) Initiative, 2012-2013
- Sustainable Buildings Initiative, 2012-2013
- Bureau of Economic and Business Affairs (EB) M&E of Bureau Programs, Projects, and Activities Agricultural Biotechnology Outreach Funds, 2012-2013
- Office of Weapons Removal and Abatement (PM/WRA), Bureau of Political Military Affairs Program Evaluation, Balkans, 2012-2013
- Evaluation of the Nexus Dialogue on Water Infrastructure Solutions, 2014-2015

**DOD & USTDA**

- Global: DOD's Cooperative Threat Reduction Integration Contract (CTRIC) II IDIQ, Subcontractor to Raytheon, 2011-2016

Your local office is Crown Agents, Blue Fin Building, 110 Southwark Street, London, SE1 0SU. See all offices