

# Working tirelessly to help others



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Towards the end of last year I attended a charity dinner where I met the founders of a UK charity – Mango (an acronym which stands for Management Accounting for Non-Governmental Organisations). It's always humbling to meet people who work tirelessly to improve the lives of others, but I was particularly inspired by the concept and implementation of this group.

One of Durbin PLC's divisions concentrates on supplying medical products to the not-for-profit sector. We've had a long history of working in this field because I think it is important for industry to 'give back'. Although we supply medical products commercially as part of our every day business, we also regularly donate quality assured pharmaceuticals, medical equipment and

consumable supplies to healthcare professionals working in the developing world or areas affected by natural disasters. We work with our charity contacts – from small charities to larger NGOs – to find suitable recipients for excess stock (often with a short shelf-life). We then transport these products from manufacturer to rural clinic, remote hospital or government stores. One of our main responsibilities in each individual scenario is to ensure that all the products we source and send are safe and effective. In fact, our suppliers are vetted on an on-going basis – for instance, we recently audited our pharmaceutical suppliers in India. Our other priority is, of course, to ensure no wastage occurs. We only ever send stock where it's needed and where it will be used before the expiry date runs out. Our in-house team of commercial executives, nurses, medical engineers and pharmacists are on call to handle anything from the smallest enquiry to the largest bulk order. We regularly get letters from charities updating us on how the products are being used. And in the past customers have taken me on field trips to developing areas so that I can witness first-hand what a huge difference these donations can make to communities, families and individuals.

The UK registered charity Mango exists to help aid agen-

cies and NGOs work more effectively by strengthening their financial management. Their practical services, such as training, staff recruitment and publishing best-practice guides, aim to help NGOs do more with their money, which means they can support more communities, dig more wells and – in extreme cases – save more lives. Their philosophy revolves around two golden rules. 1. They actively encourage dialogue with beneficiaries; 2. They empower staff to make good judgements. I wholeheartedly agree that a combination of both is the key to success.

An increasing number of you are showing an interest in our charitable ventures and at our stand at the Arab Health show at the beginning of the year, we had more enquiries about the NGO sector than ever before. For those of you who work in the field or plan to in the future, bear us in mind. And consider how attending a training course or creating a best-practice guide might add value to your organisation.

Luckily, Mango holds its series of courses all over the world, including the Middle East. Visit the website [www.mango.org.uk](http://www.mango.org.uk) for dates, prices and locations. I'm so impressed that I'm voting with my feet! I'm signing up for the 'Strategic Financial Management for NGOs' course. **MEH**

**Durbin PLC** is a British company based in South Harrow, London. Established in 1963, the company specialises in supplying quality assured pharmaceuticals, medical equipment and consumable supplies to healthcare professionals and aid agencies in over 150 countries. As well as reacting rapidly to emergency situations, Durbin PLC responds to healthcare supply needs from local project level to national scale programmes. Web address: [www.durbin.co.uk](http://www.durbin.co.uk) Email: [L.morgan@durbin.co.uk](mailto:L.morgan@durbin.co.uk)