

Annex 2:

NGOs, social enterprises and corporate foundations included in the report



Hearing aids

Christian Blind Mission International (CBM)

Mission and focus areas

International Christian development organization committed to improving the quality of life of persons with disabilities in the poorest countries of the world. It has an Inclusive Health Initiative with programmes focusing on strengthening eye health, ear and hearing care and physical rehabilitation globally. CBM provides funding to local partner organizations, which are responsible for procurement.

Geographic reach

In 2023 CBM was active in 40 countries, supported 379 projects, worked with 257 partners and reached 10.4 million persons:

Bangladesh	Mexico
Benin	Myanmar
Botswana	Nepal
Burundi	Nicaragua
Cameroon	Niger
Central African Republic	Nigeria
Colombia	Pakistan
Democratic Republic of the Congo	Palestinian Territories
Ecuador	Philippines
Ethiopia	Rwanda
Guatemala	Sierra Leone
Haiti	South Africa
Honduras	South Sudan
India	Sri Lanka
Indonesia	Tanzania
Ivory Coast	Togo
Jordan	Uganda
Kenya	Ukraine
Lebanon	Zambia
Malawi	Zimbabwe

Criteria for hearing aids product selection

- CBM no longer has a Central Procurement Unit therefore their partners use technical guidelines and international recommendations from the World Health Organization (WHO) for product selection.

- In certain cases, like for innovative OTC Hearing Aids procurement, CBM carries out specific products' performance and evaluation through field-testing of the new devices alongside local CBM partners and technical officers.
- General selection criteria vary by region, depending on the availability of regional and national suppliers, optimal quality at an affordable price and prior experience with the supplier's procurement capabilities and reliability.

Hear the World Foundation (HTWF)

Mission and focus areas

Non-profit foundation founded by the Sonova Group in 2006 registered in Switzerland. HTWF supports children in low- and middle-income countries who require access to audiological care. HTWF envisions a world where every child can hear well and live a life without barriers. Together with its partners, HTWF improves access to hearing care for children and drives systemic change. HTWF provides quality and sustainable audiological care to children in need through three interconnected focus areas: raising awareness, enabling access and training and capacity development.

Geographic reach

Currently active in 13 countries:

Bhutan	Jordan
Brazil	Kenya
Cambodia	Mexico
China	Peru
El Salvador	Ukraine
Guatemala	Zimbabwe
India	

Criteria for hearing aids product selection

HTWF donates Sonova technology. This refers to Phonak, Hansaton and Unitron programmable behind the ear digital hearing aids, bone conduction hearing systems - Bruckoff bone conduction hearing systems, Advanced Bionics Cochlear Implants and Phonak Roger technology.

Mayflower Medical Outreach’s International Humanitarian Hearing Aid Purchasing programme (IHHAPP)

Mission and focus areas

The primary goal of the International Humanitarian Hearing Aid Purchasing programme (IHHAPP), managed by Mayflower Medical Outreach, is to improve accessibility to hearing aids for humanitarian organizations that support hearing healthcare in low-resource settings globally. Qualified humanitarian programmes and not-for-profit organizations with established relationships in the countries they serve can procure hearing aids through IHHAPP at negotiated prices.

Geographic reach

IHHAPP members currently provide services across 14 countries:

Brazil	Papua New Guinea
Cambodia	Peru
Dominican Republic	Philippines
Guatemala	Romania
Malawi	Tanzania
Mexico	Uzbekistan
Nicaragua	Zimbabwe

Criteria for hearing aids product selection

- The products should have FDA approval
- Sturdiness
- Hearing aid product line should accommodate mild to profound hearing losses
- Ability to adjust the hearing aids for gain, output, frequency response
- Compliance with the WHO hearing aid guidelines
- Additional requirement that hearing aids passes the vetting process conducted by IHHAPP team

UNICEF Procurement Services

Mission and focus areas

Provide procurement services to governments and development partners on strategic essential supplies. Besides supplying UNICEF programmes, the UNICEF supply division undertakes procurement on behalf of governments, other UN agencies and NGOs.

Geographic Reach

Supplying to over 190 countries

Criteria for assistive products supplier selection

- Through competitive request for proposal (RFPs) published and evaluated for hearing aids and wheelchairs in 2022
- Adherence to WHO-UNICEF specification as specified in RFP
- Compliance to IEC 60118 Electroacoustic and ANSI/ASA S3.22-2014 Specifications of Hearing Aid Characteristics

World Wide Hearing

Mission and focus areas

Non-profit organization dedicated to providing access to affordable hearing aids for children and youth in developing countries. World Wide Hearing designs and runs last-mile hearing aid distribution programmes to ensure that children have access to the critical hearing care they need.

Geographic reach

WWH is currently active in:

Guatemala Peru	Philippines Zimbabwe
-------------------	-------------------------

Criteria for hearing aids product selection

- Digital behind-the-ear (BTE) devices with at least four channels (with more advanced options for paediatric use)
- Specification to meet moderate to severe hearing loss
- Robustness of the product, including nano-coated chips for protection against moisture and dirt
- Durability, assessing how long the product is expected to last
- Fit options, with open fits (ear domes) preferred for adults and ear moulds for children
- Size and colour, which are critical, are based on user preferences for adoption
- Quality, including the number of samples arriving with a dead battery during shipment

Prostheses

A Leg to Stand On (ALTSO)

Mission and focus areas

An NGO that provides prosthetic limbs, orthotic braces and wheelchairs to children with disabilities in developing countries. It donates these products to local partners, who handle fittings and services, offering prostheses free of charge to end customers. The organization's mission is to offer children who have lost their limbs in traumatic accidents or suffer from congenital disabilities the physical capabilities to access the opportunities and self-esteem earned through education, work and mobility.

Geographic reach

Currently ALTSO covers 11 countries in Europe, Africa, and Asia, and is looking for new local partners around the world, especially in Latin America.

Country	City	Partner
Afghanistan	Kabul	Kabul Orthopedic Organization
Bangladesh	Dhaka	Impact Foundation Bangladesh
Cambodia	Phnom Penh	Exceed Worldwide
India	Ahmedabad	GetBak
Indonesia	Denpasar	Puspani Bli
Laos	Vientiane	Cooperative Orthotic & Prosthetic Enterprise
Nepal	Gulmi	Hope Disability Centre
Pakistan	Lahore	Pakistan Society for Rehabilitation of Differently Abled
Romania	Bragadiru	Motivation Romania
Somaliland	Hargeisa	Diversity Action Network

Criteria for selecting prostheses design and supplier

- Industry endorsement: Mainly consider suppliers recommended or endorsed by trusted partners.

- **Quality:** Suppliers should hold international certifications such as CE and ISO and adhere to WHO guidelines on prostheses.

Criteria for assessing prostheses quality

ALTSO conducts regular factory visits to its prostheses manufacturer to assess quality.

CURE International

Mission and focus areas

CURE's mission is to provide the highest standard of surgical care to the world's most vulnerable children. It envisions a world where children living with disabilities reach their full potential. CURE International operates charitable children's hospitals and provides medical care to paediatric patients with orthopaedic, reconstructive plastic and neurological conditions.

Geographic reach

CURE operates eight non-profit children's hospitals around the world, but prostheses procurement mainly occurs in Ethiopia, Kenya and Zambia for now.

Ethiopia	Philippines
Kenya	Uganda
Malawi	Zambia
Niger	Zimbabwe

Criteria for selecting prostheses design and supplier

Before 2024, each hospital managed its own prostheses procurement. To streamline the procurement process and lower the costs, a new central procurement team has just been established in the United States to procure and distribute supplies. The team aims to predict procurement volumes six months in advance for all hospitals and conduct centralized procurement.

Criteria for assessing prostheses quality

CURE aims to purchase more functional products than those typically available through humanitarian aid in their programme countries. Specifically for knee joints, the team is seeking products with higher functionality and lower weight to provide better mobility for children.

Humanity & Inclusion

Mission and focus areas

An independent and impartial aid organization that works alongside people with disabilities and individuals experiencing extreme hardship. As part of their work, HI supports the provision of mobility assistive products, including prostheses, through local partners across the world.

Geographic reach

Operates in 60 countries and runs rehabilitation programmes in 42 of them.

Afghanistan	Morocco
Bangladesh	Mozambique
Benin	Myanmar
Bolivia	Nepal
Burkina Faso	Niger
Cambodia	Pakistan
Central African Republic	Palestine
Chad	Peru
Colombia	Rwanda
Cuba	Senegal
Democratic Republic of the Congo	Somalia (incl. Somaliland)
Egypt	South Sudan
Ethiopia	Sri Lanka
Haiti	Syria
Iraq	Thailand
Jordan	Togo
Kenya	Uganda
Laos	Ukraine
Lebanon	Venezuela
Madagascar	Viet Nam
Mali	Yemen

Criteria for selecting prostheses design and supplier

- Quality (Top criteria for HI): Based on available international standards, HI has developed its own internal minimum quality standards and works diligently to ensure products meet these requirements.
- Price (Top criteria for HI): HI will continue to explore lower-cost products that meet their quality standards.
- Lead time: To respond to emergencies, HI often needs to deliver large quantities of products quickly. Ideally, suppliers should maintain pre-prepared stock to handle these urgent situations.

- Corporate Social Responsibility (CSR): Suppliers' CSR efforts and adherence to global environmental standards are important considerations whenever possible.

Criteria for assessing prostheses quality

HI leverages technical specifications from multiple sources listed below. The organization's representative mentioned that the publicly available WHO and INGO guidelines are sufficient to support their procurement work and to help them develop their own preferred specifications.

- UNICEF/WHO guidance such as:
 - A manual for public procurement of assistive products, accessories, spare parts and related services.
 - Assistive product specifications and how to use them.
- WHO standards for prostheses and orthoses, especially “Area 2: Products Section”.
- ISPO education standards for prosthetic/orthotic occupations.
- ICRC training material
- Main supplier catalogue (e.g. Ottobock, Össur, Proteor)
- ATscale – CHAI reports:
 - Assistive Products Market Report 2024
 - AT2030 Productive Narrative: prostheses

International Committee of the Red Cross (ICRC)

Mission and focus areas

The ICRC established the Physical Rehabilitation Programme (PRP) in 1979, dedicated to providing physical rehabilitation services to people with disabilities. The PRP has developed its own in-house technology for prostheses, built local service centres for long-term support and committed to advancing the social inclusion of people with disabilities.

Since its establishment, the PRP has supported more than 300 projects in over 100 countries, benefiting over two million people with disabilities in rehabilitation. The PRP prioritized the provision of rehabilitation services and the development of local

capacities at all levels to ensure the long-term sustainability of the physical rehabilitation sector.

Geographic reach

The PRP currently operates in 28 countries listed below, down from 42 in 2022.¹

Afghanistan	Lebanon
Bangladesh	Libya
Benin	Mali
Cambodia	Myanmar
Cameroon	Nigeria
Central African Republic	Pakistan
Colombia	Somalia
Cote d'Ivoire	South Sudan
Democratic Republic of the Congo	Sudan
Ethiopia	Syria
India	Tajikistan
Iran	Togo
Iraq	Ukraine
Israel and the Occupied Territories	Yemen

Criteria for selecting prostheses design and supplier

- Quality: Products must have CE and/or ISO certification. All Rehab Impulse products used by ICRC PRP are CE-labelled. Its manufacturer, Foundation Alfaset, does not engage in contract manufacturing or technology transfer to maintain consistent product quality.
- Price: ICRC prioritises price as a key criterion to ensure that more beneficiaries can access appropriate products and services within a limited budget.
- Origin: ICRC carefully considers the product origin, as some countries maintain political sensitivities regarding material and component origins.

Criteria for assessing prostheses quality

ICRC has further quality control procedures to ensure products meet the CE/ISO requirements they specify.

¹ Updated by ICRC in 2024.

The Range of Motion Project (ROMP)

Mission and focus areas

ROMP's mission is to ensure access to high-quality prosthetic care for underserved individuals, improving their mobility and independence. They operate ROMP clinics in programme countries to provide prosthetic care.

Geographic reach

Ecuador	Guatemala
---------	-----------

Criteria for selecting prostheses design and supplier

- Industry endorsement: ROMP mainly considers suppliers recommended or endorsed by trusted partners.
- Quality: Suppliers need to have systematic internal quality control. FDA and ISO are mainly used as selection criteria.
- Distance to programme country: ROMP prefers suppliers closer to their programme countries to reduce shipping costs and time.

Criteria for assessing prostheses quality

ROMP uses the FDA and ISO standards to assess product quality and does not conduct additional inspections.

Spectacles

Brien Holden Foundation

Mission and focus areas

An Australian organization that focuses on strengthening eye health care systems by working with government and NGO partners. Its vision is to collaborate to enable vision for everyone, everywhere. The Foundation contributes primarily through three pillars: “human resources”, “affordable technology” and “sustainable infrastructure”. The Foundation is dedicated to eliminating uncorrected refractive errors (both myopia and presbyopia) and avoidable blindness. Only a few additional surgical services and low vision projects are operated.

For uncorrected refractive error projects, the Foundation dispenses partially or fully subsidized spectacles as part of its eye health services. In countries like Pakistan, they offer discounts for those facing financial difficulties, while in underserved countries like Papua New Guinea all spectacles are provided free of charge.

Geographic reach

The Foundation works in New South Wales and the Northern Territory in Australia, as well as in disadvantaged districts and regions of partner countries, including:

Haiti Pakistan Papua New Guinea	Tanzania Viet Nam
---------------------------------------	----------------------

Criteria for selecting spectacles design and supplier

- Affordable price: For example, for frames, they seek products priced under \$2 per pair.
- Product origin: Products from markets geographically close to the programme country are preferred for logistical reasons.
- Local registration: Brien Holden can only purchase from suppliers legally registered in programme countries, limiting their vendor options. For example, in Pakistan, they only consider suppliers legally registered for at least 2-3 years to ensure compliance with tax and labour laws.
- Requirements regarding frames:

- Frame durability: The material needs to be strong, impact-resistant, heat-resistant and retain its colour over time.
- Frame flexibility: The frames should be adjustable to fit diverse needs.
- Suitability of frame material: For children and women, plastic frames are preferred for better design. For the elderly, metal frames for near-vision spectacles are preferred for their durability, given the higher likelihood of being dropped.
- Requirements regarding lenses: The organization primarily purchases CR-39 material lenses, as this is the affordable option that WHO recommends. Other products, such as polycarbonate lenses, are also of interest but are currently outside the budget.

Criteria for assessing spectacles quality

Due to the lack of resources in local optical labs, further assessing the product quality remains a challenge for organizations like Brien Holden. The organization typically visits the supplier's factory or company before proceeding with a deal and tries to have in-house equipment to test the quality of sample products beforehand.

- For frames: Brien Holden currently conducts manual checks on product samples. In general, resources such as technicians and equipment are lacking in their optical labs to further assess product quality. For example, determining whether the frame material may cause skin allergies is difficult to assess.
- For lenses: Brien Holden has basic equipment for in-house sample testing. However, it does not have the equipment to assess more sophisticated or advanced products, such as UV lenses or photochromic lenses.

Christian Blind Mission International (CBM)

Mission and focus areas

International Christian development organization committed to improving the quality of life of persons with disabilities in the poorest countries of the world. It has an Inclusive Health Initiative with programmes focusing on strengthening eye health, ear and hearing care and physical rehabilitation globally. CBM provides funding to local partner organizations responsible for procurement.

Geographic reach

CBM is now active in 40 countries. A detailed country list can be found in Annex 2 (Hearing Aids Section) of this report.

Criteria for selecting spectacles design and supplier

CBM used to conduct centralized procurement for its global programmes but no longer has a Central Procurement Unit. As a result, procurement is now carried out directly by each country's local programme partner. These partners follow general selection criteria, which include:

- Local presence
- Optimal quality at an affordable price
- Capacity
- Industry endorsement (e.g. previous experience with CBM or its partners)

The commonly used technical criteria are:

- International Agency for the Prevention of Blindness (IAPB) Eye Health Technology Guide: <https://www.iapb.org/learn/knowledge-hub/integrate/technology/guide/>
- IAPB Valued Supplier site: <https://valuedsupplier.iapb.org/>
- WHO Assistive Product Specification for Procurement

Criteria for assessing spectacles quality

The programme partners generally procure in line with their respective national standards, so CBM does not conduct additional quality checks on the spectacles.

Fred Hollows Foundation

Mission and focus areas

Fred Hollows is a global NGO that partners with governments and local communities to build strong, sustainable eye health systems across 25 countries. Its mission is to ensure that everyone, no matter where they live, has access to high-quality, affordable eye care. The organization primarily works with local government or NGO partners to deliver refractive error services to the community. These services include screening, examinations, prescriptions and the dispensing of spectacles, which are provided in both static and mobile facilities.

Geographic reach

Afghanistan	Myanmar
Australia	Nepal
Bangladesh	Pakistan
Burundi	Palestine
Cambodia	Pacific
Ethiopia	Rwanda
Jordan	Tanzania
Kenya	Uganda
Laos	Viet Nam

Criteria for selecting spectacles design and supplier

- The supplier needs to be registered and authorized to operate in the country.
- A diverse design selection is preferred. The organization prefers distributors that work with multiple manufacturers to ensure product diversity.
- Sufficient product quantities must be available for in-country purchases.
- Product quality:
 - Given that there are minimal or no local technical specification guidelines across many LMICs, Fred Hollows typically refers to technical specification guidance from IAPB for spectacles selection.
 - Ideally, ISO standards are required for each product, such as near-vision spectacles (ISO 16034), optical lenses (ISO 13666) and frames (ISO 12870). However, local markets often lack products that meet these standards due to the high application fees.
 - Fred Hollows will consider CE-labelled products if ISO-labelled ones are not available locally. A challenge remains due to the limited availability of local labs to verify if the products meet the claimed standards, especially for advanced models like UV-protective sunglasses.
- Costs: Including distribution costs, item costs and payment terms.
- Lead time
- Distribution channels
- Supplier's financial stability

Criteria for assessing spectacles quality

A quality inspection is always conducted at the port of entry for imports by the revenue authorities and the pharmacy and poisons board inspectors. Suppliers are required to

provide this inspection report to Fred Hollows and submit to them a sample or a random selection of spectacles for examination. The inspection scope includes but is not limited to:

- Obvious faults of the product
- Accuracy of prescriptions
- Centration of lenses

Light for the World

Mission and focus areas

Light for the World contributes to improving health systems, enabling education for all, and amplifying the voices of people with disabilities in the workplace and beyond. One of its priorities is saving eyesight worldwide. It promotes eye health by undertaking the following:

- Strengthening health systems
- Training local experts: ophthalmologists, nurses and opticians
- Ensuring access to eye healthcare for women, children and people with disabilities in rural areas and for those unable to afford services
- Providing technical equipment to enable the treatment of eye diseases
- Promoting eye care, creating awareness and advocating for new guidelines and laws

Geographic reach

Burkina Faso Ethiopia	Mozambique Uganda
--------------------------	----------------------

Criteria for selecting spectacles design and supplier

Light for the World uses the IAPB valued supplier list to select suppliers. In addition, they accept in-kind donations from global suppliers and source directly from local suppliers and Chinese wholesalers.

Light for the World seeks high-quality optical products and refers to ISO standards for quality. It is worth noting that they only seek clinically viable products. For example, they do not provide spectacles for very mild myopia to ensure their budget is used for people in genuine need, rather than simply aiming for a higher volume of spectacles to be delivered.

Criteria for assessing spectacles quality

They do not conduct quality inspections or audits before procurement but do supervision on-site.

Helen Keller International (HKI)

Mission and focus areas

A global NGO dedicated to helping children and families in need. In eye health, they provide vision screenings, eye exams and prescription spectacles for vulnerable children and adults.

Geographic reach

Helen Keller International helps children and families in 20 countries across Asia, Africa, Europe and the United States, reaching 73 million people worldwide. Most of its country's programmes currently focus on nutrition. Its work in eye health, specifically on refractive error, is now mainly concentrated in three countries:

1. Bangladesh (primarily through a factory worker programme)
2. Cameroon (primarily through a school eye health programme)
3. United States

Criteria for selecting spectacles design and supplier

Bangladesh:

- Price: Purchase cost-effective frames and lenses from suppliers and assemble them in local labs.
- Specifications: Helen Keller Bangladesh follows guidelines from Bangladesh National Eye Care. These national guidelines are fully aligned with WHO standards, ensuring that the project adheres to the best global practices.

Cameroon:

- Price: The lowest price that meets the specifications.
- Specifications: Helen Keller Cameroon ensures that the spectacles are produced or fitted by the service provider to comply with the prescribed characteristics (sphere, cylinder and axis) for each child, as well as considering the colour of frames based on gender.

Criteria for assessing spectacles quality

For both country programmes, procurement is from established vendors, e.g. EssilorLuxottica's 2.5NVG, who have their own rigorous product quality checks during manufacturing. At the time of dispensing, on-site verification of power and fitting is done by trained local teams.

RestoringVision

Mission and focus areas

RestoringVision is an NGO dedicated to empowering lives by restoring vision for millions of people in need. They run vision and spectacles delivery programmes with more than 2,700 NGO and government partners worldwide, over 95 per cent of the spectacles delivered by them are near-vision spectacles for presbyopia.

The organization focuses on providing people in need with their first pair of near-vision spectacles free of charge to raise awareness about the product and improve productivity. It primarily purchases spectacles directly from their contract manufacturer and distributes them through local partners. Besides, they also help donate spectacles from partners like Vision Catalyst Fund in Peru and India.

Geographic reach

Since 2003, RestoringVision programmes have been implemented in 147 countries. (Please note the countries listed below are not exhaustive and they are listed in alphabetical order)

Albania	Kenya
Angola	Kiribati
Antigua	Lebanon
Argentina	Liberia
Armenia	Malawi
Bangladesh	Malaysia
Barbados	Mali
Belize	Mauritania
Brazil	Mexico
Burkina Faso	Moldova
Cambodia	Mongolia
Cameroon	Morocco
Central African Republic	Mozambique
Chad	Nepal
Chile	Niger
Colombia	Nigeria

Comoros	Pakistan
Congo (DRC)	Panama
Costa Rica	Papua New Guinea
Ecuador	Paraguay
Egypt	Peru
El Salvador	St. Lucia
Eritrea	Philippines
Eswatini	Republic of Congo
Ethiopia	Romania
Fiji	Senegal
Gabon	Sierra Leone
Gambia	South Africa
Georgia	South Sudan
Ghana	Sri Lanka
Grenada	Sudan
Guatemala	Tanzania
Haiti	Thailand
Honduras	Togo
India	Türkiye
Indonesia	Uganda
Iraq	Ukraine
Jamaica	Uzbekistan
Jordan	Viet Nam
Kazakhstan	Zambia
	Zimbabwe

Criteria for selecting spectacles design and supplier

Currently, they procure from only one contract supplier, FSV, which manufactures in China. They have a long-term discounted pricing agreement with the supplier, given its charitable nature and significant volume.

If there is a need to select additional suppliers, they mainly consider the following factors:

- ISO standards are primarily preferred
- Technical specifications need to meet the requirement
- The supplier should have sufficient stock to react to global procurement on time
- A good reputation and rich experience in the field. The currently selected manufacturer is a primary supplier for many global well-known eyewear brands.
- Consistently affordable price

Criteria for assessing spectacles quality

No specific criteria are being used now as they have already established a trustworthy long-term partnership with the manufacturer.

Seva Foundation

Mission and focus areas

Seva Foundation is a global eye care nonprofit whose mission is to transform lives and strengthen communities by restoring sight and preventing blindness.

Geographic reach

Seva Foundation works closely with local partners and hospitals in 20 countries around the world.

Bangladesh	Myanmar
Benin	Nepal
Burundi	Nicaragua
Cambodia	Pakistan
Dominican Republic	Paraguay
Guatemala	Peru
Haiti	Tanzania
India	Uganda
Malawi	Ukraine
Mexico	United States

Criteria for selecting spectacles design and supplier

Seva Foundation works through their implementing partners. Most partner hospitals maintain competitive bidding processes and hold contracts with suppliers.

Criteria for assessing spectacles quality

Partner Hospitals maintain internal standards that are compliant with local government regulations.

Sightsavers

Mission and focus areas

Sightsavers' programmes began in Africa in the 1950s. Its goal is to prevent avoidable blindness, fight disease and ensure equality for everyone. Sightsavers works to prevent sight loss and avoidable blindness in some of the poorest parts of the world by treating conditions such as cataracts and uncorrected refractive errors. It collaborates with

governments and local, national and international partners to carry out eye operations and distribute treatments where needed. Additionally, it focuses on working with ministries of health and education and advocating for the inclusion of eye health in insurance schemes.

Geographic reach

Sightsavers now operates in more than 30 countries across Africa and Asia. A total of 19 currently have eye health programmes, and 3 more are in the programme design process.

Bangladesh	Mozambique
Burkina Faso	Niger
Cameroon	Nigeria
Chad	Pakistan
Côte d'Ivoire	Republic of Congo
Democratic Republic of the Congo	Senegal
Egypt	Sierra Leone
Ethiopia	South Sudan
Ghana	Sudan
Guinea	Tanzania
Guinea-Bissau	The Gambia
India	Togo
Kenya	Uganda
Liberia	Yemen
Malawi	Zambia
Mali	Zimbabwe

Criteria for selecting spectacles design and supplier

The organization has its own procurement guidelines, with a centralized procurement system that conducts quarterly purchases of spectacles. When selecting suppliers, they consider the following criteria:

- Capacity
- Cost
- Consistent and standardized products
- Company reputation
- Corporate social responsibility (CSR), such as no violations of human rights and environmental impact
- Technological innovation and advanced solutions, when possible

The procurement is usually conducted through a public RFP process. They have technical leads and advisors, including ophthalmologists and optometrists, who oversee the specific technical requirements for each procurement, primarily referring to WHO guidelines.

Criteria for assessing spectacles quality

Sightsavers procures from well-established global brands which are ISO-certified.

The quality of projects run by Sightsavers is measured with the organization's Quality Standards Assessment Tool. Quality Standards Assessments of Refractive Error projects include inspecting the models and available stock of spectacles to ensure that frames are available in different gender and age-appropriate specifications. Financial support systems and clinical records are also reviewed to ensure that spectacles are dispensed correctly, affordable and accessible to people in the lowest income groups.

VisionSpring

Mission and focus areas

A social enterprise provides affordable, quality spectacles, vision screening and training for non-profits, government agencies and corporate clients. The mission is to increase lifelong learning, learning, safety and well-being through spectacles for people vulnerable to poverty (living on less than US\$4 a day).

Geographic reach

Bangladesh Ghana India Kenya Nigeria Uganda	Viet Nam Zambia Rest of Africa Central and South America Caribbean Islands and Asia
--	---

Criteria for selecting spectacles design and supplier

- Quality:
 - CE, FDA, ISO 9001, ISO 13485, and/or other relevant ISO standards for spectacles are required
 - Quality of raw materials and parts
 - Implementation of QA/QC processes

- Industry endorsement – for example, VisionSpring collaborates with suppliers recommended by their trusted partners
- Labor hired in production
- Manufacturing process
- Equipment used in production
- Product safety

Criteria for assessing spectacles quality

- Third-party audits for the factory
- In-person factory visits
- Inbound QA/QC

Wheelchairs

CLASP (Momentum Wheels for Humanity)

Mission and focus areas

Momentum Wheels for Humanity's mission is to promote greater inclusion for people with disabilities globally, through three programmatic pillars:

1. Assistive Technology Supply and Provision
2. Rehabilitation and Assistive Technology Services Strengthening
3. Inclusive Disaster Response

Consolidating Logistics for Assistive Technology Supply and Provision (CLASP) was launched with USAID-funding and is implemented by Momentum Wheels for Humanity. CLASP consolidates mobility assistive products, self-care products and related accessories from a diverse range of suppliers/manufacturers at a third-party logistics provider in Shanghai and sells to customers (distributors, government, NGOs, international organizations) globally with a focus on low and middle-income countries. CLASP also responds to tenders.

Geographic reach

Through CLASP and other programme activities, MWH's work has reached over 60 countries including the following ones:

Armenia	Malawi
Bhutan	Mexico
El Salvador	Mozambique
Ethiopia	Nepal
Georgia	Pakistan
Guatemala	Romania
Haiti	Samoa
Honduras	Türkiye
India	Uganda
Indonesia	Ukraine
Jordan	Zimbabwe
Kenya	

Criteria for selecting wheelchair design and supplier

The products in CLASP catalogue have been approved by the PAC, an independent council of clinical experts, technical experts and wheelchair users who review product

documentation (detailed technical specifications, user/assembly manual, and standardized quality test result), ISO test results (ISO 7176) and business suitability (manufacturing capabilities). PAC also conducts an in-person evaluation to assess product usability, functionality, safety and quality. The PAC has evaluated products through invitation to bids and by directly sourcing products needed to fill catalogue gaps or to meet customer demands.

Criteria for assessing wheelchair quality

- ISO/TR 13570
- ISO 7176
- CE Mark
- Product feedback is solicited from customers and users informally through ongoing communication, emails, among other mediums, and formally through satisfaction surveys and a feedback page on the CLASP hub website

International Committee of the Red Cross (ICRC)

Mission and focus areas

Non-profit organization that provides humanitarian protection and assistance to those suffering the devastating effects of armed conflict. Under the rehabilitation programme, started in 1979, ICRC produces high-quality assistive and mobility devices at low cost and its mission is development of comprehensive rehabilitation and professional trainings to ensure the sustainability of services provision along with manufacturing assistive technologies.

Geographic reach

ICRC has physical rehabilitation projects in 28 countries with key operations in Afghanistan, Ethiopia, Israel and the Occupied Territories, Lebanon, Myanmar, Sudan, Syria, Ukraine and Yemen. A detailed country list can be found in the Prostheses section of this annex.

Free Wheelchair Mission (FWM)

Mission and focus areas

Non-profit organization that designs and manufactures wheelchairs appropriate to need in LMICs. They then ship it to their distribution partners who are also trained by FWM in wheelchair provision, assembly, maintenance and use.

Geographic reach

FWM is actively distributing in 33 countries and has distributed over 1.4 million wheelchairs since 2001.

Argentina	Jamaica
Brazil	Kenya
Chile	Mexico
China	Nicaragua
Colombia	Pakistan
Costa Rica	Paraguay
Dominican Republic	Peru
Ecuador	Philippines
El Salvador	Rwanda
Eswatini	Somaliland
Ethiopia	South Africa
Ghana	South Sudan
Guatemala	Thailand
Haiti	Uganda
Honduras	Ukraine
India	Viet Nam
Iraq	

Criteria for selecting wheelchair design and supplier

- Durability in LMIC's
- Ease of assembly
- Ease of production
- User feedback
- Cost to produce
- FDA standards
- FWM received funding from USAID to develop GEN_2 wheelchairs and contracted with Motivation to assist in the design.

Criteria for assessing wheelchair quality

- ISO 9001:2015
- ISO 7176
- Factory completes quality inspection report for every container before loading
- Monthly batch testing before shipment through third party
- Pre-shipment verification of conformity (PVoC) is done on behalf of KEBS by accredited organization if shipped to Kenya

Motivation

Mission and focus areas

Social enterprise which designs, manufactures and sells mobility and sports products globally. Motivation's charity supports the development of the wheelchair provision and disability inclusion ecosystem in the countries in which they work and advocates globally for disability inclusion. Profit from the social enterprise is fed back into the charity to fuel our mission towards greater inclusion via the sustainable provision of quality, appropriate AT.

Geographic reach

Motivation has country team presence in India, Kenya, Malawi and Uganda and they offer expertise via programme consultancy further afield including in Ethiopia, Nepal, Nigeria, Rwanda, Somaliland and Tanzania. Motivation's products are shipped via customers to around 50 countries.

Criteria for selecting wheelchair design and supplier

- Specifications suggested for standard manual wheelchairs and cushions in the WHO APS guidelines and WHO Guidelines on the Provision of Manual Wheelchairs
- Product features list
- Parts included in the box
- Full list of component adjustability ranges and how adjustments are made
- Product and component dimensions – including frame wheelbase, seat height, push handle height
- Weight – boxed / unboxed
- Colour options
- Branding options
- Size – boxed and fully assembled/folded for transport
- Component material info/specs – foams/fabrics/plastics/metals/rubber including standard bicycle component specs
- Component surface finish info/specs
- Bearing sizes and types used
- Level of assembly and time of assembly, tools needed
- Use environment info
- Recommended lifecycle

- Recommended maintenance or servicing requirements
- Optional accessories list
- Testing standards passed
- Disposal/recycling info

Criteria for assessing wheelchair quality

- Recommended for manufacturer: ISO 13485_2016 (quality management systems)
- Recommended product complies with CE 93/42 Medical Device Directive Marking
- Products conform to the relevant sections of the ISO:7176 including fire retardant foam and fabric and also ISO:9001 (2008-2013) and ISO 13845 (2008-2013) certified, Including: ISO standards: ISO 7176-1:2014, ISO 7176-3:2012, ISO 7176-5:2008, ISO 7176-7:1998, ISO 7176-8:2014, ISO 7176-16:2012 / 16840-10:2014
- Further, Motivation sets Final Random Inspection requirements, resulting in a percentage of products being taken off the end of the production line and checked against a list of criteria (set tolerances, correct number of nuts/bolts etc.) mutually agreed with the manufacturer. This involves full assembly of the product, measurements taken, among others.

Shonaquip SE

Mission and focus areas

A Hybrid Social enterprise established in 1992 which designs, manufactures and sells mobility and 24hour posture support devices globally. ShonaquipSE NPO invests in training, mentoring and capacity-building of community-based healthcare providers, people with disabilities, their families, repair technicians and other service providers.

We provide extensive outreach seating clinic services in 7 countries and work with policymakers to strengthen the ecosystems of support for disability both locally and internationally. All surplus generated through sale of products on both government tenders, private sector and NPO's is reinvested back into our NPO programmes strengthening our ability to reach the maximum number of underserved and marginalized communities in the most sustainable and responsible manner.

Geographic reach

Botswana Ethiopia Eswatini Georgia Iraq Kenya	Lesotho Mozambique Namibia South Africa Uganda Zimbabwe
--	--

Criteria for wheelchair design and manufacture and upgrades

- High level of posture support adjustability
- Ease of customization reducing clinical fitting and setup time
- Ease of assembly, maintenance and repair
- Durability in under resourced, rough terrain and off-road environments
- Materials and parts that can be sourced or repaired locally
- Steel tubing which can be welded most everywhere
- User Centred Design principles inform innovation
- Qualitative and quantitative feedback from users, healthcare providers and families.
- Feedback from partners

Criteria implemented to ensure wheelchair quality

- ISO 13485 certification
- CE certification
- FDA registration
- MHRA registration
- ISO 7176 certification
- EN12183 tested
- Crash tested
- PVoC is done on behalf of KEBS by accredited organization if shipped to Kenya
- All wheelchairs follow a rigorous quality checking process before being boxed and shipped

The Church of Jesus Christ of Latter-day Saints (Latter-day Saint Charities)

Mission and focus areas

Improve mobility, access and opportunities for persons with disabilities by supporting local organizations to build a quality, sustainable mobility device provision system aligned with WHO guidelines.

Geographic reach and impact for wheelchairs:

Currently running projects in 58 countries:

Albania	Malaysia
Angola	Marshall Islands
Argentina	Mexico
Barbados	Moldova
Belize	Montenegro
Bolivia	Nepal
Bosnia and Herzegovina	Nigeria
Botswana	North Macedonia
Brazil	Pakistan
Cape Verde	Papua New Guinea
Chile	Paraguay
Colombia	Philippines
Cote d'Ivoire	Romania
Dominican Republic	Rwanda
Ecuador	Saint Lucia
El Salvador	Samoa
Fiji	Sierra Leone
Georgia	Solomon Islands
Guatemala	South Africa
Guyana	South Sudan
Honduras	Sri Lanka
Iraq	Tanzania
Jordan	Timor-Leste
Kenya	Togo
Kiribati	Tonga
Kosovo	Uganda
Lao	Vanuatu
Liberia	Zambia
Malawi	Zimbabwe

Criteria for selecting wheelchair design and supplier

- High level of adjustability (resulting in fewer SKUs, ease of assembly, commonality of parts between different models)
- Durability in rough terrain and environments

- Materials and parts that could be sourced or repaired locally
- Steel tubing which can be welded almost everywhere
- 2008 WHO Wheelchair Guidelines in addition to our experience and feedback from local organizations and end users

Criteria for assessing wheelchair quality

- ISO 13485 certification and CE certification required
- Independent ISO 7176 and EN12183 testing
- Contract with SGS to inspect a random sample of wheelchairs for each order before the order is shipped from the factory

Walkabout Foundation

Mission and focus areas

UK and US charity dedicated to restoring the dignity, freedom and independence of those with mobility disabilities in the developing world and finding a cure for paralysis.

Geographic reach

Primarily in Kenya, Uganda, Haiti – other locations on an ad-hoc basis (humanitarian relief related to natural disasters or conflict). For example, Argentina, Ghana, Tanzania, Ukraine and Venezuela.

Criteria for selecting wheelchair design and supplier

- Compliance to WHO guidelines for appropriate wheelchairs
- Experience of manufacturer, our use of the product and tested durability
- Quality of the product vis-à-vis cost (including logistics)
- Availability (volumes and supply time)
- Long-term potential of establishing an economical partnership

Criteria for assessing wheelchair quality

- ISO 7176
- Kenya Bureau of Standards (KEBS) – KS 1320: 2010
- Pre-shipment quality inspection is mandatory for imports to Kenya. PVoC is done on behalf of KEBS by accredited organization such as SGS (Société Générale de Surveillance) and Bureau Veritas