

A Day in the Life of a DKT Sales Rep

Delivering
contraceptives on
Liberian roads can
be challenging



Helping hands are
usually not far away



The products finally arrive
at the sales outlet



They are counted
and placed
on the shelves



**We do what it takes to get health products
to people who need them**

Letter from **CHRISTOPHER PURDY**

Allow me to introduce you to Gaylor Barnar, whose selfie adorns the cover of this annual report.

Gaylor, a sales representative for DKT Liberia, is just one of thousands of DKT team members who get up every day to ensure that reproductive health products are made available wherever and whenever people need them. As you can see, sometimes this involves navigating difficult terrain and poor infrastructure like this muddy road in rural Liberia. And yet, Gaylor is undeterred, knowing that eager pharmacists and doctors are counting on him to deliver much needed contraceptives and safe abortion products.



Gaylor's role at DKT is part of a larger picture that begins with DKT registering, importing, warehousing, and distributing a wide range of affordable, high quality contraceptives and safe abortion technologies. We estimate that DKT procured more than \$100 million worth of such commodities in 2019. We then ensure wide accessibility and availability of these goods by leveraging the commercial (and sometimes public sector) supply chain channels. The end result is that products are generally found where and when consumers need and want them – and at a price most can afford.

In addition, DKT helps shape and improve the consumer experience from pre-purchase to use to post-use. First, we ensure that health providers are properly trained; in 2019, DKT trained 66,500 doctors, nurses, midwives, and pharmacists on skills such as IUD insertion and removal and counseling about the abortion pill.

We also educate and inform millions of women and men about their contraceptive options so that they have the right information at the right time and place. This includes airing thousands of TV and radio advertisements, leveraging digital technology to the fullest, and investing in face to face educational and promotional activities. The result is a high degree of customer satisfaction about their experiences and the products they use to determine their reproductive destinies.

As a result, in 2019, DKT delivered 47.8 million couple years of protection across 57 countries, making DKT one of the largest providers of contraception and safe abortion technology, products, and services in the world. We estimate that these efforts averted 7.8 million pregnancies, 10 million unsafe abortions, and 35,000 maternal deaths. We are deeply proud of these results and humbled by the many people these efforts have touched.

As we look ahead at 2020 and the rise of COVID-19, we are facing unprecedented challenges in our global work and lives. DKT is preparing for these challenges as best we can. Like Gaylor, DKT remains committed to our mission of empowering women and men with the right and ability to choose when and if to have children. These couples are depending on DKT to keep that right alive and we will not let them down.

Thank you for supporting our life-saving and life-changing work.

A handwritten signature in blue ink, consisting of the letters 'CP' followed by a stylized horizontal line.

Christopher Purdy
President and CEO

The logo for DKT International, featuring the letters 'dkt' in a bold, lowercase, sans-serif font, with 'INTERNATIONAL' in a smaller, uppercase, sans-serif font below it. The entire logo is in red.

DKT IMPACT IN 2019

DKT results translated into the following health impact in 2019:

- **7.8 million** pregnancies averted
- **10 million** unsafe abortions averted
- **56,000** infant deaths averted
- **35,000** maternal deaths averted
- **47.8 million couple years of protection (CYPs) delivered**



These dancers promoted Kiss condoms at a World AIDS Day event in Kenya.

47.8 Million CYPs

DKT derives these CYPs from the following products:

- **806.8 million** male and female condoms
- **92.9 million** oral contraceptives
- **30.4 million** injectable contraceptives
- **13.2 million** emergency contraceptives
- **3.6 million** IUDs and hormonal IUS
- **1.8 million** hormonal implants
- **45,800** tubal ligations and vasectomies
- **19.6 million** misoprostol pills
- **4.2 million** mifepristone/misoprostol combipacks
- **222,000** manual vacuum aspirators (MVAs)
- **1.8 million** cannulae
- **2 million** suppositories and foaming tablets



Prudence is the #1 best selling condom brand in Brazil and Mexico.

WomanCare GLOBAL | A COMPANY OF dkt INTERNATIONAL

2019 DKT WomanCare Sales

- **MVA Kits: 222,123**
- **Implants: 1.4 million**
- **Cannulae: 1.8 million**
- **CYPs: 1.5 million**

DKT WomanCare partners with manufacturers to market and distribute health products across 90 countries around the world, including to Ministries of Health, UNFPA, USAID, NGOs, and the private sector.

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DKT's Commitment to Quality

DKT is committed to ensuring that our customers and clients receive both a high quality product as well as a high quality experience.

Product quality

DKT works with many well established manufacturers who follow international quality assurance guidelines and have earned approvals from stringent regulatory oversight bodies. Equally important and because ongoing monitoring of quality is the only way to ensure consistent meeting of standards, DKT has a quality risk mitigation policy in place. This includes rigorous and regular testing of DKT products in the marketplace and the ability to quickly respond to challenges that arise.

Customer experience

DKT's role in enhancing and improving the quality of the customer's experience has become increasingly significant. Every year, DKT trains thousands of health professionals (66,500 in 2019) on a range of skills such as IUD and implant insertion and removal and safe abortion counseling. DKT increases the capacity of pharmacists and their assistants so they can better support their clients. By supporting these front line providers, DKT helps to improve the quality of information and the way it is delivered.

In countries where DKT runs its own clinics or partners with others' clinics, DKT does what it can to make sure that a woman's experience is exceptional – kind, compassionate, professional and hygienic.

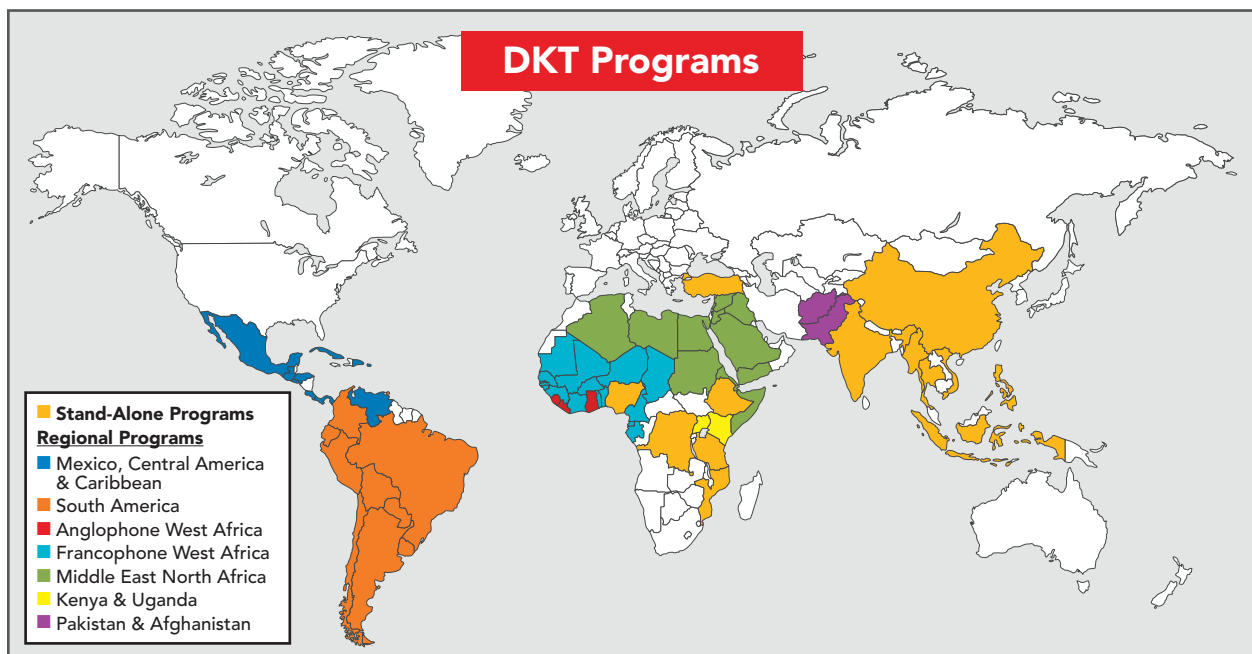


DKT Medical Rep Tulus Basuki talks to DKT Midwife Bidan Yati during a market day visit to her clinic in West Java, Indonesia.

Celebrating the People of DKT

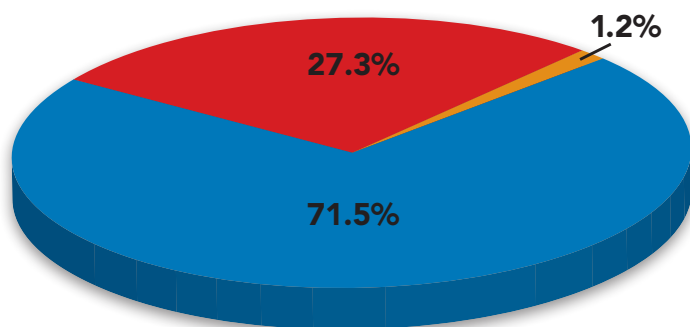
The people who work at DKT are at the heart of everything we do. Day in and day out, they ensure that life-changing products, services, and information are available to the people that need them, and that women and men have the education they need to make informed choices.

At the beginning of this new decade, we acknowledge the many contributions of our 3,500+ employees in 57 countries on four continents. Below, we highlight just a few of the DKT Global team. We salute you, we honor you. We couldn't do what we do without you, and we are grateful for your many contributions.



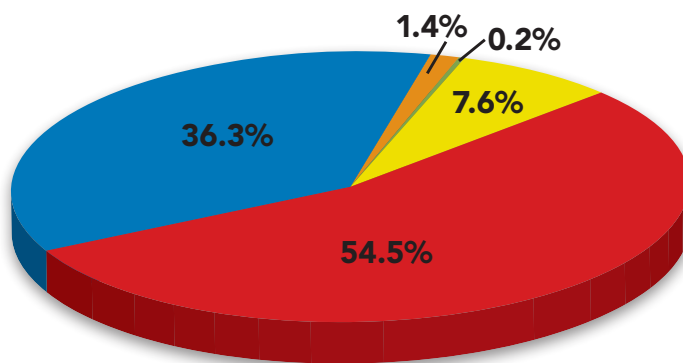
2018 FINANCIAL HIGHLIGHTS

Total Revenue and Support: \$200.5 Million



- Contraceptive Sales & Related Services
- Other Income
- Grants & Contributions

Total Expenses: \$233.1 Million



- Program Costs
- Cost of Contraceptives
- Headquarters Expense
- Fundraising
- Other Expenses

After Half a Lifetime, Behavior Change

Two DKT staff members were visiting the Janani program in northeastern India when they encountered a 30-year-old woman who had come to one of Janani's Surya clinics in Muzffarpur district of Bihar state for a tubal ligation.

The DKT staffers asked her how she had heard of the Surya clinic network. She told them she had heard a radio show 15 years before – when she was 15 years old – that included a Q&A with a doctor and some Surya advertisements. Based on that strong memory from half a lifetime ago, she had decided to entrust a Surya clinic with her procedure.

At DKT, staff always hope that its promotion, advertising, and education results in positive behavior change, but this is the first anyone can remember waiting 15 years for the pay-off to take place.



Women wait for health care at Janani's Surya clinic in Muzffarpur district of Bihar state.

DONORS: DKT International gratefully acknowledges the generous support of donor organizations, foundations and governments. We pledge to be worthy of their trust. A [list of major donors](#) is available on our website. Donations to DKT may be mailed or made online. [Here are the details.](#)



1001 Connecticut Ave NW, Suite 800, Washington, DC 20036 • Tel: 202-223-8780

Fax: 202-223-8786 • info@dktinternational.org • www.dktinternational.org

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