All Head Office & Central Management Expenses are borne by the Trustees, so 100% of your partnership donation is dedicated for program delivery.

Population of Karachi
20,000,000+
Lifesaving ambulances
ONLY 60
سوجئن نرا!

Karachi needs 200+ life-saving ambulances against the current availability of only 60. Your zakat and donation can save lives – because Every Minute Matters.
# Aman Foundation: Our History

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>AmanGhar Meal Plan Program Initiated</td>
</tr>
<tr>
<td>2008</td>
<td>Arif and Fayeeza Naqvi establish the Aman Foundation</td>
</tr>
<tr>
<td>2009</td>
<td>Launched EMS with 10 ambulances</td>
</tr>
<tr>
<td>2011</td>
<td>Aman Institute of Vocational Training launched</td>
</tr>
<tr>
<td>2012</td>
<td>Official launch of UHI &amp; Telehealth</td>
</tr>
<tr>
<td>2012-13</td>
<td>Inception of the Aman Community Health Program and SUKH Initiative</td>
</tr>
<tr>
<td>2015</td>
<td>Launch of the AmanLeaders MT Program</td>
</tr>
<tr>
<td>2017</td>
<td>Launch of the Sindh Peoples Ambulance Service</td>
</tr>
</tbody>
</table>
An Overview of Aman Foundation

We provide direct interventions in health and education

### Health

**Emergency Medical Services**
- 24/7 Ambulatory Care
- 75 state-of-the-art ambulances
- All staff trained through the Urban Health Institute

**Telehealth**
- 24/7 medical helpline
- Capacity: 500,000 calls per year

**Community Health Program**
- Basic care at home for a population of 100k
- Bridge between diagnosis and treatment
- Local community members providing door to door healthcare

**Mother and Child Health**
- “AMAN Sukhi” initiative to increase modern contraceptive usage
- Empowering 250+ young female CHWs
- 5-year partnership with Gates Foundation and Packard Foundation

### Education

**Vocational Training Institute**
- TVET for underprivileged youth
- 6-month certificate programs (accredited by City & Guilds in the UK)
- 12 dynamic vocational disciplines
- Tailored to meet growing demand for technically skilled workers
- Development in English language, IT, hygiene, etiquette
- 100+ faculty members
- Capacity: 5,000 students per batch
- Job placements locally and internationally

**Leadership**
- Aman Leaders two-year Management Trainee Program launched in Sept. 2015
- Pre and Post-MBA Social Enterprise Fellowship Program launched in Oct. 2015
Our Distinct Approach

*We focus on delivering sustainable and scalable impact in health and vocational training*

**SUSTAINABILITY**

Programs are designed for sustainability in the medium to long term. A few models are:

- Tiered pricing model for those who are willing and can afford to pay for the ambulance services
- Partnership with multilateral and bilateral donor organizations for the vocational training program

**SCALABILITY**

Programs are built to be prototype models that may be scaled

- Sukh Initiative, a partnership of the Gates Foundation, the Packard Foundation and the AMAN Foundation to provide mother & child healthcare services to 1 million population
- Public-Private partnership agreement to scale EMS services in Sindh province
## Our Recognition and Awards

<table>
<thead>
<tr>
<th>Category</th>
<th>Award</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>City &amp; Guilds UK</td>
<td>Medals of Excellence to instructors and students of AmanTech</td>
<td>(2013, 2014)</td>
</tr>
<tr>
<td></td>
<td>Centre of Excellence – South Asia</td>
<td>(2017)</td>
</tr>
<tr>
<td>Asian Emergency Council</td>
<td>‘Best In Asia’ EMS Service Award by the Asian Emergency Council</td>
<td>(2014)</td>
</tr>
<tr>
<td>Performance Excellence</td>
<td>Performance Excellence Award by NAVTTC</td>
<td>(2016)</td>
</tr>
<tr>
<td>BNP Paribas Prize for Individual Philanthropy</td>
<td>Recognized for “exceptional work in healthcare and education”</td>
<td>(2016)</td>
</tr>
<tr>
<td>Global Humanitarian Award</td>
<td>Received from the Johns Hopkins School of Public Health</td>
<td>(2016)</td>
</tr>
<tr>
<td>Social Entrepreneur of the Year</td>
<td>Awarded by the Schwab Foundation</td>
<td>(2017)</td>
</tr>
</tbody>
</table>
We have created a holistic health eco-system that has created exponential impact, and we are committed to working tirelessly to grow this impact.

### Ambulance
- **955K+** Patients transported to date (includes 100,000 interventions for flood relief)
- **110K** Life-saving interventions last year

### Telehealth
- **561+** Individuals served to date
- **110K+** Calls serviced last year

### Community Health
- **577k+** Household visits
- **84.9%** EPI Vaccination coverage rate

### Mother-and Child Health – The Sukh Initiative
- **1M** People covered
- **$10M** International funding invested in Pakistan
Our Differentiators – Life-Saving Aman Ambulances

Aman Ambulances have changed the landscape of emergency care in Karachi

Before Aman

× Transportation Only: Majority of Karachi’s ambulances served only as transport vehicles
× Low Quality Assurance: QA mechanisms were not in place for a majority of the ambulatory services in Karachi
× Limited Medical Staff: Most ambulances did not have medical staff onboard
× Life-saving equipment: Most ambulances were not equipped with life-saving equipment

Patients did not receive medical services in ambulances which resulted in loss of lives en route

The Aman Difference

After Aman

✓ Best in Class Services: 75 state-of-the-art ambulances, with doctors, paramedics and nurses providing 24/7 coverage in the city
✓ Rigorous QA: ISO:9000 certified systems and procedures and a dedicated QA department
✓ ProQA1 triage system: Adopted based on clinical protocols used in London and New York
✓ Efficient Average Response Time: An average response time of 18 minutes has transformed Karachi’s emergency pre-hospital care
✓ Access and Subsidies: No life-threatening and serious cases are refused service and emergency interventions are heavily subsidized
✓ All donations go directly to services: All Head office and central management overheads are borne by the Trustees

1 ProQA is a Emergency Medical Dispatch protocol
Our Ambulance Infrastructure - Emergency Life-Saving Initiative

Infrastructure

- Operates from 6 stations and 90 key points
- Total fleet of 75; 60 on road
- A 24/7 Command & Control Centre
- Pro-QA\(^1\) system for caller triaging
- Operations audited by PwC; internal audit by KPMG

Equipment

- State of the art equipment to allow the emergency services team to perform life-saving interventions
- Cardiac monitors, defibrillators, intubation kits, pulse oximeters and suction machines essential for emergency response
- Biomedical engineers and technicians ensure adequate up-keep of the equipment

Human Capital

- 12 Trained Doctors, 43 Paramedics and 400+ EMTs\(^2\) and EVOs\(^3\)
- 45 Command & Control staff and 13 management personnel
- In-house training facility for Ambulance crew
- EMS team aligned to deliver multi-tiered service model (30 BLS, 30 ALS)\(^4\)

Performance

- Average Response Time is 18.4 minutes for critical calls\(^5\)
- Awarded the Asian EMS Award in 2014
- Program uptake by the Government of Sindh, for Thatta & Sajawal
- ISO:9000 Certified; dedicated QA department

---

\(^1\) ProQA is a Emergency Medical Dispatch protocol; \(^2\) Emergency Medical Technician; \(^3\) Emergency Vehicle Operator; \(^4\) BLS: Basic Life Support, ALS: Advanced Life Support; \(^5\) Critical Response time since inception is 12 minutes, but has increased over the past 6 months due to the extreme load faced by the ambulance service
Best in Class Donor Reporting: 6 Monthly Report (Sample Only)

**Level Wise Distribution of Interventions from Oct-14 to May-17 (972 Days)**

- Life Threatening: 46%
- Serious: 50%
- Normal: 4%

**KMs Travelled**

<table>
<thead>
<tr>
<th>KMs</th>
<th>AM-107</th>
<th>AM-108</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>132,531</td>
<td>116,248</td>
</tr>
</tbody>
</table>

**Basic Statistics for AM 107 & 108**

- In 972 days, these ambulances dealt with 10,626 medical emergencies.
- 27% patients were infants (under 1 year), 8% were children (1 to 12 years) whereas 65% were above 12 years of age.
- These ambulances are deployed in Jamshed Town, adjacent to Saddar & Quaid e Azam Tomb, with a population of approximately 7.5 million people.

**Area-wise Distribution of Emergencies (972 Days)**

<table>
<thead>
<tr>
<th>Area</th>
<th>Clifton</th>
<th>Dhoraji</th>
<th>Garden</th>
<th>Gulshan E</th>
<th>Kharadar</th>
<th>New Town</th>
<th>Pehs</th>
<th>Saddar</th>
<th>Saddar</th>
<th>Soldier Bazar</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>15%</td>
<td>2%</td>
<td>4%</td>
<td>5%</td>
<td>2%</td>
<td>4%</td>
<td>62%</td>
</tr>
</tbody>
</table>

**Category of Interventions in Home/Road to Hospital Origins**

- Haemorrhage: 3%
- Traumatic Injuries/RTA: 32%
- Disconscious/Paint Vng: 27%
- Chest Pain/Heart Patient: 13%
- Pregnancy/Child Birth: 1%
- Incidents: 8%
- Wandering Problem: 12%

**Severity Wise Distribution of Emergencies**

<table>
<thead>
<tr>
<th>Level</th>
<th>AM 107</th>
<th>AM 108</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Normal</td>
<td>223</td>
<td>149</td>
</tr>
<tr>
<td>Alpha Serious</td>
<td>106</td>
<td>132</td>
</tr>
<tr>
<td>Bravo</td>
<td>105</td>
<td>96</td>
</tr>
<tr>
<td>Charlie</td>
<td>2,317</td>
<td>2,178</td>
</tr>
<tr>
<td>Delta</td>
<td>2,912</td>
<td>2,386</td>
</tr>
<tr>
<td>Echo</td>
<td>27</td>
<td>14</td>
</tr>
<tr>
<td>Omega</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Grand Total</td>
<td>5,691</td>
<td>4,935</td>
</tr>
</tbody>
</table>
We need your support to sustain the emergency medical services in Karachi and to reduce our response time from 18 minutes to 12 because EVERY MINUTE MATTERS
How Can you Help?

You can support us through your Zakat, Donation or CSR by choosing an option below

Central overheads are borne by Trustees, so 100% of your partnership donation is dedicated for program delivery.

All Capex and Opex for Aman Ambulance qualifies for zakat for which an appropriate Waqf and Fatwa is secured.

1 Based on intervention cost of Rs. 4,700/- per intervention
## Cost of Sponsoring an Ambulance Capex and Opex

### Ambulance Costing Break-up

#### Advanced Life Saving Ambulance (ALS Capex)

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount (PKR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Vehicle[^1]</td>
<td>5,000,000</td>
</tr>
<tr>
<td>Fabrication for Ambulance Conversion</td>
<td>1,200,000</td>
</tr>
<tr>
<td>Vehicle Registration</td>
<td>200,000</td>
</tr>
<tr>
<td>Automated External Defibrillator, Oxygen Cylinders, Pulse Oximeter etc.</td>
<td>600,000</td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
<td><strong>7,000,000</strong></td>
</tr>
</tbody>
</table>

#### Advanced Life Saving Ambulance (ALS Opex)

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount (PKR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication Charges (Mobile, PTCL, Postal)</td>
<td>35,000</td>
</tr>
<tr>
<td>Vehicle Insurance</td>
<td>145,000</td>
</tr>
<tr>
<td>Medical Staff Health &amp; Life Insurance</td>
<td>20,000</td>
</tr>
<tr>
<td>Legal &amp; Professional Fees (SLAs, Nortel &amp; Computer Aided Dispatch)</td>
<td>30,000</td>
</tr>
<tr>
<td>Medicinal and Oxygen Supplies</td>
<td>180,000</td>
</tr>
<tr>
<td>Vehicle and Equipment Repair &amp; Maintenance</td>
<td>410,000</td>
</tr>
<tr>
<td>Cost of Ambulance Staff[^2]</td>
<td>4,470,000</td>
</tr>
<tr>
<td>Induction Training of Health Staff and Certifications</td>
<td>250,000</td>
</tr>
<tr>
<td>Fuel Cost</td>
<td>960,000</td>
</tr>
<tr>
<td><strong>Direct Cost per year</strong></td>
<td><strong>6,500,000</strong></td>
</tr>
</tbody>
</table>

[^1]: Vehicle is Toyota Hiace, [^2]: 1x Ambulance Driver, 1x Paramedic and 1x Nurse working in three shifts
Inside an Advanced Life Support Ambulance

- BP Apparatus
- Oxygen Cylinder
- Suction Machine
- Stretcher with Spine Board and Head Immobilizer
- Emergency Kit and Medicine Bag
- Medicine & Equipment Rack
- Automatic Electronic Defibrillator
- Patient Monitor
- 1 X Emergency Medical Technician
- 1 X Emergency Vehicle Operator
- 1 X Paramedic
- Suction Machine
- Stretcher with Spine Board and Head Immobilizer
How to Donate

Number of Interventions made since inception: 955,000+

By Cheque or Online Donation

*In favour of: Aman Health Care Services*

Aman Foundation
Plot # 333 Korangi Township
Near Pakistan Refinery, Karachi

Online: [support.amanfoundation.org](http://support.amanfoundation.org)

Bank Transfer

Name: Aman Health Care Services

*For Donations:*
Bank: Habib Bank Limited
Account No: 1216-79006063-01
IBAN: PK62 HABB 0012 1679 0060 6301

*For Zakat:*
Bank: Meezan Bank
Account No: 0121-0100861534
IBAN: PK19 MEZN 0001 2101 0086 1534

1. All Capex and Opex for Aman Ambulance qualifies for zakat for which an appropriate waqf and fatwa have been secured.
Thank you for your Partnership.

Email: info@amanfoundation.org
Contact: +92 (21) 111 111 823