

# Working with the Commonwealth

## INTERVIEW WITH TERENCE JAGGER CBE

CHIEF EXECUTIVE, CROWN AGENTS



TERENCE JAGGER CBE joined Crown Agents in March 2011 from one of the most senior civilian roles within the Ministry of Defence, command secretary of the RAF at its HQ in High Wycombe, UK. His 16-year career with the MoD included roles as the political advisor to the NATO commander in Kabul and head of the private finance initiative. He also led the privatisation of QinetiQ. He previously spent several years in the private sector with companies such as Shell, American Express, Burmah Oil and Unigate, in the UK and overseas. He has served as a trustee of the London Library and as a director of the Met Office.

### What is Crown Agents' relationship with the Commonwealth Secretariat?

Crown Agents works with many Commonwealth countries to help governments to increase prosperity, reduce poverty and improve health. We are committed to delivering sustainable results in many of the same areas, working hand-in-hand with governments and donors. One of the areas we work closely together on is debt management. Crown Agents is an official distributor of the Commonwealth Secretariat Debt Recording and Management System (CS-DRMS), which is in use in 60 countries, and works with Commonwealth countries to add value to the smooth functioning of the software.

When Crown Agents was appointed to reform domestic and external borrowing in Nigeria we consolidated debt management activities into one Debt Management Office (DMO) and used CS-DRMS to record loans, transaction and exchange rates to inform policy for debt cancellation. This project empowered the Nigerian government to take control of its future borrowing and contributed to the cancellation of US\$18 billion Paris Club debt. This year, we have worked on diverse issues including better managing debt using CS-DRMS software in the Southeast European (SEE) region and in May, the delivery of a presentation on export competitiveness to public and private sector delegates from 16 Commonwealth countries at a workshop in Singapore.

**CHOGM2011 will address food security, sustainable development, natural resource management as well as promoting strong, sustainable and balanced economic growth, recovery from the global financial crisis, and climate change. How far does Crown Agents tackle these far-ranging issues?**

Much of our expertise is around public financial management and trade, helping governments to grow economies and improve the management of their own resources for the good of all. We work with governments, companies and NGOs across four continents, in more than 100 countries and we have offices in more than 33 countries with consultants who speak over 50 languages. Our projects are wide-ranging and achieve high quality, measureable results. In Bulgaria, over three years we helped the government

to increase revenue by 80 per cent through sustainable reforms in the customs and tax administrations. This resulted in €2 billion in additional income, which the Bulgarian government used to support its social programme of improved health care, pensions and education. While in Russia, Ukraine, Georgia and Kyrgyzstan we completed facilities to secure the safe storage of hazardous nuclear and radioactive materials.

We encourage the development and use of environmentally friendly technologies on all projects and carry out prior environmental impact assessments when exploring business opportunities. Aid effectiveness underpins all of our work by ensuring value for money and we partner with funding organisations and clients so that countries come to own their own development agendas.

**The Commonwealth has backed the political declaration by the United Nations to galvanise global efforts to fight non-communicable diseases (NCDs). What is Crown Agents doing to support efforts to manage NCDs?**

Crown Agents has formed long-term partnerships with governments and NGOs to improve access to healthcare by building sustainable institutions, systems and capacity. This work includes working with medical stores and ministries of health to improve their capabilities as well as producing commodities for specific disease programmes. Malaria affects roughly 250 million people every year and Crown Agents has a strong track record of carrying out procurement, inspection and logistics support on projects to tackle disease across the world for many years. We have purchased over four million long-lasting insecticide-treated bednets and 10 million anti-malaria drug treatments, funded by DFID, for use as intermittent preventative therapy for pregnant women in Nigeria. We are improving access to artemisinin-based combination therapies (ACTs) and Malaria Rapid Diagnostic Tests (RDTs) in Zambia and in 2009, working with UNICEF, PSI and JSI, we assured the quality of over 33 million bednets, visiting factories in China, Vietnam, Singapore, Thailand, India and Tanzania. All of these interventions are helping to dramatically reduce the number of deaths every year due to malaria around the world.