



Stichting Health Action International

Financial statements for the year

2009

**Amsterdam
MARCH 2010**

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Financial Report

During the financial year 2009, Stichting Health Action International spent € 1.502.300 (2008: € 1.098.400) of which € 590.600, (2008: € 480.200) direct project expenses and € 911.730 (2008: € 618.200) reallocated direct staff expenses of the Amsterdam office.

Of the total income of € 2.174.600 an amount of € 881,240 (2008: € 578.700) was transferred to the regional co-ordinating offices. It should be noted however, that the amounts allocated to HAI Global projects is generally also spent in the pursuit of access to essential medicines and their rational use within low and middle income groups in their respective country.

The breakdown of the reported income of € 2.174.600 is as follows:

Donor income	EURO	EURO	%	%
- Ministry of Foreign Affairs, the Netherlands		1,570,002		72.2
- EU		198,900		9.1
- MeTa/Health Partners		39,181		1.8
- Others		4,041		0.2
- Open Society Institute		17,481		0.8
- World Health Organisation		108,174		5.0
		<u>1,937,779</u>		<u>89.1</u>
Other Income				
- Balance of funds HAI Africa	156,372		7.2	
- Membership contributions HAI Europe	5,100		0.2	
- Interest and miscellaneous	<u>75,349</u>		<u>3.5</u>	
		236,821		10.9
Total Income		<u><u>2,174,600</u></u>		<u><u>100.0</u></u>

Multi-annual overview

This overview shows the results of the past five years

INCOME	2009	2008	2007	2006	2005
Income from own fundraising	168,877	225,763	165,718	43,385	65,061
Other income	2,005,720	1,198,540	1,109,033	1,155,945	1,043,951
Transfers to other regions	(444,786)	(392,558)	(393,671)	(353,596)	(384,037)
Total income	<u><u>1,729,811</u></u>	<u><u>1,031,745</u></u>	<u><u>881,080</u></u>	<u><u>845,734</u></u>	<u><u>724,975</u></u>
EXPENDITURE					
Access to Essential Medicine	723,807	705,285	484,350	420,245	287,912
Rational Use of Medicine	374,868	193,267	151,878	181,466	234,184
Democratisation of Medicines' Policy	427,421	199,824	50,609	74,553	50,889
Total expenditure on objectives	<u>1,526,096</u>	<u>1,098,376</u>	<u>686,837</u>	<u>676,264</u>	<u>572,985</u>
Management and administrative costs	132,102	167,691	149,256	151,619	121,776
Total Expenditure on income generation	<u>38,890</u>	<u>18,225</u>	<u>26,730</u>	<u>7,452</u>	<u>10,206</u>
Total expenditure	<u><u>1,697,089</u></u>	<u><u>1,284,292</u></u>	<u><u>862,823</u></u>	<u><u>835,335</u></u>	<u><u>704,967</u></u>
SURPLUS	<u><u>32,722</u></u>	<u><u>(252,547)</u></u>	<u><u>18,257</u></u>	<u><u>10,399</u></u>	<u><u>20,008</u></u>

Income increased by 53% compared with 2008, mainly due to increase in government and EU subsidies. For 63% this increase has been used on objectives/ goals of the organisation. The growth in income however, has not led to a percentage increase in management and administrative costs. These have decreased from 21% in 2005 to 15% in 2009. The growth of the organisation is due to increased efforts of management and project coordinators coupled with the increased funding from institutional donors and intensified working relationship with the WHO.

The continuity reserve represents 21% of the yearly operating staffing costs.

From the reported income the transfer to the regions, HAI Asia Pacific, HAI Africa and HAI Latin America, have been deducted.

The figures of the years 2005 and 2006 have been restated for comparison purposes.

CBF key figures

Health Action International is in the process of obtaining the CBF-keur, which is expected to be obtained in the 3rd Quarter of 2010. The CBF-keur is awarded by the Dutch Central Bureau on Fundraising (CBF).

The CBF considers the costs of own fundraising expressed as a percentage of income from own fundraising one of the key indicators.

The maximum set by the CBF is 25 %. HAI remains well below this limit. The reason for this relatively low percentage is the fact that fundraising has not been a specialised function within HAI until September 2009 when the services of a professional funding officer have been engaged. The fundraising activities have been part of the global director's tasks in the past.

	2009	2008	2007	2006	2005
Income from own fundraising	168,877	225,763	165,718	43,385	65,061
Costs of own fundraising	38,890	18,225	26,730	7,452	10,206
Costs as percentage of income from own fundraising	23.0%	8.1%	16.1%	17.2%	15.7%

Another key figure is the spending ratio on the objectives/aims. This percentage shows the proportion of total income that is spent directly on the objectives.

	2009	2008	2007	2006	2005
Amount spent directly on the objectives	1,526,096	1,098,376	686,837	676,264	572,985
Total income	1,729,811	1,031,745	881,080	845,734	724,975
Spending ratio	88.2%	106.5%	78.0%	80.0%	79.0%

Budget 2010

The budget for 2010 was approved by the Board on 20 November 2009.

INCOME	2010 budget	2009 budget
Income from institutional donors and member contributions	55,000	203,900
Government subsidies	1,435,150	1,389,439
Income from investments	9,850	6,661
Total income	1,500,000	1,600,000
EXPENDITURE		
Expenditure on objectives		
Information/awareness-raising	40,230	60,000
Global Program costs	1,509,210	1,665,800
	1,549,440	1,725,800
Costs of income generation		
Costs of own fundraising	69,300	30,000
Costs of activities by third parties	-	-
Costs of acquiring government subsidies	23,060	45,000
	92,360	75,000
Management and administrative costs		
	138,200	122,200
Total Expenditure	1,780,000	1,923,000
Carry-over from 2009/2008	330,000	373,000
Result	50,000	50,000

Global Programme and geographical distribution

Support was given to the HAI regional offices to realise the organisational objectives and the total amounts spent, including the HAI global allocation, is as follows:

	2009	2008
<i>HAI Latin-America</i>	511,986	403,691
<i>HAI Africa</i>	442,617	314,215
<i>HAI Asia Pacific</i>	352,213	383,584
<i>HAI Europe</i>	630,234	384,811
Total Global Programme	1,937,050	1,486,300

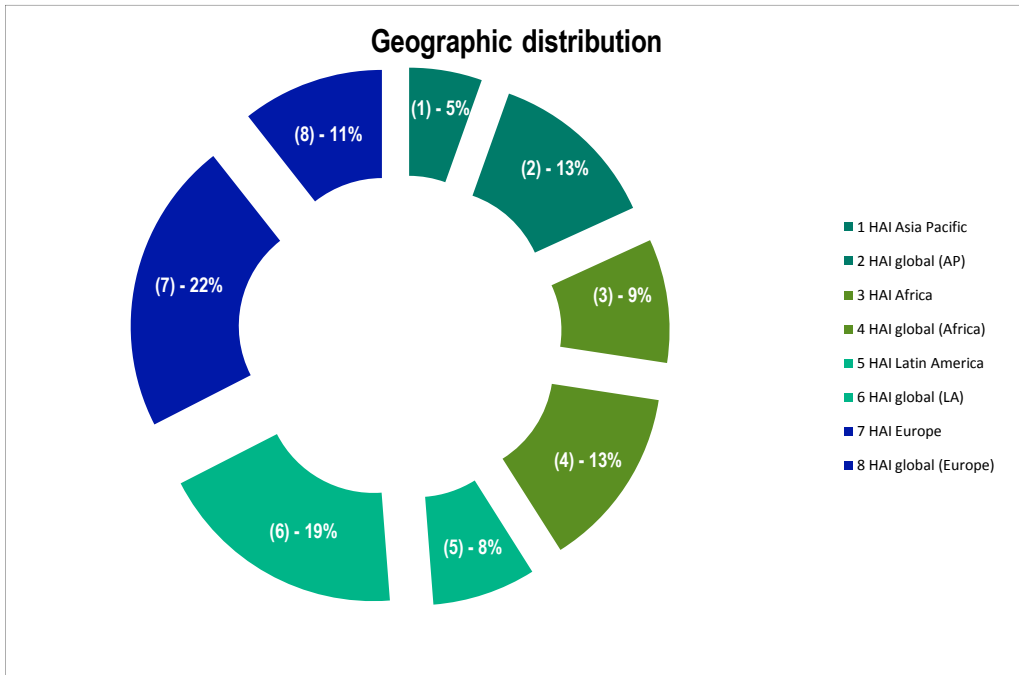


Selected Financial Information

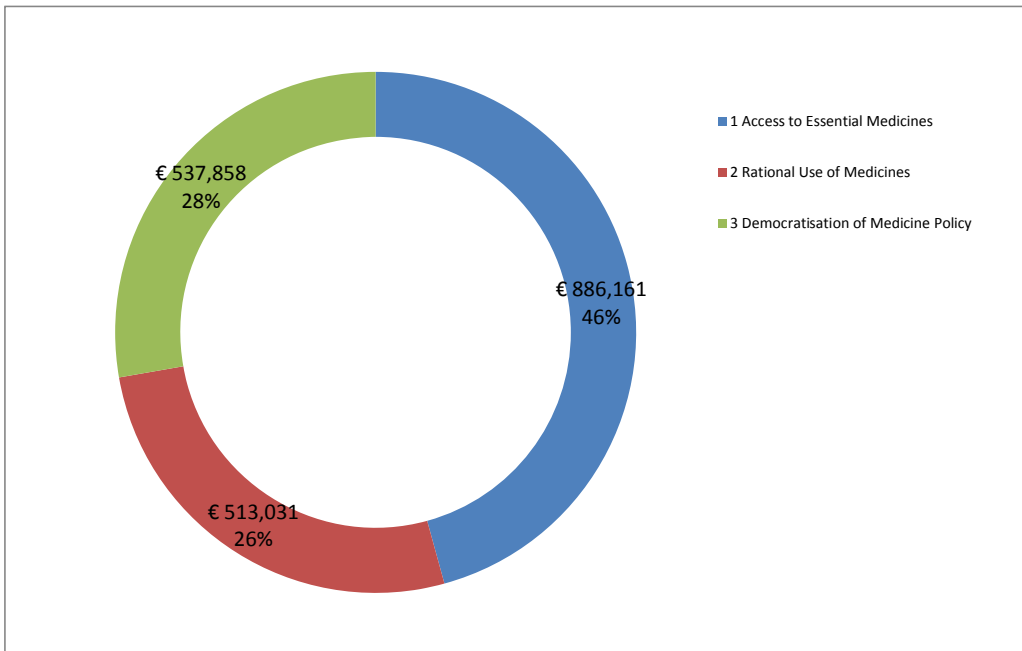
Project Expenses by Geographic Region

Total programme expenses 2009

Euro 1.937.050 (2008: 1.486.300)



Project Expenses by Objective



1 BALANCE SHEET AS AT 31ST DECEMBER 2009

(in euro's after allocation of result)

ASSETS	31/12/2009	31/12/2008
Fixed assets		
Tangible fixed assets	38,638	42,250
Current assets		
Debtors	13,056	585
Prepaid expenses and other receivables	57,053	15,952
Grants to be received	79,560	-
	<u>149,669</u>	<u>16,537</u>
Cash and cash equivalents	603,383	673,383
Total assets	<u><u>791,690</u></u>	<u><u>732,170</u></u>

LIABILITIES	31/12/2009	31/12/2008
Continuity Reserve	198,536	119,602
Fixed assets Reserve	<u>38,638</u>	<u>42,250</u>
	237,174	161,852
Global programme fund	261,194	303,794
Short term liabilities		
Creditors	80,682	28,925
Taxes and social security premiums	36,057	16,421
Accounts payable	176,583	68,708
Other debts	-	152,470
	<u>293,322</u>	<u>266,524</u>
Total liabilities	<u><u>791,690</u></u>	<u><u>732,170</u></u>

2 STATEMENT OF INCOME AND EXPENDITURE IN 2009

(in euro's)

	Actual 2009	Budget 2009	Actual 2008
INCOME			
Income from own fundraising	168,877	225,763	225,763
Government subsidies	1,768,902	1,389,439	935,916
Income from investment	16,327	6,661	12,499
Other income	220,491		250,125
Total gross income	2,174,597	1,621,863	1,424,303
Transfers to other regions	(444,786)	(444,786)	(392,558)
Total income	1,729,811	1,177,077	1,031,745
EXPENDITURE			
<i>Expenditure on objectives</i>			
Information/awareness-raising	66,300	60,000	34,250
Global Program costs	1,459,796	1,221,014	1,064,126
	1,526,096	1,281,014	1,098,376
<i>Income generation</i>			
Costs of own fundraising	9,723	30,000	4,555
Costs of acquiring government subsidies	29,168	45,000	13,670
	38,890	75,000	18,225
<i>Management and administration</i>			
Management and administrative costs	132,102	122,200	167,691
Total expenditure	1,697,089	1,478,214	1,284,292
Result	32,722	(301,137)	(252,547)
APPROPRIATION OF RESULT IN 2009			
2008			
<i>Additions to / deductions from:</i>			
Continuity reserve	78,934	(23,000)	(26,781)
Fixed assets reserve	(3,612)	-	39,280
Global Programme Fund	(42,600)	(300,000)	(265,046)
Total	32,722	(323,000)	(252,547)

3 OVERVIEW OF CASH FLOW IN 2009

(in euro's)

	2009	2008
Cash flow from operational activities		
Result from the statement of income and expenditure	32,722	(252,547)
Depreciation	20,099	15,351
Changes in working capital:		
- short-term receivables	(133,132)	(2,108)
- short-term debts	26,798	40,296
	<u>(53,513)</u>	<u>(199,008)</u>
Cash flow from investment activities		
Investments in tangible fixed assets	(16,487)	(54,631)
	<u>(70,000)</u>	<u>(253,639)</u>
Changes in cash at banks		
	<u>(70,000)</u>	<u>(253,639)</u>
Cash at banks		
Balance on 1 January	673,383	927,022
Balance on 31 December	<u>603,383</u>	<u>673,383</u>
Changes in cash at banks	<u>(70,000)</u>	<u>(253,639)</u>

The decrease in bank balances reflect the successful development of the Global Program.

4 NOTES TO THE FINANCIAL STATEMENTS

PRINCIPLES OF VALUATION AND DETERMINING OF RESULT

Historical cost The financial statements are prepared on the basis of the historical cost concept. Unless indicated otherwise, assets and liabilities are stated at nominal value less necessary provisions.

Guidelines for Annual Reporting

The financial statements have been drawn up in accordance with the Reporting Guidelines Fundraising Institutions (Guideline 650). Guideline 650 is part of the Annual Reporting Guidelines of the Netherlands Accounting Standard Board. The comparative figures have been where possible restated for comparison purposes and to conform with the new directive.

Foreign currencies Payables and receivables in foreign currencies are translated into Euros at the exchange rates of the balance sheet date. Transactions and cash flows in foreign currencies are converted at rates from the date the transaction was performed.

The following exchange rates against the euro has been used:

Currency per € 1	31/12/2009	2009 average
USD	1.4333	1.3905

Income Donations and grants are recognised in the year in which they are received. Provided grants and subsidies are recognised in the year they relate to.

Tangible fixed assets Tangible are stated at purchase price less accumulated depreciation based on economic lifetime of the respective asset.

Funds Part of the Global programme funding is transferred to one or more of our Regional Offices.

Costs and Expenses Costs and expenses are included in the year in which they are incurred and will be accrued if foreseeable.

Contingent Liability

HAI has provided a bank guarantee amounting to € 20.962 to the landlord of the rented offices in Amsterdam. The expiration period is 5 years from March 2008.

This guarantee has been given by the ASN Bank and as long as the guarantee is in force the amount of the guarantee will be blocked of the balance of the ASN saving account.

BALANCE SHEET AS AT 31ST DECEMBER 2009

31/12/2009

31/12/2008

ASSETS**Current assets*****Prepaid expenses and other receivables***

Prepaid expenses and receivables	46,646	4,162
Bank interest 4e quarter	9,607	10,990
Deposits	800	800
Subsidies EU)	79,560	-
	<u>136,613</u>	<u>15,952</u>

Cash and cash equivalents

ABN-AMRO current usd-account	13,210	35,300
ABN-AMRO current euro-account	14,208	2,912
ABN-AMRO saving euro-account	275,000	330,000
ABN-AMRO New York usd-account	2	185
ASN saving euro-account	300,000	300,195
ING current euro-account	432	4,268
Cash foreign currencies	532	523
	<u>603,383</u>	<u>673,383</u>

LIABILITIES**Continuity Reserve**

Balance as at January 1st	119,602	107,103
Appropriation of result	78,934	12,499
Balance as at December 31st	<u>198,536</u>	<u>119,602</u>

Global programme Fund

Balance as at January 1st	303,794	568,840
Allocation of result	<u>(42,600)</u>	<u>(265,046)</u>
Balance as at December 31st	<u>261,194</u>	<u>303,794</u>

Current liabilities***Taxes and social security premiums***

Wage tax	36,057	16,421
Social security premiums	-	-
Pension premiums	-	-
	<u>36,057</u>	<u>16,421</u>

Accounts payable

Holiday money (i)	96,849	62,622
Net salary	(260)	1,586
Costs to be paid	79,994	4,500
	<u>176,583</u>	<u>68,708</u>

Transfers to other regions

HAI Africa	-	156,372
HAI Asia Pacific - 2007/2008	<u>-</u>	<u>(3,902)</u>
	<u>-</u>	<u>152,470</u>

(i) This account consists of two items:

- 1 - a provision for holiday money related to the period of June to December 2009 that needs to be paid out with the salary of May 2010.
- 2 - a provision for an accrued balance of holidays not taken of the employees on the balance sheet date.

STATEMENT OF INCOME AND EXPENDITURE

	2009	2008
INCOME		
<i>Income from own fundraising</i>		
WHO	108,174	77,125
OSI	-	144,157
Medico	4,041	-
MeTa/Health Partners	39,181	-
OSI/IGWG meeting	17,481	4,481
	<u>168,877</u>	<u>225,763</u>
<i>Government subsidies</i>		
Ministry of Foreign Affairs, the Netherlands	1,570,002	935,916
DRUM EU	198,900	-
	<u>1,768,902</u>	<u>935,916</u>
<i>Income from investments</i>		
Interest	16,327	12,499
<i>Other income</i>		
Membership HAI Europe	5,100	4,963
Income publications	25	-
Miscellaneous income	58,994	4,981
Balance of funds HAI Asia Pacific		240,181
Balance of funds HAI Africa ex 2008	156,372	
	<u>220,491</u>	<u>250,125</u>
Total gross income	<u>2,174,597</u>	<u>1,424,303</u>
Transfers		
<i>HAI Global programme 2007-2010</i>		
Transferred to Latin America	(136,376)	(123,760)
Transferred to Asia/Pacific	(137,600)	(112,426)
Transferred to Africa	(170,810)	(156,372)
	<u>(444,786)</u>	<u>(392,558)</u>
total transfers	(444,786)	(392,558)
Total income	<u><u>1,729,811</u></u>	<u><u>1,031,745</u></u>

DISTRIBUTION OF EXPENDITURE 2009

<i>Allocation</i>	Objectives			Fundraising	Management and Administration	Total 2009	Budget 2009	Total 2008
<i>Expenditure</i>	ACCESS	RUM	DEMOCRACY	Subsidies				
Subsidies								
Contributions								
Purchasing and acquisitions								
Outsourcing/direct project expenditure	251.881	130.452	148.740	16.323	43.181	590.576	506.300	480.169
Publicity and communication								
Staff cost	397.297	205.765	234.612	22.567	71.291	931.532	804.700	618.639
Occupancy cost	45.531	23.581	26.887	-	10.756	106.754	99.060	95.761
Office cost and general	20.526	10.631	12.121	-	4.849	48.127	53.854	74.372
Depreciation and interest	8.572	4.440	5.062	-	2.025	20.099	14.300	15.351
Total	723.807	374.868	427.421	38.890	132.102	1.697.089	1.478.214	1.284.292

Classification of costs

The costs are allocated to the various cost categories. As calculation method is used the percentage of project expenses by objective of HAI as shown in appendix A for Global and Europe together.

The following staff costs have been allocated to the management and administrative costs: the global director for 0,35 FTE, the financial director for 0,60 FTE (including HRM and internal affairs) and global secretary for 0,5 FTE.

	2009	2008
EXPENSES		
Staffing (i) (ii)		
Gross salaries	673,857	380,098
Social security premiums	124,613	75,705
Temporary staff	50,323	84,770
Travel	21,265	15,451
Recruitment	1,207	7,858
Sundry staff cost	48,177	41,560
Provision for holidays not taken/sickness	12,091	13,197
	<u>931,533</u>	<u>618,639</u>
Other office costs		
Rent	100,816	78,294
Maintenance etc.	5,939	32,818
Stationery	13,473	5,079
Postage	1,354	1,178
Telecommunication	20,611	19,330
Photocopying	2,771	2,968
Computers - ICT	19,694	14,219
Auditor/accounting	9,130	8,159
Insurance	5,397	2,896
Currency differences (USD)	(27,514)	2,713
Miscellaneous expenses	3,211	2,480
Depreciation	20,099	15,351
	<u>174,980</u>	<u>185,484</u>
(i) HAI Europe had an average number of FTE's of:	3.6	2.3
HAI Global had an average number of FTE's of:	<u>8.1</u>	<u>5.8</u>
	<u>11.7</u>	<u>8.1</u>

Director's remuneration

The global director, who carries overall responsibility for the entire network organisation, receives a gross salary of € 82.800 in 2009 (€ 76.400 in 2008).

The gross annual salary is established in accordance with the job and salary structure of the CAO welzijn en maatschappelijke dienstverlening and checked against the Advisory Regulations on the remuneration of directors of charities (VFI, 7th December 2005). The system is based on BSD points (basis score for director-level jobs).

The criteria determining the weight of the position are (i) size of the organisation in FTE, (ii) complexity and (iii) organisational context. HAI's score based on these criteria is level G. The maximum salary of this level is € 95,800, so HAI's director's remuneration level is well below the maximum indicated by the VFI Regulations.

- (ii)** In section 3 (Notes) we mentioned the effect of accounting for hours spent by HAI-office staff on project-items of the Global programme. The results on the figures of the general expenses mentioned above would be:

Staffing expenses (before re-allocation)	931,533	618,639
Re-allocation (iii)	(911,730)	(618,206)
Staffing expenses (after re-allocation)	<u>19,803</u>	<u>433</u>

	2009	2008
PROJECT EXPENSES		
Global programme 2007 - 2010		
HAI Europe		
DRUM EU	106,633	-
Access to essential medicines	-	1,239
Rational use of medicines	459	6,193
Democratisation	19,437	40,947
Overhead (ii)	<u>16,026</u>	<u>4,699</u>
	142,555	53,078
Access to essential medicines		
Drug Pricing Project	212,240	313,458
Intellectual property (IGWG)	5,910	4,481
Innovation	2,110	755
Education & Development	39,522	9,640
Overhead (ii)	<u>109,241</u>	<u>61,772</u>
	<u>369,023</u>	<u>390,106</u>
HAI Global		
Rational use of medicines		
Drug Promotion Project	-	920
Global RUM/WHO Ethical Criteria	78,998	30,496
Overhead (ii)	<u>-</u>	<u>5,569</u>
	<u>78,998</u>	<u>36,985</u>
	448,021	427,091
	<u>590,576</u>	<u>480,169</u>

(ii) This includes cost incurred for proposal exploration, global administration, association board, Annual General Meeting and webhosting

NOTE: the following table shows the project expenses including the direct staff expenses

The results on the figures of the Global programmes mentioned above would be:

	2009	2008
Global programme 2007-2010		
HAI Europe		
DRUM EU	106,633	-
Access to essential medicines	60,603	24,419
Rational use of medicines	68,343	83,455
Democratisation	172,952	140,277
Overhead	<u>16,026</u>	<u>4,699</u>
	424,557	252,850
HAI Global		
Access to essential medicines		
Drug Pricing Project (incl. 2nd phase)	511,460	320,624
Access to essential medicines	26,731	283,473
Democratisation	176,524	65,209
Overhead	<u>109,241</u>	<u>67,009</u>
	823,956	736,315
Rational use of medicines		
DPP, Global RUM/WHO Ethical Criteria	<u>253,793</u>	<u>109,210</u>
	1,077,749	845,525
Project expenses including direct staff expenses	<u>1,502,306</u>	<u>1,098,375</u>
Re-allocation	(911,730)	(618,206)
Project expenses before allocation	<u><u>590,576</u></u>	<u><u>480,169</u></u>

Amsterdam, March 17, 2010

A.J. Sybrandy
Chairman of the Board



To the Board and Management of Stichting Health Action International

5 AUDITOR'S REPORT

Report on the financial statements

We have audited the financial statements of Stichting Health Action International, Amsterdam, for the year 2009 (as set out on pages 7 to 17), which comprise the balance sheet as at December 31, 2009, the statement of income and expenditure for 2009 and the notes.

Management's responsibility

Management of the foundation is responsible for the preparation and fair presentation of the financial statements, as well as for the preparation of the annual report, both in accordance with the Fundraising Institutions Accounting Guideline (RJ650). This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Dutch law. This law requires that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the financial position of Stichting Health Action International as at December 31, 2009, and its result for the year then ended in accordance with the Fundraising Institutions Accounting Guideline (RJ 650).

Report on other legal and regulatory requirements

We report that, as far as we could determine, the financial report is consistent with the financial statements.

Amsterdam, March 17, 2010

Bruines & Erkamp

R.P.J. Erkamp RA

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EXPENDITURE BY OBJECTIVE AND BY REGION

Appendix A

(in euros)

	GLOBAL	EUROPE	AFRICA	ASIA PACIFIC	LATIN AMERICA	TOTAL
<i>Percentage spent on Access</i>	57%	22%	40%	16%	56%	46%
Objective 1 - Access	617,759	94,764	72,463	16,575	84,600	886,161
1.1 sub-total	603,087	61,858	59,721	8,764	67,661	801,091
Specific costs	291,705	30,345	35,833	2,152	48,375	408,410
Eigen inzet (own effort)	311,382	31,513	23,888	6,612	19,286	392,681
1.2 sub-total	14,672	32,906	12,742	7,811	16,939	85,069
Specific costs	8,123	3,817	7,645	2,881	12,456	34,921
Eigen inzet (own effort)	6,549	29,089	5,097	4,930	4,483	50,148
<i>Percentage spent on RUM</i>	25%	24%	28%	68%	15%	26%
Objective 2 - Rational Use of Medicine	265,769	103,256	49,618	71,168	23,221	513,031
2.1 sub-total	131,013	35,828	27,026	68,726	12,872	275,465
Specific costs	48,859	528	16,216	43,295	10,863	119,761
Eigen inzet (own effort)	82,154	35,300	10,810	25,431	2,009	155,703
2.2 sub-total	134,756	67,428	22,592	2,442	10,349	237,567
Specific costs	42,114	34,844	13,556	916	8,295	99,725
Eigen inzet (own effort)	92,641	32,584	9,036	1,526	2,054	137,842
<i>Percentage spent on Democratisation</i>	18%	53%	32%	17%	28%	28%
Objective 3 - Democratisation	194,222	226,536	57,269	17,657	42,174	537,858
3.1 sub-total	194,222	226,536	26,146	-	42,174	489,078
Specific costs	57,220	73,022	15,688	-	30,154	176,083
Eigen inzet (own effort)	137,002	153,515	10,458	-	12,020	312,995
3.2 sub-total	-	-	31,123	17,657	-	48,780
Specific costs	-	-	18,674	11,044	-	29,718
Eigen inzet (own effort)	-	-	12,449	6,613	-	19,062
Total	1,077,749	424,556	179,350	105,400	149,995	1,937,051
Totals						
Specific costs	448,021	142,555	107,612	60,288	110,143	868,619
Eigen inzet (own effort)	629,728	282,002	71,738	45,112	39,852	1,068,432
	1,077,749	424,556	179,350	105,400	149,995	1,937,051
Totals spent by objective	100%	100%	100%	100%	100%	100%