



NEWSLETTER

Jan- June 2026



R4H Malawi



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Contents

Engagement with the Directorate of Road Traffic and Safety Services (DRTSS)..... 1

Facility Orientation on the Optimized Sample Transportation (OST) Reporting System 2

R4H Board Reviews Organizational Performance and Strategic Priorities 3

My Life as a Medical Sample Transport Courier 4

Business Development 5

Business Development (Continued) 6

Innovation and Development: Exploring Electric Motorcycles for Medical Sample
Transportation 7

HR Updates 8

HR Updates
(Continued)..... 9

Engagement with the Directorate of Road Traffic and Safety Services (DRTSS)



R4H Country Director, Lucy Chiyenda (second from right), and Kelvin Matola, Business Executive (far right), pose with Mr Christopher Kuyera, Director of Road Traffic Safety Services (third from right), alongside members of the DRTSS team during their engagement.

On 10th February 2026, R4H held a strategic meeting with the Directorate of Road Traffic and Safety Services (DRTSS) at the Directorate of Road Traffic Offices along Chirambula road in Lilongwe. The meeting started with a courtesy call led by the R4H Country Director, Lucy Chiyenda, who congratulated Mr. Christopher Madalitso Kuyera on his recent appointment as Director of Road Traffic Safety Services.

During the meeting, R4H gave an overview of its work, explaining its role in health logistics and its contribution to road use through a network of over 80 medical sample transport couriers. The organization also shared information about its Driving School, a business enterprise that supports both its staff and external clients, including organizations and individual motorcycle riders. R4H Driving School specializes in motorcycle training by offering Highway Code 1 and 2 lessons, including practical riding sessions for first-time riders as well as refresher training for licensed motorcycle riders. The discussion also looked at road safety issues in Malawi, especially the challenges faced by motorcycle riders, such as limited road safety knowledge and the need for better awareness and compliance with existing road safety rules.

Both sides agreed on the importance of working together to improve safe road use across Malawi. They also highlighted the need to involve the media and communities to spread road safety messages and show the work done for safe roads.



Facility Orientation on Optimized Sample Transportation (OST) Reporting System

Lighthouse Trust successfully handed over the responsibility for viral load (VL) plasma clinical sample transportation to R4H through a targeted orientation for healthcare workers from 16th to 24th March 2026 in target health facilities of Nthenje, Mitundu, Chitedze, Bwaila, Lumbadzi, Maula Prison and Chileka. Through the meetings, a total of 82 participants were trained on the Pull/Optimised Sample Transport System (OST) and the USSD-based reporting platform. The trainings were championed by R4H Route Optimization staff Kumbukani Komakoma, Steve Maluza, and Richard Nyali, Information, Communication and Technology (ICT) Officer.

OST is a demand-driven (pull) sample transport system initiated by healthcare facilities using Unstructured Supplementary Service Data (USSD). Through this platform, healthcare workers submit reports using specific sample-type codes along with their facility code to indicate the quantities of samples ready for collection. These USSD submissions are received at the R4H central office, where the OST team plans courier routes for the following day, targeting facilities that reported samples the previous day.



Steve Maluza (standing), Optimized Sample Transport Office Assistant presenting the USSD Job Aid to the staff at Bwaila DHO

In the same way, courier routes are also organized based on the availability of laboratory test results that need to be delivered to requesting health facilities. During the eight years of implementation, the OST model has demonstrated improvements in the efficiency of sample transportation systems and has contributed to significant cost savings.

All the health care workers present at the orientations were registered on the USSD system, and R4H will further support them for improved efficiency and reliability in sample transportation, competence in reporting, and coordination procedures.

The orientation also provided a platform to identify operational challenges, such as network limitations and weekend coordination gaps, informing practical solutions for implementation.

R4H Board Reviews Organizational Performance and Strategic Priorities

R4H held a three-day Board Meeting from 5th–7th May 2026 at Sunbird Lilongwe Hotel and the R4H offices in Lilongwe. The meeting was attended by Board Chairperson Andrews Gunda, Board Secretary and R4H Country Director Lucy Chiyenda, and Board members Dr. Stella Kasirye, Cherno Jallow, and Ajayi Kayode. Senior management also participated in the meeting to review the organization's performance and discuss key governance matters.

The Board reviewed progress on previous action points, organizational performance for the 2025 Financial Year (FY25), compliance matters, and strategic priorities. Discussions also covered R4H's innovation initiatives, including the exploration of electric and ethanol-powered motorcycles as potential sustainable solutions for medical sample transportation.

The in-person meeting concluded with a visit to the R4H head office in Lilongwe, where Board members engaged with management and staff to appreciate their contributions and gain further insights into the organization's work.

Review of the Employee Handbook, Organizational Strategy, and Resource Mobilization Plan was concluded during follow-up virtual Board meetings held on 20 and 21 May 2026.



Andrews Gunda, R4H Board Chair; Dr. Stella Kasirye, Board Member; Lucy Chiyenda, R4H Country Director and Board Secretary; and Dan Nyundo, Finance Manager, during the R4H Board Meeting.



Andrews Gunda, R4H Board Chair; Dr. Stella Kasirye, Board Member; and Lucy Chiyenda, R4H Country Director, interacting with R4H staff during the Board's visit to the R4H head office in Lilongwe.

My Life As a Medical Sample Transport Courier



My name is Chipiliro Chiluzi, and I am a Medical Sample Transport Courier with R4H. I joined the organisation on 1 December 2015, in Mangochi, and later moved to Zomba district where I am currently working.

I love my job because it is more than just riding a motorcycle. Every day, I transport medical samples that help patients receive the right diagnosis and treatment on time.

My typical workday starts early. I travel between health facilities, collecting various medical samples for testing. I also deliver laboratory results back to health facilities so that healthcare workers can prescribe the right treatment to their clients. On average, I visit five to eight health facilities every day, and by the end of the week, I have covered almost all the health facilities in Zomba District.

Some of the facilities I serve include City Clinic, Police Clinic, CHANCO, MASM, Chinamwali Private Clinic, Airwing, Zilindo, Mental Hospital, Prison Clinic, Cobbe, Sadzi, DHO, Namadidi, Changalume, Chingale, Chipini, Chilipa, Mmambo, Nkasala, Namikango, Thondwe, Mwandama, Maera, Magomero, Nasawa, Ngwelero, Mayaka, Lambulira, Matiya, Makina, Likangala, Chamba, Pirimiti,

Makwapala, St. Robert, Bimbi, Namasalima, Machinjiri, St. Lukes, Domasi, Naisi and H. Parker.

Some of my routes are long and challenging. For example, I travel about 54 kilometres to Nasawa, 50 kilometres to Maera, 50 kilometres to Ngwelero, and 46 kilometres to Namasalima. During the rainy season, these roads are a challenge, but I keep going because I know that every sample I transport is a life, and knowing that my work contributes to faster diagnosis and treatment gives me the motivation to continue serving my community.

Over the years, I have seen a big improvement in our work. The introduction of the Optimized Sample Transport (OST) system has greatly reduced laboratory turnaround time (TAT), the total duration from the moment a sample is collected from the health facility to when the final results are reported to the healthcare worker. In the past, we followed fixed routes and schedules, and we visited the health centres even when there were no samples to collect. With OST, we visit facilities that have samples ready for collection because we are notified of the sample availability. This has made the system faster and more efficient, allowing clients to receive their results on time. It has also helped save resources, such as fuel and staff time, by reducing empty trips to facilities.

I always make sure that samples are collected, handled, and delivered safely and on time. I also follow all the required procedures because I know that the quality of my work contributes to the growth of R4H and, most importantly, improves the health of the communities I serve.

To anyone who would like to do this kind of work, my advice is simple: be willing to make sacrifices to save lives. There will be long journeys, difficult roads, and challenging days, but every sample you transport brings hope to a client. That is why I am proud to be a Medical Sample Transport Courier.

Business Development

Jan- June 2026

Motorcycle trainings

Client	Service	Quantity
JTI	Riding training	3
VSO	Riding training	2
JTI	Refresher training	122
JTI	Riding training	3



Juwao Chikaoneka, R4H Training Instructor, conducting training for JTI trainees in January 2026.



Juwao Chikaoneka, R4H Training Instructor, conducting training for VSO trainees in January 2026.



Chisomo Chiwaula (in blue), R4H Technician, facilitating training for VSO trainees on 3rd June 2026 in Zomba.



JTI trainees ready for a long ride after successfully completing their refresher training session held at the Malawi School of Government (MSG) in Salima on 11th June, 2026



Business Development (cont.)



Felix Petrol (L) and Madalitso Gombwa (R), Technicians, offloading motorcycles for assembling and Pre Delivery Inspection (PDI)



Madalitso Gombwa (L) and Felix Petrol ® assembling new motorcycles

Jan- June 2026

Motorcycle Assembly & Pre Delivery Inspection (PDI)

Client	Quantity
UNOPS	18
Food & Agriculture Organization (FAO)	35
UNICEF	116
Imagine Worldwide	20

Fleet Condition Assessment

Client	Quantity
Imagine Worldwide	20

Innovation and Development: Exploring Electric Motorcycles for Medical Sample Transportation

R4H is exploring the feasibility of using electric motorcycles for medical sample transportation as part of its efforts to identify sustainable and reliable transport solutions.

The exploration comes as a reaction to the fuel shortages, which have become a growing challenge in Malawi. Since 2023, fuel availability has been inconsistent, affecting many sectors, including healthcare logistics. The situation has continued to be affected by global events such as the Israel–Iran conflict, which has contributed to uncertainty in fuel supply. For R4H, these challenges pose a risk to medical sample transportation, as delays in sample collection and delivery can increase laboratory turnaround time (TAT), affecting timely diagnosis and treatment administration for patients.

Recognising the need to prepare for future challenges, R4H has started assessing alternative transport solutions through research and feasibility discussions. As part of this process, on 5 June 2026, R4H invited SGV, a company specialising in electric motorcycles and electric vehicles, to conduct a practical showcase of their technology. The session allowed R4H staff to gain a better understanding of how electric motorcycles operate, including their technical features, maintenance requirements, charging needs, and possible application in medical sample transportation.



Kenneth Singini , R4H Courier for Lilongwe riding an electric motorcycle.



Nikita Makalani, Business Development Officer- SG briefing R4H staff on the theory aspects of the electric motorcycles

The showcase was an important first step in gathering information and assessing the suitability of electric motorcycles within the R4H operating environment. The findings from this exploration will help guide future decisions on whether electric motorcycles can be integrated into medical sample transportation and contribute to improving the sustainability and reliability of the service.



Nikita Makalani, Business Development Officer – SGV, showcasing the electric motorcycles to R4H staff.

HR Updates



Lucy Chiyenda, Country Director, presenting a farewell gift to Angellina Mwase in recognition of her dedicated service as R4H Programs Manager from 2022 to 2026.



From left to right: Lucy Chiyenda (Country Director), Shadreck Potipher (Courier), Angellina Mwase, Programs Manager (2022–2026), Andy Mtema (Courier), and Linda Njete (Acting Programs Manager).



R4H staff pose with Angellina Mwase (in blue) on her last day with R4H

HR Updates (cont.)



Eunice Mlewa, Human Resources & Administration Officer, orienting the newly recruited couriers during their onboarding session.

R4H has successfully recruited and trained 13 new couriers who have joined the Medical Sample Transportation Programme.

The new couriers have been allocated across various districts to support timely delivery of medical samples to testing laboratories and results to health facilities for improved patient care.

The newly recruited couriers are:

- Luka Damison – Dedza
- Shadreck Chingayipe – Lilongwe
- Andrew Njolomole – Lilongwe
- Amos Mphondo – Chiradzulu
- Blessings Banda – Nkhatakota
- Chikumbutso Masoatengenji – Thyolo
- Clement Nkukumila – Nkhatakota
- Clement Mwakan – Machinga
- Innocent Gundah – Mangochi
- Linda Kamtondo – Phalombe
- Innocent Matemba – Phalombe
- Aubrey Gama- Machinga
- Christopher Nkukumira- Lilongwe



Linda Njete, Acting Programs Manager, with the new couriers during their onboarding session.



Patrick Sikwese, Operations Manager, Levi Mzumara, Sample Transport Coordinator for the Northern Region and Madalitso Gombwa, R4H Technician with the newly recruited couriers during the long ride sessions in Salima

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