



# Annual Report 2023



Quina  
Care 

The logo icon for Quina Care, featuring a stylized black outline of a person standing next to a medical drip stand with a bag.






Report on the financial year 2023 ending on December 31, 2023

April 2024



Stichting Quina Care  
IJsvogellaan 76  
2261 DK Leidschendam  
KvK 67959091

 +31 641357796  
 [care@quinacare.org](mailto:care@quinacare.org)  
 [www.quinacare.org](http://www.quinacare.org)



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## Board Report

### 2023 – Retrospective

The highlight of 2023 was the opening of the inpatient department at Hospital San Miguel – Quina Care. With this addition, the hospital is another step closer to becoming a fully comprehensive hospital. Furthermore, outpatient and emergency care continued unabated. It was another remarkable year to look back on.

### Hospital

On July 1, 2023, the inpatient departments were opened. There are separate wards for men, women, and children. Additionally, there is an isolation room, a single room for terminally ill patients, and a nursing station. The ability to admit patients has proven to be immensely valuable. Several patients, both adults and children, left the hospital much healthier than when they were admitted. This would not have been possible, or would have been much more difficult, if care had been limited to outpatient services only. Several family members decided to stay in the hostel specially designed for this purpose within the hospital, allowing them to be close to their relative. This is especially beneficial for those coming from far away.

Meanwhile, outpatient care continued as well. The hospital was busy with patients, conducting various laboratory tests and prescribing medications. The emergency department also saw extensive use and was appreciated for the care it provided.

#### San Miguel Hospital 2021-2023

patients/admissions	2023	2021-2023
newly registered patients	1.524	4.269
admission nights	116	116
overnights with accompanying family	50	50
adult consultations	1.840	4.274
children consultations	1.044	2.292
pregnant women consultations	277	619
nurse consultations	1.386	2.258
emergency consultations	230	415
total number of consultations	<b>4.777</b>	<b>9.858</b>

### San Miguel Hospital 2021-2023

treatments	2023	2021-2023
medications dispensed	6.513	13.461
laboratory tests	8.127	14.810
radiology examinations	831	1.610
minor surgical procedures	43	43
support fund bookings	270	342

To use the electronic patient record system for admitted patients, various modifications and expansions were necessary. This time-consuming task was superbly executed by Dariusz Blaszyk. Thanks to the donation of ten new Acer Chromebooks, all staff members can now use the electronic patient record system on these devices. This also allows them to look up protocols from any location, for example.



Regarding the renovation of the hospital, progress has been made. Of course, the completion of the inpatient departments was significant. Additionally, the renovation of the operating and delivery rooms has begun. Donations from eight sponsors, including the Hendrik van Dijk Fund, the Silver Rosary Foundation, the Casterenshoeve Foundation, the Hofstee Foundation, the C&W DE BOER Foundation, and the Chestnut Foundation, have made this possible.

A sixth house for local staff or volunteers at the hospital has been completed. This was necessary to provide housing for everyone who needs it.

### **Paid staff and volunteers in Ecuador and the Netherlands**

With the opening of the inpatient departments, hiring more paid staff was necessary. Therefore, three nurses and a second cleaner were hired in 2023. Additionally, the receptionist, the first cleaner, two nursing assistants, a lab technician, and a doctor remained employed. With the two Dutch tropical doctors, the staff now comprises twelve paid employees. These employees are employed by Quina Care Ecuador. Quina Care itself has no paid employees.

Quina Care has an extensive volunteer base:

- Fourteen medically trained volunteers such as doctors, a medical analyst, and a virologist/lab technician who have worked in the hospital one or more times. In some cases, their accompanying partners also contributed with non-medical tasks.
- Four permanent medical specialists and a dietitian who can be consulted in the Netherlands for questions.
- Three volunteers for digital matters such as the electronic patient record system and the hospital's IT and security.
- Two translators for English and Spanish translations.
- A fundraising volunteer, an administrative support volunteer, an ambassador, and two members of the audit committee.

For volunteers who have direct contact with patients, access to the electronic patient record system, or represent Quina Care externally, a volunteer agreement is concluded. They are also asked to sign the code of conduct.



The atmosphere among the local and volunteer staff in the hospital is very good. Staff members regularly express their gratitude for being part of Quina Care and for having the security to provide for their families through their steady jobs. The joint lunch with a work meeting has remained a regular monthly event, demonstrating how engaged everyone is. Staff members often come up with valuable ideas to further improve care. The weekly sports activity has also become a routine part of their schedule.



Thanks to donations from the GNAP foundation, an organization dedicated to promoting education in developing countries, several staff members have started or will start additional training. This ensures that the staff can continue to develop professionally.

Baukje Zaaier, who has raised funds for Quina Care multiple times and visited the hospital several times, has become the ambassador for Quina Care. She succeeds Floris van der Sman in this role. Baukje will work on increasing the awareness of Quina Care and organizing fundraising activities as an ambassador.

## Collaborations

The long-standing collaborations with Fundación Lunita Lunera and La Federación de Mujeres continued in 2023. Insulin for Life regularly donated insulin again.



As part of Jacob van der Ende's doctoral research, which he conducts in his own time, in collaboration with the University of Amsterdam/Amsterdam UMC and the University of Quito, the prevalence of tropical diseases in the area where the hospital is located is being mapped. This includes field research in which several villages are visited to test residents for malaria. If someone tests positive, treatment is started immediately. This way, the residents directly benefit from this collaboration.





A collaboration has been established with the Amsterdam University of Applied Sciences, dietetics program, through volunteer Lisette van Miert, a dietitian. In 2023, a group of students completed an initial assignment. This resulted in a report on anemia and malnutrition in children, along with recommendations for a menu for children admitted to the hospital.

There is good contact with the Ecuadorian Ministry of Health. If necessary, patients can be transferred to the hospital in Lago Agrio by their ambulance. Additionally, the "health table" is attended monthly. This is a meeting where all authorities in Puerto el Carmen involved in healthcare, including the Ministry of Health, the mayor, and the fire department, participate. During these meetings, the health problems in the region and possible solutions are discussed. Furthermore, the hospital is part of the crisis management team. This team meets in the event of a disease outbreak, natural disaster, or other situations that threaten the safety and/or health of the community.



## Quality Mark

In 2023, Quina Care continued to hold the CBF quality mark. CBF stands for Central Bureau on Fundraising. With this quality mark, an organization is recognized as one of the approved charities, indicating compliance with strict quality requirements. This ensures donors that their contributions are spent appropriately and contribute to a better world. The CBF continues to monitor whether the organization still meets the quality standards after the quality mark is awarded.



## Sustainability

Quina Care pays attention to sustainability. The hospital operates entirely paperless by using the electronic patient record system. Materials are used as efficiently as possible. Medical instruments are sterilized in reusable cloths.

## Local Authorities and Population

The contacts with local authorities are good. This was evidenced by the appreciation received by Hospital San Miguel – Quina Care from the mayor of Puerto el Carmen on April 30, 2023. On this day, the canton of Putumayo celebrated its 54th anniversary. The appreciation was a thank you on behalf of the canton for the work the hospital does for vulnerable people in the region and for improving the health of the residents.



The local population also regularly expresses their gratitude for the presence of the hospital.

## Finances

Adore Ecuador Travel continues to donate a portion of their proceeds to Quina Care in Ecuador.



Various projects have been funded by endowment funds and foundations, such as Stichting Benevolenta, W.M. de Hoop Stichting, Stichting Do&Well, Stichting Filadelfia, Stichting Noord Wolfsbergen, PJ Rogaar Stichting, and the diaconate of the Protestant Church of Scheveningen. Some foundations have supported Quina Care for an extended period, including Schumacher-Kramer Stichting, AKBHHH, C&W DE BOER STICHTING, Stichting Salem Ermelo, and Stichting Kringloopwinkel De Wisselbeker.

Many private donations have also been received, some one-time and some periodic. Several people have renewed their leaf on the Quina Yura donation tree.

Esther Lems and Ivar Stokvis will both work as volunteers in the hospital for six months starting in February 2024. Esther will work as a doctor, and Ivar will explore ways to improve and make the hospital's water system more sustainable and the possibility of installing solar panels. They decided to participate in the Linschoterloop on December 23, 2023, to raise money for Quina Care. Along with several friends and family members, they ran the half marathon. Yvonne van der Ende and Darius Blaszyk decided to participate by walking a half marathon. In total, over €10,000 was raised, enough to pay a nurse's salary for more than nine months.



In 2023, it remained possible to contribute to Quina Care through SponsorKliks and 123inkt.nl. Additionally, Quina Care joined Statiegeld Nederland to receive extra funding through this channel as well.

With the opening of the inpatient department, operating costs have significantly increased. Much effort has been put into creating a plan of action to manage these costs.

The audit committee, appointed in 2022, has reviewed the 2022 annual report.

## Official Documents

Quina Care has continued to use the GDPR file, the integrity policy, and the code of conduct. These documents are shared with every volunteer. Volunteers working at the hospital or those with a specific task in the Netherlands must sign a volunteer agreement. Volunteers working at the hospital must also provide a Certificate of Good Conduct and sign a confidentiality agreement.

## Promotion

In 2023, a digital flyer was created to share with interested parties, including potential sponsors and donors. The flyer is available in Dutch, English, and Spanish.



## Complaints

The Quina Care website explains how people experiencing issues with Quina Care or having other complaints can report them. No complaints were received in 2023.

For volunteers who experience problems with Quina Care, an external confidential advisor, Dirk Houtman, has been appointed.

## Quina Care Netherlands

The composition of the board has remained unchanged, consisting of three members. Duties of the Dutch board include recruiting new sponsors, donors, and volunteers, maintaining relationships with existing sponsors, donors, and volunteers, handling administration and financial planning. Additionally, the board is responsible for shaping the hospital's policies and vision in consultation with local tropical doctors and the board of Quina Care Ecuador.

Both Cootje Bouwman, chairperson, and Yvonne van der Ende, treasurer, visited the hospital in 2023. They both found the experience very valuable and motivating.

### **Quina Care Ecuador**

The composition of the board of Quina Care Ecuador has also remained unchanged. The board is involved in hiring hospital staff and managing hospital operations. There is regular and open communication between the boards of Quina Care Ecuador and the Netherlands.

### **Quina Care US**

The composition of the board of Quina Care US has changed. Donna Gianoulis has been replaced as treasurer by Josefina Coloma, and Daniela Navia has been replaced by Lourdes Heredia. The board's main task is to recruit sponsors and donors. Several donations have been received from the United States, including funds for the purchase of an X-ray machine.



## 2024 – Outlook

Following the opening of the nursing departments in 2023, 2024 will focus on further expanding the hospital with a delivery room, an operating theater, and an X-ray machine. Naturally, efforts will also be directed towards maintaining the already existing healthcare services.



### The Hospital

In 2023, renovations began on two spaces to create an operating theater and a delivery room. These renovations will be completed in 2024, enabling the hospital to perform surgeries, including cesarean sections.

With the donation received in 2023, an X-ray machine will be purchased in 2024. This machine will be used for imaging limbs, as well as abdominal and lung X-rays, providing a significant enhancement to the hospital's healthcare capabilities. It has been determined that there are inadequate options for purchasing such equipment in Ecuador, so it will be procured from the Netherlands. Quina Care will ship the machine itself in a container to Ecuador, which will also include the last remaining donated items from the Netherlands.

In 2024, efforts will be made, including through volunteer initiatives, to explore improving the hospital's water supply and the possibilities for solar energy. This initiative aims to make the hospital as sustainable as possible.

## Security

The hospital continues to utilize its installed security system, with no further adjustments deemed necessary. The recent unrest in Ecuador has not affected the hospital thus far.

## Personnel

In January 2024, two new staff members were hired: an additional receptionist and an extra nurse. The receptionist, who has been working at the hospital since its opening and is currently pursuing a master's degree in hospital administration, will take on more responsibilities in hospital administration.



With the opening of the operating and delivery rooms, more personnel will need to be hired. Further expansion of the staff will be determined at a later date.

## Volunteers



Several doctors will voluntarily work at the hospital for 6 months in 2024. Additionally, the hospital will be visited briefly by several healthcare providers, including doctors and an anesthesia technician, to assist in setting up, for example, the operating room or to further professionalize existing departments.

In the Netherlands, work will continue with volunteers who have been involved with Quina Care for some time. If necessary, new volunteers will be sought.

## **Finance**

With the opening of additional departments and the hiring of additional staff, operating costs are expected to rise significantly. It is also anticipated that there will be an increased need for the support fund from patients. For admissions, for example, a higher contribution is required compared to outpatient consultations, which may result in more instances where patients cannot afford the costs. In recent years, it has already been shown that finding funds for operating costs is more challenging than for more specific projects or equipment purchases. Therefore, this will remain an important focus for the Quina Care boards. The fundraising volunteer and our ambassador will also make significant contributions here. Ambassador Baukje Zaijjer has secured a commitment that the proceeds from a benefit dinner for medical staff will go to Quina Care.

Various donations from funds, foundations, and private donors have already been committed for 2024, partly through multi-year agreements. In addition, efforts will be made to attract new sponsors and donors. Initial steps have been taken for this in the Netherlands, the United States, and Ecuador. It will still be possible to purchase a leaf for the donation tree Quina Yura. Support for Quina Care will also continue through SponsorKliks, 123inkt.nl, and Statiegeld Nederland.

## **Promotion**

Quina Care will continue to focus on a well-maintained website and regular updates through social media and quarterly newsletters. The digital flyer will also be utilized.

If opportunities arise, board members or the ambassador will give presentations at foundations, endowment funds, or events.

## **Quina Care Netherlands**

In early 2024, Quina Care Netherlands expanded its board to include a fourth member, Merlijn Hutteman. With his arrival, responsibilities will be further divided to reduce the workload on individual board members. If possible, the board will be further expanded with a fifth member.

## **Quina Care Ecuador**

If possible, the board of Quina Care Ecuador will also be expanded, as the responsibilities for this board increase with the growth of the hospital. The board remains heavily involved in hiring local personnel, managing the hospital's operations, and accounting for its revenues and expenses.



## Quina Care US

The board of Quina Care US remains unchanged for now. Its primary task continues to be fundraising among donors in the United States. If possible, tropical doctors Jacob van der Ende and/or Carolien van der Ende will visit the United States to give presentations to multiple potential sponsors and donors, aiming to increase awareness of Quina Care.



## Financial Statements

### Balance sheet

in Euro

**31-12-2023**    **31-12-2022**

### Assets

#### Tangible Fixed Assets

Inventory and equipment

28.275

22.805

#### Prepaid amounts

Advance to QC Ecuador for projects

1.970

6.482

Other prepaid amounts

1.021

0

#### Total prepaid amounts

**2.991**

**6.482**

#### Cash

Triodos internet business account

272.057

248.843

**303.323**

**278.130**

## Balance Sheet

in Euro

31-12-2023 31-12-2022

### Liabilities

#### Reserves and Appropriated Funds

Unappropriated Reserve	71.028	85.224
Appropriated Reserve hospital running costs	125.000	75.000
Appropriated Reserve medical equipment	15.000	15.000
<b>Total reserves</b>	<b>211.028</b>	<b>175.224</b>

Appropriated Fund project medication and nutrition	4.000	4.000
Appropriated Fund project finishing clinical departments	0	2.053
Appropriated Fund project malaria analysis	8.304	8.786
Appropriated Fund project operation and delivery room	11.204	36.914
Appropriated Fund project electricity supplementation	0	855
Appropriated Fund project refrigerated waste storage	0	140
Appropriated Fund project housing staff phase 2	0	22.777
Appropriated Fund housing staff kitchen and laundry room	0	600
Appropriated Fund airco's gynecology and emergency	0	1.567
Appropriated Fund cleaning supplies	0	1.124
Appropriated Fund project medication	5.000	0
Appropriated Fund salary	29.334	0
Appropriated Fund project blood sampling room	3.150	0
Appropriated Fund support fund	1.700	0
Appropriated Fund inventory and equipment	28.275	22.805
<b>Total Appropriated Funds</b>	<b>90.967</b>	<b>101.621</b>

#### Short Term liabilities

Current account J. and C. van der Ende	1.328	567
Outstanding payments costs	0	718
<b>Total Short Term liabilities</b>	<b>1.328</b>	<b>1.285</b>
	<b>303.323</b>	<b>278.130</b>

<b>Statement of income and expenses</b> in Euro	<b>2023</b>	<b>2022</b>
Donations and gifts from individuals	57.337	56.228
Donations and gifts from companies	29.019	5.711
Donations and gifts from non-profit organizations	210.617	172.137
Donations inventory and equipment	10.855	3.100
<b>Total received donations and gifts</b>	<b>307.828</b>	<b>237.176</b>
Expenditure hospital realisation	-279.891	-176.872
<b>Total expenditure hospital realisation</b>	<b>-279.891</b>	<b>-176.872</b>
Publicity costs	-574	-612
Administration and overhead costs	-1.288	-1.474
<b>Total costs</b>	<b>-1.862</b>	<b>-2.086</b>
<b>Financial income and expenses</b>	<b>-925</b>	<b>-1.313</b>
<b>Balance of income and expenses</b>	<b>25.150</b>	<b>56.905</b>
<u>Appropriation of balance of income and expenses</u>		
Addition/withdrawal from:		
Unappropriated reserve	-14.196	5.785
Appropriated reserve hospital running costs	50.000	0
Appropriated funds	-10.654	51.120
<b>Total appropriation of balance of income and expenses</b>	<b>25.150</b>	<b>56.905</b>

## **Notes to the Balance Sheet**

### **Tangible Fixed Assets**

Tangible fixed assets obtained through donations are valued at the estimated price that would be paid if the assets were to be purchased. A distinction is made between already used assets and new assets depending on the condition of the donated asset.

Self-purchased assets are valued at the actual purchase price paid.

Tangible fixed assets obtained through donations are processed as such in the statement of income and expenses. All tangible fixed assets are intended for the hospital and have been transported to Ecuador for the most part in recent years. Administratively, tangible fixed assets are recorded as a donation to Quina Care Ecuador. For an overview of the movement of tangible fixed assets, please refer to the inventory and equipment fund flow statement.

### **Receivables**

All receivables are short-term and were received in the first quarter of 2024.

### **Cash and Cash Equivalents**

The cash and cash equivalents are freely available to the foundation.

### **Reserves**

The unappropriated reserve can be used where necessary, such as for projects that have not received sufficient donations, for expenses related to the realization of the hospital where no subproject exists, and for expenses related to fundraising, administration, and management costs. Two appropriated reserves have been formed:

1. The board has allocated €125,000 for operating costs of the hospital that are not fully covered by donations.
2. The hospital has a lot of medical equipment that is more prone to malfunctions and defects in tropical conditions. The board has allocated €15,000 for emergency repairs and equipment replacement.



### Appropriated Funds

The objective of Quina Care is the establishment of the hospital in Puerto el Carmen. Within this objective, multiple projects have been identified for fundraising purposes. Donations specifically received for a project that were not spent in the fiscal year are included in a appropriated fund on the balance sheet.

For a comprehensive overview of all project activities, flow statements are also included for projects entirely within the fiscal year.

### Current Liabilities

These are costs from 2023 that were not paid by year-end. Payment of these costs took place in the first quarter of 2024.

### Summary of Movements Reserves and Appropriated funds

#### Unappropriated reserve

Opening balance 01-01-2023	85.224
Donations received	107.985
Projects and overhead costs expenditure	-9.479
Supplement appropriated reserve hospital running costs	-112.702
Closing balance 31-12-2023	<b>71.028</b>

#### Appropriated Reserve hospital running costs

Opening balance 01-01-2023	75.000
Donations received	80.000
Running costs expenditure	-142.702
Supplement from unappropriated donations	62.702
Allocation balance of income and expenses	50.000
Closing balance 31-12-2023	<b>125.000</b>

#### Appropriated Reserve medical equipment

Opening balance 01-01-2023	15.000
Allocation balance of income and expenses	0
Closing balance 31-12-2023	<b>15.000</b>

#### Appropriated Fund project medication and nutrition

Opening balance 01-01-2023	4.000
Received donations	0
Expenditure project	0
Closing balance 31-12-2023	<b>4.000</b>

Appropriated Fund project finishing clinical departments

Opening balance 01-01-2023	2.053
Received donations	0
Expenditure projects	-2.053
Closing balance 31-12-2023	<b>0</b>

Appropriated Fund project malaria analysis

Opening balance 01-01-2023	8.786
Received donations	0
Expenditure project	-482
Closing balance 31-12-2023	<b>8.304</b>

Appropriated Fund project operation and delivery room

Opening balance 01-01-2023	36.914
Received donations	17.500
Expenditure project	-43.210
Closing balance 31-12-2023	<b>11.204</b>

Appropriated Fund project electricity supplementation

Opening balance 01-01-2023	855
Received donations	0
Expenditure project	-855
Closing balance 31-12-2023	<b>0</b>

Appropriated Fund project refrigerated waste storage

Opening balance 01-01-2023	140
Received donations	0
Expenditure project	-140
Closing balance 31-12-2023	<b>0</b>

Appropriated Fund project housing staff phase 2

Opening balance 01-01-2023	22.777
Received donations	0
Expenditure project	-22.777
Closing balance 31-12-2023	<b>0</b>

Appropriated Fund project housing staff kitchen and laundry room

Opening balance 01-01-2023	600
Received donations	0
Expenditure projects	-600
Closing balance 31-12-2023	<b>0</b>



Appropriated Fund project airco's gynecology and emergency

Opening balance 01-01-2023	1.567
Received donations	0
Expenditure project	-1.567
Closing balance 31-12-2023	<b>0</b>

Appropriated Fund cleaning supplies

Opening balance 01-01-2023	1.124
Received donations	0
Expenditure projects	-1.124
Closing balance 31-12-2023	<b>0</b>

Appropriated Fund project medication

Opening balance 01-01-2023	0
Received donations	32.500
Expenditure project	-27.500
Closing balance 31-12-2023	<b>5.000</b>

Appropriated Fund salary

Opening balance 01-01-2023	0
Received donations	34.334
Expenditure projects	-5.000
Closing balance 31-12-2023	<b>29.334</b>

Appropriated Fund project blood sampling room

Opening balance 01-01-2023	0
Received donations	3.150
Expenditure projects	0
Closing balance 31-12-2023	<b>3.150</b>

Appropriated Fund support fund

Opening balance 01-01-2023	0
Received donations	2.200
Expenditure project	-500
Closing balance 31-12-2023	<b>1.700</b>

Appropriated Fund medical consumables

Opening balance 01-01-2023	0
Received donations	5.000
Expenditure projects	-5.000
Closing balance 31-12-2023	<b>0</b>





Appropriated Fund personnel training

Opening balance 01-01-2023	0
Received donations	7.304
Expenditure projects	-7.304
Closing balance 31-12-2023	<u><u>0</u></u>

Appropriated Fund project new ECG

Opening balance 01-01-2023	0
Received donations	3.000
Expenditure projects	-3.000
Closing balance 31-12-2023	<u><u>0</u></u>

Appropriated Fund maintenance costs

Opening balance 01-01-2023	0
Received donations	1.500
Expenditure projects	-1.500
Closing balance 31-12-2023	<u><u>0</u></u>

Appropriated Fund project soap- alcohol- and paperdispensers

Opening balance 01-01-2023	0
Received donations	2.500
Expenditure projects	-2.500
Closing balance 31-12-2023	<u><u>0</u></u>

Appropriated Fund inventory and equipment

Opening balance 01-01-2023	22.805
Received donations	10.855
Expenditure projects (donation to QC Ecuador)	-2.585
Sale and donation of excess inventory and equipment	-2.800
Closing balance 31-12-2023	<u><u>28.275</u></u>

## **Notes to the statement of income and expenses**

### **Receipts: received donations and gifts**

Donations and gifts have been received from private individuals, business and non-profit organisations such as equity funds and foundations. Quina Care did not receive any government funds or other revenues that are not specifically mentioned here.

### **Expenditure: spent on hospital realisation**

This includes all expenses incurred to realize the hospital. This includes the costs of renovating the hospital, the donation of inventory and equipment and the operating costs of the hospital. The expenditure of the projects as mentioned in the progress statements is also included.

### **Expenses: publicity costs, administrative and overhead costs**

This includes the costs for the website, the financial administration, insurances and memberships.

### **Financial income and expenses**

This includes the costs of keeping the Triodosbank bank account and the costs of payment transactions via iDeal.

This annual report was adopted during the board meeting of 16 May 2024.

Board Quina Care Foundation:

J.C. Bouwman-Zaaijer

Chair

M.A.E. van de Sande

Secretary

Y. van der Ende

Treasurer

M. Hutteman

Board Member



To: Board of Foundation Quina Care

From: Audit Committee of Foundation Quina Care

Subject

Examination of Annual Report 2023

The Hague, April 26, 2024

Dear Board,

In accordance with the Regulations of the Audit Committee of Foundation Quina Care, we have examined the Annual Report 2023 of Foundation Quina Care. During our examination, we verified that the financial information in the annual report is consistent with the records.

No discrepancies were identified during our review. Consequently, we recommend granting discharge to the board.

Best regards,

drs. P. Vlasveld

P.F.D. Schotte