

MULTIGATE[®]

Medical Products

CUSTOM
PROCEDURE
PACKS



— We are one of Australia's leading suppliers and manufacturers of procedure packs and medical consumables for the public and private hospital market. We design, make and supply over 2,000 products and employ over 400 people in Australia, many of whom have had successful careers in nursing and hospital care.

Strong partnerships and pioneering development have powered our growth, making us the preferred supplier to National and State Government health purchasing authorities and most of Australia's leading public and private hospitals.

We are driven by a clear purpose - to create medical products, services and experiences that give you the advantage to perform at your best. We aim to inspire performances and better patient outcomes that will lead the world of hospital care to new standards.

— We are Multigate.

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Custom Procedure Packs

— Improving performance with every step.



— A Custom Procedure Pack (CPP) is a self-contained, sterile pack designed in co-operation with you, which contains all the individual single use components required to support a specific procedure.

Packing is only the beginning of an end-to-end process of designing, assembling, sterilising and delivering packs to the theatre sterile stock room. We have systems and a

dedicated team, many of whom are ex-clinicians, that are able to identify and support continuous improvements in the performance of your packs.

— Custom Procedure Packs offer a compelling set of benefits felt across clinical, inventory and wider hospital performance.

Theatre productivity improvements:

- ✓ Improved workflows which improve procedure times
- ✓ Reduced picking and set up times
- ✓ Improved aseptic practice
- ✓ Single use drives improved infection control
- ✓ Reductions in linen and associated lint
- ✓ Simplified surgeon preference management

Wider hospital productivity improvements:

- ✓ Reduced picking errors
- ✓ Reduced inventory holding costs of consumables
- ✓ Operating theatre space management
- ✓ Reduced CSSD costs
- ✓ Reduced procurement processing
- ✓ Less waste and less waste handling



MULTIGATE PrecisionPack®

EXPERIENCE ORGANISED

47%
Up to
47% less
storage
space

- ✓ Space economy
- ✓ Clear labelling
- ✓ Simple to store and handle

Our innovation lies in three key areas:



01 | SPACE SAVING

Our space efficient CubeWare® reduces the bulk of our packs, returns precious space and contributes to supply chain efficiencies.



02 | EASY TO IDENTIFY

Colour-coded labelling system ensures critical information is easy to find and supports quick pack selection.



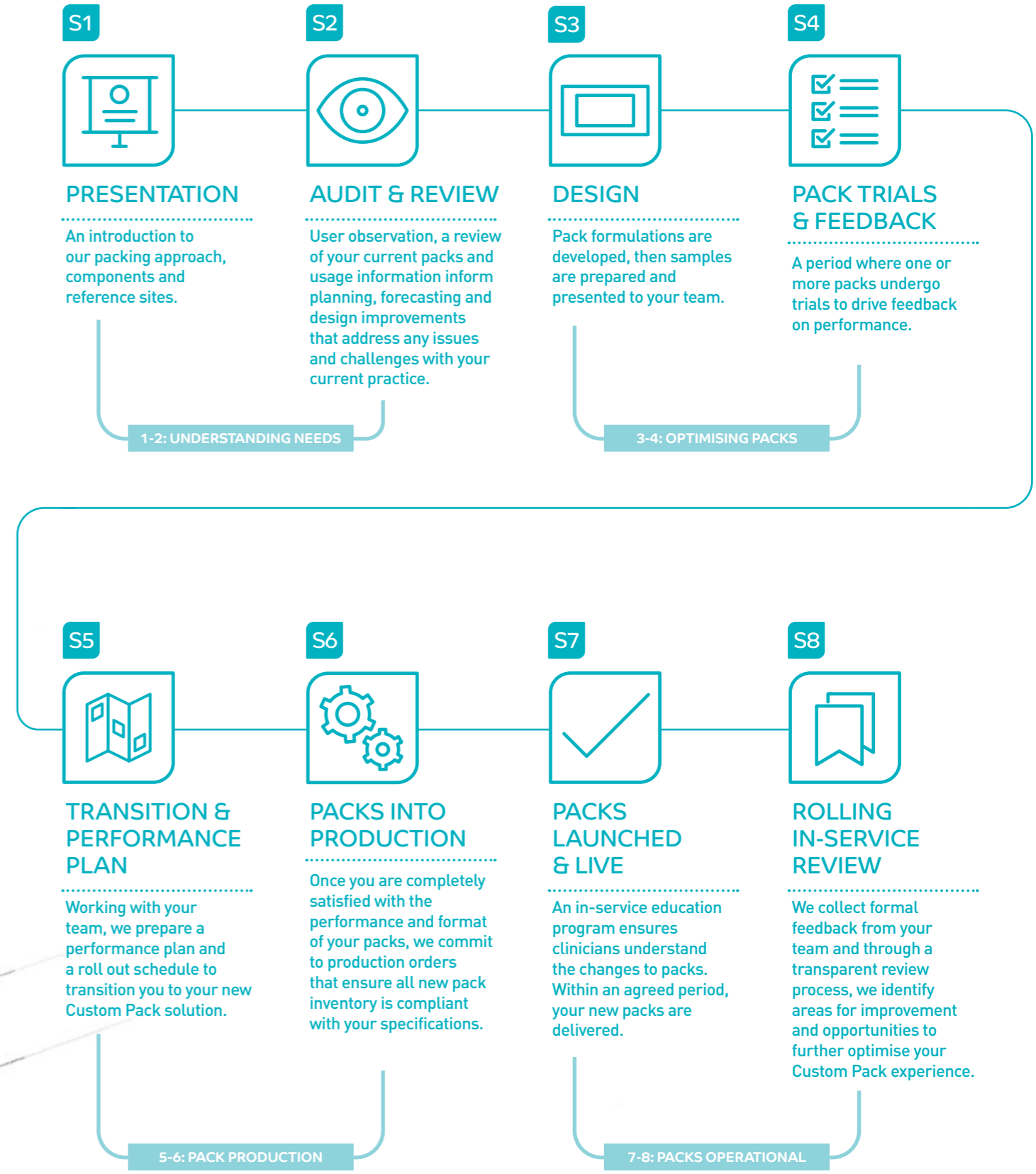
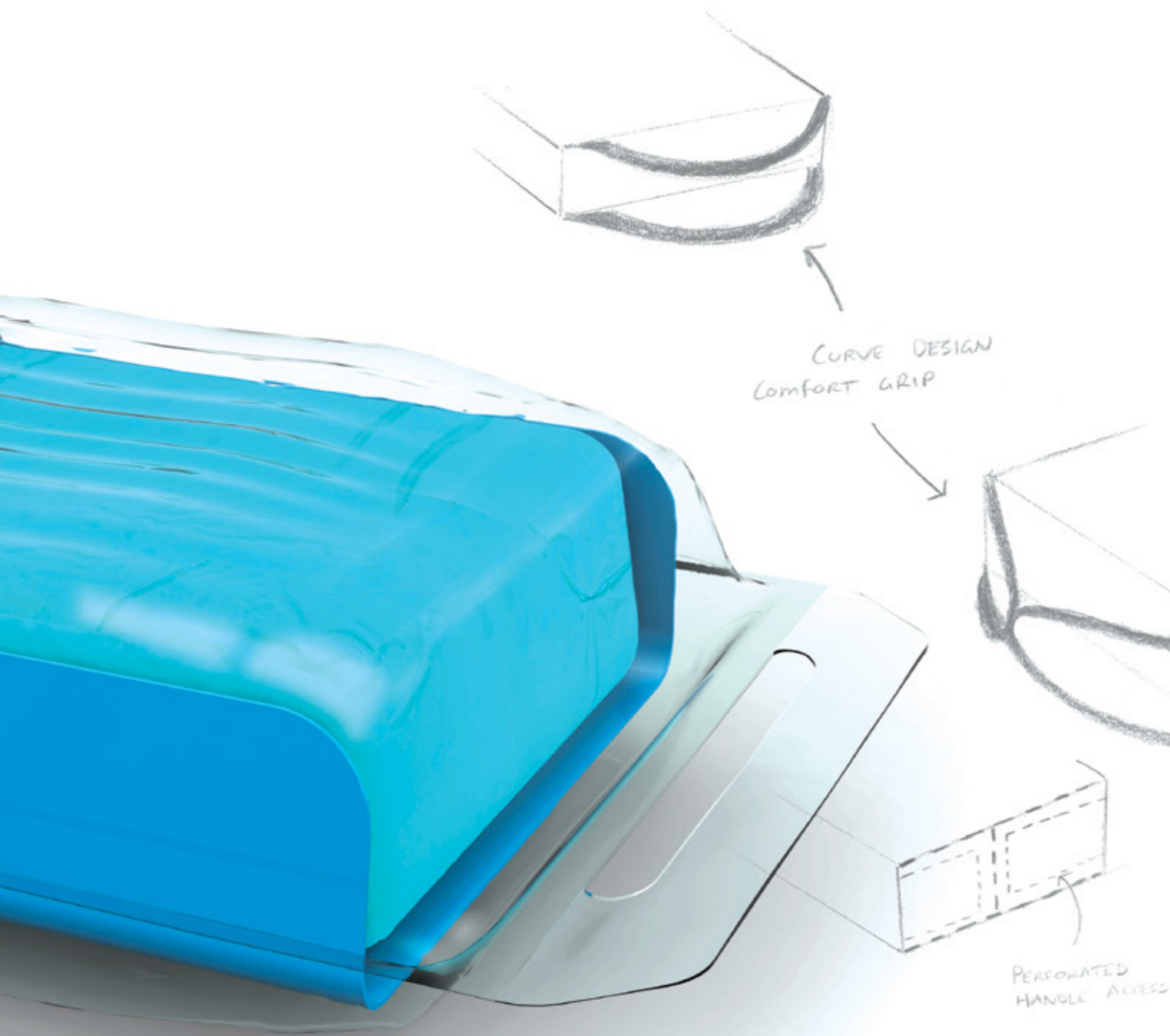
03 | ORDER & CONTROL

Our packing methodology and improved pack structure brings order to storeroom shelves and improves the management of components for a controlled un-pack during theatre set-up.

— Addressing clinician concerns over bulk and complexity we developed a packing system that ensures our packs are compact, simple to use and easy to store.



— Every step on the path to your new Custom Pack solution is designed to build confidence and to ensure your packs and the processes that support them are tailored to your precise clinical and broader operational needs.



— We have a dedicated team of trained clinicians, business development staff and service design specialists who understand your needs and are on hand to support you.

Throughout the life of our relationship, they will work with you to develop your Custom Pack experience and ensure you achieve ongoing improvements to your performance.

Our clinical and business development teams are also on hand to assist with training and in-service support to ensure that your clinicians and other stakeholders are confident in using your Custom Pack solution.



— We have invested in a world class, in-house design capability to power our innovation practice and to ensure your Custom Pack experience is designed to suit your specific needs.

Our Business Development team, supported by our in-house Design Team can observe and analyse your entire Custom Pack journey. Through user discussion, watching and learning how you work, we are able to build upon our understanding of the challenges you encounter and uncover any hidden needs.

In collaboration with you, we can translate these findings into a relevant and valuable evolution of your Custom Packs and the systems and processes related to the supply, storage, use and disposal of your Packs.



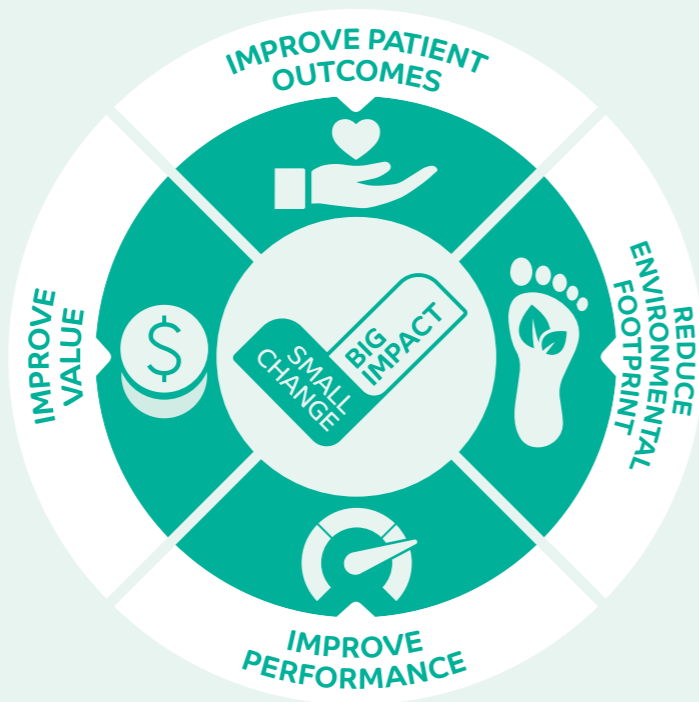
— Small Change Big Impact is a philosophy we apply when reviewing our products, services and supply arrangements. It is also the framework we use to optimise the component mix in your packs so they better serve you and the patients in your care.

Balanced approach

We regularly review your CPP's to ensure they are delivering the best possible outcome for you.

We take into consideration changes in your requirements, usage patterns and new products introduced since your CPP was last reviewed.

We evaluate potential changes to your CPP recipe against a multi-criteria framework to ensure they are well considered, balanced and capable of making a big impact. If we discover ways to improve patient outcomes, save you money, improve performance or reduce the environmental footprint of your CPP, we will present our findings and recommended changes to you for consideration.



EXAMPLE: SURGICAL SPONGES



Multigate currently offer customers a choice of two types of Surgical Sponge:

- A 100% cotton sponge, made from 6 layers of cotton.
- A composite sponge. The 2 outer layers are cotton, the 4 inner layers are polyester viscose.

The clinical performance of the two products is very similar and they are the same price, however the Composite Sponge has a significantly lower environmental footprint than the 100% Cotton Sponge. Multigate is encouraging our customers to replace their Cotton Sponges with Composite, as the positive environmental impact from making this simple change is huge, especially once you take into consideration the scale of usage of these products.

Small Change:
Less Cotton

Lifecycle greenhouse gas emissions are reduced by:

37%

Lifecycle water usage is reduced by:

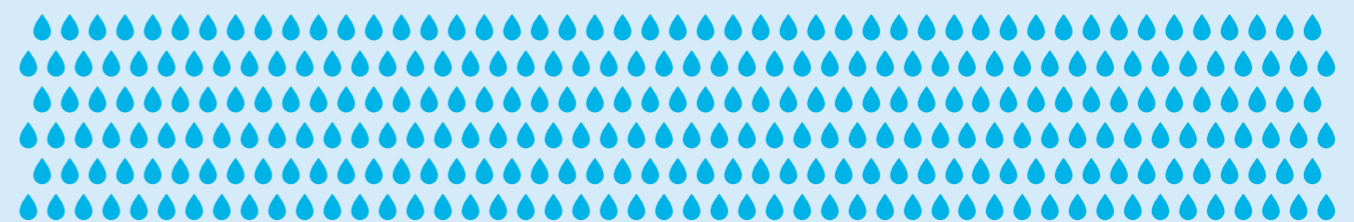
56%

To help put the potential environmental benefit into perspective, for every 1 million of our 30cm x 30cm Cotton Sponges that are changed to Composite:

We reduce greenhouse gas emission equivalent to removing **35** average Australian cars from our roads for 1 year...[^]



... and save water equivalent to **7.5** Olympic swimming pools or **340,000** average showers.[#]



Calculations & assumptions: [^] Based on average petrol car 10.8L per 100km/13,300 km per year. [#] Based on Olympic swimming pool volume of 2,500,500L based on official minimum dimensions of 50m long x 25m wide by 2m deep. Average shower = 55L. Results extracted from commissioned internal Lifecycle Analysis (LCA) study from Lifecycles.

— We have always felt the highest duty of care, not just to you, but to your patients, as the decision to use our products is significant and has the capacity to shape a life.

All our CPPs are assembled and packed either on site in our world class 1,600m² clean room located at Villawood, or by one of our 10 international manufacturing facilities.

Our Australian production facilities enable us to deliver an effective and timely production solution for your Custom Packs.

Our processes set the standard for quality:

- ✓ Our clean rooms are certified to ISO 14644
- ✓ Our dual quality system is independently certified to ISO 13485 and ISO 9001
- ✓ We maintain an Environmental Management System in accordance with ISO 14001
- ✓ All our CPP components are assessed for inclusion against ISO 14971
- ✓ Our products are sterilised in accordance with ISO 11135 and ISO 11137
- ✓ All our packaging is compliant with ISO 11607



— Our supply chain investment is powering a new standard in performance, assuring supply, shortening lead times and improving supply responsiveness.

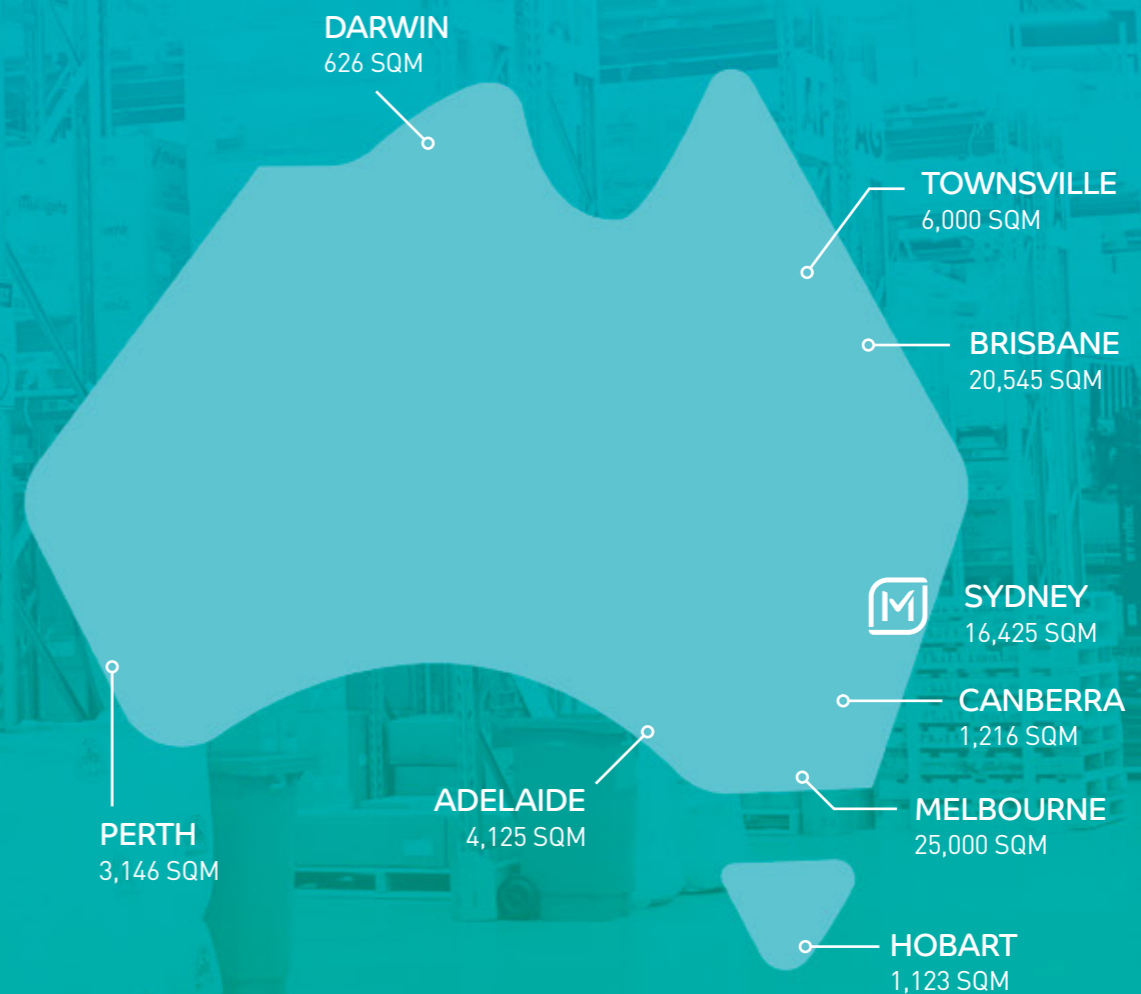
Combining our local production capability with a range of overseas joint venture partnerships, we control the supply chain for the vast majority of the components that go into your Custom Packs.

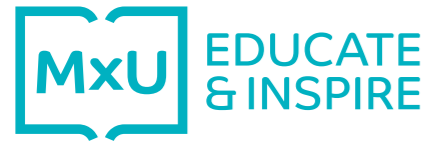
This unrivalled level of control over our supply chain, combined with our advanced warehousing management and distribution capability uniquely places us to assure supply and the on-time delivery performance you demand of us.

Beyond our standard delivery to your loading dock, we offer a range of tailored delivery solutions to reflect the specific needs of your hospital. Our CPP Trolley Delivery Service delivers decanted packs in wheeled trolleys to sterile stock rooms and our Vendor Managed solutions place inventory management in our hands, providing you with a dedicated Multigate team to monitor, replenish and decant packs to the shelves in your sterile stocks rooms.

— We have a nationwide multi-hub warehouse distribution model to enable a more reliable service and shorter lead times.

- Next day delivery to metro locations
- EDI based order and transaction integration
- Investing in advanced fulfilment management and tracking systems



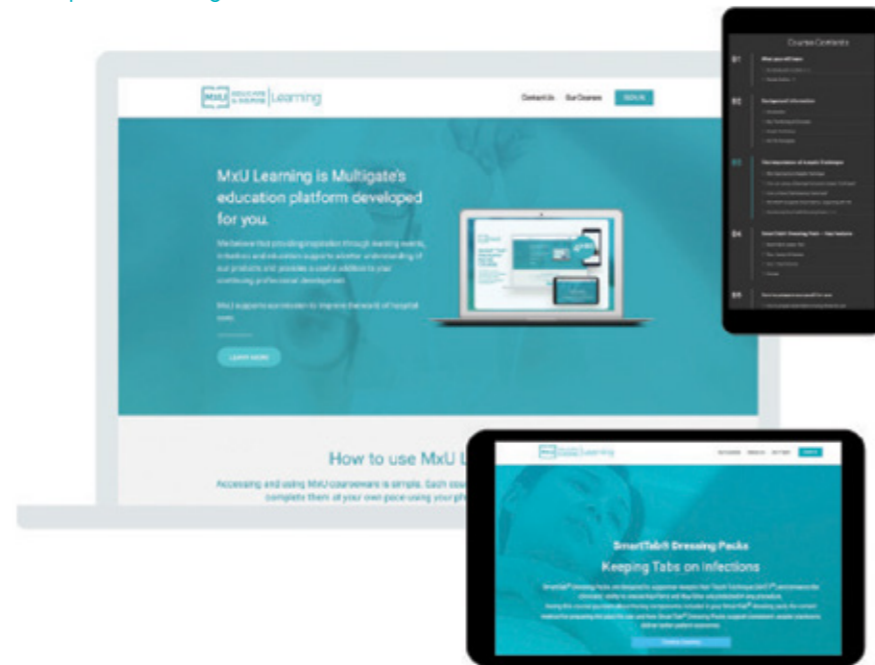


— We are investing in the creation of online MxU courses, learning events and other initiatives to improve onboarding and support a better understanding of the products contained within your Custom Procedure Packs.

Accessing and using MxU courseware is easy. Each course is short, simple to follow and can be completed at your own pace using your phone, tablet or desktop device.

Courses are also certificated, allowing you to account for your time and achieve credits for your continuing professional development.

If you are a Multigate customer and you would like to organise free access to our materials, please contact your Multigate Business Development Manager.



— We understand that delivering an effective Custom Pack implementation requires a partnership. Our systems and people are dedicated to working collaboratively with all stakeholders to deliver a great experience and to optimising your performance.

We remain true to our innovation led vision we had over 30 years ago. A vision that drives our desire to improve the world of hospital care. A vision that is built on collaboration with you, our partners.

— Together we are Multigate.

Empowering
performance
since 1986

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