

MULTIGATE[®]

Medical Products

OUR
CAPABILITY




We are Multigate.

— Strong partnerships and pioneering development within the world of hospital care have powered our growth and helped us to evolve from the sale of our very first dressing pack in 1986.

— Today, 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.

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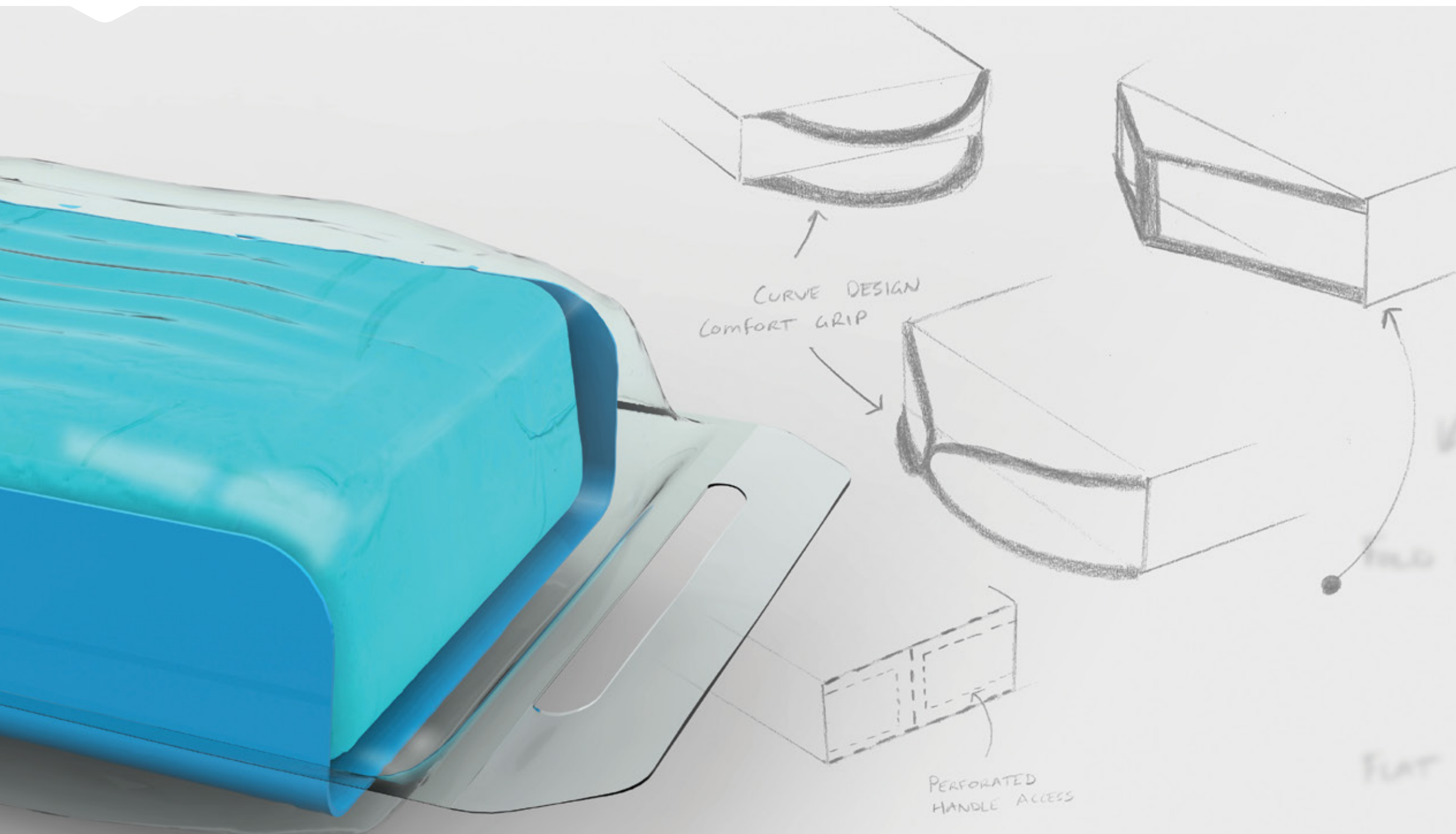


— At Multigate we are driven by a clear purpose - to create medical products, services and experiences that give you the advantage to perform at your best.

— We aim to inspire performances and better patient outcomes that will lead the world of hospital care to new standards.

- Our responsibility is to innovate constantly and with purpose.
- With a genuine desire to improve the quality of your day to day life, we are dedicated to the design of ground-breaking new products and services that have you and your performance as a medical professional in mind.

— We have invested in the development of a world class design capability, to build upon our empathy and understanding of the way you work, to uncover hidden needs that drive our innovation practice and to power our ability to better serve you, your patients and our partners.



— Our innovation approach is not confined to the products we design. We offer a holistic approach focused on improving the total user experience. It's a focus that constantly challenges us to consider how our people, our products and our services deliver a performance advantage.

We are equally focused on the design of our product education, improving the management of our products to reduce holding costs, assuring supply and managing the entire lifecycle of the product

through to its effective disposal. It's this wider focus that ensures our products make genuine contributions to improving hospital management and clinical practice.

— We have learnt that by observing, listening and collaborating with our customers we can consistently deliver performance breakthroughs.

From the design of our CubeWare® range, currently revolutionising the hollowware market, by driving clinical and wider hospital benefits in space saving, to our innovative Fluro-Tec® abdominal sponges

and swabs, which improve intra-operative detection and patient safety, each new iteration of our products and services aims to deliver the benchmark in clinical and hospital performance.



Procedure Packs



Drapes & Equipment Covers



Gowns & Apparel



Hollowware



Sponges, Swabs & Gauze



Towels, Wipes, Under-pads & Pads



Instruments & Accessories



Sterilisation Products



Wound Closure, Dressings & Bandages



General Consumables



Specialty Consumables

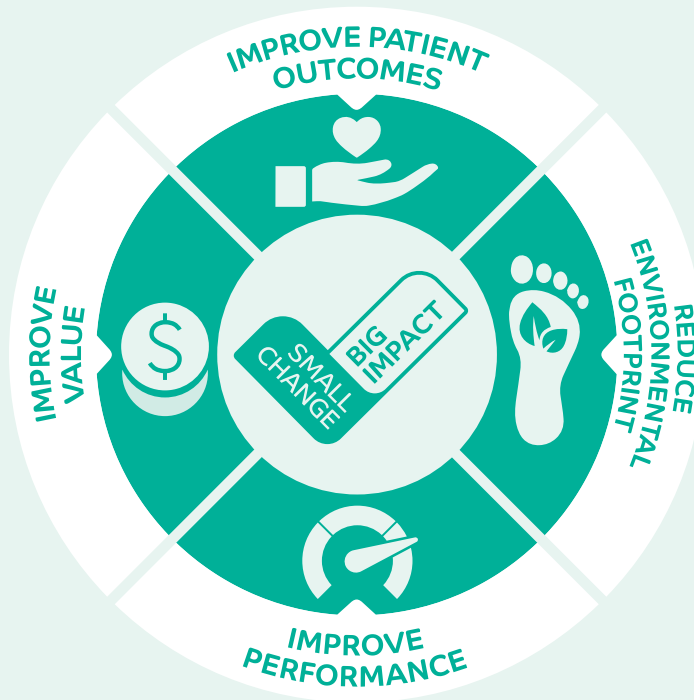


— Small Change Big Impact is a philosophy we apply when reviewing our products, services and supply arrangements. It's a philosophy focused on how we better serve you and the patients in your care.

Balanced approach

We evaluate potential changes against a multi-criteria framework to ensure that they are well considered, balanced and capable of making a big impact.

It's a philosophy that helps us to discover ways to improve patient outcomes, save you money, improve performance and reduce the environmental footprint of a product or service.



EXAMPLE: SURGICAL SPONGES

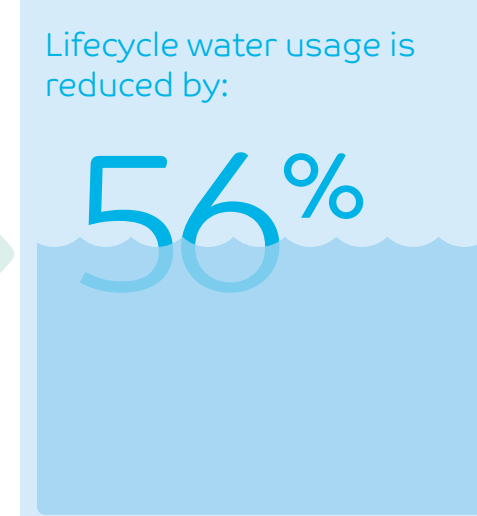
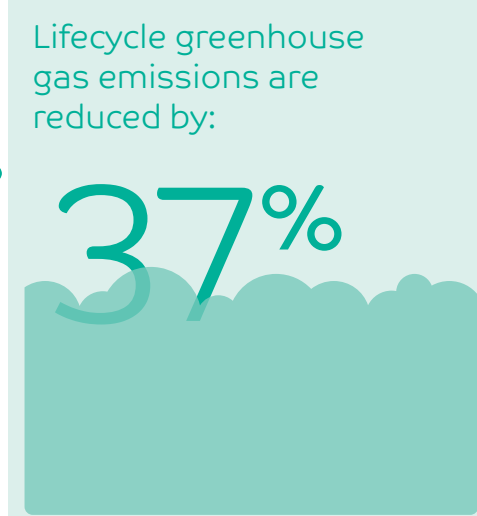


Multigate currently offer customers a choice of two types of Surgical Sponge:

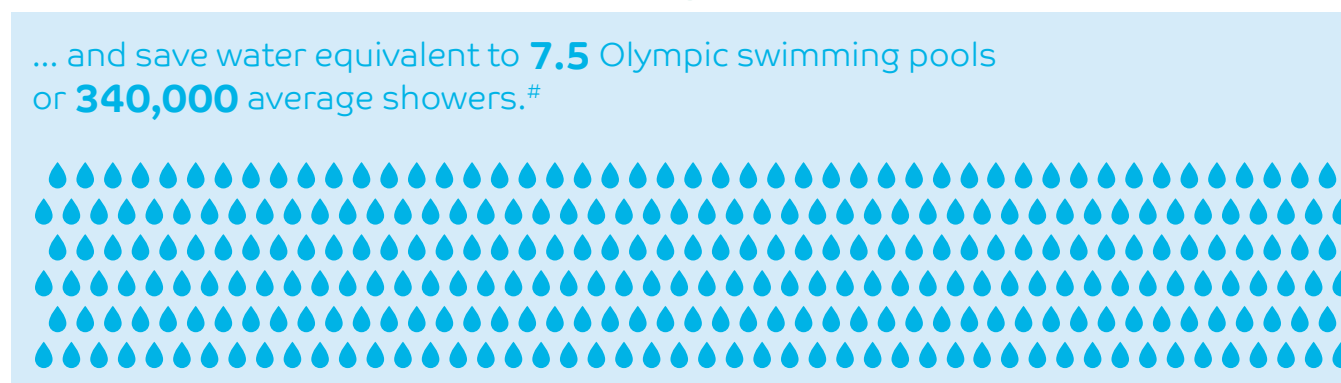
- A 100% cotton sponge, made from 6 layers of cotton.
- A composite sponge. The 2 outer layers are cotton, the 4 inner layers are polyester viscose.

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.

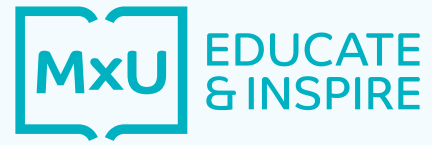
Small Change:
Less Cotton



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:



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.

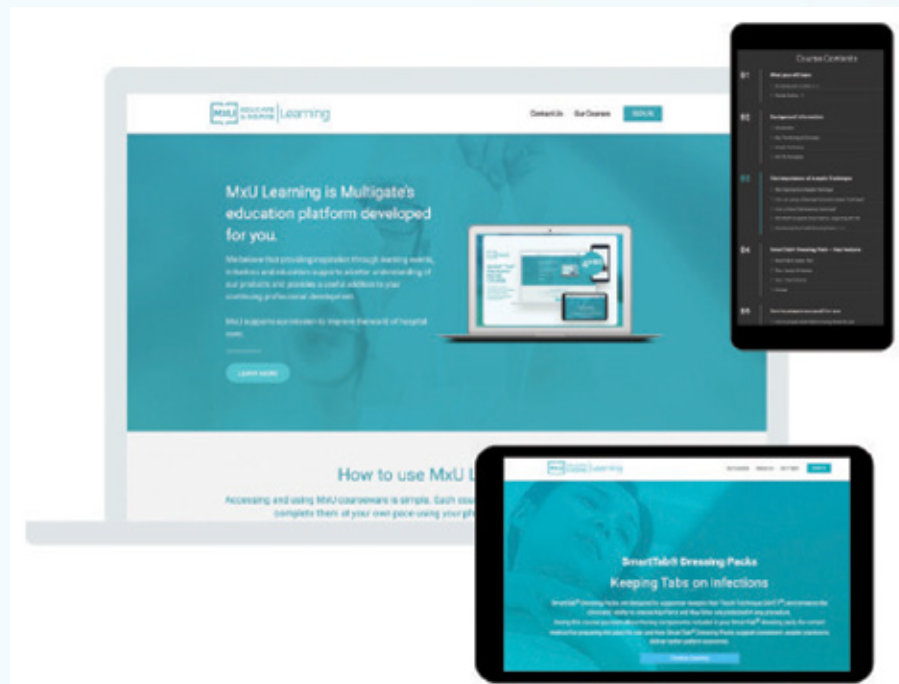


— We believe that providing inspiration through learning events, initiatives and education supports a better understanding of our products and provides a useful addition to your continuing professional development.

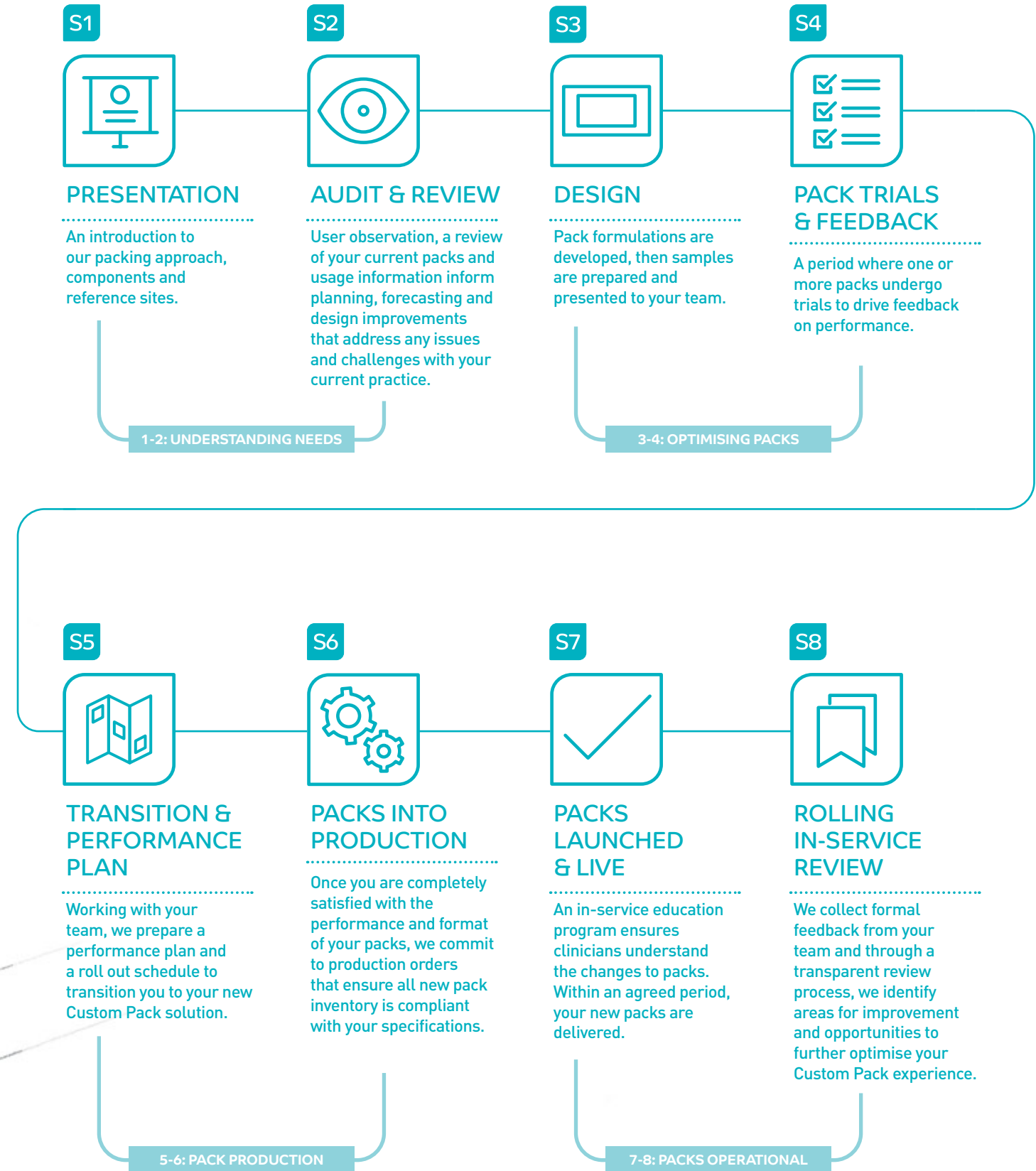
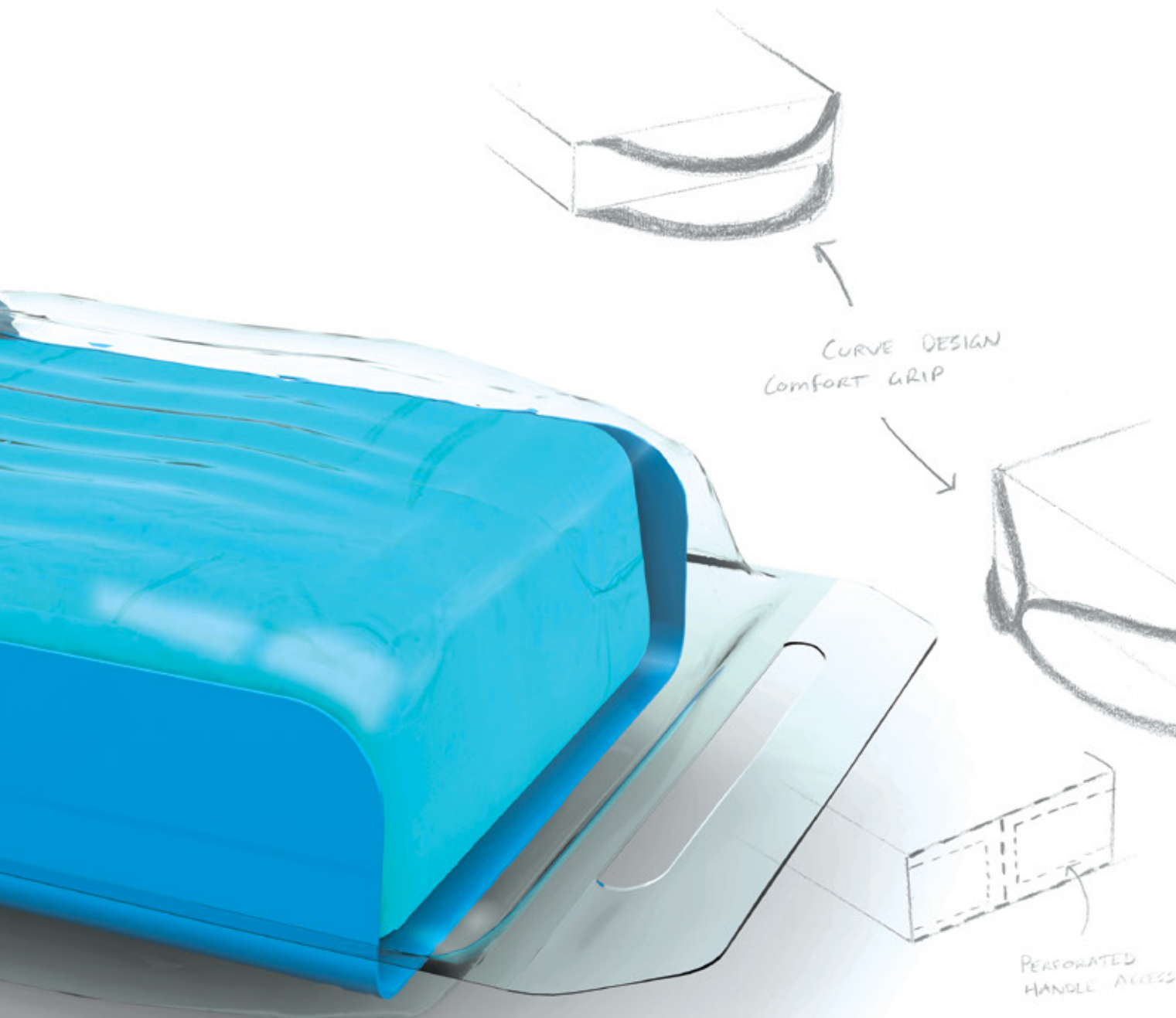
Accessing and using MxU courseware is easy. Each course is short, simple to follow and can be completed at your own pace using your phone, tablet or desktop device.

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.



— 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 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.

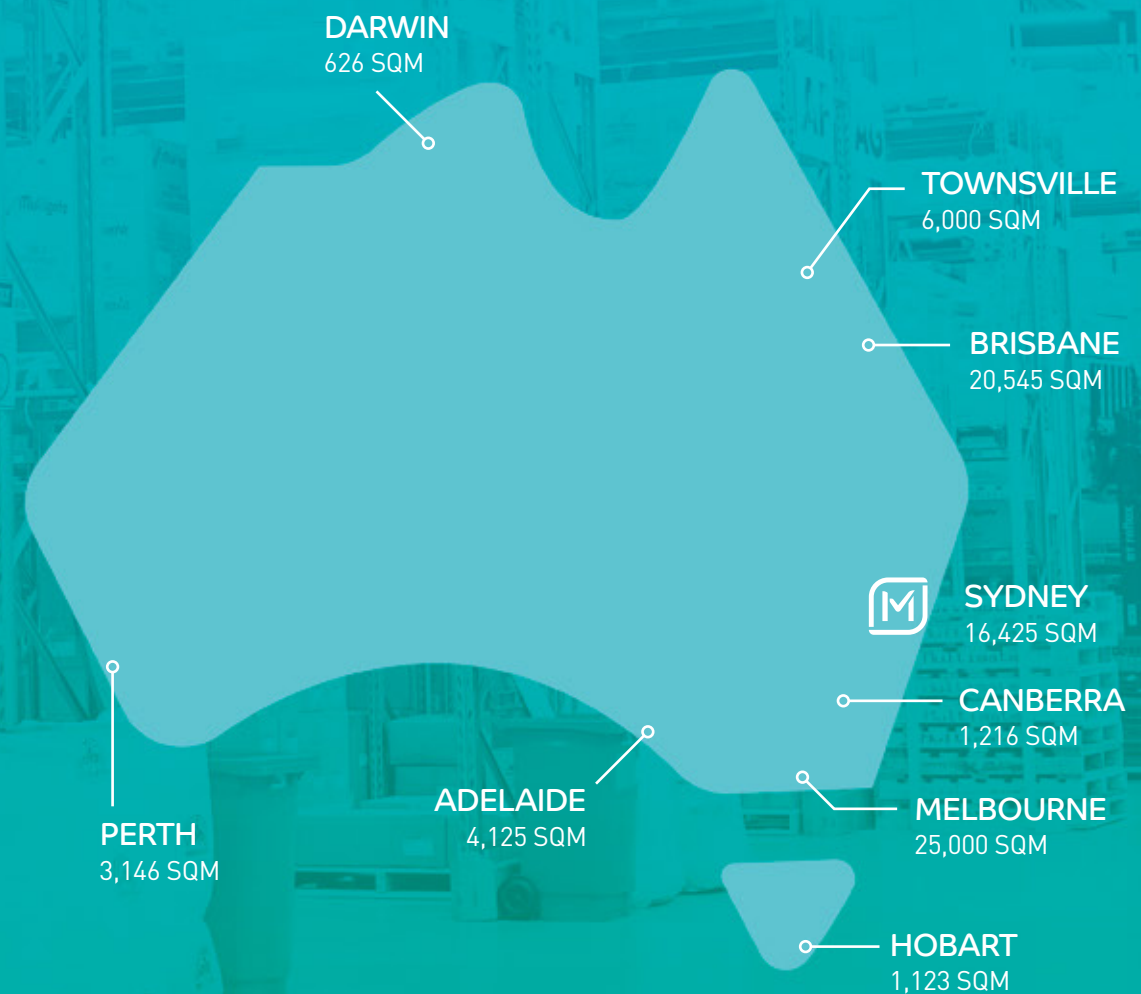
Combining our local production capability with a range of overseas joint venture partnerships, we control the supply chain for the vast majority of the components that go into your Custom Packs.

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





A PARTNERSHIP

— Despite our growth and success, 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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