



Profile and Capability Statement



Australia



**‘A fresh innovative partner
with the products, systems
and coverage to help you
deliver superior value to your
patients, clients and
facilities.’**



Welcome to EBOS

EBOS Healthcare is one of Australia's leading providers of medical, surgical and retail products to all sectors of the Healthcare market. We operate through five core business units – Aged Care, Consumer, Hospital, Infection Prevention and Primary Health.

Our story

Since our beginnings in 1922, we have refined and developed our sales and distribution networks to become one of the largest suppliers of international healthcare brands in the Australasian region. We stock over 10,000 products and provide overnight delivery of orders to most metropolitan centres.

We are owned by the EBOS Group, who are a publicly listed entity. Following the acquisition of the Symbion Group in June 2013 our Group revenues exceed \$6.0 billion, a true testament of our strong market position, extensive market coverage and ever-increasing number of global companies that trust us with their brands.

Innovation, Procurement and Supply Chain

EBOS has continually fostered a culture of innovation by sourcing sustainable, global brands and market leading products. Today we distribute the products of over 700 suppliers of medical equipment and consumables, and have strong partnerships with all main manufacturers in the industry. We have exclusive brand representation for the global leading Vernacare Human Waste Disposal System, Vernacare Tuffie Wipes, Eschmann Operating Theatre tables and theatre lights and Allersearch Asthma and Allergy range, to name a few.

Using our reliable supply chain, and 'single contact point' business model we enable product manufacturers to reach markets faster, and with an Australia wide coverage of distribution centres we are well positioned to service our clients requirements in respect of capital items and consumable products.

At the same time our purchasing strength and capability to route global supplies to Australasia provides consumers in this region access to the best available medical and surgical products and services.

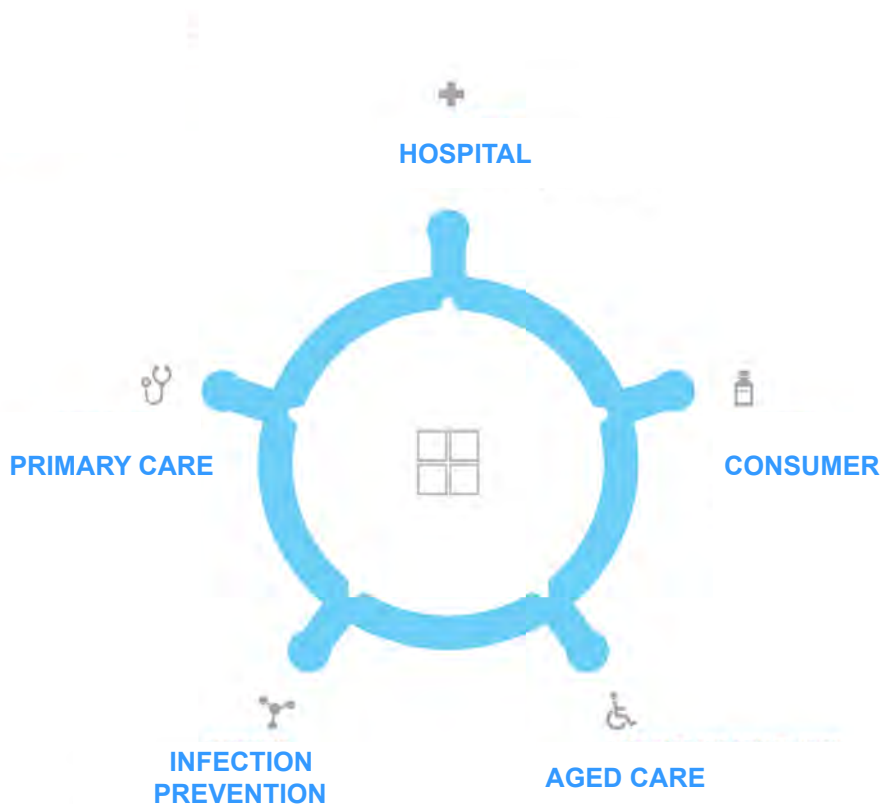


A specialist approach to different sectors of the Industry

The specialist approach we offer to our markets across our five business units can be directly accredited to our success.

This enables dedicated sales and marketing teams to take an entrepreneurial approach to each area of supply. It also allows them to customise their service to meet the expectations of each market sector, thus providing superior value to our customers and differentiating ourselves in the industry.

We deliver over 1 million order lines every year. Our products and services touch and enhance the lives of millions of people every day.





Our Brand Partners: supplier relationships that deliver superior service levels and unrivalled customer support





Our Key strengths:

Supply Chain, Systems and Processes:

- Our quality systems and processes have been proven to drive best practice and consistency in service outcomes.
- Our comprehensive ordering and reporting systems will provide you with reports and information required to measure performance.
- We bring unrivalled coverage and distribution capability via our national distribution centres.

Innovation and Continuous Improvement:

- We can leverage our local and international capabilities to drive continuous improvement across procurement and supply chain.
- EBOS Healthcare has the ability to source a range of international brands that can respond to your changing needs.



Compliance and Quality Systems

EBOS Healthcare - Quality Policy

In the execution of its commitments to customers, our management considers customer satisfaction and customer confidence in our products and services to be of the greatest importance. This is to ensure that our business maintains its viability in the marketplace.

Products marketed by EBOS are manufactured by our suppliers according to standards set down by either domestic or international statutory authorities as detailed in our Quality Management System Procedures. The Company compliments these requirements by the application of the same high standards to the whole of our product/ service support system.

EBOS is committed to ensure that the quality objectives are achieved, and that all operations and activities are carried out consistently and are regularly monitored and recorded.

The Company is ISO certified – with our Quality Management System conforming to AS/ NZS ISO 9001:2008. This is reviewed on an annual basis.

EBOS Healthcare confirm our commitment to the implementation, maintenance and continual improvement of our Quality System and require each member of staff to be similarly committed, to understand our requirements and to consistently apply them in the performance of their duties and responsibilities.

EBOS Healthcare - Sales and Customer Service

EBOS prides itself on our experienced and committed Sales and Customer Service teams. With Sales representatives in all states covering all divisions, and dedicated sector customer service teams, with clients needs remaining our top priority.

The management of EBOS has recognised that exceptional customer service has distinguished the company and engendered success. EBOS acknowledges the contribution of its highly trained staff and has nurtured a work environment which encourages active participation by staff in the company's development.

Our online system capability provides numerous support options for our customers through the website www.ebosonline.com.au.



EBOS Healthcare - Acts, Regulations and Licensing

As sponsor of a large number of therapeutic goods (medicines and medical devices), EBOS Healthcare complies with all legislation applying to therapeutic goods:

- *the Therapeutic Goods Act 1989 (the Act).*
- *the Therapeutic Goods Regulations 1990.*
- *the Therapeutic Goods (Medical Devices) Regulations 2002 (the Regulations).*
- *the Therapeutic Goods Advertising Code 2007.*

Where required, medicines and medical devices distributed in Australia by EBOS Healthcare to all health sectors are registered with the ARTG (TGA's register of therapeutic goods accepted for importation into, supply for use in or exportation from Australia).

Licenses are approved and issued by each state in compliance with the Health Act regarding the storage and distribution of drugs, poisons and controlled substances with reference to Commonwealth and State Acts. Renewal is in most cases annual.

Strict reporting guidelines are to be adhered to with the sale of Schedule 8 drugs. EBOS Healthcare reports weekly to TMS Health, part of the Department of Health and Ageing, with all Schedule 8 transactions. Audits can be held by the Department of Health at any time.

As alcohol is present in a number of products in the healthcare industry a license approved by the Australian Taxation Office is required for each registered storage site. Currently all ATO licenses are valid for 3 years.

EBOS Group refers to the following guidelines and external documents:

ISO	International Organization for Standardization - ISO 9001:2008
TGA	Uniform Recall Procedure for Therapeutic Goods.
TGA	Australian Code of Good Wholesaling Practice for Therapeutic Goods for Human Use.
TGA	The Standard for the Uniform Scheduling of Drugs and Poisons.
OH&S	The various National Codes of Practice.



EBOS Healthcare - *Warehouses*

All our products are warehoused under appropriate conditions, according to manufacturer's instructions. EBOS Healthcare is a market leader in the handling and shipping of cold chain products throughout Australia. This is achieved with strict operational policy both internally and with external service providers.

Our extensive network of carriers and bulk delivery providers have a detailed knowledge of EBOS products, procedures, customers and their requirements. Our contracts are reviewed annually, and they provide national coverage with a comprehensive rural network.

Our Service Delivery standard requires that all consignments are delivered as follows:

- Metropolitan Regions mostly next day
- Regional areas within 48 hours

Our distribution centers are based in Sydney, Melbourne, Brisbane, Hobart and Perth.

EBOS Healthcare - *Commitment to a Sustainable Future*

EBOS Healthcare is committed to protecting and improving the environment and employee safety in all of the company's operations, by seeking continuous improvements through periodic reviews.

Together we strive to achieve our environmental, safety and quality commitment through the following guiding principles:

- Maximize use of recycled materials.
- Reduce or eliminate the use of hazardous substances.
- Comply with all environmental, safety and health laws and regulations.
- Decrease energy consumption where possible.
- Establish specific environmental, safety and health objectives and targets for the company.

Sustainability for us is much more than a service offering. It is integral to and embedded within all our actions and the advice we provide. We have a strong commitment to achieving sustainable outcomes across all divisions of our business and its dealings.



EBOS Healthcare - Recalls Procedure

EBOS Group follows TGA guidelines when taking recall action.

There is shared responsibility between EBOS and the product manufacturer/ distributor when a recall occurs, which is regulated by the Good Manufacturing Practice agreements EBOS has in place with all their manufacturers, repackers and contractors. EBOS Healthcare is ultimately responsible to take recall action and report back to TGA on all outcomes.

The following procedure is implemented in the event of a recall:

- Consider and initiate recall of goods reported to be faulty.
- Check stock on hand/ goods in transit.
- Notify Health Authorities / TGA if applicable, wholesalers and end users.
- Arrange the collection of product.
- Returned stock shall be labeled with “Quarantined” and held in designated area.
- Monitor all aspects of recall. Reconcile amount identified/collected.
- Document cause of defect and take preventative action.
- Destroy stock or return to supplier.

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