



Corporate Profile

CH2.

CH2 is Australia's leading integrated distributor of pharmaceuticals, medical consumables, nutritional, equipment and veterinary products servicing the healthcare market. With a portfolio of over 50,000 products sourced from 700+ industry recognised suppliers, CH2 operates across five core business units – Hospital, Aged Care & Community, Primary Care, Veterinary and Contract Logistics.

Proudly Australian owned and operated, CH2 has a national footprint which, combined with expert local knowledge, delivers scale and personalisation to our Customers and Supply partners.

With a 78 year heritage in delivering outstanding healthcare supply solutions, CH2's healthcare foundations can be traced back to the formation of Victoria's regional and metropolitan hospital associations.

Today CH2 services customers located throughout Australia in metropolitan and regional areas. It has one of the widest distribution networks in the

Healthcare sector, with customers including Public and Private Hospitals, Retail Pharmacy, Aged Care facilities, Medical Centres, Specialists, Day Surgeries, Diagnostic Imaging, Pathologists, Veterinarians, Dentists, Physiotherapists, as well as Federal and State Government bodies such as the Armed and Emergency Services and the Department of Veteran Affairs.

CH2 has long standing relationships with all major pharmaceutical, medical consumable, veterinary, nutritional and equipment suppliers.

Our Future Vision

Our vision is to be the preferred healthcare distribution network for all Australian providers of healthcare, pharmacy and veterinary products. We will achieve this through a combination of:



Best in class logistics



Customer service



Extensive product range



Competitive pricing



Knowledge-based solutions



Relationship development



ENABLING AUSTRALIAN HEALTHCARE



Enabling Australian Healthcare through tailored supply chain solutions



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SA - Adelaide
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NSW - Newcastle
3 Balbu Close
Beresfield
NSW 2322
Phone: (02) 4914 0100



TAS - Hobart
13 Lampton Avenue
Derwent Park
TAS 7009
Phone: (03) 6274 0700

Our Customers

As Australia's leading integrated pharmaceutical medical consumable nutritional, equipment and veterinary distributor servicing the entire healthcare market, CH2 is proud to be a leader in supply chain solutions.

CH2 is made up of five business units, CH2 Hospitals, CH2 Primary Care, CH2 Aged Care and Community, CH2 Vet and CH2 Contract Logistics. Each business unit has its own national network of expert Business Development Managers.

CH2

CORE CAPABILITIES



**Extensive product range
of over 50,000 products**



**Fully integrated
offering covering
pharmaceuticals,
medical consumables,
nutrition and equipment**



**Dedicated team of
state based Account
Managers**



**Strong relationships
with key suppliers**



**Fast and reliable
delivery**



**Superior IT capabilities
and reporting tools**



**National footprint -
Distribution centres
covering all states**



**Private label offering
across a wide range of
medical consumables**



Hospital

CH2 has an extensive history as one of Australia's leading distributors to public and private hospitals, retail pharmacies and resellers.

Boasting a strong industry reputation for customer first, CH2 prides itself on working in collaboration with our Customers and Supply Partners to tailor solutions that best fit their needs.

CH2 has also introduced a number of innovative service offerings, including the proprietary 'direct-to-ward' distribution system WardBox®. This superior EDI technology delivers increased speed and efficiency and cost savings for our customers.



Primary Care

CH2 services the broad customer base within the Primary Care sector - including Medical Centres, Radiology, Dental, Day Surgeries, Allied Health, Universities and research labs - through its diverse and extensive product range.

CH2 is a 'one stop shop' for all your medical, pharmaceutical and equipment supply needs, with every day (next day) delivery for peace of mind.



Aged Care and Community

CH2 delivers a holistic offering into both the Aged Care and Community sectors, offering a seamless solution across residential and in home care.

With extensive knowledge of government funding and schemes, CH2 can provide a range of support, training and education to support you in providing superior standards of service and care to your valued clients.

Market leading integrated IT solutions and reporting capabilities allow data analysis and reporting at a Corporate Head Office, Site and individual client level.



Vet

Offering an extensive range of human and animal health products, plus the freedom of purchasing choice from our extensive range of pharmaceutical and medical consumables, CH2 is passionate about supporting local vets and the animal health industry in building successful businesses now and into the future.

Strong alliances with key suppliers allow CH2 to confidently deliver competitive pricing, and a national network of distribution centres is supported by teams of state based Customer Account Representatives with expert local knowledge.



Contract Logistics

CH2 leverages its national healthcare distribution infrastructure to provide tailored 3PL and 4PL solutions - enabling manufacturers and product sponsors to outsource their supply chain management function.

For its 3PL clients, CH2 manages supplier logistics functionality by providing warehousing, pick, pack and distribution services.

CH2's 4PL solution is a 'whole of business' service offering whereby CH2 partners with Suppliers in managing their supply chain on a national basis. The 4PL service comprises control of inbound logistics, inventory management, warehousing, customer service, invoicing, outbound logistics, debt collection and reverse logistics. Sales, marketing and pricing functions are managed by the principal.



Best in Class Capabilities

Our Team & Customer Operations

CH2's customers are supported by specialist Business Development Managers and Customer Service teams, who undertake ongoing product training and understand the critical nature of the healthcare industry. The office hours are 8am to 5pm Monday to Friday with emergency contacts available after hours. We understand that we are not just 'moving boxes', and will truly partner with you to understand and meet your supply needs.

Quality Data & Accreditation

CH2 understands the value of quality data in improving patient outcomes, and is committed to implementing the GS1 system throughout the business and within its partner network. A passionate supporter of best in class data management principles, CH2 is currently working with its partners to implement the Australian Digital Health Agency National Product Catalogue and E Procurement Model.

CH2 is also proud to have developed a business management system that meets the specific Quality Accreditation requirements of AS/NZS ISO 9001:2008.

Operating Basics

CH2 operates Oracle's industry leading JD Edwards Enterprise 9.1.2 as its Enterprise Resource Planning (ERP) system on a SQL Server, 2012 database. SAP Business Objects is deployed as the business intelligence layer. CH2's customers also leverage the benefits of the unique Simple Ordering System (SOS™) to place real time orders and check pricing and availability. CH2 offers online ordering through its CH2 Direct website.

Customer & Supply Side Interoperability

CH2 has long enjoyed a competitive advantage through its Simple Ordering System (SOS™), as well as offering customers a range of flexible integration techniques. The majority of message formats, exchange services and methods of delivery can be managed, including server-to-server, HTTP, secure FTP and email.

On the supply side, CH2 will partner with all major data/health exchanges to exchange purchase orders, purchase order acknowledgments and advanced shipping notices, and receive deliveries with SSCC labels. CH2 offers a fully integrated supply chain solution.

Proprietary Services - Solutions Focused Approach

With a core philosophy steeped in innovation, CH2 offers a range of value add services to streamline and simplify the ordering process, regular product promotions and exclusive offers, and technical support for its proprietary technology.

Inventory Management Solutions

WardBox®

WardBox®, the just-in-time 'direct to ward' distribution model, is unique to CH2. Recognising the need for an efficient reliable direct to ward supply solution, WardBox® is well established in many large public and private hospital facilities, and has recently been well received in the Aged Care sector.

The WardBox® service incorporates barcode scanning technology, direct delivery to individual wards or departments, monthly invoicing and comprehensive reporting.

CH2 acts as the off premise storage facility that supplies products on a daily or weekly basis, or as required. The ordering schedule is designed to assist each healthcare facility with their movement of essential supplies, and removes the need to carry a large quantity of products.

Orders are picked, packed and invoiced for the specific ward area and delivered to the hospital for direct unpacking in the ward. WardBox® distribution is used for pharmaceuticals, medical, surgical and general supplies at numerous healthcare facilities throughout Australia.

Customers are able to tailor a WardBox® solution most suitable for their individual requirements.

CH2 Bridge

CH2 Bridge is the latest innovative offering in CH2's ecosystem of e-commerce solutions. Built on a modern flexible framework, CH2 Bridge can be easily tailored to meet individual customer needs, and is seamlessly integrated into CH2's other inventory management solutions.

CH2 Bridge is many and varied things. It can operate as a stand alone system performing radio frequency based inventory management and ordering for



Vendor Managed Inventory models. It also has multi dimensional user and account management functionality, turning complex ordering and billing requirements into a single easy to use system that can interface directly with partner systems. Focusing on data capture, management and visibility, CH2 Bridge brings together data from various CH2 platforms to provide customers with a more complete experience.

Imprest Solutions

In addition to our superior e-commerce ordering platform CH2 Direct, CH2 offers a wide variety of sophisticated EDI and scanning technologies to facilitate seamless ordering solutions for our customers.

CH2 specialises in systems solutions that reduce both costs and administration time – enabling customers to focus on their core capabilities of health management and patient care.



Proprietary Solutions

CH2 Direct®

CH2 Direct® is an online product ordering system which provides customers with a simple and intuitive interface. CH2 Direct® allows customers to place direct orders with CH2 via their internet browser, and as it is a web based solution it does not require installation or software. This means it can be accessed from any computer in your business via personal login.

Easy to learn and use, CH2 Direct® gives customers the ability to browse the complete product catalogue without having to log in, and is accessible on most versions of Windows and Mac operating systems. CH2 Direct® increases efficiencies by eliminating phone and fax orders. CH2 continually improves and updates this program to meet the needs of its customers, and ongoing training can be provided.

CH2 Gateway®

CH2 Gateway® is CH2's unique online portal available to suppliers and customers, providing them with real-time access to extensive supply chain data relevant to their products, customers and markets. Reports can be customised to individual user requirements, with a range of formats and service levels available.

With the ultimate aim of delivering an optimal service to the mutual end customer, CH2 Gateway® is yet another innovative solution to add value to CH2's supplier customer partnerships.

Superior Private Label Product Solutions

Saving money on medical consumables needn't be a trade off with exemplary standards of patient care.

bare medical™ is CH2's private label line of frequent

use medical and surgical products. Launched in 2013 in response to extensive research and discussions with our customers, the range includes 6 specialist direct-supply categories.

bare medical™ was formed by the union of two leaders in the healthcare industry – CH2 and Owens & Minor. US based Owens & Minor is a publicly listed, 131 year old FORTUNE 500 company distributing medical supplies globally. So you can be reassured that the bare medical™ range is strictly manufactured to the highest quality standards.

Intouch Direct - Direct to Consumer Distribution Service

Intouch Direct, owned and operated by CH2, is a leading healthcare provider for many Australians requiring in-home care - providing discrete, direct door-to-door delivery solutions.

Intouch Direct offers an extensive and competitively priced healthcare range of 2,000+ core products, with a dedicated website (www.intouchdirect.com.au), and customer service helpline. The specialist Intouch Direct team works closely with healthcare professionals to help deliver the best quality care to their home based clients, in addition to leveraging expert knowledge of government schemes and grants to maximise funding options.

1300 134 260

www.intouchdirect.com.au



CH2. *Enabling Australian Healthcare*

SYDNEY | BRISBANE | NEWCASTLE | MELBOURNE | HOBART | ADELAIDE | PERTH

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Primary Care
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Vet Care
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Aged Care
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Contract Logistics
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Intouch Direct
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