

Tasmanian Industry Participation Plan

DOH-5982 – Supply of Prostheses

The Tasmanian Government is committed to maximising opportunities for local suppliers to compete for and win Government procurements. Suppliers/proponents are requested to prepare a Tasmanian Industry Participation Plan (TIPP):

- for all procurements with a value exceeding \$5 million;
- for nominated procurements (at the discretion of the procuring Government entity) greater than \$2 million and up to (and including) \$5 million; and
- for private sector projects valued at over \$5 million that receive support, including in-kind support, valued at or greater than \$500 000 from the Government.

Procurement details

Procurement ID	DOH-5982
Procurement title	Supply of Prostheses
Name of Responsible Agency/Entity	Tasmanian Health Service

Supplier details

Name of supplier	Cochlear Limited
Contact details for supplier	<p>1 University Avenue Macquarie University, NSW 2109</p> <p>Telephone: (02) 9428 6555 Email: anz-tenders@cochlear.com</p> <p>Attention: ANZ Finance</p>

Are you a Tasmanian SME*? Do you employ Tasmanians?

Cochlear Limited is an Australian ASX50 listed company and is one of Australia's best known advanced manufacturers that designs, manufactures, and supplies hearing devices. With its Global Headquarters located in Sydney, Cochlear's range of Nucleus (Cochlear Implant) devices and the Cochlear Osia System are manufactured in Australia across three manufacturing sites in NSW and Queensland. The Cochlear Baha range of devices are manufactured in both Cochlear's Australian and Swedish manufacturing sites.

In addition, Cochlear owns and operates three Cochlear Care Centres in Victoria, which offer our Cochlear implant recipients hearing healthcare services. Cochlear employs over 4,000 people around the world, of which over 1,800 are in Australia. Cochlear's sales representatives and its field staff are located across Australia.

Although Cochlear is not considered to be a Tasmanian SME, we work closely with the hearing health community in Tasmania and around Australia. By actively investing in and growing the Cochlear Implants market around Australia, Cochlear is growing the Tasmanian hearing health landscape for the benefit of Tasmanians. Cochlear's investment in Tasmania includes upskilling Tasmanian hearing health professionals, through bespoke training programs and professional events, and the associated investment in local Tasmanian businesses to support these activities.

Where are the goods or services to be used in the contract sourced from?

As detailed above, Cochlear's range of Nucleus (Cochlear Implant) devices and the Cochlear Osia System are manufactured across three Australian manufacturing sites. The Cochlear Baha range of devices are manufactured in both Cochlear's Australian and Swedish manufacturing sites.

Opportunity for Tasmanian SME* involvement

As outlined above, Cochlear works closely with the hearing health community in Tasmania. In the financial year ended 30 June 2022, Cochlear anticipates that it will conduct the following events in Tasmania in collaboration with Tasmanian hearing health professionals (SMEs):

- Discover Hearing Implant events = 10
- CPA/Educational Events (Professionals) = 5
- CI Educational Events (Referrers &/or New Clinics) = 5
- Surgeon Engagement = 2
- General Events = 2
- Total = 24

Next year, Cochlear anticipates holding a further 29 local events in Tasmania, which demonstrate the increasing level of investment and collaboration with Tasmanian SMEs.

Each of the events held by Cochlear requires support from local businesses, including the hospitality, services and retail sectors.

In addition, Cochlear supports and conducts hearing health awareness campaigns, and conducts training for local Tasmanian community services, including the Tasmanian Deaf Society.

Broader social and economic opportunities

Cochlear's commitment to our recipients, Hear now. And always is a recognition of how essential hearing is and how it enables people to make the most of life's opportunities. It is also our commitment to connect our customers to the experiences that hearing offers and support people on their hearing journey, no matter how their lives or the world around them change. We continue to improve how we monitor and manage our environmental performance, the impact we have on communities and our employees, and the governance of our global operations. We have identified the following four key Environmental, Social and Governance areas:

Communities

Through our mission, Cochlear aims to improve individual quality of life and the health and wellbeing of communities around the world, in Australia and, relevantly, in Tasmania. Our efforts are channelled through the following objectives:

- Advance hearing science and technology, creating opportunities for people to hear and connect, now and in the future
- Focus on product quality and reliability, giving people the confidence to live their fullest lives
- Demonstrate the clinical, social and economic benefits of diagnosing and treating hearing loss; and
- Support education in STEM and audiology, ensuring innovation and hearing support in the future

Cochlear supports the World Health Organization's efforts to address the rising prevalence of hearing loss. We do this through unconditional donations to the WHO's programme for the prevention of deafness and hearing loss and through membership to the WHO's World Hearing Forum. The World Hearing Forum is a global network of stakeholders who share knowledge and advocate for ear and hearing care world-wide and implementation of World Health Assembly Resolution 70.13.

Environment

At Cochlear, we have a long-term commitment to the world we live in. We aim to continually reduce the environmental impacts of our products and facilities. Our commitment to sustainability extends to our partners.

People & Culture

Cochlear is committed to providing an inclusive workplace that is diverse and representative of our customers and the communities in which we operate. Our Diversity & Inclusion Strategy is aligned to our business strategy and designed to enable and support the execution of the Company's key priorities and initiatives. It has five key pillars of focus: Gender, Ethnicity and Religion, Disability and Accessibility, LGBTIQ+ and Generational and Mature Age, all underpinned by our overarching goal to ensure and support employee wellbeing.

As an Australian organisation, we are committed to better understanding, celebrating, and harnessing the strength, knowledge, and cultures of First Nations peoples. We are prioritising reconciliation as part of our Diversity and Inclusion strategy within Australia. We know Cochlear will be a stronger company and an even better place to work as we increase cultural awareness and respect among our staff, improve employment opportunities for First Nations peoples and use our purchasing power to support First Nations businesses.

We have initiated social procurement as part of our Australian based supply chain, focusing on Aboriginal and Torres Strait Islander owned suppliers including Kulbardi (stationery and consumables) and Southern Cross Pacific (security). We will continue to develop our engagement with First Nations suppliers through our membership of Supply Nation and as part of our Reconciliation Action Plan (see Thriving People section of our Cochlear Sustainability Report 2021 p.37).

Governance

At Cochlear, we have a proud history of helping people hear for almost 40 years – and with that comes a great responsibility. Through our high-quality products and services, we have worked hard to earn the trust of those using our hearing implants – as well as the professionals who support them. Cochlear is committed to carrying out its business fairly, honestly, and legally, wherever we operate around the world.

Local innovative solutions

We refer to our response above highlighting the level of collaboration and engagement Cochlear undertakes with Tasmanian hearing health professionals (SMEs) and our plans to further increase this level of investment and collaboration.

In addition, Cochlear is focused on the following innovative solutions which contribute to our recipients in Tasmania and across Australia being able to Hear now. And always.

- **Connected Care, Remote Care and Remote Assist** – Cochlear Connected Care transforms how people connect with care across different care settings – from the surgical suite to the clinic, and into a patient's everyday life. As part of the Connected Care portfolio, Cochlear's Remote Care gives Tasmanian hearing health professionals the flexibility to deliver quality care to their patients without a clinic visit. Hearing health professionals can complete Remote Care activities at

a time that suits them, and patients can conveniently access Remote Care Services through their compatible smartphone from home, at work, or when they're away. Cochlear™ Remote Assist enables video appointments between hearing implant patients and their hearing health professional. Using an app on their compatible smartphone, patients can access real-time care from their hearing health professional at a convenient time and place, without visiting the clinic.

- **Technology Upgrade Support Services** – Cochlear has established a dedicated team providing tailored operational support for its hearing partners in Tasmania, thereby improving recipients' access to Cochlear's most up-to-date technology. Cochlear's team works collaboratively with our hearing partners in Tasmania to achieve the best hearing outcomes for Tasmanian recipients.