

Australian Industry Participation (AIP) Plan Executive Summary

1. General Project Details

Company Name: Bupa Health Services Pty Ltd (“Bupa Health Services”)

Description of the project: The Contract is for the provision of range of visa and migration medical services, including the provision of onshore medical examinations and offshore medical assessments to determine whether a client meets the Health Requirement, which is a risk-based approach to health screening for visa applicants and travellers intending to cross Australia’s borders. Other services under the Visa Medical Contract include the provision of medical guidance papers which support Medical Officers of the Commonwealth in making an assessment on whether a client meets the Health Requirement, and other ad hoc services such as consultancy services.

Estimated total project value: \$900m (Measured as estimated total revenue over the full Contract Term (7 years))

- **Estimated value of key goods and services procured for the project (if different to total project value):** \$190m

Project location: National network, headquartered in Melbourne, Victoria

Link to project information: The Tender as published on the Commonwealth department website is closed. For further information please see: www.bupa.com.au

Project contact for procurement information:

Jess Agosta
Director Commercial & Corporate Development, Bupa Health Services
0427 593 127
Jess.agosta@bupa.com.au

2. Opportunities for Australian industry involvement

List of goods and services to be procured for the project and the expected opportunity for industry participation	Opportunities for Australian suppliers*	Opportunities for overseas suppliers
Diagnostic medical services (pathology)	Yes	No
Diagnostic medical services (radiology)	Yes	No
General Practitioner (GP) medical centres	Yes	No
Language translation service provider	Yes	No
Information technology providers	Yes	No
Building Services (Design/Construct) services	Yes	No

*An Australian supplier means an entity that has an ABN or an ACN.

Disclaimer: The information provided in the table above is based on an initial assessment by the company. Any questions or issues should be raised with the project contact.

3. Communication Strategy

- Bupa Health Services has undertaken extensive research on Australian industry capability to support the Contract. We are aware of the potential suppliers and will make direct contact with multiple potential suppliers to ensure Australian industry has had a full, fair and reasonable opportunity to participate in the Contract. In certain cases, such as with diagnostic medical services suppliers (pathology and radiology), there is a limited number of suitable suppliers and as such it is appropriate and efficient for direct contact to be made, as opposed to a general advertising approach. (Please refer to covering email note on this point).
- In respect of some services that Bupa Health Services will seek to procure, a general advertising approach will be taken with advertisements published in print media (specifically newspapers), as

well as equivalent digital advertising platforms. This approach will be taken, for example, for the procurement of services such as design and building services. Regarding the procurement of other general services (eg. security services, professional services) the exact mode of advertising will be dependent on the services but may include trade journal or newspaper adverts, and social media (including via Bupa's social media accounts).

4. Opportunities through all tiers of supply and in all stages of the project

- The relevant standards for this Contract can be met by Australian suppliers. These standards are defined in the Statement of Requirement pertaining to the Visa Medical Services Contract and by various Australian health authorities.
- In terms of the process/criteria we will use to assess potential suppliers, we follow the Bupa Third Party Suppliers policy, which aims to ensure that there is an effective process for the selection, contracting and management of all our suppliers. The following processes or key criteria is considered (as set out in the Bupa Third Party Suppliers Policy): (i) operational, financial, and reputational due diligence is undertaken, (ii) the suppliers' product and service standards and capabilities, (iii) the supplier's track record for delivering the same or similar services, (iv) the ability for the supplier to enter a formal contract to deliver the required services.
- Australia and overseas suppliers will be assessed on the same basis.
- The assessment elements referenced above will then be reviewed by a dedicated decision-making committee within Bupa Health Services and a decision will be made as to the suitability of the supplier.
- To ensure we flow-down the AIP requirements to contractors and subcontractors, we will do a number of things as set out in our AIP Plan, including requesting of our suppliers an explanation of why an Australian supplier cannot be used (if that is the case) and understanding processes in place to determine whether Australian suppliers are given a full, fair and reasonable opportunity to participate in the suppliers' supply chain.

5. Opportunities for longer-term participation

- Bupa Health Services will work with suppliers, where appropriate, to explore the potential to develop technological capability in the field of medical diagnostics in a health screening context. This capability, and other capabilities relating to clinical and quality assurance, could potentially be extended into other geographic regions where similar health screening processes take place as those required to be performed under the Visa Medical Contract.
- Where appropriate and possible, Bupa Health Services will introduce Australian suppliers providing services under this Contract to other global companies. As a large global company with operations in many countries, Bupa could be well placed to provide corporate introductions. And where appropriate, we will explore the potential for any of our Australian suppliers under this Contract to provide services to the wider Bupa Group of companies.
- Where possible, Bupa will provide market intelligence including knowledge of internal markets and product or service trends to our Australian subcontractors or providers.

6. Procedures and Resources

- In respect of engaging with suppliers and communicating the opportunity, a governance and Contract 'transition-in' team will be established to undertake the activities and ensure that the various actions are taken.
- In respect of the longer term and broader support of Australian suppliers, we will have sub-contractor managers that will manage the supplier relationships advising them of the broader support. These sub-contractor managers will be advised of the commitments made in this plan.
- We will also develop an AIP policy and communicate the policy to suppliers.
- We will periodically review our compliance with our AIP policy