

Customer Charter

Baxter Healthcare develops, manufactures and markets products that save and sustain the lives of people with haemophilia, immune disorders, infectious diseases, kidney disease, trauma, and other chronic and acute medical conditions. As a global, diversified healthcare company, Baxter applies a unique combination of expertise in medical devices, pharmaceuticals and biotechnology to create products that advance patient care worldwide.

We are committed to providing our customers a quality and reliable service. Our customer charter is our promise to customers which is backed by facts and measurements. It will be reviewed annually with results available to customers.

In the ANZ region, Baxter employs more than 1000 people across 18 sites. Our local manufacturing facility which is based in Sydney has been operating for over 35 years, tailoring our product offerings to meet our customers' requirements. Baxter currently supports approximately 3000 patients in-home through our dedicated home delivery service and our homecare customer support team provides regular contact between the patient, the clinical teams and Baxter.

☑ Accessibility & Responsiveness

We will always be available for you.

We promise to be accessible when you need us, and will communicate with you accurately and concisely.

This means:

- Our dedicated local Customer Support team is available 8.00am - 5.00pm and our After Hours Emergency Service is available 24 hours a day, 365 days a year.
- Our Customer Support team will aim to answer all calls in person within an average of 10 seconds, and aim to resolve all enquiries during your first contact by connecting you with the most appropriate person.
- Our Sales and Clinical Education teams will aim to return your call the same day.



☑ Relationship & Privacy

You can trust us.

We promise to be reliable and worthy of your trust; we will keep your personal information accurate, safe and secure.

This means:

- Our Sales and Clinical Education team are here to support your clinical practice by providing the latest therapy and product information and education.
- We promise to listen to you with empathy and understanding, and be professional, competent, efficient and friendly at all times.
- We will provide you with access to the information we hold about you on request and if requested by you will amend or delete information. You may also obtain a copy of our Privacy Policy.



☑ Quality & Dependability

You can rely on our product safety and service delivery.

We aim to deliver our safe and high quality products ready for use - first time, every time, on time.

This means:

- Our Sales and Clinical Support staff have a high level of clinical and product knowledge and promote our products honestly and ethically.
- Our aim is to have all orders delivered in full and on time to our mutually agreed service levels.
- Our products will perform to the specified requirements at all times.
- Our goal is to set the industry benchmark on safety, delivery, quality and performance.
- In the rare event of a product shortage, we will advise you of the problem as early as possible and routinely update you on our progress.
- Our logistics emergency response team is available 24/7 and will make contact with a proposed implementation recovery and support procedures in the event it is required.

☑ Continuous Improvement

We will continuously strive for excellence.

We will use your feedback to improve our processes and proactively work with you to deliver solutions that reduce cost and increase safety and quality.

This means:

- We will seek your opinion annually through a customer survey to ensure we are meeting your requirements.
- We will use the worldwide resources of Baxter to deliver improved clinical outcomes and reduce costs throughout the hospital supply chain.
- Our staff will regularly undertake product and business training to enhance their skills in supporting our customers.
- We will log all product complaints with our Global Quality System. We will acknowledge receipt of your feedback within 48 hours. We will conduct a thorough investigation, advise you of the results on request and develop a solution to address any issues.



Contact Us

Customer Service

Australia:

Phone: 1300 789 646

www.baxterhealthcare.com.au

New Zealand:

Phone: 0800 229 837

www.baxter.co.nz



Medical Information Services

Answers to medical/technical questions on all Baxter products.

Australia: 1300 302 409

New Zealand: 0800 556 682

onecall@baxter.com