



V.ERSATILITY

- ✓ To take on our professional challenges, we look for new approaches, **question the status quo** and never stop learning.
- ✓ We **respond** to changes **quickly** and will **not** be **distracted from** our **goals**.
- ✓ We use our time at **work efficiently** and effectively to achieve the most for the company and ourselves.

CUSTOMER-FOCUS

- ✓ Our **customers** (patients & distributors) **are** the **primary focus** of what we do.
- ✓ At the end of the day, **what matters** is the value we provide **to** our **customers**.
- ✓ We strive for our clients to perceive us as **friendly, competent, agile and supportive**.

O.PENNESS

- ✓ Our openness to **feedback allows** us to embrace **different points of view** and we see any **challenge as** an **opportunity** for improvement.
- ✓ We rely on **open dialogue** as being essential to finding good and sustainable solutions that serve the company's best interest.
- ✓ Our **feedback focuses** on the **issue** and is **open to** the **opinions** of others.

E.XCELLENCE

- ✓ We excel – **exceeding goals** and **expectations**.
- ✓ We come up with **exceptional solutions**.
- ✓ We **remain focused** on **being the best in class** company, and we constantly work to **retain that position or develop plans to get there**.

I.NCLUSION

- ✓ We make sure to stay focused on **common goals**.
- ✓ We support our coworkers even if it means **exceeding our immediate responsibilities**.
- ✓ We know and **value our coworkers' skills** and rely on their support.
- ✓ We know that it takes **everyone's cooperation to make progress**.