

We seek to employ the very best people who shall work energetically together. All our people shall be trained, encouraged, rewarded and enabled to:

- aim for excellence
- make a difference to patient health
- enjoy their work
- be creative
- develop professionally
- support others
- help to shape the business
- generate outstanding company and personal success.

Our commitment and responsibilities to each other

Our fundamental principle is that each person in the company shall have as much control as possible over what he or she does and how it is done but we remain accountable to each other for:

- prioritizing overall business and team objectives
- working efficiently together within and among teams to optimize our success
- treating each other with loyalty, honesty, respect and consideration at all times
- practising good communication, flexibility, support and collaboration.

Our commitment to our clients

We aspire to provide:

- the highest quality of work at all times
- an efficient, honest, ethical and professional service that meets or exceeds client expectations while optimizing value for money and minimizing bureaucracy
- open communication, with free access to all members of the team and prompt follow-up of queries
- effective management of work flow and costs, with agreed schedules and estimates.

Our commitment to personal progression

Regardless of job title:

- every role shall be performed to an excellent standard; it shall be respected internally and externally and it shall be recognized by a good salary, a profit- and performance-related bonus, and other benefits
- career development shall be encouraged and supported with no cap on opportunity for all.

Our commitment to commercial success

We will ensure that:

- all business opportunities are identified and vigorously followed up
- good productivity and optimal client satisfaction are achieved through effective teamwork
- projects are accurately costed and, if necessary, re-costed, promptly closed and fully invoiced.

We recognize that this approach to the way we work and interact is challenging because it demands commitment from every one of us, but we believe that it provides the best conceptual basis for us to:

- improve patient health
- deliver outstanding service to our clients
- build long-term client relationships
- create a rewarding place to work in the short- and the long-term
- develop a highly successful business.