



## Making a Positive Impact

**Providing value to the people, the communities and the health systems we touch**

- Our mission is to enable a healthier world, making a difference for people in our communities, our countries and internationally.
- We are mindful of the impact our work has on our environment and our societies.
- We are a for-profit entity that is driven to ensure that our work improves the lives of the people and the communities it affects.



## Helping Our Clients Succeed

**Focusing our work on ensuring our clients meet their goals**

- We go above and beyond to ensure we understand and enable our clients' definitions of success.
- When faced with conflicting situations that require us to make hard choices, we choose our clients' success over our own benefit.
- We know that in the final analysis, our clients' success is key to improving health outcomes and enabling a healthier world.



## Doing the Right Thing

**Doing the right work while making choices that reflect our values**

- We follow through on our commitments; our goal is always to deliver high-quality work on time, on budget, on quality, and on scope.
- We know that sometimes doing the right thing requires difficult conversations.
- We behave in ways and make decisions that are true to the values we embrace as a company.



## Striving to be the Best

**Embracing innovation and lifelong learning, doing today's work in the best way possible and helping others to do the same**

- We aim to be the best as measured by our clients' success, our colleagues' achievements and our company's growth; and are committed to supporting others in their pursuit of excellence.
- We each take responsibility for working toward becoming the best possible versions of ourselves as individuals, as team members, and as an organization.
- We recognize that this demands continuous evolution through innovation, personal and professional development, and an openness to learning from others.



## Empowering People

**Living up to our values by empowering others to pursue meaningful work and success**

- Success for us is determined not just by achieving our business goals, but by empowering others to achieve theirs and recognizing the contributions and achievements of our colleagues, clients and contemporaries.
- We seek to enable personal autonomy while promoting professional accountability as a key building block in our individual pursuits of work/life balance.
- We embrace opportunities to teach and learn, to grow and foster growth in others, to share open, honest, constructive feedback.