

Our Charter of Responsibilities

Delivering solutions

We are committed to being the preferred company that provides medicines that matter, through added-value services and outstanding customer relations — all of which contribute to the health of Canadians. It is our responsibility to positively impact the quality of life of Canadians and to add value to the Canadian health care system by working to ensure equal access to our life-changing products for all who need them.

Living values

We operate according to our values: Trust, Courage, Empathy and Motivation. We place strong emphasis on creating a positive and inclusive work environment for all employees, each of whom focuses on delivering better health care outcomes for the users of our products. Every employee is responsible for:

- Creating an open and respectful work environment;
- Fostering the free exchange of ideas;
- Welcoming all suggestions and ideas;
- Remaining optimistic during times of change and new challenges;
- Respecting individual opinions and differences; and
- Encouraging teamwork to enhance customer satisfaction.

To do this effectively, we encourage employees to collaborate, listen, and respond appropriately.

Respecting employees

Employees at Nycomed can expect to be treated fairly in every aspect of their daily work life. We will hold people accountable for honouring their commitments, pay them for performance, and recognize and reward merit. We encourage and model balance in work and life responsibilities, believing in the importance of family, friends and the contributions made to society outside of the workplace.

Embracing change

Nycomed welcomes change, and thrives on innovation. We reward risk taking and recognize the need for experimentation and its inherent risk. We are attentive to the changing needs of our constituents and consistently act in their best interests.

Being corporate citizens

Our responsibility is to be a good corporate citizen in our community. We work to support our local communities by donating time and resources to important causes and to actively help our society solve its problems. We are responsible for the proper use of resources, are conscious of our need to reduce our environmental footprint, and to minimize waste in the use of all company resources by applying best practices in terms of reuse, recycling and energy consumption.

Acting with integrity

Above all, we act with integrity in all of our actions and are honest and forthright. Our communications are consistent with this commitment and the message from Nycomed is one to be trusted by all stakeholders.