

ourpeople, our values

A guide for teammates



Our people, our values

Here at PHX Ireland, we're not just any team. We're a vibrant, energetic community, on a mission to deliver health, support our customers and make a real, lasting difference to patients, communities and each other.

Across United Drug, LloydsPharmacy and TCP Homecare, in every location and every role, the way we work makes us who we are – and that's something we are really proud of. Which is why we've summed up our ethos in our six PHX Ireland values.

Overview



Demonstrated through

- Customer-centric mindset
- Being accountable
- Building trust



Demonstrated through

- Driving quality results
- Upholding ethical standards
- Following standard procedures



Demonstrated through

- Teamwork
- Continuous improvement
- Building relationships



Demonstrated through

- Being goal-orientated
- Challenging the 'status quo'
- Driving own development



Demonstrated through

- Finding creative solutions
- Ability to adapt
- Embracing change



Demonstrated through

- Being open-minded
- Treating other's fairly
- Acting with positive intent

Customer focused

We understand our customers' evolving needs, and serve our diverse community - going above and beyond to make their experience a positive and empowering one, every time.

What are the guiding principles?

- **Customer-centric approach:** We prioritise our customers, placing them at the heart of everything we do.
- **Trust and delivery:** We build trust by consistently delivering on our promises.
- **Feedback-driven improvement:** We actively seek and value feedback to enhance our processes and services.
- **Collaboration and action:** We work together, taking decisive action to benefit both our team and our customers.
- **First-class service:** We are committed to providing exceptional service that meets and exceeds customer expectations.
- **Listening and understanding:** We actively listen to understand our customers' needs.
- **Honesty and reliability:** Our integrity drives us to do what we say we will do.
- **Shared success:** We recognise that our customers' success contributes to our own.
- **Going the extra mile:** We willingly go above and beyond to support our customers.
- **Respect and professionalism:** Every interaction with our customers is characterised by respect and professionalism.
- **Creativity:** We proactively seek innovative ways to anticipate and meet our customers' needs.
- **Care and ownership:** We care for our customers, and their product, as if it was our own.

Quality driven

We're constantly striving for excellence, efficiency, and environmental sustainability in everything we do - to help us deliver a better service, build on our trusted reputation, and make a profoundly positive impact on people and planet.

What are the guiding principles?

- **Commitment to quality:** We insist upon quality, knowing it is a fundamental aspect of our business.
- **High-quality outputs:** We work consistently to ensure we meet high standards and outputs.
- **Risk mitigation and confidence:** We follow established processes to reduce risk and instil confidence in our customers.
- **Aspiring for excellence:** We aim high, striving for nothing less than the best.
- **Alignment with values:** Quality naturally emerges when we align to our core values.
- **Passion for quality services:** We are committed to delivering services of the highest quality.
- **Continuous improvement:** We are experts in what we do, constantly seeking ways to do better.
- **Innovative approaches:** We encourage creative thinking among team members to achieve quality outcomes.
- **Efficiency and accuracy:** We pay close attention to the specifics of our work to ensure accuracy.
- **Ownership and accountability:** We take responsibility for delivering quality results.
- **Ethical standards:** We uphold our ethical principles ensuring quality is never compromised.
- **Adaptability and sustainability:** We adapt to changing circumstances and optimise our operations to become more sustainable.

Collaborative

Together, we achieve more. We've built a culture based on sharing skills, knowledge, and best practice. We're here for each other – making sure we succeed and thrive, side by side.

What are the guiding principles?

- **Mutual support:** We make ourselves available to each other, offering support and sharing knowledge.
- **Customer-centric engagement:** We actively engage with our customers, seeking feedback to find the best solutions.
- **Building relationships:** We are collaborative in our approach, building strong relationships and networks as we go.
- **Active listening and participation:** We listen to others and encourage their participation.
- **Mindful impact:** We consider how our words and actions affect others.
- **Collective achievement:** We recognise that together we can achieve more than by ourselves.
- **Effective communication:** We prioritise communication within our team, department, and the broader business.
- **Fostering collaboration:** We know that each of us plays a part in creating a collaborative work environment.
- **Support and celebration:** We stand by each other during challenging times and celebrate successes.
- **Breaking down silos:** We work together to achieve shared success.
- **Positivity:** We are positive and approachable in our interactions with others.

Ambitious

We're a family company, custodians of a legacy, and designers of a future we can't wait to see. We're proud to be here for the long term - growing strategically and creating prosperity for generations to come.

What are the guiding principles?

- **Passion and imagination:** We are passionate and imaginative for success, always striving to be the best.
- **Urgency and action:** We act swiftly, with a view to get things done
- **Courage:** We are brave, challenging the status quo, committed to finding innovative solutions.
- **Positive resilience:** Despite challenges, we maintain a positive outlook and attitude.
- **Vision alignment:** We enthusiastically embrace the company's vision, understanding our role in achieving overall results.
- **Proactive initiative:** We take ownership, displaying a can-do attitude.
- **Cultural contribution:** Each of us contributes to shaping our organizational culture.
- **One team:** We collaborate as one team, fuelled by imagination and determination.
- **Positive representation:** In all interactions, we promote our company fairly and positively.
- **Continuous learning:** We prioritise our skill and knowledge growth, taking charge of our own development.
- **Informed awareness:** We stay informed through internal communications, understanding what's happening beyond our immediate environment.

Innovative

We're forward-thinking and solution-focused - championing progress to transform the healthcare sector and challenge the status quo to make life better for our customers and communities.

What are the guiding principles?

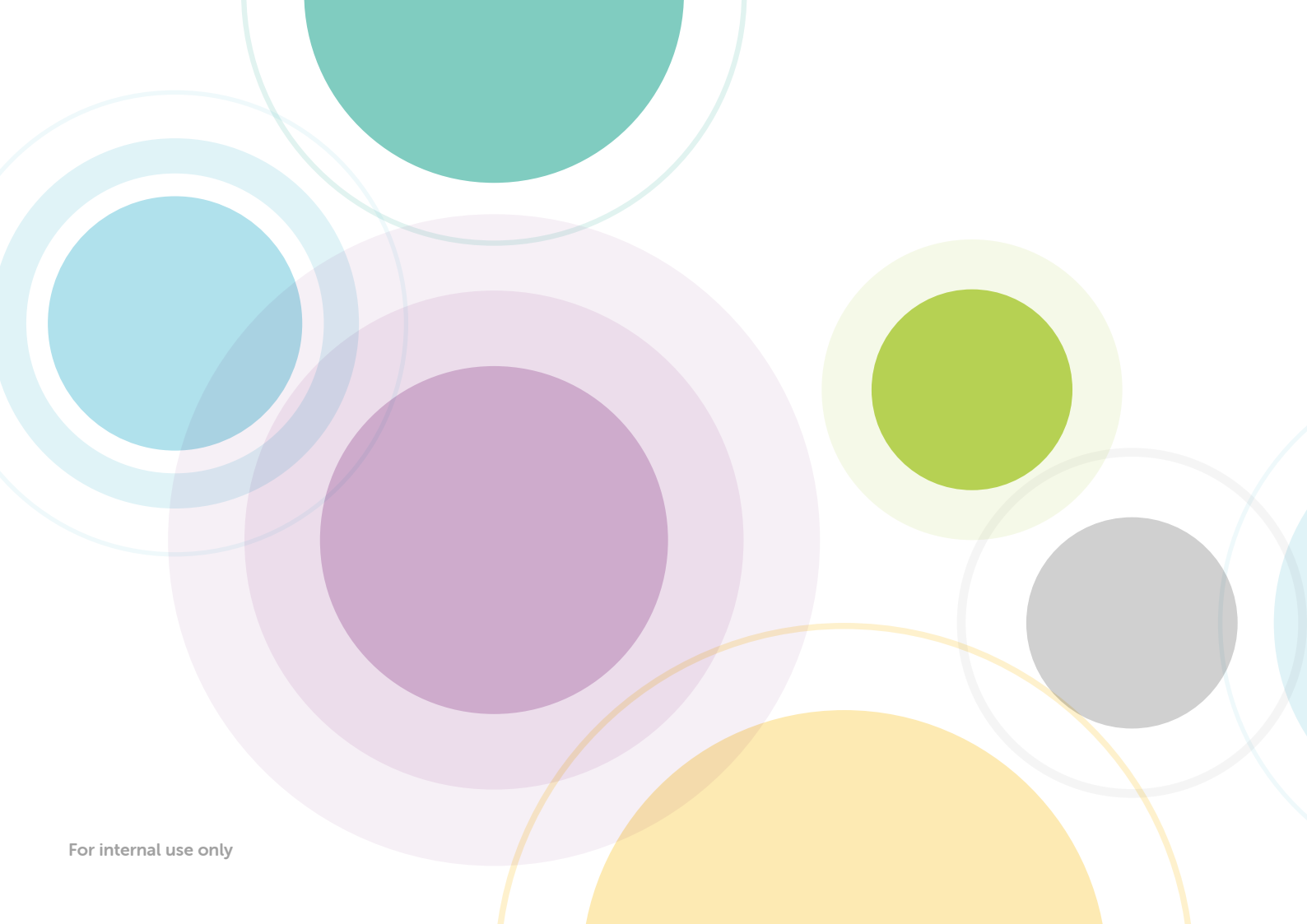
- **Resourcefulness:** We tackle challenges with resourcefulness and creative thinking.
- **Customer-centric solutions:** We continuously seek fresh, imaginative solutions to meet our customers' expectations.
- **Effective questioning:** By asking the right questions, we arrive at the right results.
- **Adaptability:** We are comfortable in ambiguous situations and adapt to different situations with ease.
- **Embracing change:** Change excites us —it's an opportunity to improve beyond our previous best.
- **Prioritisation wisdom:** While seeking better ways, we understand what to prioritise.
- **Solution mindset:** We approach issues with a solution-focused mindset.
- **Constructive challenges:** We challenge ourselves and each other constructively to drive improvements.
- **Out-of-the-box thinking:** Our creativity extends beyond conventional boundaries, evolving our service offerings.
- **Anticipating customer needs:** We proactively anticipate our customers' evolving requirements.
- **Celebrate and innovate:** Whether things work well or not, we celebrate and encourage innovation.

Inclusive

We're bound together by a shared vision for our company. We are one inclusive, diverse, nurturing team - committed to creating a workplace that represents the communities we serve.

What are the guiding principles?

- **Dignity and respect:** We treat each other with dignity and respect in all interactions, being open-minded and considerate.
- **Value perspectives:** We appreciate diverse perspectives, recognising the unique skills, styles, and contributions of each other.
- **Open dialogue and feedback:** We encourage open dialogue and constructive feedback, valuing every voice.
- **Listening to different perspectives:** We actively seek out and listen to different viewpoints to enrich our understanding.
- **Belonging and authenticity:** We foster a culture where everyone can bring their authentic selves to work, creating a sense of belonging.
- **Time appreciation:** Recognising the importance of everyone's time, we value it as if it were our own.
- **Positive intentions:** We approach everything with positive intentions, assuming the same of others.
- **Support and guidance:** We involve others, offering support, guidance, and assistance.
- **Cultural understanding:** We seek to understand differences in backgrounds and culture.
- **Safe environment for growth:** We contribute to a work environment that is safe and friendly, encouraging personal and professional growth.
- **Accountability and integrity:** We speak up against inappropriate behaviour and hold ourselves and others accountable.
- **Celebrate diversity:** We celebrate our differences, recognising that our collective strength contributes to our success.



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