



OUR VALUES

- QUALITY:** The patient comes first in everything we do. Our passion is to provide every patient and every customer with services and products of uncompromising quality – error free, on time, every time. We do that by dedicating ourselves to the relentless pursuit of excellence in the services we provide.
- INTEGRITY:** Credibility is the key to our success; therefore, all of our processes, decisions and actions ultimately are driven by integrity. We are honest and forthright in all our dealings with our customers and with each other. We are responsible corporate citizens in the communities we serve. We strictly comply with the laws and regulations governing our business, not only as a legal obligation and as a competitive necessity, but because it is the right thing to do.
- INNOVATION:** We constantly seek innovative ways to enhance patient care and provide value to our customers. We support the creativity, courage and persistence that transform information into knowledge, and knowledge into insights. We seek continuous advancement through the adaptation of existing knowledge, as well as through experimentation, with the full understanding that we learn from our failures as well as our successes.
- ACCOUNTABILITY:** As a company and as individuals, we accept full responsibility for our performance and acknowledge our accountability for the ultimate outcome of all that we do. We strive for continuous improvement, believing that competence, reliability, and rigorous adherence to process discipline are the keys to excellence.
- COLLABORATION:** We believe in teamwork and the limitless possibilities of collaborative energy. We achieve excellence by putting collective goals ahead of personal interests. We support and encourage open communication and meaningful cooperation among colleagues from varying backgrounds and disciplines. We respect individual differences, and we value diversity.
- LEADERSHIP:** We strive to be the best at what we do – both as a company, and as individuals. We embrace the qualities of personal leadership – courage, competence, confidence and a passion for surpassing expectations. We will provide growth opportunities for our employees, quality services and products to our customers and superior returns to our shareholders.