

Team Covenant

At CompleteRx, we are a team and we recognize that our employees are truly our most valuable resource. Without a highly trained and motivated workforce, our company cannot possibly succeed and achieve our expectations. The leadership of this company is committed to providing a work environment where employees are given the opportunity to achieve their highest potential, while experiencing dignity, respect and job satisfaction in the work we each perform.

We believe that the very best work outcomes are accomplished when all employees share a sense of mutual ownership for successful results, and where each employee accepts personal accountability for their individual contributions. These beliefs reflect our organizational philosophy, and this philosophy requires a constant focus and dedication to the following specific covenants:

- *We agree* to treat all employees with courtesy and respect, and to recognize the value of their individuality. We will strive to always give recognition when employees do their job well. When a job is not done well, we want to focus on “what” went wrong and “how” to correct it in the future, and not lose sight of the individual employee’s worth and value. This is how we demonstrate individual dignity and respect. In return, we expect that each employee will always try to do their very best, assume accountability for the work they perform, and continuously attempt to grow and improve in their job.
- *We agree* to give all employees the right and the opportunity to express their individual points of view, to be heard, and to share in an open and honest dialogue about how we work together, without recrimination or fear of political consequences from within our organization. In return, we expect that each employee will always be honest, maintain total integrity, and express themselves in a courteous, mature and professional manner with everyone at all times.
- *We agree* to the best of our ability and within the limits of our resources, to reward each employee commensurate with their demonstrated motivation and performance, and provide incentives for doing a job well. In return, we expect that each employee will constantly attempt to do their very best, show a desire for innovative growth and personal improvement, and strive to be excellent in all that they do.
- *We agree* to share information throughout our organization whenever possible, and to keep every employee as well informed as we can. We understand the need, value and importance of open communication, and we know that people perform at their best when they fully understand what is going on. In return, we expect each employee to communicate clearly, specifically, politely and professionally with our company’s management and fellow employees as we all work together.
- *We agree* to take the time necessary to accomplish this overall covenant. We live and work in a highly demanding world of work, and acknowledge that time is a very difficult resource to manage. Training, organizational growth and development, and team building require time. In return, we expect each employee to assume the responsibility and be accountable for using time effectively, and to apply themselves fully in their participation in the implementation of this overall covenant.
- *We genuinely believe* in the “Golden Rule” as meaning, treat others as you would like to be treated. This age-old guiding principle complements our organizational philosophy. We agree to honor this rule with each employee and in return, we expect each employee to demonstrate this rule toward others in the performance of their job.

This team covenant should guide our daily performance and behavior. If we accomplish this, we will continue to grow as an excellent and stable company that provides secure and long-term career opportunity to each and every employee. Because we are people, we will make mistakes and may, unfortunately, sometimes fall short of our own self-determined expectations. If and when we do fall short of these expectations, we should acknowledge our mistakes, apologize for them, and sincerely promise to try harder and to do better.

We are a service-driven organization with a strong sense of community. Therefore, this covenant among ourselves should extend first to each of our families, and then to our customers, suppliers, and all of the other professional relationships in which we engage. This will make us a very unique, strong and effective team. Once again, we want each employee to experience a pride of ownership in our business and our company’s success. We believe that each member of our team must find satisfaction and enjoyment in the work they do for CompleteRx, if they are to maximize their job performance and personal career experience. This team covenant is an expression of our genuine commitment to this very important and essential goal, and to the corporate culture we aspire to create and maintain.

As a team, let’s move forward with excitement, optimism and enthusiasm into the successful future we can all share together.