

## Our Code of Business Ethics

Our Code of Business Ethics builds on our core values by providing greater detail about expected behaviour and drives our culture of compliance, ethical conduct and accountability.

It starts with the proposition that we always act with integrity and we always act in compliance with the law.

Besides being the right thing to do, acting with integrity and in compliance with law improves our performance and reflects on our character as a business — to our clients, our business partners and the public at large — and enables us to attract and retain the best people.

**Our 5 core values shape the culture and define the character of Pharmacy Management. They serve as a foundation in how we act and make decisions.**

- **Client Enhancement** - Enabling clients to become high-performance businesses and creating long-term relationships by being responsive and relevant and by consistently delivering value.
- **Respect for the Individual** - Valuing diversity and unique contributions, fostering a trusting, open and inclusive environment and treating each person in a manner that reflects our values. Disrespectful behaviour or harassment of any kind are not tolerated.
- **Best People** - Attracting, developing and retaining the best talent for our business, challenging ourselves, demonstrating a “can-do” attitude and fostering a collaborative and mutually supportive environment.
- **Integrity** - Being ethically upright and honest and inspiring trust by saying what we mean, matching our behaviour to our words and taking responsibility for our actions. Our word is our bond.
- **Stewardship** - Fulfilling our obligation of building a better, stronger and more durable company for future generations, protecting the Pharmacy Management brand, meeting our commitments to stakeholders, developing our people and helping to improve the communities in which we work.

Our Code of Business Ethics applies to directors and staff. In addition, third parties, such as consultants, agents and suppliers, are required to comply with the Code of Business Ethics when acting on our behalf.

Adopted 15 August 2019