



Partnering to Advance Human Health



# *Almac Charter: The Way We Do Business*

[www.almacgroup.com](http://www.almacgroup.com)





# Our Vision Statement

“Almac will be the leader in the generation of superior solutions for the advancement of human health.”





# A message from Alan Armstrong



Dear Colleague

We are pleased to share our Almac Charter: The Way We Do Business with you.

We have always prided ourselves in having a productive, people-orientated culture here at Almac. As our organisation grows, we believe it is important to preserve those elements of culture that have made us successful and have made this a great place to work. We also recognise that it is just as important to emphasise those elements of culture that will help us to achieve our future goals.

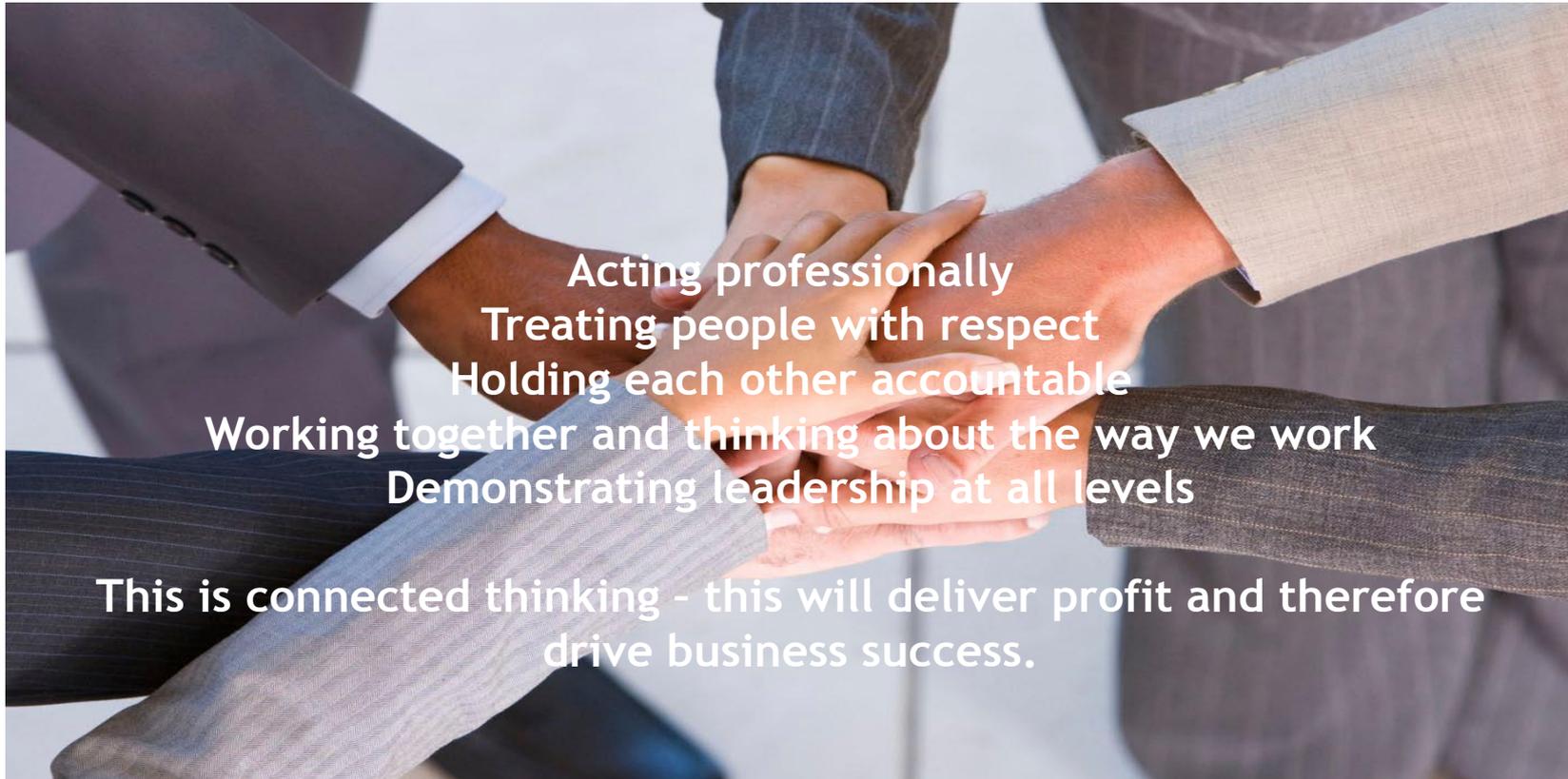
When our founder, Sir Allen McClay ("Allen") was asked about his view of corporate culture, he answered, "I want Almac to be a successful business. I also want people to come to Almac and say: 'This is a place I want to stay for life.'" He considered our employees an extended family - "the Almac family". That sincere focus on people is what sets Almac apart and makes this a special place to work. We must continuously strive to protect that.

To achieve our vision statement, we recognise that we must be profitable to enable us to continually reinvest in the business. The Charter represents a behavioural roadmap that lays the foundation for a continued healthy culture and behaviours that will lead us to this success and with it, an enduring company. I look forward to working with you over the coming years as we continue to shape an integrated Almac culture driven by business success through people behaviours.

**Alan Armstrong**  
CEO



# Almac: The Way We Do Business



Acting professionally  
Treating people with respect  
Holding each other accountable  
Working together and thinking about the way we work  
Demonstrating leadership at all levels

This is connected thinking - this will deliver profit and therefore drive business success.



# Core Values

**Customer Focus** We are committed to understanding and fulfilling our customers' needs and expectations. We build relationships based on integrity, responsiveness and excellent communication.

**Quality** We ensure exceptional and reliable quality in all aspects of our work. We recognise that quality determines the extent of our success.

**People** People are Almac's core asset. Individually and collectively people are critical to the success of our vision. We recognise excellence and acknowledge that to empower our employees, we need to invest in their continuous development.

**Innovation** We are dedicated to solving important and challenging problems. We do this by promoting an environment where extending the boundaries of knowledge, technology, and creativity is encouraged.



# How We Measure Individual Performance

## Almac's Core Competencies

- Communication
- Leads by Example
- Customer Focus
- Results Delivery
- Proactive Solutions
- Job Specific Knowledge



# How We Behave

## Almac's Core Behaviours

- Accountability
- Discipline / Rigor
- Respect
- Courage
- Teamwork



# Accountability

- We follow through on our promises - meeting deadlines and completing the tasks we've agreed to.
- We respectfully hold others accountable for their commitments.
- We are solution-orientated, willing to take ownership of problems as well as ideas to fix them.
- We follow-up to ensure new ideas and processes are implemented and applied.





# Discipline/Rigor

- We demonstrate a strong work ethic.
- We deliver quality professional services in accordance with Almac policies and procedures.
- We behave with integrity -- holding ourselves to the highest ethical standards and conducting our business such that our ethics are never questioned.
- We demonstrate critical thinking - making decisions based on facts and logic, not on guesses and gut feelings.
- We are respectful of time, others and our own.





# Respect



- We treat our colleagues, clients and others with whom we do business with respect, dignity, fairness and courtesy.
- We consider all employees members of the Almac family, and treat them accordingly.
- We take pride in the diversity of our workforce and view it as a competitive advantage to be nurtured and expanded.
- We welcome anyone at any level of the organisation to share information or report an issue without fear of punishment.
- We balance hard work with an appreciation for fun and time for leisure.



# Courage

- We speak up respectfully to share ideas, even when they are contrary to the status quo.
- We provide feedback to help each other grow professionally and personally.
- We do not delay difficult decisions -- and have the courage to follow them through.
- We encourage others to challenge and question, and not feel the need to “be right” - as this will help us come up with the best solutions.
- We respond to changing business circumstances with maturity, in an appropriate and adaptive manner.
- We encourage innovation and nurture an entrepreneurial spirit - not resting on “this is the way it’s always been done.”





# Teamwork

- Everyone here, at any level, is important to the products and services we provide.
- Where appropriate, we think bigger than our local department or business unit.
- We are collectively responsible for the success of Almac.
- When someone stumbles, we work on a solution together to get it fixed.
- We look out for opportunities that would benefit each other.
- We behave and communicate in a way so that Almac is seen as “one brand” to those outside the company.





# Summary

This represents our journey and shows what is valued in Almac as we travel towards our vision statement:

Our core **values**

Our core **competency framework**

Our core **behaviours**

... to successfully achieve our business goals and continuously drive Almac to the next level