



COREX DNA

(DISCOVER, NURTURE AND ASPIRE:
EMPOWERING GROWTH AT COREX)



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INTRODUCTION

Welcome to the COREX team, where we are united by a common goal: **to improve the lives of patients.** Together, we have already achieved significant milestones on this path, and with your participation, we believe we can accomplish even more. Are you ready? Then come aboard COREX!

We are a company that is continuously evolving and expanding. You might think these are just clichéd phrases, but in reality, every member of our team plays a crucial role in our logistics chain. Together, we propel our company forward, constantly devising and creating something new every day for the betterment of patients' health. Behind each of our projects lies someone's life.

If you expect to find only traditional information about norms and standards within the pages of **COREX DNA**, you're mistaken. However, it's alright to make mistakes, and we'll explain that further. COREX DNA serves as our guide in the business world, which we update annually as a team. Moreover, you will also have the opportunity to contribute to DNA.

COREX DNA will introduce you to our company's vision and the kind of people we aspire to have as colleagues. As you read through it, if you find yourself resonating with our values, then we are heading in the same direction! However, if there are moments where you feel uncomfortable because we are highly driven, open, and demanding, don't worry—that's also perfectly fine. Thanks to COREX DNA, you have the chance to learn all about our company culture and determine if it aligns with your own.

COREX VALUES

At COREX, our company standards are built upon three fundamental pillars: **trust, honesty and respect.**

TRUST

Every day, our clients entrust us with their most valuable possession—their health. We cannot betray or abuse that trust. By default, we believe that you will act conscientiously and with integrity, allowing us to place our complete trust in you. We embrace significant responsibilities, making trust the cornerstone of our team's relationships. However, if someone abuses our trust or fails to honor their commitments, we will need to part ways with them.





HONESTY

Long-term success relies on unwavering honesty, and we are committed to fostering a fruitful partnership into the future. We abide by the adage that while sometimes truth may be bitter, we refrain from lying, embellishing or concealing information in everything we do. This applies to reports, assessments, and interactions with colleagues, partners, customers and vendors. Our strength lies in always upholding the truth, regardless of the circumstances.

RESPECT

Each of us desires to be valued and respected. However, in order to receive respect, we must extend it to others. We cannot prioritize our own needs at the expense of someone else's opinion, treating colleagues with disdain or exhibiting rudeness. Respect goes beyond polite communication; it also entails supporting one another. Don't forget to wish your colleagues success on their significant projects or offer assistance whenever possible.



COMMUNICATION AT COREX

Open and Honest Dialogue

We advocate for open and honest communication among employees at all levels, including line managers and company leadership. If you have something to say to your manager or even the CEO, we encourage you to speak up. Feel free to express yourself in person or in writing, whichever method is more convenient for you.

Asking Questions

Three times a year, we organize Town Hall meetings where you have the opportunity to ask any question, no matter how tricky it may be. The answers provided can be valuable not only to you but also to your colleagues. Don't hesitate to ask – there are no uncomfortable questions here.

Seeking Feedback

We value feedback because it helps us understand our strengths and weaknesses. Therefore, we actively seek feedback and advice when things are unclear. Sometimes, we need an external perspective to evaluate whether we are still on the right track and moving at the right pace. Take the initiative to ask for feedback—don't wait for your manager to initiate the conversation. The sooner you identify and address any issues, the better your chances of resolving them to everyone's satisfaction. If you are a department head, discuss with your subordinates how often and in what format they would like to receive feedback from you.

Constructive Discussions

We encourage constructive arguments and discussions because they highlight areas where improvement is needed. However, any disagreement should be grounded, constructive, and based on logical reasoning. We focus on discussing the problem at hand and proposing solutions, rather than making personal attacks. We criticize actions, not individuals. We actively listen to different viewpoints and don't take criticism personally. Remember, a dispute is not a witch hunt; it is a collaborative search for the best option that benefits everyone.

OUR APPROACH TO MISTAKES

Mistakes are an inevitable part of life. We view them as **valuable learning opportunities**, allowing us to grow, improve and prevent their recurrence. We recognize that **everyone is susceptible to making mistakes**, and that's perfectly normal. However, what's not normal is making a mistake and failing to report it due to fear of taking responsibility. At COREX, we encourage you not to be afraid of mistakes. Instead, let's learn from them together. It's essential to understand that once we've made a mistake, we strive to avoid repeating it in the future.

To facilitate the reporting of problems and sharing ideas, we have developed the user-friendly **INSIGHT IT platform**. This platform ensures that every submission is heard and carefully considered by the company's management. We highly **value employees** who actively seek to enhance their work processes and promptly bring attention to any shortcomings or oversights they observe.



OUR WORK PHILOSOPHY

If you believe that COREX is solely focused on social aspects rather than business, you may be slightly mistaken. However, we want to assure you that making mistakes is not something to be ashamed of, as we all have room to learn and grow.

At COREX, **our primary focus is indeed on business.** It's crucial to understand that making money plays a significant role. This isn't for reasons of greed or striving to accumulate wealth at any cost but because money is the lifeblood of any business.

Without financial resources, we wouldn't be able to assist, not only patients, but also ourselves. Therefore, we are here to generate revenue. However, this financial gain is not solely for personal benefit (although it's important to appropriately reward good work) – it's about investments. We use the money we earn to invest in our team, improve our services, and contribute to charitable causes.

Remember, making money is not a taboo subject. It's what enables us to continue doing what we love and make a positive impact on the world.

Now, let's delve into a few key points that we consider crucial for each member of the COREX team.

Job Responsibilities

Our mission is to enhance the lives of patients by collaborating with pharmaceutical and biotech companies every day. To achieve success on this journey, every member of the COREX team must have a clear understanding of their roles, responsibilities and tasks. We aim to not hear phrases like "I didn't know" or "no one informed me" from our employees. **Proactivity is essential:** if you're unsure, ask for clarification and don't hesitate to seek information in order to keep moving forward with your work.

Automation

We aim to **automate** and **simplify** routine processes to allocate more time for strategic tasks and minimize the likelihood of human error. If you notice an opportunity to streamline a process, make it more efficient, or expedite its completion, don't hesitate to share your suggestions through INSIGHT. Our team will gladly review your idea, and if implemented, you will be rewarded accordingly.



Initiative

COREX is a team of individuals who embrace initiative and enthusiasm.

We value and encourage those who take the initiative, express their ideas, and actively participate in shaping work processes. If you have a mindset inclined towards advancing your work and approaching tasks creatively, we're heading in the same direction!

Dress Code and Self-Expression

At COREX, **we celebrate self-expression**, which is why we don't enforce a dress code. However, we trust your judgment and expect you to dress appropriately for each situation. For online meetings, a neat shirt or blouse would suffice, while a smart casual style would be suitable for conferences with colleagues and clients. There are no rigid rules and regulations when it comes to dressing, but there is ample room for creativity. It's all about embracing the spirit of who we are!

Development and Growth

In order to stay competitive, we continuously monitor industry trends and strive to enhance our skills. We highly value individuals who possess **a natural motivation for learning**. At COREX, we believe in the concept of **lifelong learning**. If you embrace the idea of continuous improvement, we're on the same page!

If you or your team desire professional development, training, or workshops, please inform the HR department with your ideas. We are always **ready to support your aspirations for improvement**. Additionally, if you require professional literature for your work, you can purchase it at the company's expense, thus contributing to the COREX library.



Safety First

No job is worth jeopardizing someone's health or life. **It's essential to adhere to all safety rules and regulations** as they are strictly essential. Furthermore, it's important to use logic and common sense. If you believe that performing a certain task is unsafe, refrain from doing it.

Here's a brief and logical list to guide you regarding safety matters:

- Wear protective clothing as required by regulations.
- Keep the workplace clean and tidy.
- Avoid obstructing aisles, which may impede fire safety, access or evacuation.
- Report any security issues or violations that you come across.

Workplace Etiquette

We have **complete trust in every member** of the COREX team. This means being present at your designated workplace at the specified time, whether you work on-site or remotely. We rely on your commitment because **we cannot risk the continuity of our business and the lives** of patients due to forgetfulness, oversleeping or lack of punctuality.

If reliability is not your strong suit, COREX may not be the right fit for you.

Efficient Workflows

Many members of the COREX team worked remotely long before it became mainstream. **We make effective use of emails and messaging platforms, while adhering to certain guidelines.** It is expected that emails will be responded to within four hours of receipt. During calls, we encourage enabling the camera for visual engagement, and we strive to schedule meetings in advance for everyone's convenience. However, we understand that not everything can be planned ahead, and there are urgent matters that may arise. In such cases, reach out to your colleagues through Teams chat, asking if it is a convenient time for a call. This also applies to urgent issues that may arise during general teleconferences. There's no need to disrupt a colleague's workflow immediately by inviting them to a call. Instead, send them a brief message and enquire about their availability for a call.

For those working in an office environment, please remember that you are not alone. Respect your colleagues' workspace by avoiding excessive noise or loud conversations.

Punctuality and Late Arrival

While punctuality may not be everyone's strongest suit, being consistently late is not acceptable. **We appreciate employees who can effectively manage their schedules and practice good time management.**

Of course, unforeseen circumstances can occur in life, but they should be rare. In case of an unexpected situation, please inform your supervisor promptly.

Health and Medical Matters

Nobody is immune to illnesses. If you are feeling unwell, it is your responsibility to stay at home and **prioritize your well-being**. Don't forget to inform your supervisor promptly using any convenient means of communication. In the case of a mild illness and if you don't want to miss a working day, you can coordinate with your supervisor and work remotely.





Vacation Policy

Taking regular vacations is an essential part of maintaining work-life balance and returning to work with renewed energy. It is important to plan your vacation well in advance to avoid situations where an entire department is on leave simultaneously. Additionally, please keep in mind ongoing projects and deadlines. If you haven't completed a project before your vacation, you may need to slightly postpone your time off.

Before going on vacation, make sure to inform your clients and partners about the designated contact person during your absence. Transfer any ongoing tasks to your colleagues, and don't forget to set up an auto-reply in Outlook.

Truancy

Choosing to skip a workday without a valid reason is not acceptable at COREX. It is simply not aligned with our team values.

Part-Time Work and Hobbies

We recognize that exceptional professionals may be invited to lead projects alongside their main job. If you can fulfill your responsibilities at COREX excellently and maintain confidentiality, you may engage in external projects. However, we will not compromise or make exceptions based on your involvement in third-party projects. The choice is yours.

The same principle applies to hobbies. **We encourage and support employees' interests and hobbies** as long as they do not interfere with work projects.

Social Networks

Social networks serve as more than just a means of communication with friends and colleagues. They provide an opportunity for self-expression and a public platform. As an employee of our company, you represent COREX beyond the office walls.

Here are a **few simple rules** to ensure pleasant and safe online communication for yourself and the reputation of COREX:

- Consider the content of your posts especially if colleagues, clients, and partners are in your network. Ensure it aligns with your professional position and competencies. Avoid posting content such as swimsuit photos or images with alcoholic beverages, as they do not reflect positively on our company.
- Do not assume personal conversations will always remain private. Never discuss colleagues, partners, or clients on messaging platforms.
- Exercise caution during discussions. Your opinions may be associated with COREX, so refrain from making harsh statements, especially on sensitive and controversial topics such as politics, nationality, religion, and the LGBT community.

HOW TO AVOID MISCONDUCT?

Unrecommended Behaviours

At COREX, there are certain actions that we consider unacceptable, even from individuals who excel at their job. Examples of such misconduct include:

- **Theft or intentional damage to company property.**
- **Disclosure of confidential information.**
- **Harassment or bullying.**
- **Discrimination.**
- **Use of violence or threats.**

This is not an exhaustive list. If you believe you are capable of engaging in such behavior, it is best to end our communication here. We do not have a future together.

Burnout

At COREX, **we believe work should bring joy**. When you are passionate about what you do, business thrives. Ensure that your work brings you fulfillment, with interesting projects, exciting ideas, enjoyable interactions with colleagues, and valuable experiences. However, do not neglect your personal life, as maintaining a balance between work and life is crucial. Even the most engaging work can become all-consuming and can lead to emotional burnout. Therefore, remember to take care of yourself and your personal interests.

If you feel overwhelmed, don't hesitate to seek help. We have a corporate psychologist in our team who can provide support and lend a listening ear.

Additionally, the HR department is always available to provide advice. Together, we can find solutions to any situation!



CONCLUSION

The core message of COREX DNA is simple: be the kind of person you would like to work alongside. Since we spend a significant portion of our lives at work, it is essential that everyone feels comfortable. We want you to love what you do, take pride in our team's successes, build friendships within the company, and come to work with joy.

If something is bothering you, please don't keep it to yourself. Share your concerns with a colleague who you believe can help evaluate and address the question or issue at hand. If you are unsure who to approach, our HR department is always ready to assist.

We will strive to make your experience at COREX easy, enjoyable, and engaging.

THANK YOU FOR BEING A PART OF OUR TEAM!

