

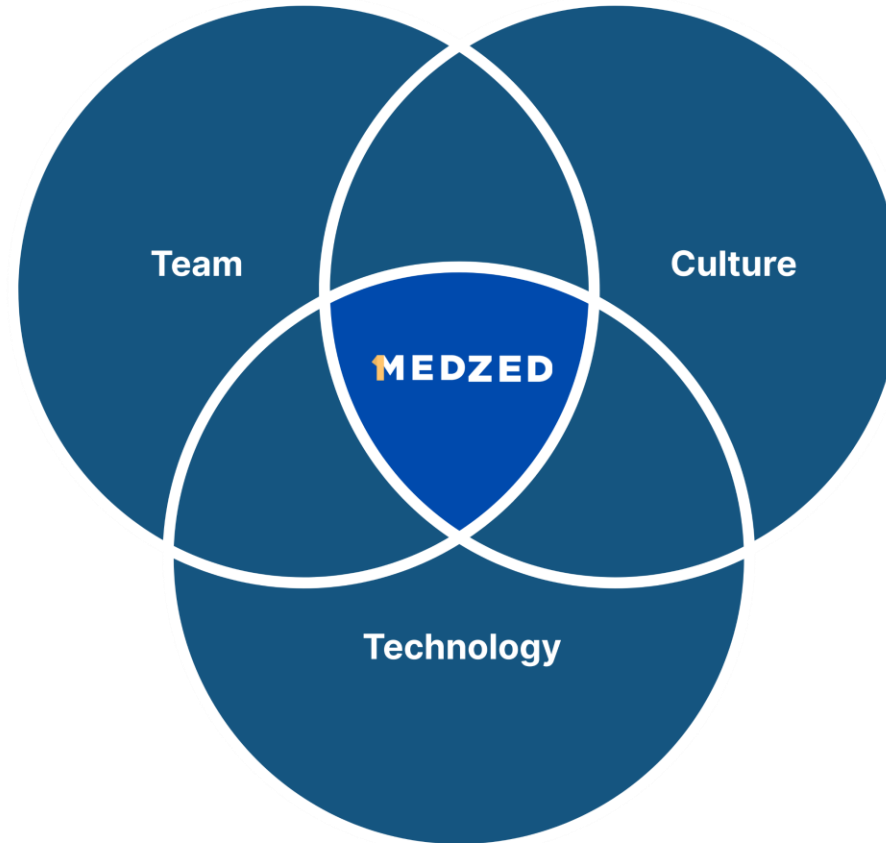
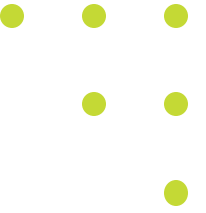
A photograph of a man in a military uniform kissing a woman on the cheek. The man is wearing a dark tactical jacket with a large gear on the chest. The woman is wearing a purple headscarf and a patterned top. The background is slightly blurred, showing an indoor setting with a chandelier.

# MedZed Culture



Confidential and Proprietary

# Becoming One MedZed



# What Is our MISSION?



At MedZed our mission is to **inspire and enable better health.**

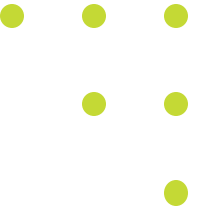
At its core, it's about being the very best at finding, engaging, and building trust with individuals with complex needs who have all too often been left behind by the health care system and society. By serving the hardest to reach members who wake up every day wondering how they will get food for themselves or their family, obtain necessary medicine, or pay their utility bill, we aim to improve their health and bring them hope so they can live their best lives.

Our impact is far-reaching. Our work contributes to the well-being of the underserved communities in which we provide care. Even more broadly, we help the healthcare system—at times extremely complicated, expensive, and inaccessible—work better. By bringing together key stakeholders, providers, and community resources in a collaborative way, we create a more connected and less expensive model of care. And, by transforming the lives of individuals across the country, we positively impact the economy and society at large.

While achieving our vision is not always easy, we are up for the challenge. All MedZedians—from our field-based teams to the individuals who handle payroll, technology, operations, staffing, and growth—are driven by a shared purpose to reach as many members as possible, improve their health, and transform their lives. Our success depends on many things, but among our top priorities is a culture of STRIVE values that the team lives every day. Our unwavering commitment to these values is what fuels our work and makes a lasting impact.

This document aims to articulate the pillars, values, and behaviors that form the MedZed culture and enable us to achieve our mission.

# Pillars of our CULTURE

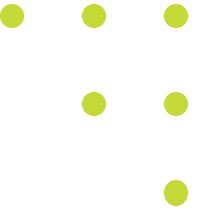


## People Caring for One Another

We have all come here to do something important in our own way as part of our shared passion for helping others in need. Caring for others runs through our culture at all levels. We prioritize hiring from within the communities we serve. We speak the same languages, belong to the same organizations; we relate to their needs, challenges—and hopes. We are in this together, supporting one another, and working towards greatness.

MedZedians are a collection of people with a shared fate; committed to empowering, rewarding, and inspiring one another to do our life's best work at MedZed, together. We embrace mutual trust, respect and accountability to collectively execute priority objectives. They are the foundation of our relationships with each other and our ability to be open and honest with our teammates and to know they are there for us.

# Pillars of our CULTURE



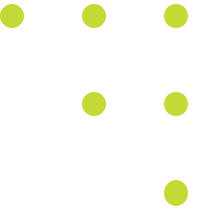
## Achieving and Celebrating Impact that Matters

We are determined to find solutions, no matter what. For members, we focus on concrete measures of impact, from member touches, care plans completed, and gaps closed to reduced ED visits, hospital admissions, and dollars saved. For each other, we understand that life is hard and work every day to support, listen, show empathy to one another while achieving results.

We work to create value through both growth and excellence. We know that anyone we touch will have a better life as a result of our efforts and that by helping health plans find and enroll as many members as possible, we will thrive as an organization, be able to help more people, and create more opportunities for advancement.

We STRIVE to balance productivity and humanity and recognize both the impact on members and the incredible effort and passion that is required to be successful. We all benefit by sharing our stories and recognizing and celebrating the value we deliver and the ways we go above and beyond to find solutions and provide extraordinary service.

# STRIVE VALUES we aspire to



Goals



Service

We approach all interactions with a servant's heart, and we thrive by doing good for others.

We go the extra mile for each other.



Trust

Everything we do depends on trust.

It is what binds us with our members, clients and each other and enables us to accomplish amazing things together.



Responsiveness

We are always ready to take on the challenges facing fellow MedZedians, customers and their members.

We are creative, resourceful and passionate about finding solutions.



Impact

We focus on achieving true long-lasting impact for each other and our members.

We are determined to find solutions, no matter what.

The work is hard, the rewards are great.



Vitality

Our actions are meaningful and have purpose.

We are energized by what we do and the people we do it for and with.



Empathy

We meet people where they are.

We build lasting connections.

We are in this together as fellow human beings.

# SERVICE



**Goal:** We approach all interactions with a servant's heart, and we thrive by doing good for others. We go the extra mile for each other.

- Behaviors**
- We **treat** each interaction as if it's our only opportunity to help and always prioritize our activities
  - We **demand excellence** from one another and set high standards for how we treat others.
  - We are **relentless** about hiring and keeping only the best people: we value, invest in, reward and celebrate them.
  - We **jump in** to help colleagues when they need support.

**Result:** A rewarding career where we change the world for the better

# TRUST



**Goal:** Everything we do depends on trust. It is what binds us with our members, clients and each other and enables us to accomplish amazing things together.

## Behaviors

- We put MedZedian and member **safety first**.
- We **embrace** constructive criticism and realize it is good business. We **speak up** even when it's hard.
- We **don't speak for others**—we bring them into the conversation.
- We are **vulnerable** and open around our failures, weaknesses and fears

**Result:** An environment of openness, honesty, and collaboration.



# RESPONSIVENESS



**Goal:** We are always ready to take on the challenges facing fellow MedZedians, customers and their members. We are creative, resourceful and passionate about finding solutions.

## Behaviors

- Our **interactions are intentional**, guided by an agenda and yielding clear action items with expected completion dates.
- We **drive towards shared goals** and hold each other accountable for meeting them.
- We **respond with a sense of urgency, discernment**, and **resolve issues promptly**.
- When we **see something, we DO something... NOW**.

**Result:** High performance.

# IMPACT



**Goal:** We focus on achieving true long-lasting impact for each other and our members. We are determined to find solutions, no matter what. The work is hard, the rewards are great.

- Behaviors**
- We **aggressively manage productivity** to clear, ambitious metrics.
  - We **teach**, share best practices, and leverage training and technology
  - We **roll with the punches** and are curious, creative and resourceful.
  - **Take risks** (never with respect to personal safety) and put yourself out there with fellow MedZedians.

**Result:** Extraordinary care that improves health and measurably enriches and improves lives.

# VITALITY



**Goal:** Our actions are meaningful and have purpose; we are energized by what we do and the people we do it for and with.

## Behaviors

- We **show up fully, listen actively, and engage wholeheartedly**.
- We **work vigorously** to instill hope and joy in others
- We take **pride** in our success as ONE MedZed.

**Result:** Our energy is palpable and contagious.

# EMPATHY



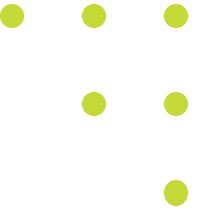
**Goal:** We meet people where they are. We build lasting connections. We are in this together as fellow human beings.

## Behaviors

- Assume **positive intent** in all our interactions.
- **Listen** to understand
- **We are a team where everyone's voice matters.**
- We **celebrate** diverse experiences and backgrounds as they give us insight and different perspectives for finding solutions.
- **Show up** for other MedZedians, giving extra when it's needed, and knowing they will do the same for us.

**Result:** A culture of compassion and support.

# The Bottom Line



**Be real.** Stay curious. Communicate like a human. Own your mistakes. Make it matter.

**Keep it simple.** Complexity kills momentum. Small wins everyday, repeat, build success. Work smart and with purpose. Consistency. Look out for each other.

**Profit through member care fuels the mission.** We're building a business and have to make money. Passion and mission are critical. Serve more people better.

**Work hard, play hard, recharge often.** Balance productivity, member care and humanity. If we're not enjoying the ride, what's the point? We're here to build something that lasts.

**MEDZED**