

Our Pledge

We are committed to making the world better. We embrace challenge, change, continual learning and improvement, and performance measurement.

Our first responsibility is to our partners and the individuals and organizations that rely on our information, resources, services, and systems. Our information and resources must be accessible, accurate, useful and unfailingly objective. Our services and systems must help to measurably optimize customer driven performance and satisfaction. We must insure the same high level of responsiveness and support regardless of constituency, size, or location. Our staff, sites and systems must perform well and inquiries must be processed quickly and accurately. We must constantly strive to deliver more, better, faster and more efficiently.

We will treat our consultants, contractors and suppliers with dignity and respect, and while they must also embrace performance measurement, we must give them the opportunity to make a fair profit.

All employees must be committed to our mission, seize initiatives, take responsibility and help each other to perform and develop. And we are responsible to them, all the men and women who work with us. Everyone must be considered as an individual. We must respect their dignity and recognize their merit. They must have a sense of security in their work as well as feel free to make suggestions and complaints. Compensation must be fair and performance rewarded, and working conditions clean, orderly and safe. There must be equal opportunity for employment, development and advancement for those qualified and performing. We must be mindful of ways to help our employees fulfill their family responsibilities. We must provide competent management which establishes appropriate objectives and metrics, and makes decisions based on logic and valid information; their actions must be just and ethical.

We are responsible to the communities in which we live and work and to the world community as well. We must be good citizens – support good works and charities and bear our fair share of taxes. We must encourage better communication, education and measurement. We must maintain in good order the property we are privileged to use, protecting the environment and natural resources.

Our final responsibility is to our shareholders. Businesses should make a sound profit. We must do what is right and experiment with new ideas, relentlessly pursuing what can be. Research must be carried on, innovative programs developed and mistakes paid for. New resources must be acquired, facilities enhanced and new products and services launched. Reserves must be created to provide for adverse times. When we operate according to these principles, the stockholders will realize a fair return.

Derived with great regard and respect from the Johnson & Johnson Credo.

