

We are
Babylon



babylon

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We constantly review to ensure every Babylonian is being the best that they can be

1.

We have a clear mission

Let's start with what matters.

We founded Babylon with a single purpose.
To put an accessible, affordable health service
in the hands of every person on Earth.

Everything else flows from this - our values and the
way we behave, the people we seek, the way we
recruit, what we expect, how we reward, and the way
we work with each other to deliver our mission.

Who we are, **how** we operate and **what** we
prioritise is all part of **why** we are Babylon.



But we have a quieter mission too

To show that we can do something exceptional without being inhuman. Some people say the end justifies the means, but we think the means are important too.

So we are set to prove that work and life can balance, with a mission and an attitude that mirrors.





Our Values

Our values determine our behaviours.
And our behaviours become our company.



Dream big.

We have a big dream - to put an accessible and affordable health service in the hands of everyone on Earth.

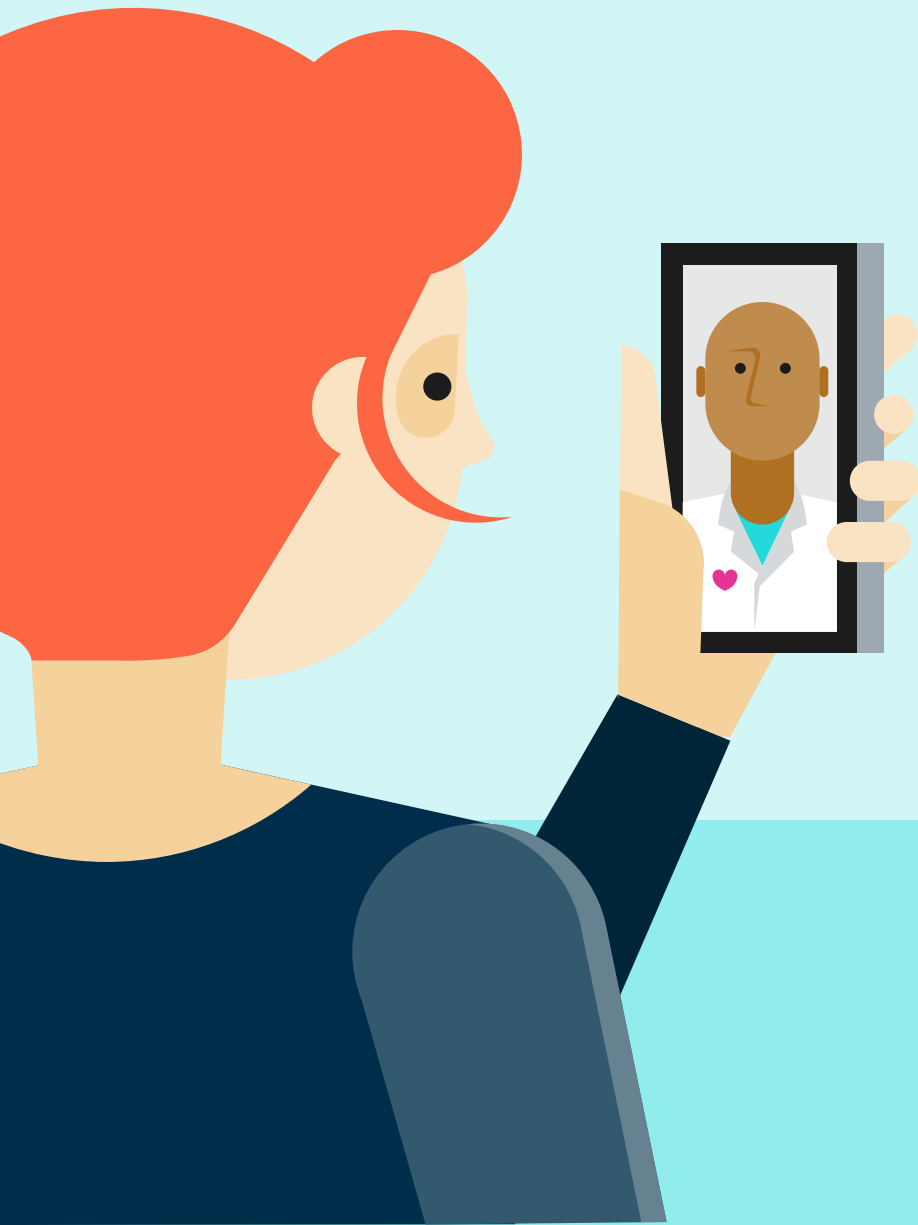
Build fast.

We are not just idealists with big ideas. We take those ideas and are relentless in making them happen, as fast as we can. Scale and speed go hand in hand.

Be brilliant.

Why be good when we can be brilliant? We pay attention to the small things that make the difference, but never lose sight of the bigger picture. We aim to exceed expectations every time.

2.



Our behaviours

Our behaviours are born from our values.

Because values are only words
until you put them into action.



Compassion

We care about everybody,
because we believe that
everyone matters.
No drama. No politics.
It's that simple.



Inclusivity

We collaborate. With
insiders and outsiders.
The intelligence of many
always beats that of a few.



Creativity

Curiosity does not kill,
it creates. We are always
questioning, never satisfied
with the status quo.
We are unrelenting in
dreaming up new solutions.



Tenacity

We aim high. Our members are our priority. And we won't stop until we've done what they need us to do.



Positivity

We are entrepreneurs, and entrepreneurs by nature are optimistic. We say yes, because yes is what gets us places.



Ownership

We take responsibility. We're self starters and problem solvers. We don't pass it on, we own it.

3.



Recruiting Babylonians

We're only as good as our people,
so finding the best people is everything to us.

We serve millions, but we choose
our people one at a time.

Why are they exceptional?

We believe that difference inspires a better, healthier world. That's why it's at the heart of everything we do. Difference enriches every part of our business and creates a culture based on equality of opportunity.

We're solving one of the most complex problems in the world. For this we need the best people – and we refuse to compromise on that.

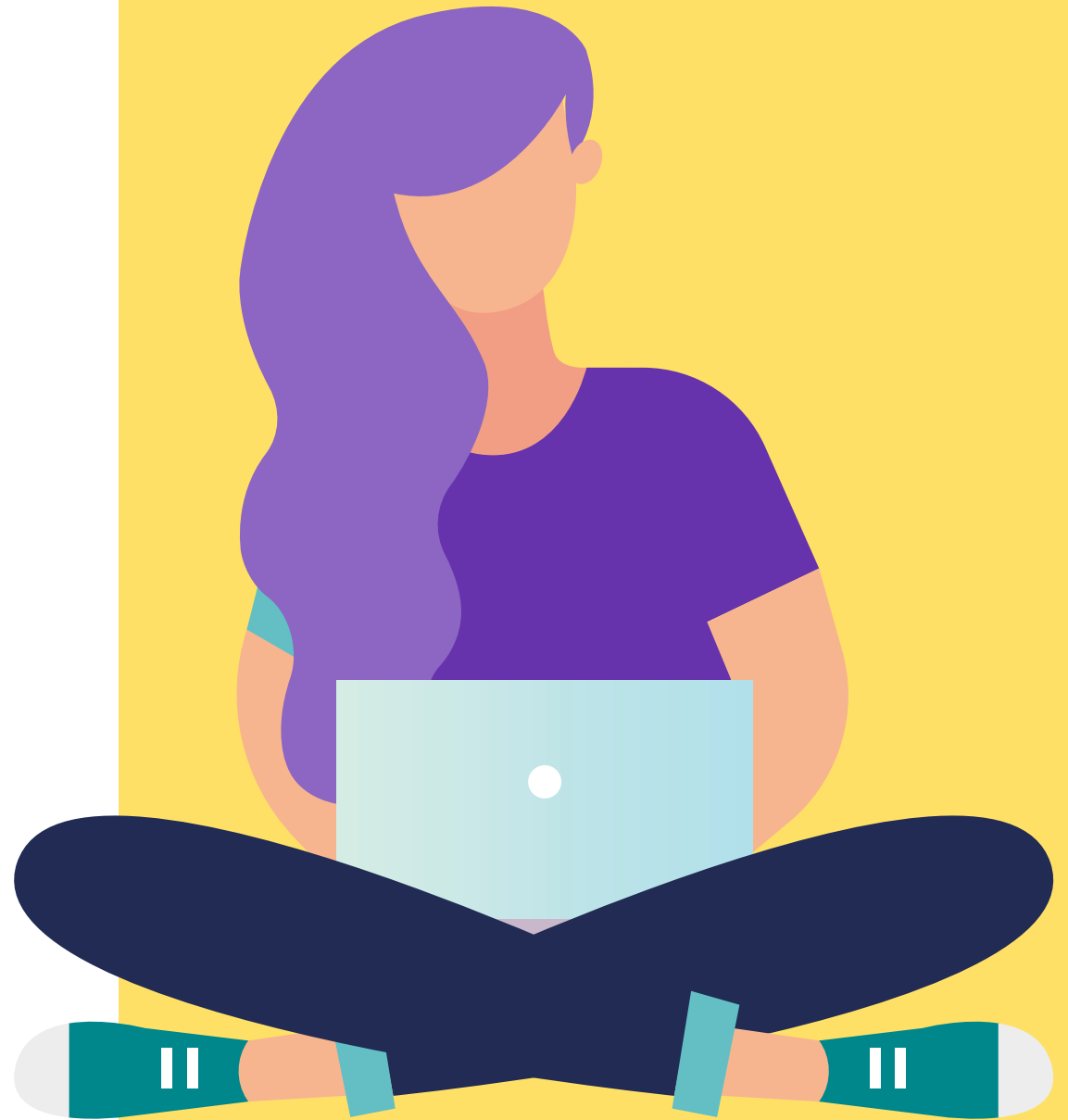
We aim to democratise healthcare, but we are picky when it comes to choosing Babylonians. After all, an extraordinary mission can only be achieved by extraordinary people.



What exceptional contribution would they make to Babylon?

Clarity is key to delivery and satisfaction. There is no point in attracting exceptional people, if we are not clear about the exceptional contribution they can make.

We search far and wide for remarkable talent, and measure their technical skills and capabilities against our Be Brilliant Framework. Then it is our duty to give them something remarkable to deliver.



Do they have the humanity for us to trust them to raise our children?

We are building a humane organisation, and we need people who burst with humanity. People who live and breathe our values and behaviours. We don't care if someone is exceptionally talented, if they are not exceptionally nice too.

Egos, prejudice and bullies aren't welcome here. People always come first at Babylon.

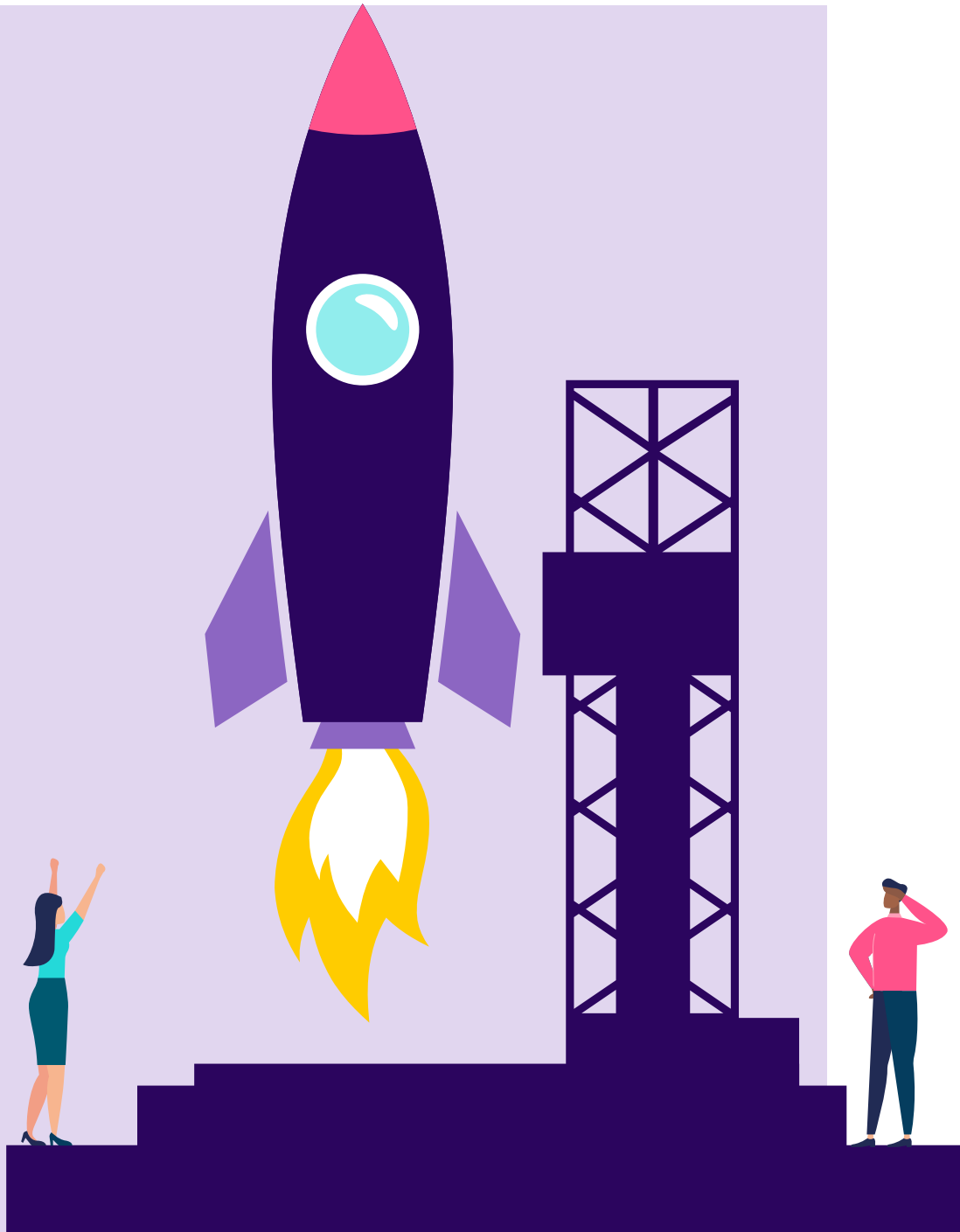


4.



A collective culture

With a clear mission and clearly defined WOWs & objectives we are unstoppable – armed with full knowledge and transparency, we know where we are heading and what we have to do to get there. Everyone plays their part but the collective delivers.



A clear mission

We have a clear mission.

We are going to put accessible and affordable healthcare into the hand of every person on earth.

This is not just written on the walls in our office or on the pages of our website; it is at the centre of all that we do.

Jointly agreed objectives

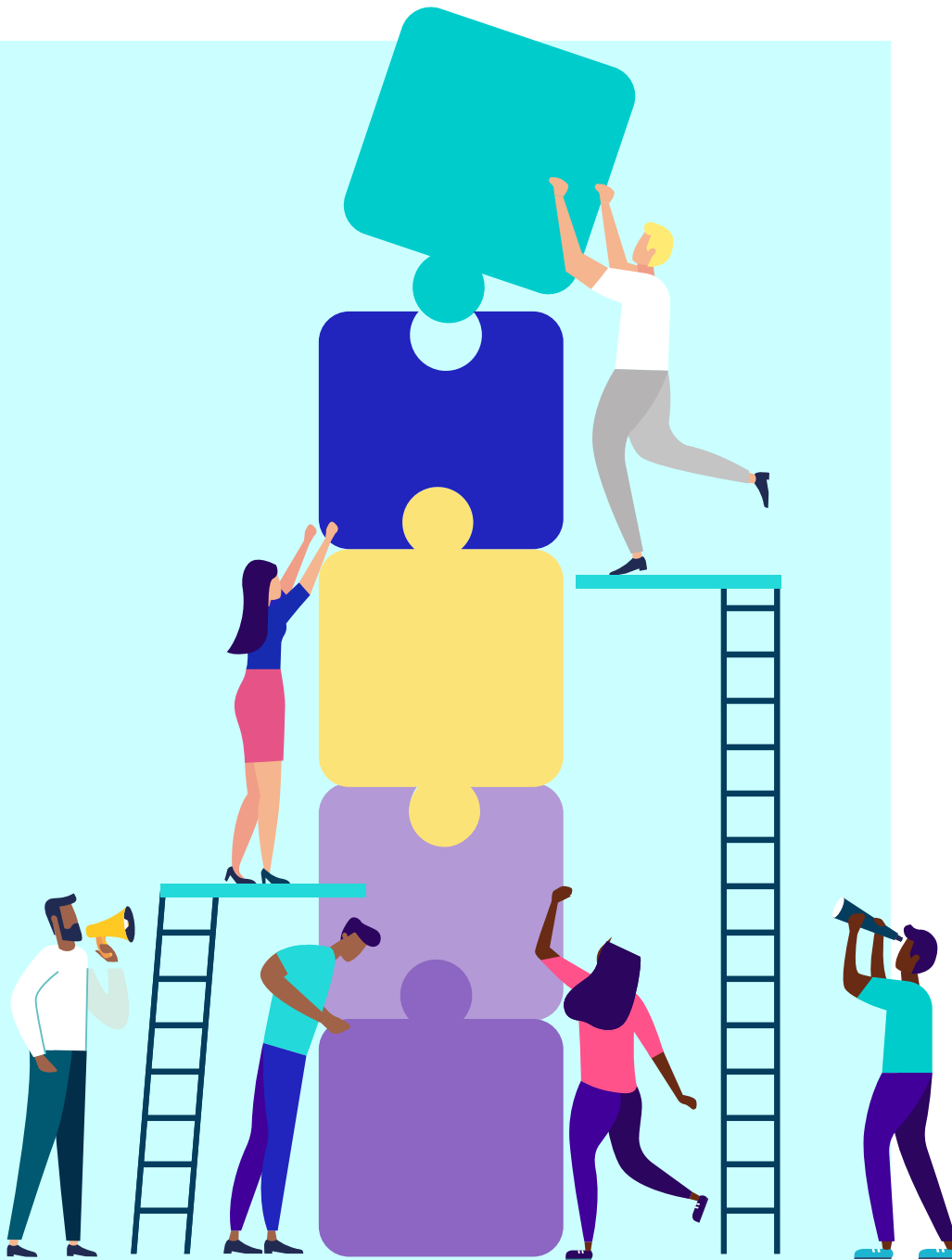
Clarity of the mission alone does not deliver the mission. What is required is that we all know:

What is going to be delivered, who **Owns** it and **When** it is going to be done.

We call it a **WOW**.

We work hard at the start of each delivery period to clarify our WOWs, so there is no ambiguity to what we need to deliver.





Single Babylonian brain

What defines us is a culture where everyone counts individually but shares thoughts and delivers work collectively.

Our technology drives this connectivity, facilitating knowledge sharing and collaboration.

By developing a single Babylonian brain, we develop a shared consciousness across all our teams.

Everyone matters, but the collective delivers.

Individual ownership

We all own Babylon.

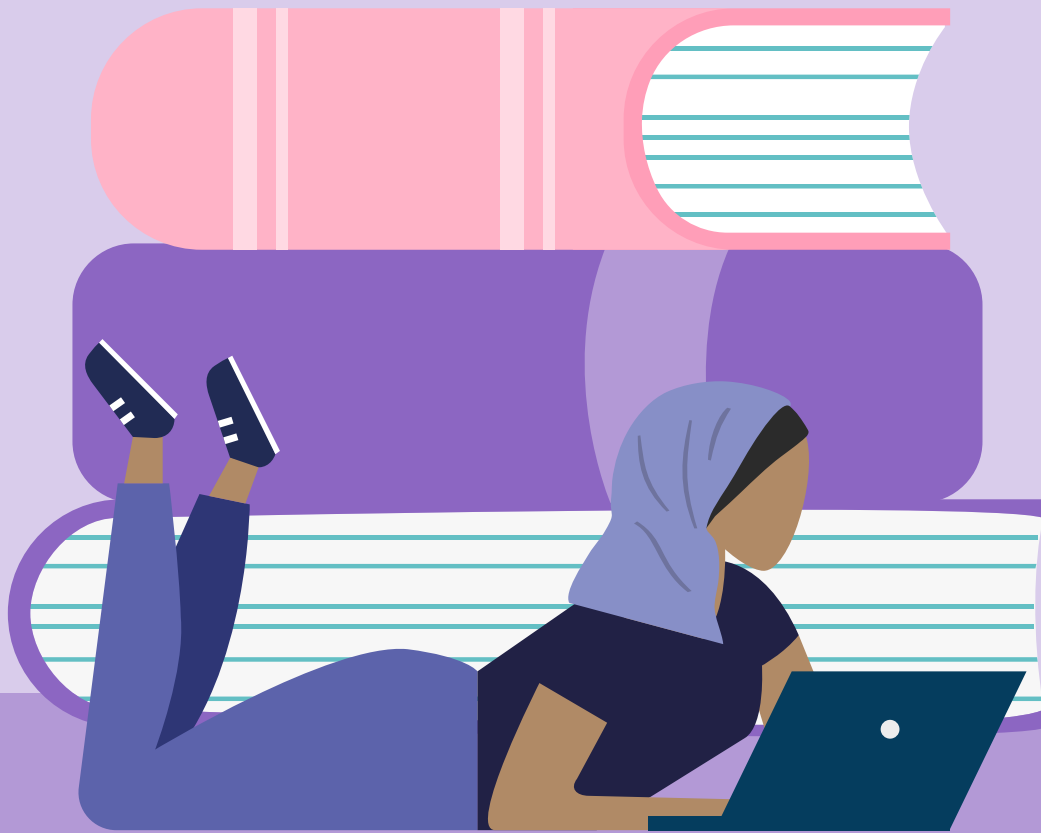
Each and every person who joins us has the opportunity to become a shareholder. If Babylon is doing well, we all are.

We give every Babylonian the permission and expectation to own, solve and deliver what that they have been entrusted with.

We are all in it together.



5.



In pursuit of excellence

We believe excellence is a never-ending pursuit, so we push ourselves further, review everything as we go, and keep learning.



Zeal for improvement

We're always asking
"how can we do better?".

Staying at the cutting edge is a never-ending process. We hire people who have a passion for brilliance and we support them on their own personal missions to be the best they can be.

Honest conversations

**We say it as we see it.
We're not two faced.**

We are honest with each other.
We discuss progress regularly,
at every level, so everyone has
a clear picture of where we are.

Individual:

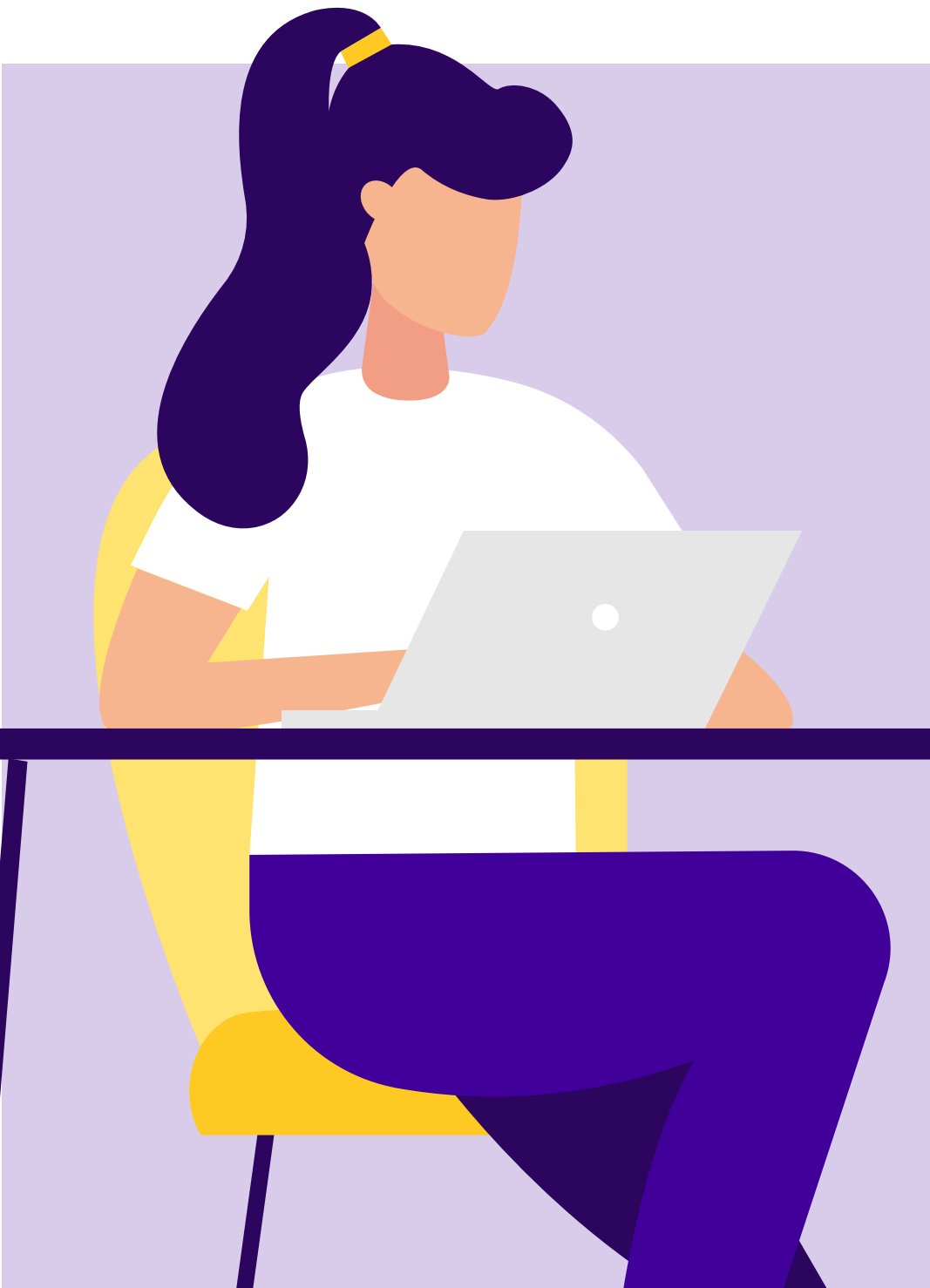
Mission-to-metrics - direct responsibility individually
Be Brilliant @ Babylon quarterly performance
conversations and check-ins

Team:

Constant discussions
Monthly WOW reviews
Team all-hands

Company wide:

The Babylon Growth Strategy
6 monthly WOW planning
Weekly global stand-ups
Babylonian engagement survey



Clarity of roles & Career Pathways

Our Job & Operating Levels help us to know how each role fits in, and how everyone can play their part. The Be Brilliant Framework keeps us on track and Career Pathways help us to grow, progress and map our careers in line with our aspirations.

And, when we make mistakes, we don't place blame or bang our heads against the wall. We have learned, we haven't lost. We ask ourselves what went wrong. We address the root cause and move on. We just get better together.

Our Reward Philosophy

Reward at Babylon has been designed to ensure that we all share in our collective success in the way that suits our individual needs. It is transparent and relates to performance, behaviours, development and progression.

And, as we're all different, we have flexibility as to how we are rewarded with the opportunity to earn a bonus and buy into the business in the form of share options.





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