



Fullscript culture guide

Our mission. Our story. Our people.

Our mission: helping people get better

We bring together healthcare providers, patients, and technology to create a more connected, patient-focused healthcare journey.

We call it whole person care.





We're not employees, *we're team members*

Fullscripters are owners of our business, and drivers of our mission.

We work as a community to maximize our impact. Because we believe that how we work matters just as much as what we build.

Fullscripters have helped millions of people get better.

Together, we're ready to help even more.



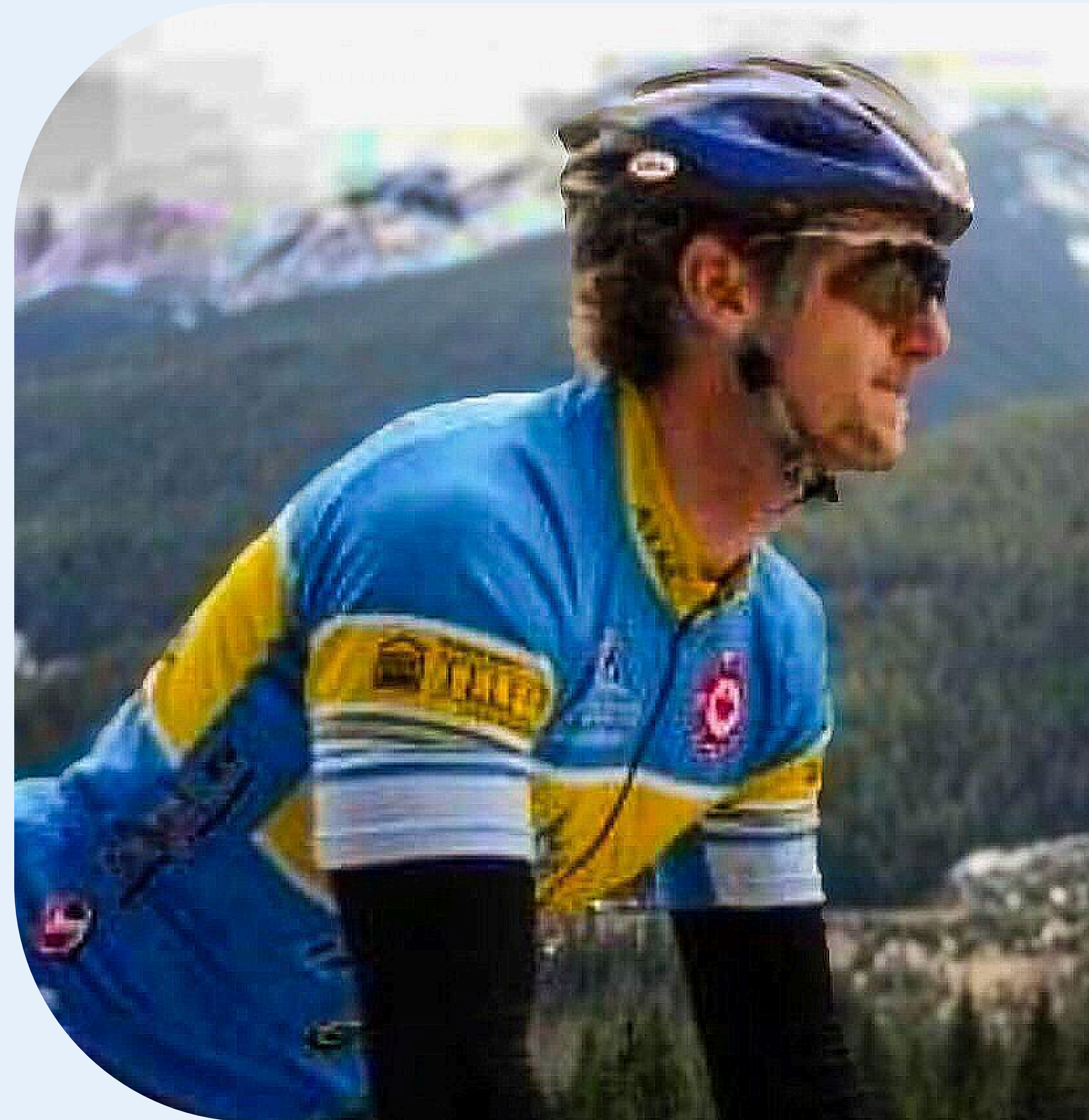
Building with
purpose since 2011

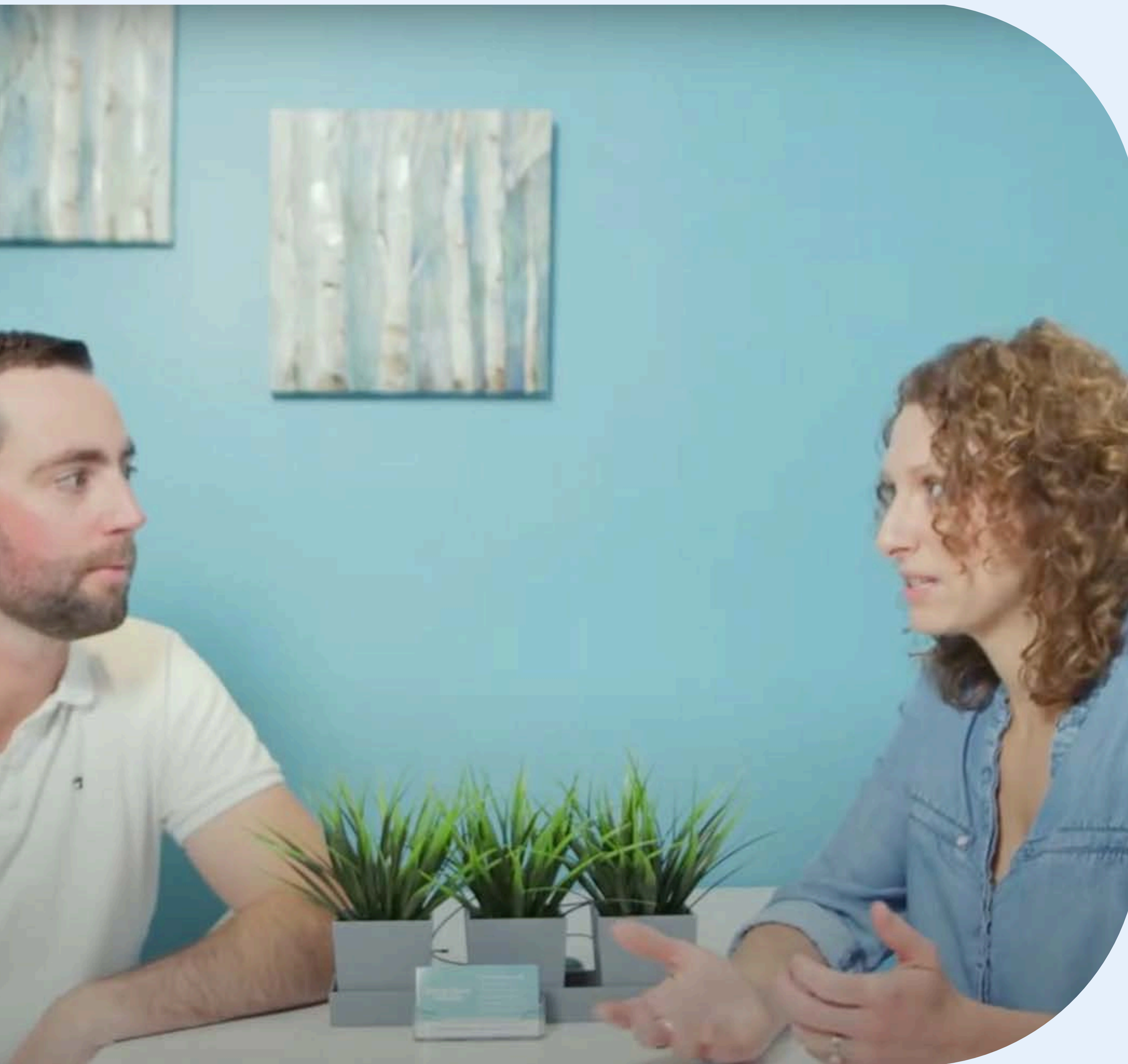
Searching for purpose

After cycling across Canada to raise money for cancer research, Kyle Braatz realized what truly motivated him: building things that make a difference for others.

Through that experience, he met his soon-to-be business partner, Brad Dymment, who designed the bike tour's website.

They started a creative agency together and grew it into a successful business. But both wanted something deeper, something they could dedicate their lives to. They were looking for what came next.





It started with a problem

That next chapter began close to home. Brad's wife, Dr. Alanna Dymant, was a naturopathic doctor who wanted to treat the whole person through nutrition, movement, sleep, and mindfulness.

The system made it hard. She spent more time managing products and paperwork than caring for patients.

When Alanna shared her challenges, Kyle and Brad saw an opportunity to make personalized care easier to deliver and better health easier to achieve.

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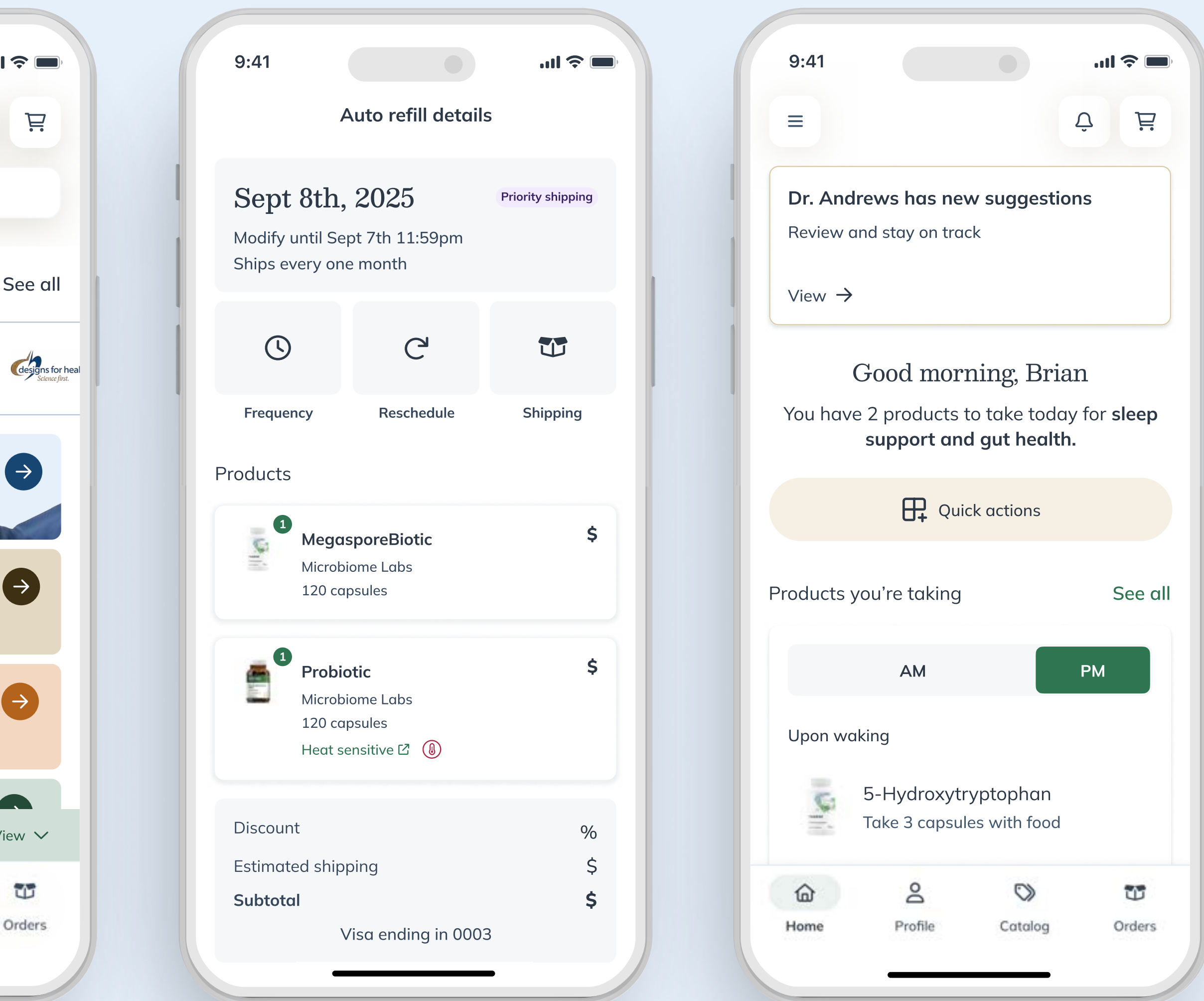
They knew the solution, but the system wasn't ready

In 2011, they built NDstorefront, the first supplement dispensing platform for healthcare providers.

- ✓ They eliminated inventory costs.
- ✓ They made it convenient for patients to order.
- ✓ They gave providers more control.

They made high-quality supplementation simple...

**...and built the foundation for
something even bigger.**



From that first problem to today

That first solution became the foundation for Fullscript: a platform built to make whole person care easier for providers to practice and patients to consume.

The solution that started around one dinner table now powers thousands of practices and millions of health journeys across North America.

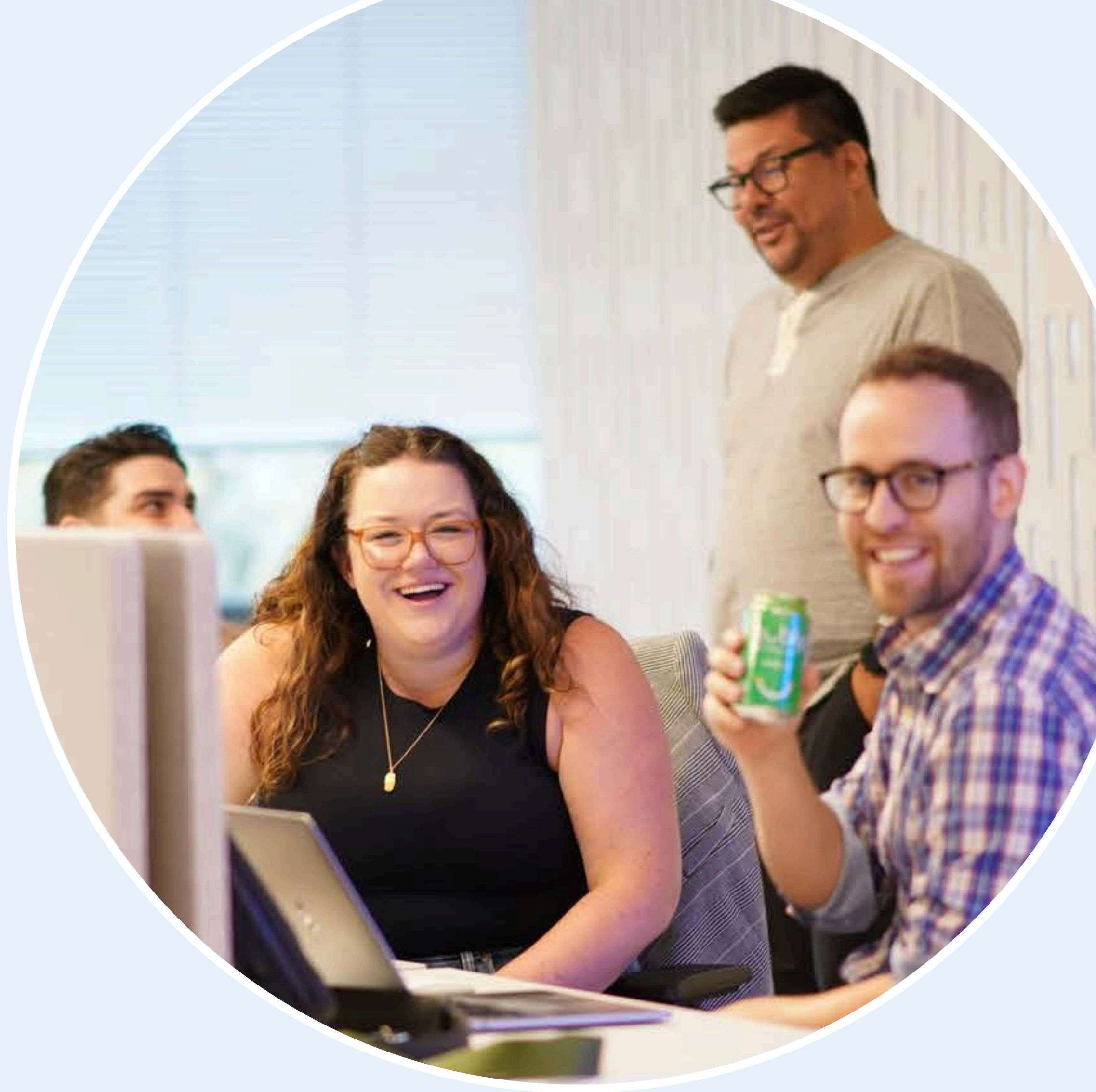
The movement to *revolutionize healthcare* is gaining momentum

At Fullscript, our job is to keep it moving forward with every product, every feature, and every idea. To make care more connected and continue our mission to help people get better.

This is your invitation.

Bring your talent, purpose, and determination.

The story continues with you.





The foundation
of how we work

Our core values

Authenticity

Embrace independent thinking **above all else** and be the truest version of yourself.

Grit

Operate like it's day one every day of the week.

Community

Care deeply about each other, leave your ego at home, and **do what's best for our team as a whole.**

Ownership

Take all results to heart, not just your own. Drive results, drive growth.



Our guiding principles

Outcomes matter

We focus on bold targets and outcomes that create real impact, cutting through distractions to drive results that truly move the business forward. When we hit a target, it triggers curiosity and a deeper look at why, so we can exceed the next target.

Put providers first

We start with the provider, obsessing over their needs to create greater value for patients. Empowering providers is our competitive advantage.

Put a premium on speed

Speed is our moat, but we know that speed without learning is dangerous. The faster we move, the faster we need to understand. We act as entrepreneurs in a start-up: we make smart, fast decisions, learn through experimentation, and use processes only to enable speed and remove friction.

Be an independent thinker

We reject conformity and hierarchy, and encourage curiosity and courageous decisions. We protect our time because we understand that focused, uninterrupted time is necessary for innovation.

Grow faster than the company

We are always learning and challenging ourselves, using feedback to fuel our development. Growth can mean leaning into discomfort, and we're ready for it.



We are a community of builders and leaders

Builders are individual contributors who aren't afraid to roll up their sleeves and make an impact. They're masters at their craft, and mentors to their co-workers.

Leaders set goals, guide, and share wisdom so members of their team can grow and thrive. They're also builders who recognize the value of staying close to their craft.

Together, builders and leaders experiment, collaborate, improve, and most importantly, move our mission forward.



Our leader behaviors

Lead by example

Leaders model integrity and accountability, setting high standards while embodying Fullscript's values in both success and failure.

Have a bias for action

Leaders prioritize ruthlessly, adapt quickly, and make smart, decisive moves to drive goals forward with speed and focus.

Remain open

Leaders communicate with clarity and transparency, ensuring goals and feedback are understood while fostering open, empathetic dialogue.

Cultivate great teams

Leaders create a collaborative, accountable, and fun environment by empowering ownership, removing roadblocks, and celebrating achievements.

Champion growth

Leaders grow their teams by mentoring, setting goals, and creating opportunities for continuous learning and development.





The experience of working at Fullscript

We're *human-first*, AI-empowered

At Fullscript, human values drive every decision. But in a world where advantages disappear overnight, we're willing to be bold so we can accomplish more.

Using AI helps us clear the grind, unlock creativity, and most importantly, accelerate progress.



We aim for *progress*, not stability

At Fullscript we prioritize momentum. So we cut out the things that slow us down, like unnecessary meetings, soft deadlines, and unfocused intention.

We move forward and accomplish more as a team by being intentional about when we work together, how we work, and where we work.



We work wherever we work well

We believe great work needs both focus and connection.

For our teammates on computers, that means the freedom to work from home, in a hub office location, or both.

When it's time to innovate, accelerate, and dream bigger than ever before, our teams come together to create moments that matter.



Our signature events are the year's biggest *moments that matter*

Hackathon

Cross-functional teams come together for several days of innovation, collaboration, and experimentation. We turn big ideas into real solutions that transform our business.

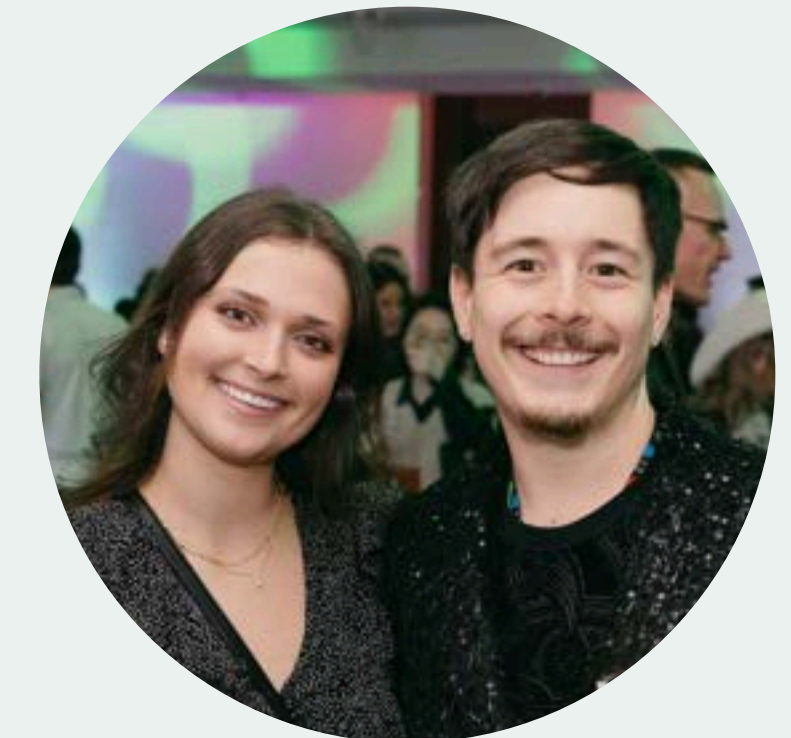
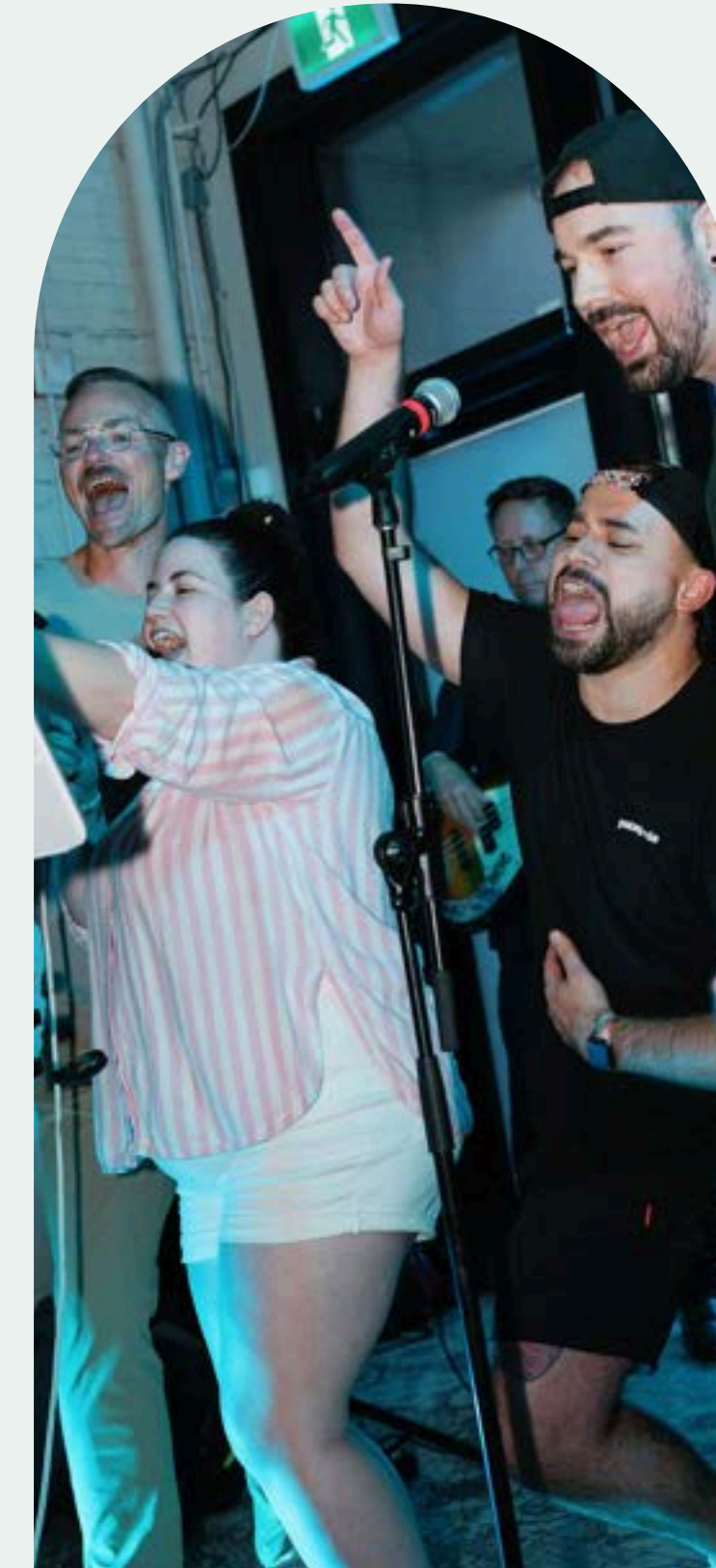
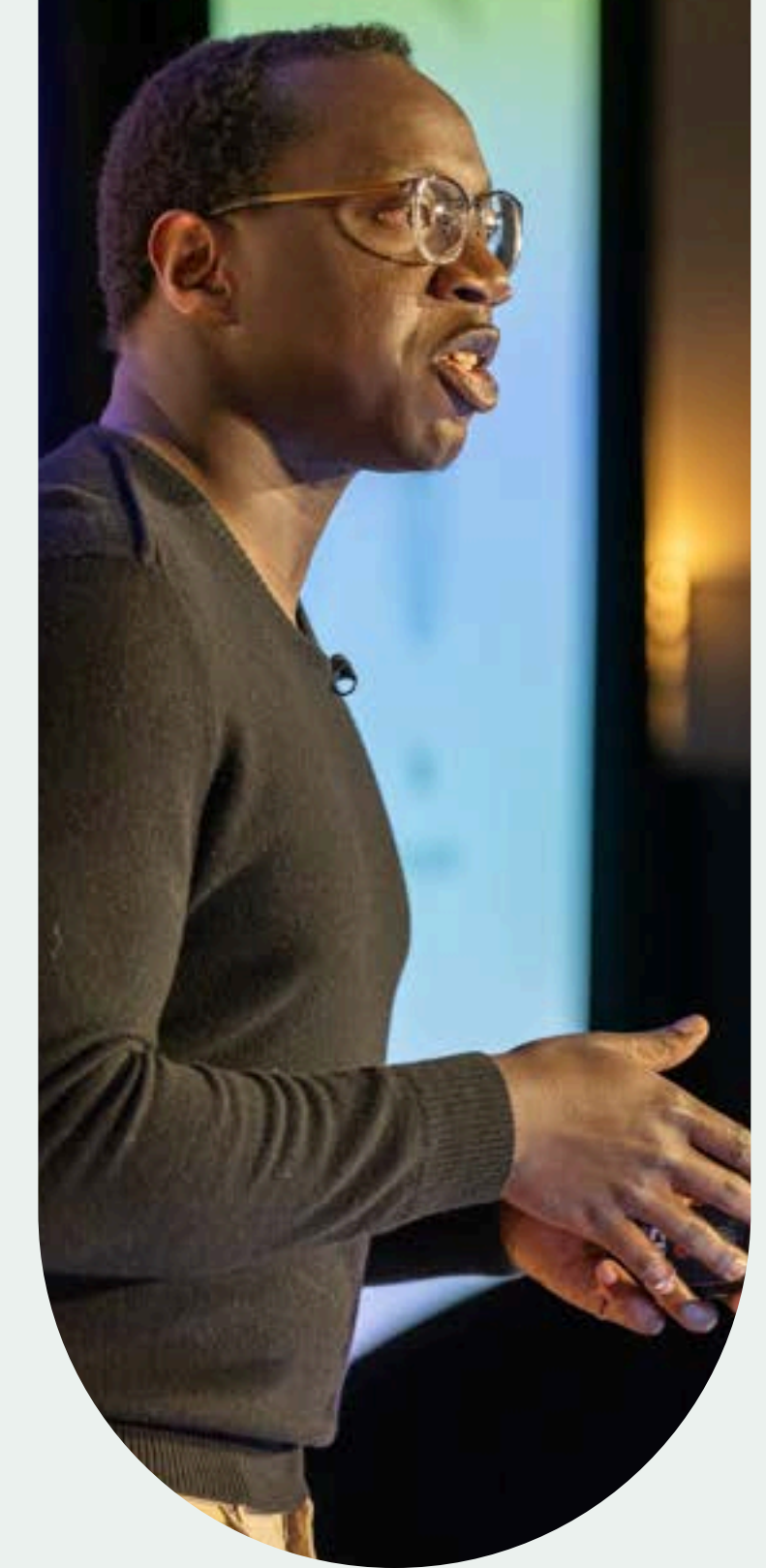
Summer Socials

We gather across our hub locations to celebrate, unwind, and connect. Shared experiences spark new friendships, strengthen teams, and create memories that make Fullscript unique.

Fullhouse

Once a year, we celebrate our accomplishments and set even loftier goals. Inspiring talks from leaders and teammates drive clarity, alignment, and a vision of the future of Fullscript.

We gather to innovate, build relationships, and bring our mission to life. Because what matters most is coming together as a community.



Community *fuels* everything we do

We thrive on connection and community. When we gather together, it builds trust and momentum.

Hub Days

In our North American hub cities, team members gather once a month to work and play together.

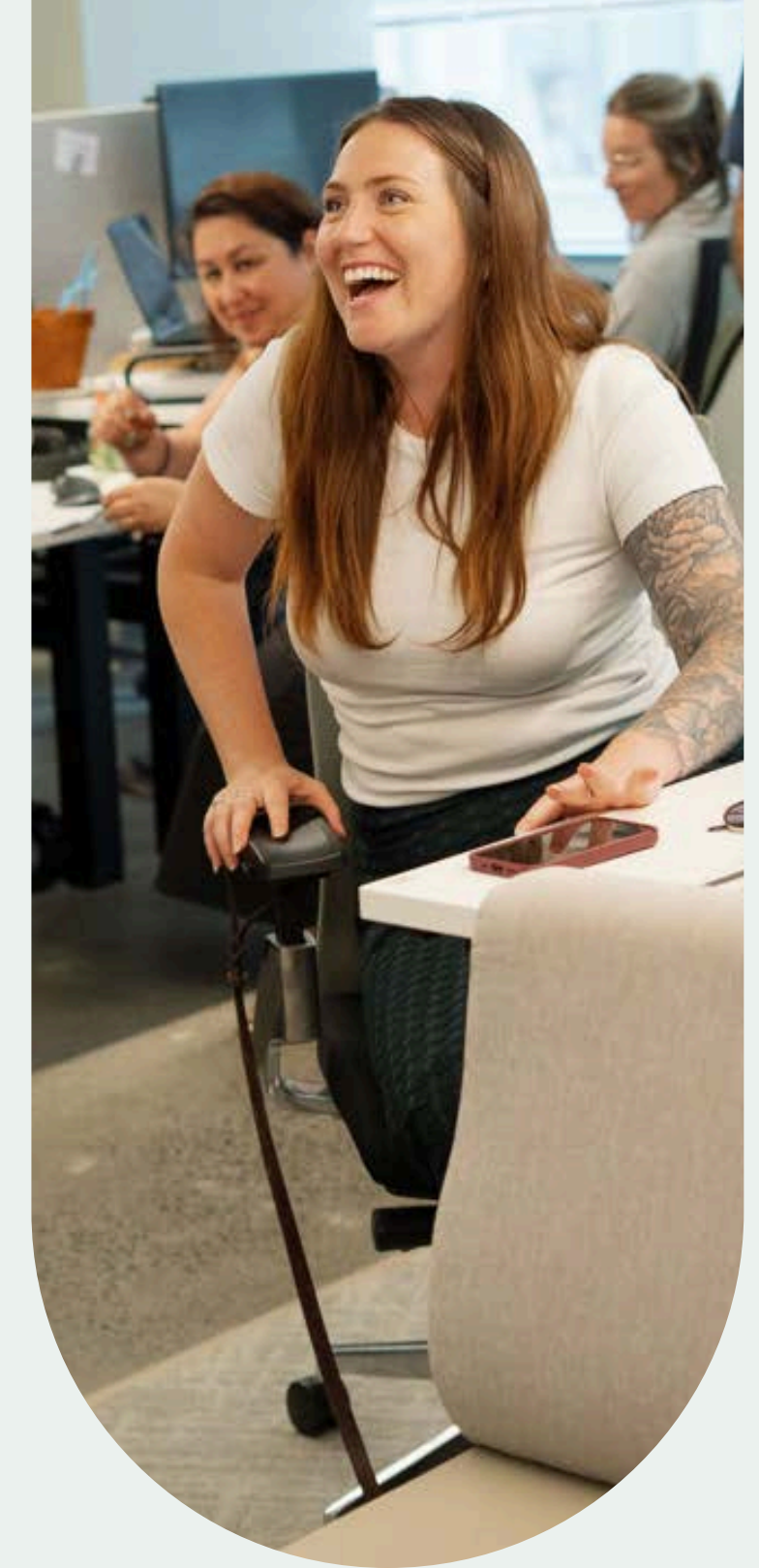
Employee Resource Groups (ERGs)

Led by team members, ERGs promote inclusivity and celebrate diversity in our company and the broader community through education and support.

Mentoring Program

We match experienced Fullscripters with team members looking to learn, develop new skills, and be inspired.

Fullscripters bring curiosity, and purpose to helping each other get better, and we extend these philosophies into the places where we live and work.



We support the health of our communities

Whether raising funds for children's hospitals, partnering with the Ottawa Senators Foundation, supporting women in technology, or encouraging inclusivity at Pride events across North America, we're always striving to make the places we live and work better.

We also support the software development community, hosting regular meetups for developers who work on Ruby, Forward JS, and sponsoring the annual Rails Conference.



Above all, we're driven by *purpose*

At Fullscript, every role, every project, every idea contributes to something bigger: helping people get better.

That's why we're committed to each other just as strongly as we're committed to our mission. Because we know that when we work together, innovation moves faster and ideas grow stronger.

From inspirational events to day-to-day conversations and everything in between, every moment has meaning.

**Because after all, we're not just building a business.
We're building a movement to revolutionize healthcare.**

