



Quality policy

Quality, ethics and performance monitoring are an integral part of CILcare's DNA. The very nature of our activity has the ultimate goal of providing health solutions to grant better lives to patients, by protecting or restoring an essential sense: hearing. It is a mission that represents a strong public health issue and at every level of the company, we measure the responsibility we have.

Building on this commitment, CILcare has defined processes, their applications, sequences and interactions, and has also defined criteria for evaluation, monitoring, resource management, skills and methods, to ensure an efficient and controlled operation of our business and the full satisfaction of our customers and partners, while respecting the well-being and development of our employees. We want CILcare to be responsible and sustainable. We believe that this goal can only be achieved with a strong quality system and a fair and ambitious performance management process.

Because we believe it is essential to continuously improve and that an outside perspective is essential for progress, we are committed to an ISO9001 certification process. The entire company, the executives, and all of CILcare's employees, under the leadership of our Director of Quality have fully adopted this system, which stems from the company's organization.

Management, and all of CILcare's employees, have always been committed to five strong areas of development which guide us on a daily basis:

Collaboration: Collaborating and uniting is how we build lasting relationships with our customers and partners. We refuse to compete or copy. We believe in collective intelligence, even more so when the goal is to improve the health and lives of mankind.

Ethics: We act ethically, responsibly and effectively in all of our activities. We conduct internal audits and interact with ethics committees to continuously improve our practices. We are firmly committed to avoiding any conflict of interest or corruption, and we act internally and externally in a manner that we believe is responsible and sustainable.

Innovation: We take pride in always providing punctual, high-quality, science-based technological services, and by offering innovative solutions, to our customers and partners.

Development: We always keep in mind that we are a link in the chain of health solution development, and that what we achieve aims to improve the lives of real people. What makes CILcare successful is the men and women who make up this company. It is therefore also our duty to ensure that they thrive in their work and that they evolve safely in their environment.

Dedication: meeting the needs of our customers and partners is our top priority.

CILcare's Quality Policy is fully in line with our company's overall strategy. The defined processes and indicators in place to guide us and continuously improve provide a framework for moving forward together on a daily basis, but also in the long term, allowing us to remain focused and adjust to whatever needs. The policy is a guarantee of our commitment, a label of quality and rigor for our customers and partners, and a guide for management and its employees.

Celia BELLINE, Chairman and CEO of CILcare SAS