



## 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 is found at every level of the company; a responsibility that we carry with us.

Building on this commitment, Cilcare has defined processes, their applications, sequences and interactions, and has also defined criteria for evaluating, monitoring, resource management, skills and methods, to ensure an efficient and controlled operation of our business and full customer and partner satisfaction, 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.

Awarded ISO 9001:2015, Cilcare is committed to effective implementation of management systems, and quality excellence for its Research & Development services in otology. The entire company, the executives, and all 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 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 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 the 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 daily, but also in the long term, allowing us to remain focused and adjust to needs. This 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.

Cilcare is committed to continually improving its quality system management.

Cilcare is committed to complying with legal requirements and with all applicable requirements through regulatory surveillance, accompanied by legal advice, a support group, and subscriptions to specialist networks, adapted to Cilcare's activity.

*Celia BELLINE, Chairwoman and CEO of Cilcare SAS*

