

## CILCARE acquires ISO 9001:2015 certification, demonstrating its commitment to quality and customer excellence

**Montpellier, November 8<sup>th</sup>, 2021:** CILcare, the world leading CRO specialized in hearing disorders, is proud to announce it has been awarded the ISO 9001:2015 certification for its quality management system that includes the conduct of pharmacokinetics, efficacy, tolerance, and ototoxicity studies of drugs, gene and cell therapies, and implantable devices. The ISO:9001 certification demonstrates CILcare's commitment to effective implementation of management systems, and quality excellence for its Research & Development services in otology.

*"We are elated with our ISO 9001 certification which wholly reflects our high-quality policies. Quality is an essential building block in CILcare's overall strategy and part of our DNA. The ultimate goal of CILcare's activity is to provide health solutions to improve the lives of patients, by protecting or restoring an essential sense: hearing. This mission is intrinsically linked to a strong public health issue, and at every level of the company, we measure the responsibility we have towards patients."* said Celia Belline, CILcare's CEO.

Building on this commitment, CILcare achieved a novel milestone with its ISO 9001 certification, further strengthening its ability to offer customers and partners the best R&D services.

*"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"* underlines Marie-Pierre Padelou, Chief Regulatory Officer.

ISO 9001:2015 is an internationally recognized standard for creating, implementing, and maintaining a quality management system. It helps businesses prove their ability to consistently provide products and services that meet customer and regulatory requirements. The certification aims to enhance customer satisfaction through the effective application of a company's system, including processes for continual review and improvement.

This certification, obtained after an extensive external audit performed by Bureau Veritas, a world class ISO certification organization, reflects the willingness of CILcare to always operate in a high-quality environment with a continuous improvement mindset, since its inception. CILcare's ISO 9001:2015 audit was performed in September 2021.

*"It was a fantastic team effort. The certification is the clear proof of CILcare's robust Quality Management System (SMQ), which will set the stage for long-term growth"*, comments Philippe Larroze-Chicot, Quality Director at CILcare.

### About CILcare

CILcare is the world-leading R&D services company specialized in hearing disorders. Based in Montpellier, Boston, Paris, and Copenhagen, CILcare has become the one-stop partner for pharma, biotech and medtech companies developing novel therapies for people with ear disorders. CILcare designs and performs pharmacokinetics, efficacy, and GLP ototoxicity studies to assess drugs, medical devices, cell & gene therapies, on ear disorders including hearing loss, tinnitus, ototoxicity, and otitis media.

### About Bureau Veritas

Bureau Veritas is a world leader in laboratory testing, inspection and certification services. Created in 1828, the Group has more than 78,000 employees located in more than 1,600 offices and laboratories around the globe. Bureau Veritas helps its 400,000 clients improve their performance by offering

services and innovative solutions in order to ensure that their assets, products, infrastructure and processes meet standards and regulations in terms of quality, health and safety, environmental protection and social responsibility. Bureau Veritas is listed on Euronext Paris and belongs to the Next 20 index. Compartment A, ISIN code FR 0006174348, stock symbol: BVI.

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