

QUALITY POLICY

L2D Services SARL's (L2D) mission is to provide its clients with nonclinical development and clinical trial oversight solutions to enable their innovative products to reach, enter and progress through clinical development successfully and rapidly. This is achieved through the delivery of high-quality, well planned and proactive operational management and regulatory support.

This quality policy applies to both client facing and non-client facing activities and aims at promoting continual improvements in the services that the company provides. This allows L2D to build clients' confidence and deliver excellent services, whilst maintaining company profitability. It relies on the implementation of a quality management system that involves the use of planned and standardised processes to ensure and assess quality and cost-effectiveness whilst complying with the clients' requirements and regulatory standards.

The quality manual has been prepared under the direction of L2D's management, which is committed to the continuous improvement of the quality management system, and maintaining its certification to ISO 9001:2015.

The policies, procedures and processes described, or referred to, in the quality management system must be strictly observed by all L2D's employees. It is acknowledged that effective quality assurance can only result from the active and continuous cooperation of all employees at every level; management is responsible for the employees' full adherence to these policies, procedures and processes.

The company measures its results through process and project performance indicators and client satisfaction assessments that make it possible to define and pursue improvement objectives on a periodic basis.

L2D has built a very strong reputation for excellence and the quality of its deliverables, for its reliability, flexibility and dedicated client care that mostly result from the commitment of L2D's team of skilled professionals who work in compliance with a shared set of core company values (*i.e.* respect, integrity, responsibility, quality and team spirit) and the corresponding culture code, which guide the conduct of the company's processes and activities as well as relationships between collaborators, clients and third parties.

The strategic goal of the company is to build a durably profitable organisation. It will be reached by achieving the following objectives:

- Maintaining the quality and excellence of the services provided to L2D's clients;
- Maximising client satisfaction based on a perfect understanding of their specific needs and requirements through the promotion of clear and direct communication, the creation of an effective partnership aiming for establishing long-term trust;
- Addressing client needs adequately and timely, in compliance with all applicable laws and specific regulatory requirements;
- Improving L2D's visibility as development and regulatory experts on L2D's website, social media, through the organisation of masterclasses and at partnering events;
- Developing adequate corporate management strategies, which will ensure L2D's performance and financial health, together with their application across the company.

L2D's management and the whole company at every level are fully committed to service excellence, client satisfaction and the improvement of healthcare for patients in need and, more globally, society.

Jonathan KEARSEY

Function: Managing Director

Date: 03/02/2020

Signature:

Vincent DUBOIS

Function: Managing Director

Date: 03/02/2020

Signature: