

TITLE	
QUALITY POLICY & MANAGEMENT COMMITMENT	
REF	VERSION
POL-001	3.0

POPSICUBE GROUP QUALITY POLICY & MANAGEMENT COMMITMENT

RECORD OF MODIFICATIONS

Version	Issue date	Comments
1.0	12-March-2018	Approved version
2.0	06-June-2019	Revision of the objectives
3.0	26-January-2022	Revision of the objectives. Addition of the acknowledgement form in appendix.

Effective date	7-February-2022	Review due date	7-February-2025
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In the current context of globalization and concentration of the economic actors, it is essential to ensure the delivery of services of quality with a high added value allowed through the implementation of an efficient QMS answering to customers' expectations, meeting the ISO standards, legal and regulatory requirements.

Since its creation in July 2004, PopsiCube demonstrated the integration of this vision to its strategy by its ability to take into account its customers' expectations and to satisfy them in terms of innovation, technicality, quality, price and deadlines compliance. Indeed, PopsiCube is now recognized as a unique dual expert operated on a global scale, providing full CRO services and e-tools designed for the health industry.

In 2019, the PopsiCube Group obtained the ISO9001:2015 certification. The compliance to this standard allows to better comprehend the PopsiCube Group context and identify risks and opportunities in our business. Our quality system is based on a willingness of continuous improvement, a strong involvement of the staff, in order to satisfy our customers while optimizing our means, competences and costs.

This approach should lead the PopsiCube Group towards the following objectives:

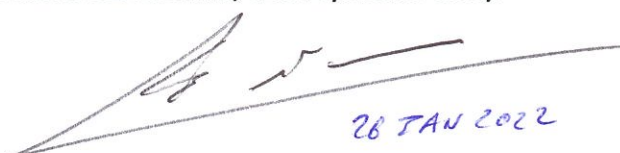
1. **Support and lead the business development;**
2. **Increase the PopsiCube Group performance;**
3. **Increase the customers' satisfaction;**
4. **Ensure the conduct of the PopsiCube Group activities in the compliance to the ISO9001 standards requirements and applicable regulations;**
5. **Involve the employees in the Quality Management System (QMS) management;**
6. **Ensure the data integrity and security within the PopsiCube Group activities;**
7. **Develop and improve the PopsiCube Group Corporate Social Responsibility (CSR) in acting on its 7 principles (organizational governance, human rights, labor practices, the environment, fair operating practices, consumer issues, community involvement and development)**

As the CEO I am committed in implementing our quality policy by making necessary resources and means available and through my personal involvement in monitoring its results and any changes in its focus. I have delegated the operational implementation of our quality policy to our Quality Assurance Manager but I remain the guarantor of its efficiency and consistency with our objectives, our strategy and with the company context. Besides, any staff member has to be aware of his impact on the **QMS** effectivity and on the quality level of the services and products delivered and customer satisfaction.

I will ensure that the continuous improvement principle and the different requirements defined through the **QMS** are integrated into our business processes and at every level of the organisation. This is why I manage the **QMS** performance and the achievement of our objectives through the regular review of our relevant and pragmatic indicators and through the rigorous follow up of corrective, preventive and improvement actions.

My global objective is, with the full involvement of all employees, to raise our **QMS** and so our Group towards excellence. I will conclude this declaration with my vision of quality by quoting William A. Foster *"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives, the cumulative experience of many masters of craftsmanship"*.

Fabrice BEAUCHÊNE, CEO PopsiCube Group



28 JAN 2022



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Appendix 1: ACKNOWLEDGEMENT FORM

By mean of my signature below, I acknowledge that I have read and understood the Quality Policy & Management Commitment of the PopsiCuve Group **POL-001-3.0**. I confirm that I have taken into account the quality objectives of the PopsiCube Group, the principles of the Quality Management System (QMS) such as continuous improvement and the focus on customer satisfaction. I also confirm that I will do my best to implement these principles in my daily work and that I am aware of my role within the QMS and the potential consequences of not complying with the QMS requirements for the PopsiCube Group.

First and last name	Function	Date	Signature