

Quality policy

PELyon is at the service of healthcare professionals (pharmaceutical and biomedical industry, healthcare facilities, health authorities, associations) to enlarge medical knowledge and address quality of care through the use of real-life data.

This mission requires an irreproachable service quality which we aim to achieve in all our activities by a constant focus on the satisfaction of our customers and the continuous improvement of our services, in the respect of the following values:

- **Independence:**
We work on projects with a public health interest and are committed to publishing the scientific results we obtain;
- **Reliability:**
We meet deadlines and make the quality of our deliverables a priority;
- **Integrity:**
We draw up our protocols and conduct our analyses in line with epidemiological best practices and established procedures.

In this context, we have set up a quality management system compliant with the best practices applicable to the field of our activities (ENCEEP, ISPE, HAS) and with the regulations related to the protection of personal data (RGPD and «Loi Informatique et Libertés»). This system has obtained the ISO 9001 certification on 02nd August 2022.

PELyon is also committed to its social responsibility (CSR):

- towards environment, by working to reduce its greenhouse gas emissions and its electric power consumption;
- by implementing actions aimed at providing its employees with the best possible working conditions.

As CEO of PELyon,

- I ensured human and material resources are available to achieve these objectives through the appointment of a quality manager, the allocation of time to all PELyon employees for the processing of the quality management system, the support of an external consultant for its maintenance and evolution and finally through the formal definition of a CSR process;
- I ask each employee to fully commit to this process, to refuse any compromise in terms of quality and never to deviate from our values;
- I am committed to make customer satisfaction our main concern.

Manon BELHASSEN,

Le 1^{er} février 2024

