



QUALITY POLICY

Linguaserve Internacionalización de Servicios S.A. creates, develops and implements our CLIENTS' **multilingual strategies**. We have identified **continuous improvement** as the essential strategic factor for reaching the highest levels of excellence in our translation solutions and services, and other added-value multilingual activities.

Our **mission** is to respond to the wide range of continuously evolving multilingual communication needs facing organizations and companies, given the growth of multilingualism and paradigm changes brought by new technologies and the Knowledge and Information Society.

Our **vision** is to achieve excellence and business success for our CLIENTS in multilingual and multicultural environments where technology is constantly evolving; to be at the forefront of international technological innovation; and to coordinate and integrate the best human resources, the most effective methodologies, and the most advanced quality assurance procedures.

We express our commitment with a quality policy that focuses on **continuous improvement for our CLIENTS**, in line with the strict requirements of the ISO 9001 standard for Quality Management Systems, the ISO 17100 standard for translation services, and other added value commitments according to the following principles:

1. Strict compliance with our contractual obligations to our CLIENTS, the applicable legislation, and our internal code of ethics, which is applicable to all employees.
2. A fast and flexible communication and coordination system for establishing the needs and expectations of our CLIENTS, getting their feedback and assessing their level of satisfaction.
3. Training and developing our team's professional skills (both in-house and trusted freelancers); continuous updating and investment in R&D; and the correct use of our own technical resources and those of third parties, with excellent subcontractor management.
4. Continuously improving the organization, the provision of services, and all our other activities and methodologies relating to meeting the needs and expectations of our CLIENTS, viewing this as the input and output of our processes.
5. Measuring continuous improvement through indicators, the satisfaction of our CLIENTS, and internal reviews and audits. Establishing objectives and monitoring compliance levels in order to introduce proposals for improvement, and where deviations are found, making the appropriate adjustments as soon as possible through corrective and preventive measures.
6. Integrating the cycle of planning, execution, assessment, and improvement in the Quality Management System, which must be revised to suit the changing circumstances of the company and its market, with appropriate risk management, checked regularly by Management, who assess the performance of the processes, audits and reviews in order to establish improvement plans.
7. Quality management is applied in every position and function at Linguaserve. This entails the need for collaboration and commitment by everyone in the company in order to reach the objectives set in this declaration. Therefore, **all personnel must be aware of the importance of meeting both the CLIENT's requirements and the legal regulations.**

Linguaserve's Management is responsible for and committed to providing the necessary means to reach improvement targets as they arise over time, as well as reporting the results to the affected personnel. Similarly, Management is committed to sharing this Policy, through a suitable communication system, and ensuring it is **understood and accepted by everybody in the company.**

Pedro Luis Díez Orzas
Chief Executive of Linguaserve I.S. S.A.