

Barcelona, January 2018

# CPSL Quality Policy

The main aim of CPSL's Senior Management is to develop and implement the plans necessary to allow the company to become a provider of multilingual services on the global level, adopting a customer-oriented approach within a strategy of growth and active and sustainable diversification while achieving the profitability required to continue with its activity.

An excellent customer experience and total customer satisfaction, the provision of quality services at competitive prices and the compliance with specific regulations and legislation are the central components of our strategy to meet this objective and achieve and consolidate a position of international leadership in services related to languages and communication on the global scale.

We understand and accept that the excellence of the company is strongly and directly related to the excellence of the work undertaken by each one of the people who work for or collaborate with it and to the application of effective management and operational systems designed to minimise incidents and maximise efficiency in all the processes involved in our activity.

Clearly our objectives cannot be met without trained, capable and motivated professionals, who not only contribute great value to the company through their work, but also adopt a proactive attitude to improvement and innovation. At CPSL we want to work with people who are interested in committing to a mid- to long-term working relationship in which they see their job as an opportunity for professional and personal development and regard changes and new challenges as a constant source of motivation. Accordingly, Senior Management endeavours to establish and maintain ongoing multidirectional dialogue flows to enable members of staff to put forward ideas and suggestions for consideration in the decision-making process.

Moreover, we view continuous training for all the teams that form part of CPSL as an essential part of our success strategy. Our annual development plans include numerous training initiatives designed to enable our professionals to maintain excellent levels of both theoretical and practical knowledge, allowing us to constantly maintain and improve our level of competitiveness.

For this purpose, we are committed to applying the ISO 9001 standard for quality management, the quality standard ISO 17100, specific for translation services and the ISO 13485 standard specific for the medical devices sector. We are also committed to taking the steps required for us to implement the ISO 27001 standard relating to information security management.

The company's Senior Management would like all CPSL staff to adopt these principles and become actively involved in the continuous improvement process on all levels in order to ensure that all the company's objectives in terms of quality and excellence are met in all areas of our activity.

A handwritten signature in blue ink, appearing to read 'Kyrill Pawlowsky'.

Kyrill Pawlowsky  
President