

Barcelona, July 2018

CPSL's Integrated Management System Policy (Information Quality and Security)

CPSL's Senior Management considers Quality Management and Information Security fundamental factors for achieving its primary work: working on and applying all plans required for the company to be a global multilingual service provider, fully customer-oriented, within an active and sustainable growth and diversification strategy.

The basic tools that CPSL has developed to reach this goal are: excellence in customer experience and complete customer satisfaction, providing quality services at competitive prices and, of course, compliance with specific regulations and legislation, with an emphasis on ensuring the confidentiality, integrity and availability of the information involved in our services. These elements are the founding pillars of our strategy to achieve and consolidate a leadership position in the industry of language and speech services worldwide.

We understand that the excellence of the company is 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 systems designed to minimise incidents and maximise efficiency in all the processes involved in our activity. For this reason, CPSL's Senior Management sets annual objectives regarding information quality and security, which include protection of personal data, intellectual and industrial property rights, and risk assessment and management processes, establishing the necessary measures to minimise them.

At CPSL we have skilled, motivated, trained and proactive professionals who strive for professional development at their workplace and who find challenges to achieve constant improvement and motivation. Continuous training is key for them and for the company, so training plans are approved annually in order to maintain excellent levels of theoretical and practical knowledge, thus achieving constant improvement in our competitiveness.

To achieve this, we are committed to establishing and applying an Integrated Management System based on the requirements established by standard ISO 9001 on quality management, standard ISO 17100, specific to our industry, standard ISO 13485 on the medical devices industry and standard ISO 27001 standard to ensure the security of the information in our management system.

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 objectives of the Integrated Management System (Information Quality and Security) in terms of quality and excellence are met in all areas of our activity.

Kyrill Pawlowsky

President