

Barcelona, July 2018

CPSL Integrated Management System Policy (Quality and Information Security)

The Management of CPSL considers Quality Management and Information Security as fundamental factors to achieve its main objective, which is creating and applying the necessary plans for the company to be a global multilingual service provider that is completely customer-focused and works with a strategy for sustainable and active growth and diversification.

CPSL's essential elements to achieve this objective are: excellence in the customer experience and total satisfaction, a portfolio of quality services at competitive prices and, of course, compliance with specific regulations and legislation, with a focus on ensuring the confidentiality, integrity, and availability of the information managed by our services. These elements constitute the central axes of our strategy to achieve and consolidate a leadership position in the worldwide languages and speech services industry.

We understand that excellence as a company is directly linked to the excellence of the work of each of the people who make up the company or collaborate with it and to the application of effective management systems that help minimize incidents while maximizing efficiency in any of the processes involved in the development of our activity. For this reason, CPSL's management establishes annual objectives related to quality and information security, which include the protection of personal data, intellectual and industrial property rights, and the development of analyses and risk-assessment processes to establish the necessary measures to minimize them.

At CPSL we have great proactive professionals, who are motivated and trained. They find an area of professional development at their workplace and challenges represent a constant motivation. For them and for the company, continuous training is key, therefore, education plans are approved annually, allowing us to maintain excellent levels of theoretical and practical knowledge, thus achieving continuous improvement in our competitiveness levels.

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

The Company's Management requires all CPSL personnel to assume these principles and to be actively involved in the process of continuous improvement at all levels so as to ensure the achievement of the objectives of the Integrated Management System (Quality and Information Security) and excellence in all areas of our activity.

Kyrill Pawlowsky
President