

# Quality Management and Information Security

At CPSL, we believe that quality management and information security are critical to achieving our goal of becoming a global, customer-focused multilingual service provider.



## Our core elements for success include:

### Excellent customer experience and satisfaction

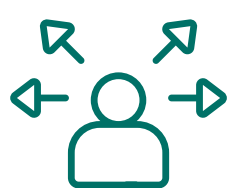
We strive to provide outstanding service to our customers, and our goal is to ensure complete satisfaction.

### A portfolio of high-quality services at competitive prices

We offer a range of quality services at prices that are competitive in the market.

### Compliance with regulations and legislation

We comply with all relevant regulations and legislation, with a particular focus on ensuring the confidentiality, integrity, and availability of information.



## Annual Objectives for Quality and Information Security



### Protection of personal data and intellectual property rights

We take steps to protect personal data and intellectual property rights and to minimise any potential risks.

### Risk assessment and minimisation of incidents

We conduct regular risk assessments and implement measures to minimise incidents and improve efficiency.

### Continuous training and education for all personnel

We believe that continuous training and education are essential for professional development and for maintaining excellence in all areas of our activity.



## Our Commitment to Excellence

### Integrated Management System based on ISO 9001, ISO 17100, ISO 13485, and ISO 27001 standards

We are committed to implementing an integrated management system based on international quality and security standards.

### All personnel are encouraged to actively participate in continuous improvement

We encourage all personnel to be actively involved in the continuous improvement process.

Kyrill Pawlowsky  
President

ISO certifications

