

## Quality policy

CLINTER TRADUCCIONES E INTERPRETACIONES, S.A., as a company dedicated to the provision of translation and interpreting services and whose general aim is to provide services of the highest quality, has incorporated quality management as a strategic factor for the organisation as a whole.

To this end, it is committed to the development, communication and review of this Quality Policy, expressed in the following elements and commitments:

- ♣ To orientate the Company's processes and activities towards improving the satisfaction of the expectations of our customers and other stakeholders.
- ♣ To ensure that legal and stakeholder requirements applicable to our activities are known, complied with and kept up to date.
- ♣ To provide added value to our translation services in accordance with the requirements and demands made by our clients, based on personalised treatment, compliance with deadlines and the efficiency of our processes in order to achieve their satisfaction.
- ♣ To establish and periodically evaluate improvement actions in a systematic, objective and rigorous manner, in order to ensure the quality of our services and their continuous improvement.
- ♣ To motivate and train our professionals so that our services are provided with the highest quality, as well as to provide them with the necessary technical resources to make this possible.
- ♣ To develop actions for the continuous improvement of quality management, through the analysis of the information provided by the management system (process indicators, customer satisfaction, audit results, etc.) and the definition of preventive and corrective measures.

This Policy is available to interested parties and is regularly reviewed for improvement and adaptation.

10<sup>th</sup> June 2021