

## Quality Policy

### Mission:

*To help bridge language barriers in our increasingly globalized world by providing high-quality language services on time and at a fair price.*

In order to fulfill our Mission, our **Vision** is to become the strategic Spanish <> English language solution for global clients seeking a high-quality, affordable, and reliable translation partner.

### Values:

**Client-focused approach.** With us, you can expect a high degree of personalization, paired with the flexibility to tailor our service to your needs. With this, we aspire to become your trusted, long-term partner.

**Flexibility.** We constantly keep up to date with the latest trends, processes, and technologies. We are always eager to improve, adapt and learn.

**Specialization with a personal touch.** We are specialized in the English <> Spanish language pair. Rather than working with hundreds of linguists, we take a more personal approach with everyone on our team.

**Collaboration.** Our philosophy of continuous improvement is at the core of our organization, and this includes our human resources. That is why we aim to provide personalized feedback to our translators and editors. Since collaboration is a two-way street, we encourage proactive discussions and creative initiatives across all levels of our organization.

### Quality Policy:

Verbo Translations' management understands that, in order to live up to our Mission, Vision and Values in the highly-competitive and rapidly-changing environment of the translation and localization industry, quality must be the guiding principle of our decisions—from the selection of our human resources to the technology and software we use.

Moreover, bearing in mind that the translation industry involves a constant exchange and handling of information—much of which is sensitive or confidential in nature—Verbo Translations embeds information security in the design and implementation of all of our processes, procedures, and tasks, by taking this important matter into consideration at all times. We view information security as a fundamental component of the service we offer our clients.

Thus, this Quality Policy provides the reference framework to establish the company's Quality and Information Security goals, and to make decisions regarding its work procedures and strategies.

Consequently, Verbo Translations' management is committed to:

- Compliance with requirements related to the quality of its deliveries and information security, as well as those agreed with its clients and other interested parties, offering competence and trustworthy translations in the different subject areas.
- Producing translations that convey the desired message of the original text, accurately and naturally.
- Offering reliable, responsible and on-time service.
- Analyzing new ways and work strategies which improve the efficiency and speed of work, without compromising the quality of the delivered product.
- Training its service providers in basic Information Security principles.
- Continuously improving the quality management system, based on ISO 9001, ISO 17100 and ISO 18587 Standards, as a means to ensure and improve the quality and consistency of the services provided.

**Executive Manager**

January 11<sup>th</sup>, 2021