

INTRAWORDS QUALITY POLICY

The Management of **INTRAWORDS, S.L.** establishes this **Quality Policy** as a sign of its aim to guarantee the highest quality, its path towards **excellence** and its desire to reach **leadership** in the sector of **Translation, Revision, Post-editing, and Subtitling services**.

INTRAWORDS, S.L. is aware of the importance of quality in the performance of its activities in order to ensure conformity in all of its services, therefore the Management maintains and improves its Quality Management System based on the requirements of the **UNE-EN ISO 9001:2015 standard: "Quality Management Systems. Requirements"**; **UNE-EN ISO 17100:2015. "Translation services. Requirements for translation services"** and **UNE-ISO 18578 "Translation services. Post-editing of machine translation output. Requirements"**, for the activities it undertakes.

The main objective for INTRAWORDS, S.L. is to achieve the **satisfaction of our customers** and of all **interested parties**, complying with the legal and regulatory requirements applicable to us as efficiently as possible, exceeding expectations and requirements, both explicit and implicit, so that the provision of services is of maximum quality and satisfies the applicable specifications, supported by the following commitments:

- Management and development of the human potential at INTRAWORDS, S.L. through:
 - ✓ Establishment and adaptation of the **resources necessary** for improvement of the training.
 - ✓ Raising awareness among employees of the importance of quality in the company and the improvement of the Quality Management System implemented. The principal method for achieving said objectives is the acceptance of this quality commitment by all of the employees. Thus, we will make our best efforts to motivate, integrate and have all employees participate in this process of continuous improvement.
 - ✓ Involvement and participation of INTRAWORDS, S.L.'s employees both in the business project and in the Quality Management System.
 - ✓ Distribution of this Quality Policy, communication and distribution of knowledge within the organization.
- Deployment of the necessary resources (technical, economic and human) that allow for the performance of INTRAWORDS, S.L.'s activities with effectiveness and efficiency, ensuring that the employees have the skills and qualifications necessary in order to undertake their corresponding tasks.
- Analysis of the results and establishment of quality goals and actions aimed towards the continuous improvement of the procedures used and the services offered. Search for the highest quality levels through

efficient management and control of all processes with the objective of permanently **improving and optimizing** the processes and systems.

- Compliance with both the **customers' requirements** and those of all **interested parties**, satisfying their needs and expectations, as well as the regulatory and **legal requirements** applicable in the most efficient manner that is possible and reasonable.
- Meeting the requirements of our customers while respecting the criteria of **reliability, professionalism and punctual deliveries**.
- Adaptation of the Quality Management System to the **context** of the organization and the **nature and level of risk** that may exist for the organization.
- Extending the scope of the guidelines of the Quality Policy to the suppliers, both external and internal, collaborating with them for the establishment of systems that guarantee compliance with the requirements.

The responsibility for complying with these Quality principles falls upon the Management, which shares, together with the team at INTRAWORDS, S.L., the opinion that this path will help to increase the Culture of Quality for all employees at the company. In witness thereof, this Quality Policy is signed in Móstoles, Madrid, on 10th of January 2023 by:

The Management and the Quality Manager at INTRAWORDS, S.L.