



QUALITY POLICY

TRANSLINGUO CREATIVE GROUP, S.L., in its activity TRANSLATION AND MANAGEMENT SERVICES AND DIGITAL MARKETING DEVELOPMENT, has committed to channel all our efforts to satisfy the needs of our customers, with the quality of our services being the main priority, and the aim of obtaining improvement in our organization. *To this end, we have implemented and maintain a quality and translation services management system, which is based on the requirements of ISO 9001 and ISO-17100, and adopts the following quality commitments:*

*For this purpose, **TRANSLINGUO CREATIVE GROUP, S.L., has committed to:***

- ***Meet the requirements, delivery deadlines and quality expectations of our customers, adapting our technical and human resources to suit their needs.***
- ***Comply with legal and contractual requirements, paying special attention to confidentiality and information security.***
- ***Maintain an effective communication flow with all parties involved to facilitate the proper functioning of the quality system.***
- ***Establish relationships of collaboration and trust with our suppliers and customers.***
- ***Work with translation professionals with the necessary qualifications and specialization for each situation and always in accordance with the requirements of the ISO 17100 standard.***
- ***Provide our team with the necessary tools in order for them to perform, their functions to the best of their abilities***
- ***Offer continuous training to our employees in order to adapt their qualifications not only to the needs of our customers but also to the changes in the industry.***
- ***Raise awareness of the importance and involve all staff in the Quality Management System in order to meet the objectives set, the main one being that of our customers.***

These principles are assumed by the Management, which has the necessary means and provides its employees with sufficient resources for their fulfillment, making them available to public knowledge through this Quality Policy.

Management

Madrid, January 3, 2022

*Management
Rev. 0*