SeproTec
MULTILINGUAL SOLUTIONS
Grupo Sepro

CORPORATE PRESENTATION

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SeproTec Multilingual Solutions has established its position as the leading company in the sector in Spain.

In 2008, the global economic situation was seriously affected by the deep financial crisis, which was a major blow to the international economy. Companies of all sizes all over the world found themselves embroiled in a situation of unprecedented difficulty.

Against this complicated and uncertain background, SeproTec Multilingual Solutions has maintained its leadership through the robustness of its business model, based on a continuous search for excellence through our management processes; this has led to us being not just leaders in the sector in Spain, but also being recognised as one of the 50 best companies in the sector in the world according to the prestigious consultancy Common Sense Advisory.

In this difficult employment situation, with one of the highest unemployment rates in Europe, SeproTec Multilingual Solutions has maintained its commitment to society, increasing its workforce and adding value by attracting talent. As a result, we have expanded from offering 28 languages just six years ago, to today having the largest number of languages in our portfolio.

Our turnover has likewise performed excellently and consistently, with a positive average growth in the last three years. These figures demonstrate - even at times of great uncertainty - the robustness of our project with its vision for the future.

I would like to express to you my confidence in the business model for the company over which I have the pleasure to preside, and to state my firm intention to continue improving it on a day-to-day basis by investing in R&D, which in 2013 accounted for 5% of our turnover, and by selecting and training the best people in the field. We are committed to continuous improvement in our management processes and it is our intention to develop them and adapt them to the new needs of our clients. In order to offer the best possible service to our clients, we are involved in a process of domestic and international expansion in which we have a network of nine domestic offices and five international branches.

And I would just like to finish by recognising the commitment of the exceptional team and managers I have the pleasure to work with; and reiterating my certainty that SeproTec Multilingual Solutions will emerge from the current difficult global situation taking advantage of the opportunities which an ever more globalised society offers us.

Kind regards.

Juan Antonio León Melero
President

SeproTec in Figures

Founded: 1989
Turnover: Over 25 million dollars in 2013
Workforce: 335 employees
Outside contractors: 4,500 translators and interpreters
Presence: In 13 countries
Offices: 17
Clients: Over 900 clients throughout the world
Number of words translated: More than 100,000,000 words translated per year
Number of interpretations: Up to 350 interpretations per day
Availability: 24 hours a day, 365 days per year

Mission, Vision and Values

The central mission of SeproTec Multilingual Solutions is to lead the sector through the quality of its management processes; research and development into innovative services which add value for our clients; attracting and training the best professionals; offering a local service through domestic and international expansion; and adapting fully to the needs of our key relationships.

The company's vision is to uphold a business model based on robustness and development of all the areas in which we work.

Our values are:

- Leadership
- Transparency
- Honesty
- Robustness
- Innovation
- Development
- Dynamism
- Client focus
- Excellence
- Commitment to society and those around us

Services

1. All forms of interpreting services, simultaneous, consecutive, accompanied, whispered and telephone interpreting.

2. Multilingual translation and management of documentation in all technical fields and areas. Our multilingual project management solutions cover all the main industries: pharmaceuticals, medicine, chemicals, civil engineering, defence, telecommunications, IT, aeronautics, iron and steel, motor vehicles, etc.

3. Intellectual property translation services. Translation of validations; applications for brands and distinctive signs; translation of technical status reports; international search reports; translation of documentation for translation complaint cases; translation of domestic and international patents into multiple languages.

Localisation and Internationalisation services covering all stages in the localisation process, from globalisation to software testing and correcting, including internationalisation of websites, design, translation, implementation and administration.

4. Terminology management. Creation and management of terminology databases and glossaries.

5. Recording and subtitling services and multimedia services

6. Technical writing services in the main specialist areas: editing and design of technical manuals, specifications and instructions.

7. Classroom and distance training with specialist courses on translating patents, medical translations, managing translation projects, etc.

8. Rental and sale of audio-visual equipment, simultaneous translation cabins and receivers.

Quality procedures

In our search for excellence and client focus, quality procedures are a powerful tool which offers us constant control over our management processes. SeproTec makes all its resources available to its clients, and makes the investment required to maintain its place at the cutting edge of quality management in the multilingual services industry.

Below we detail some of the key measures in our quality control processes:

1. Systematic revision and analysis stages for all material translated

2. Application of clear protocols and Quality Management checklists in all work processes (preventative quality control) and in the post-production stage (corrective quality control)

3. Use of a percentage of sampling and inspection of production batches in accordance with the UNE 66020-1 quality standard

4. Use of a standardised translation error template which provides an objective guide to our inspection activities and document sampling.

5. Application of the latest advances in translation and localisation quality control

SeproTec has received certification from **SGS** under the **UNE-EN 15038-2006** standard for translation services, the **UNE-EN ISO 9001-2008** standard for quality systems and the **UNE-EN ISO 14001:2004** standard for the environment.

Human Resources Policy

"*Our team is one of the keys to the successful performance of the company*". Carlos León – CEO

SeproTec has demonstrated that it is committed to its clients; this is amply demonstrated by its constantly expanding workforce employing the best people, who provide the added value required in project management. Some of the key factors in our policy of attracting talent include the job security of our workers and equal opportunities, which are defining values of the company.

SeproTec' workforce now exceeds 270 people in the various areas in which we are involved (graduates in translation and interpretation, engineers, lawyers, economists, etc.). One of our main concerns is to consolidate a corporate culture based on the principles of honesty, transparency, sustainability and client focus which govern our behaviour.

We can define our Human Resources policy as follows:

- To attract, train and retain the most talented people
- To promote team work and a common corporate culture
- To support and promote training and learning
- To promote a policy of job security and equality amongst our professionals
- To encourage the cohesion of our international and intercultural team
- To support ideas in order to improve the company's processes and objectives

Awards and recognition

2013 - Common Sense Advisory: Top 100 Language Services Companies.

Through the efforts and talent of our team, SeproTec has been recognised as one of the 50 leading companies in the sector worldwide, in the prestigious ranking produced by the Common Sense Advisory international consultancy. It has recognised SeproTec' strong position with 17 offices in Europe, North America and Asia. Furthermore, it has appreciated the company's substantial business volume, as well as the number and qualifications of its employees.

"This recognition gives us great encouragement to continue working in the same vein, our priority being to focus on the quality of every one of our services, always adapting to the specific needs of our clients, and giving them the necessary advice so they can achieve success and the highest possible level of excellence". Juan Julián León – Executive Director.

2010 - SeproTec among 35 European Companies to Generate Most Employment

SeproTec, a global leader in language services, has been ranked as the second Spanish company among Europe's fastest-growing, job-creating companies by Europe's 500, a prestigious association of top European entrepreneurs. Rankings were based on "outstanding achievements in generating sustainable growth and jobs" as measured by turnover and number of employees.

SeproTec has climbed to the 31st position in this ranking and earned the company a spot within the Top 50 European Growth Companies 2010 with an average turnover growth of 76%, as well as a 124% increase in its staff numbers in the last three years. In order to qualify for consideration in the rankings, companies need to be independently owned and employ more than 50 full-time staff.

Making such a bold pledge during such a difficult economic time has earned the company significant recognition. Some of the key factors in SeproTec's ability to attract talent include the job security and equal opportunities the company offers its employees. One of SeproTec's main goals is to create a client-focused corporate culture based on the principles of honesty, transparency and sustainability.

Former German chancellor Gerhard Schröder presented the award at the European Growth Summit 2011 in Brussels, Belgium, to representatives of SeproTec, including Mr. León.

New York Award 2009

In 2009, SeproTec was awarded the US Commerce Association's award for the best translation and interpretation management service. Once again, this success is due to the efforts and talent of all our team, which is committed to constant customer service and optimisation of our management processes.
SeproTec has two offices in the USA. The first opened in New York and the second in Portland. This provides us with wide-ranging international coverage, enabling us to offer comprehensive solutions for all our clients.

Corporate Social Responsibility

The sustained growth of the Company has resulted in its shareholders and workers becoming increasingly aware of the social background in which it works. This awareness has led SeproTec to take on the responsibilities expected of a leader in the sector, improving and contributing efficiently to society and sustainable development.

To this end, SeproTec has created a specific department for managing and developing Corporate Social Responsibility as a tool which aims to protect the environment; to ensure the development and safety of people; to improve relationships with our community; to achieve transparent communication of our activities; and to manage our quality and environmental policies efficiently.

Integra Project

The **IN**TEGRA programme is part of the Company's Corporate Social Responsibility activity which was launched in 2008 to include the most disadvantaged groups in our society in the labour market. In order for this project to be a success, we are aware of the need not just to include these groups in temporary projects, but to train them in all areas related to their areas of activity. In order to do this, SeproTec Multilingual Solutions organises specialist training courses with teachers and trainers, many of whom are external to our organisation, providing a highly practical and effective contribution.

The most represented groups within the **IN**TEGRA project are immigrants, many of whom have become professionals in the field of multi-lingual services, and people aged over 50, who have been trained so as to rejoin the labour market.

Sponsorship and Patronage

Social responsibility principles are an integral part of our business culture. SeproTec is involved in both of these activities, as they enable us to develop and spread the company's values.
Some of the associations and institutions sponsored by SeproTec include the following:

The CNSE Foundation for the elimination of barriers to communication.

As part of its commitment to being involved in wider society through real projects, SeproTec has entered into a cooperation agreement with the CNSE Foundation involving sign language interpreting services, supporting the Foundation's initiatives in all aspects related to improving communication for people with hearing difficulties.

Through this agreement, we are supporting all of the Foundation's work to eliminate barriers to communication for people who are hard of hearing.

GALA Association. The Globalization and Localization Association.

SeproTec is a sponsoring member of **GALA**, as it was created for reasons which perfectly match our commitment to quality.

GALA is the largest international representative body for the translation and interpretation industry; it was created in 2002 by 15 companies from 12 countries in four continents. Its creation reflects the internationalisation and, at the same time, globalisation of the industry, which enables progress for the Company through teamwork, cooperation between members, etc.

This association provides its members with a common forum for dealing with a range of questions and finding innovative solutions, promoting the industry and presenting the most efficient face to the outside community.

TREMÉDICA. Asociación Internacional de Traductores y Redactores de Medicina y Ciencias Afines (the International Association of Medical and Related Sciences Translators and Editors).

This not-for-profit association of translators was formed in Washington DC in December 2005 to provide mutual support in translation, editing and correcting medical and scientific texts in Spanish. The Association's main objective is to extend the sector's quality and professional rigour throughout all Spanish speaking countries.

Through our sponsorship, **TREMÉDICA** publishes the magazine **Panace@** which features original texts on various aspects of translation and the language of medicine and related sciences.

In this way, SeproTec is fully involved in the medical and related sciences sector.

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