

## QUALITY AND ENVIRONMENTAL POLICY

Seprotec Multilingual Solutions is a business group consisting of companies operating within the professional services sector. It offers comprehensive solutions through its different companies, which provide worldwide **consultancy in relation to Multilingual Services and Industrial Property Services.**

**The central mission** of Seprotec Multilingual Solutions is to lead the sector by offering services of the highest quality thanks to the innovative nature of its management processes, research into and development of new, useful services that provide added value to its customers, the recruitment and training of the best professionals, proximity to its customers thanks to its international expansion and its total adaptation to the needs of its key customers.

**Our company's vision** is to become a benchmark within the sector, to promote a business model based on excellence, to make use of new technologies, and to foster transparency and cooperation among the various industry players.

**Seprotec's policy** is to continuously improve its processes, obtain customer satisfaction and respect the environment in carrying out its activities by setting and periodically reviewing its quality, environmental and business objectives.

The company has defined its strategy as part of a project based on the highest quality service, customer orientation, internationalization and specialization in its services.

The key areas of this strategy are:

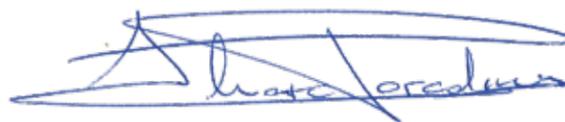
1. To offer a service of the highest quality through its specialized and highly qualified personnel.
2. To create an integrated business group offering its customers comprehensive solutions.
3. To make best use of the synergies among the companies forming the business group to offer its customers the best price-quality ratio.
4. The internationalization of the company, which operates in 7 different countries.
5. The efficient management of Corporate Social Responsibility.

### **Compliance with current legal and environmental regulations applicable to its activities.**

Seprotec Multilingual Solutions is committed to complying with all requirements, whether legal, contractual or of any other kind, that might apply to its activity, both in the implementation of its processes and in the environmental performance of its activities. Part of this commitment involves strengthening the group's development, respecting the environment and the prevention of pollution through actions and measures designed to prevent any kind of pollution that might originate from its activity.

The company's policy for attaining these objectives is reflected in the commitment of its management team and of its entire workforce to raise its key customers' awareness of the need to respect society and the environment.

Signed:



Álvaro Paradinas  
CEO