



PRESS DOSSIER 2021

Table of Contents

WHO ARE WE?	3
SEPROTEC IN FIGURES	6
MISSION, VISION AND VALUES	9
TRANSLATION AND LOCALIZATION SERVICES	11
CONFERENCE INTERPRETING SERVICES	13
PUBLIC SERVICE INTERPRETING	15
TELEPHONE INTERPRETING	16
OTHER SERVICES.....	16
QUALITY ASSURANCE PROCEDURES	17
CORPORATE SOCIAL RESPONSIBILITY	18
HUMAN RESOURCES POLICY	20
AWARDS AND RECOGNITION	21
INTERNATIONAL OFFICES.....	22
PRESS CONTACT.....	23

Who are we?

SeproTec Multilingual Solutions is a world leader in the field of translation and interpreting and a specialist in multilingual service management, working with officially approved translators and interpreters in all languages, 24 hours a day/365 days a year.

The company is immersed in a technological development plan that enables it to sustain investment in new technologies and linguistics-applied AI with the aim of continuously improving processes in the services it currently offers and expanding its range of multilingual content data management services.

It is classified among the world's 30 most important companies in the field by the Common Sense Advisory Top 100 Ranking, 25th in the *Slaters Language Service Providers Index*, and 31st in the Nimdzi 100 Services Ranking.

Sectors

The company was founded to provide a solution to the need for patent translation from customers of GrupoSepro's parent company. Today, that segment continues to be a major share of the company's turnover. **We work with many Top IP filers and furthermore, the company has been the officially approved provider for the World Intellectual Property Association (WIPO) since 2010 and more recently for EUIPO.** Through these public contracts we also translate for important corporate accounts, even some additional top leading pharmaceutical companies.

In addition, at the end of 2016 SeproTec launched an innovative project in the intellectual property sector that combines the company's IP translation know-how with a growing need in the sector to consolidate all the services that an IP portfolio may need in a single tool. SHIP Global IP, co-founded by SeproTec, offers its clients a comprehensive intellectual property portfolio management solution. From its inception, this service is designed to group all IP department functions together under one company and provide an online management tool tailored for this sector.

Throughout the years, the company has been diversifying both the range of services it offers and the geographic scope of its coverage, and today it provides service worldwide in more than twelve sectors. Not only does SeproTec have experience in **industrial and intellectual property translation**, but **the pharmaceutical, technological, manufacturing and energy sectors** are also heavily represented in its translation client portfolio.

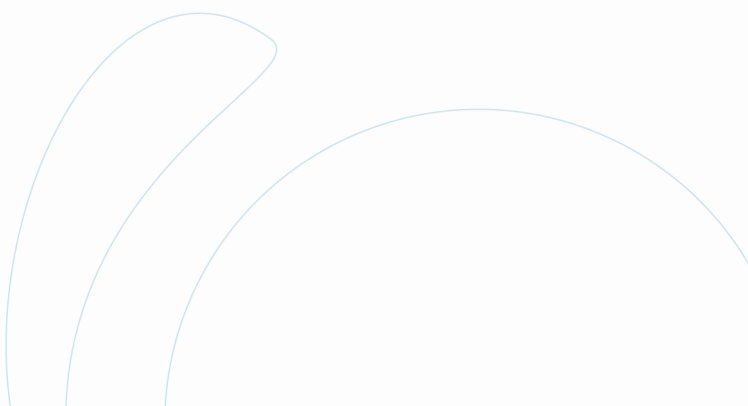
The impact of the public interpreting services is felt mainly in the **judicial sector and the security and protection sectors**. This department works with different

public judicial services, police forces and health care officials mainly in Spanish territory.

It is also important to note the role that the company plays in the provision of interpreting and cultural mediation services. It has won major public service contracts, including for **asylum and refugee** services in various southern European countries, and even European Union institutions.

Services

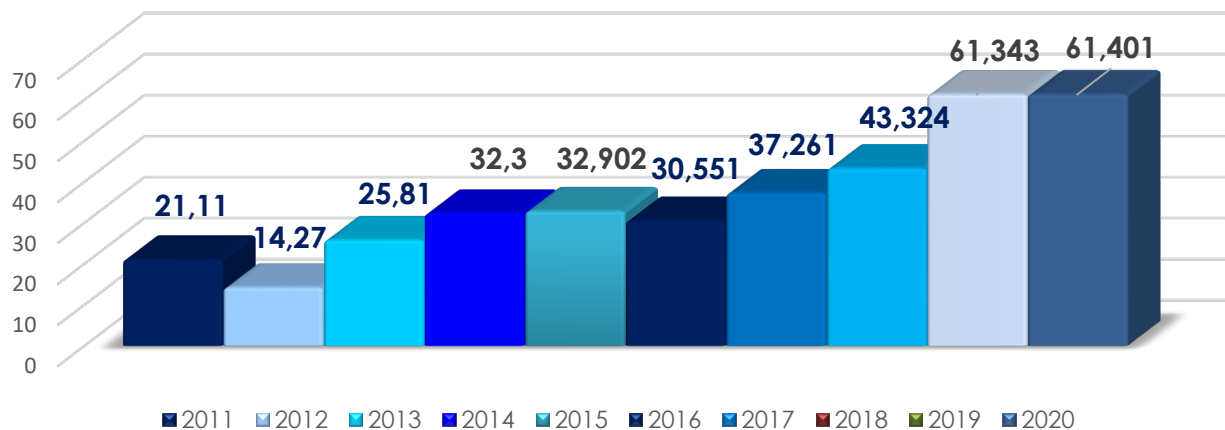
SeproTec offers practically every multilingual service a company could need: Document translation, certified and sworn translation, industrial property (patent) translation, machine translation with or without postediting, website localization, software and videogame localization, language revision, simultaneous, consecutive, whispered and sign language interpreting, both on-site and remote, telephone interpreting, equipment rental, transcreation, transcription, testing, multimedia localization, subtitling, dubbing, validation management, DTP (desktop publishing) and writing technical documents **in any language**.



Expansion Plan

In 2004, SeproTec undertook an international expansion plan with the opening of an office in the United Kingdom. That plan has brought us to where we are today, with sales offices in **11 countries**: Germany, Belgium, China, Spain, the United States, France, Italy, Mexico, Poland, the United Kingdom and Switzerland, with **6 production centers**, 3 of them in Spain, one in Texas, one in Krakow and another in Basel, with **386 employees throughout the world**.

Consolidated Turnover - Million USD

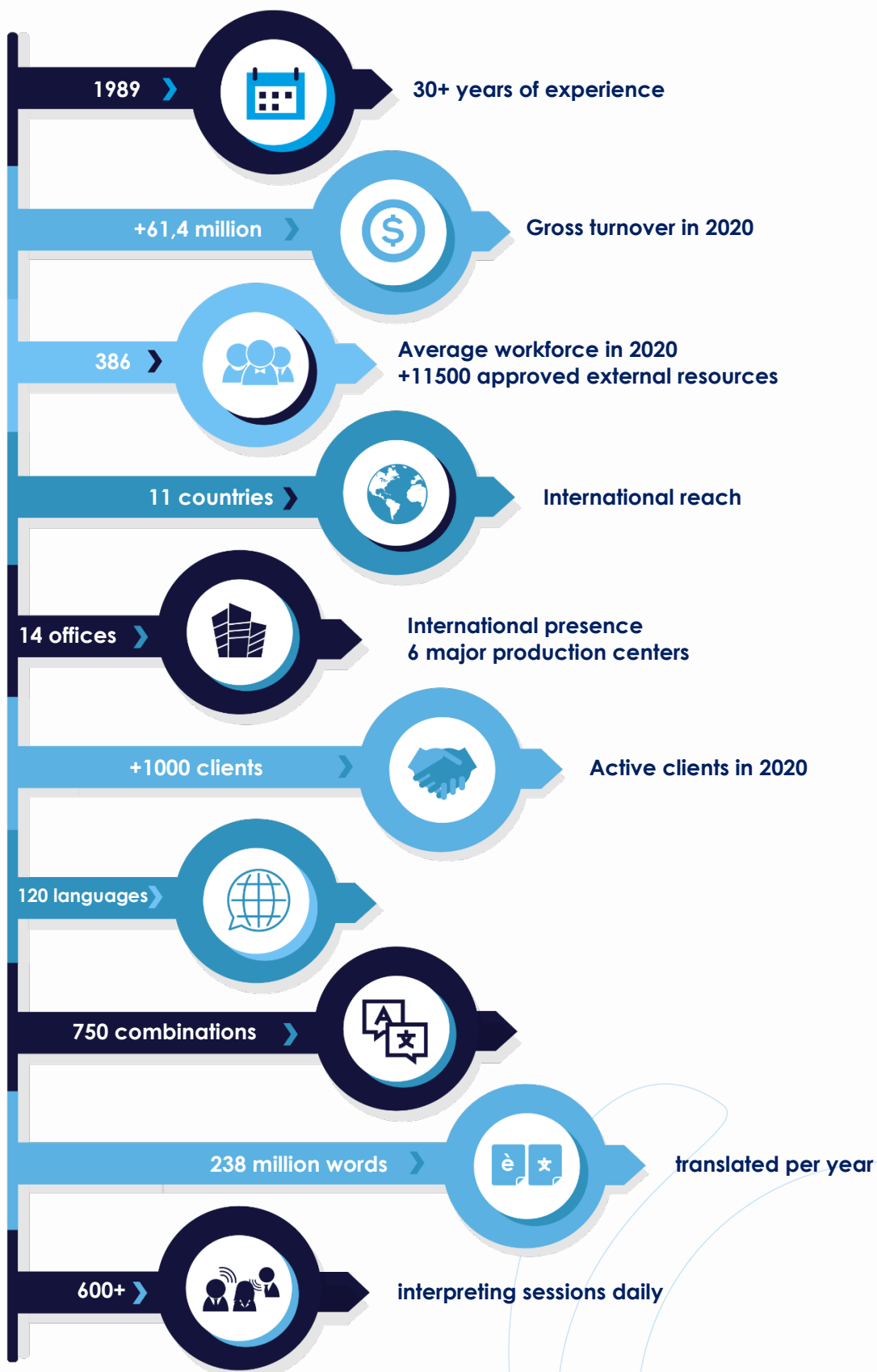


SeproTec has grown by over 101% in the last 4 years.

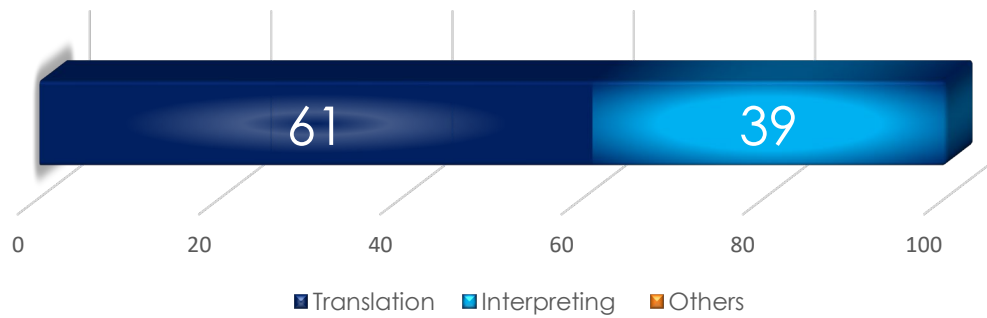
As our business grows, we seek to mitigate risks by incorporating new strategic clients in a **controlled expansion plan**, reaching a healthy balance between public and private clients.

The company's strategic plan is annually revised and adjusted on the basis of 3-year/5-year/10-year projections on achieving targets, the strategic response to changing market conditions, global and regional competition, and internal infrastructure considerations.

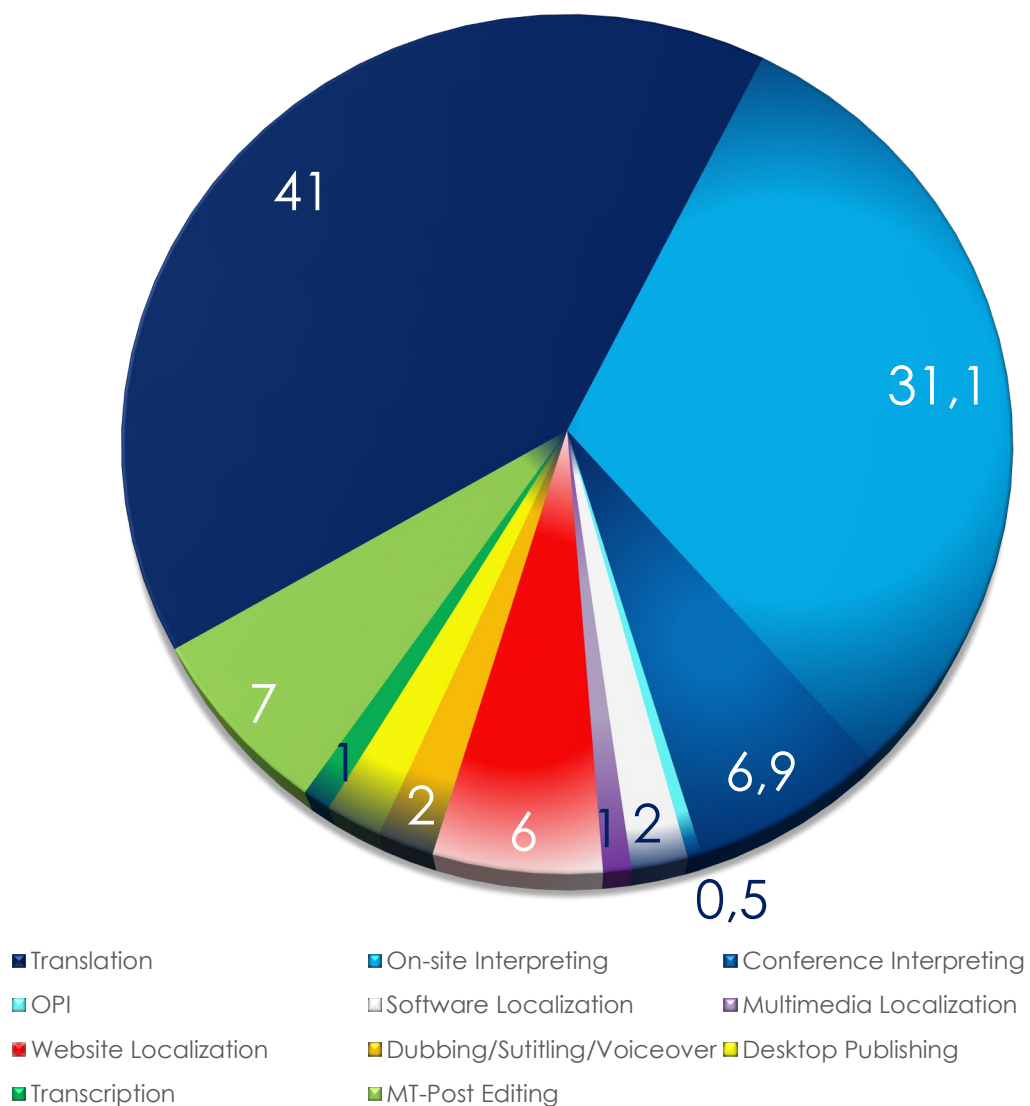
SeproTec in figures



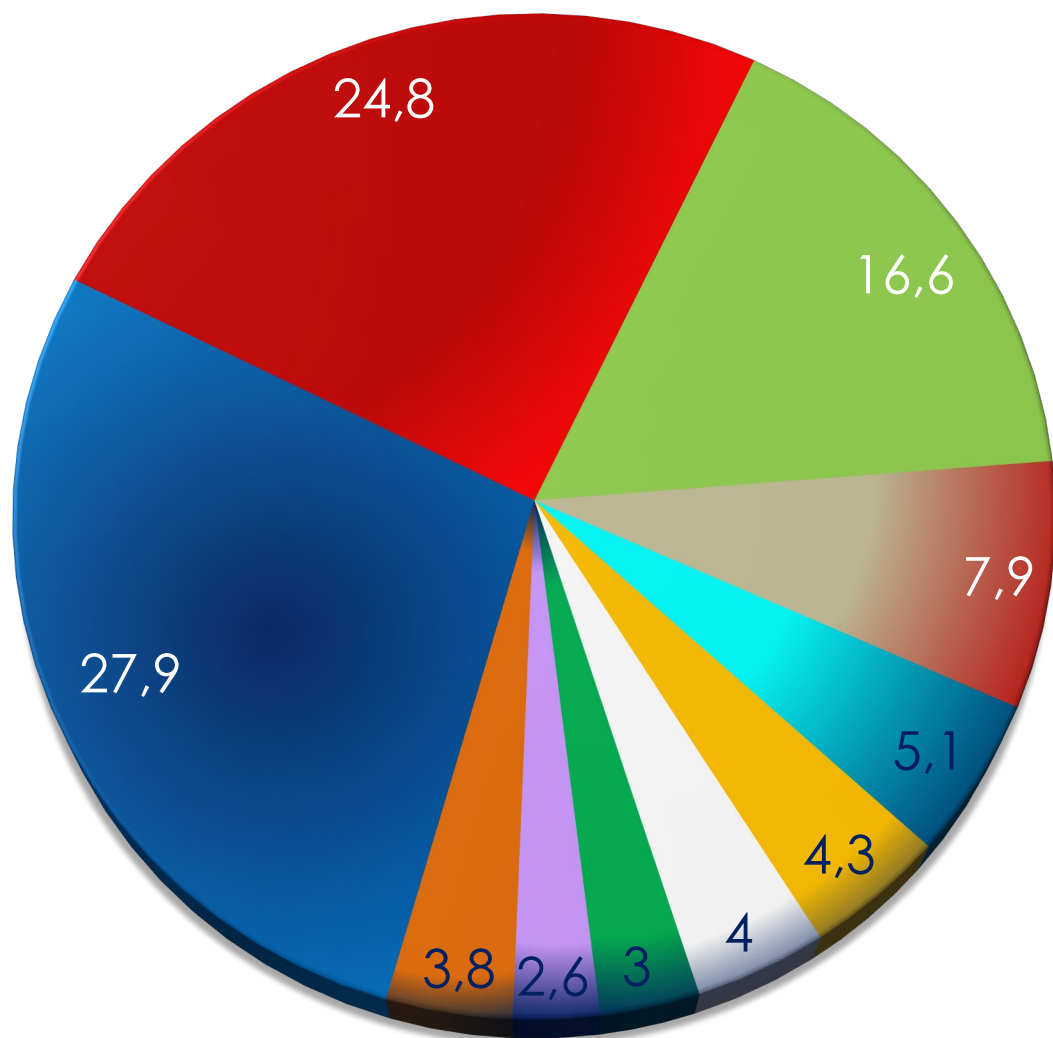
Split by Type of Service in 2020



Split by Type of Service in 2020



Split by Sector in 2020



■ Life Science, Biotechnology & Chemistry

■ Safety & Security

■ Technology (Hardware & Software)

■ Energy, Gas & Oil

■ LSP's

■ Legal & Intellectual Property

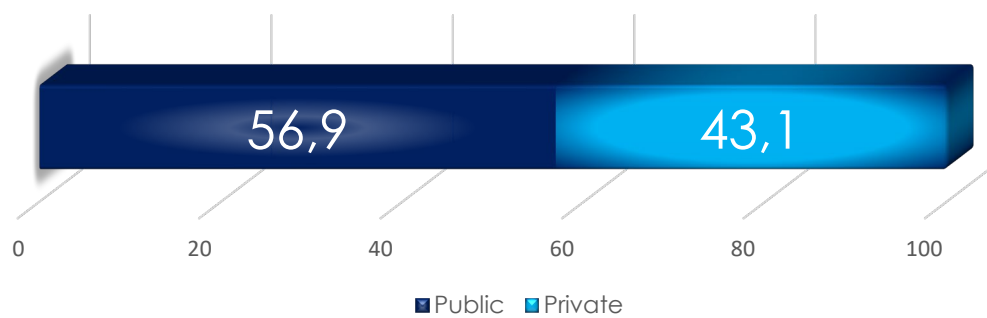
■ Organizations & Institutions

■ Manufacturing

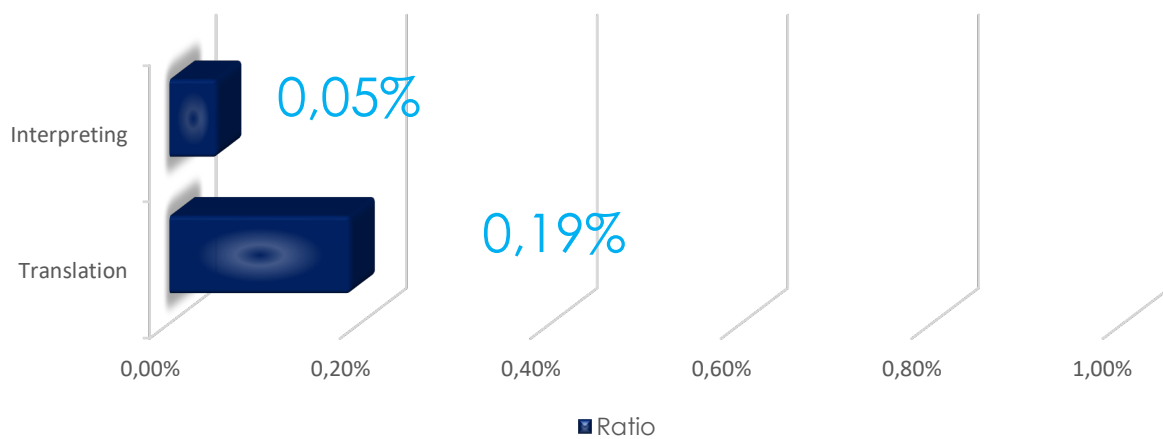
■ Social Services

■ Others

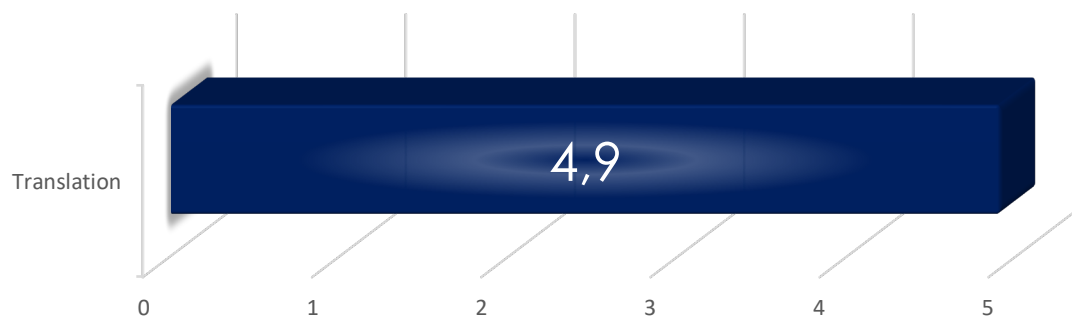
Split by type of Client in 2020



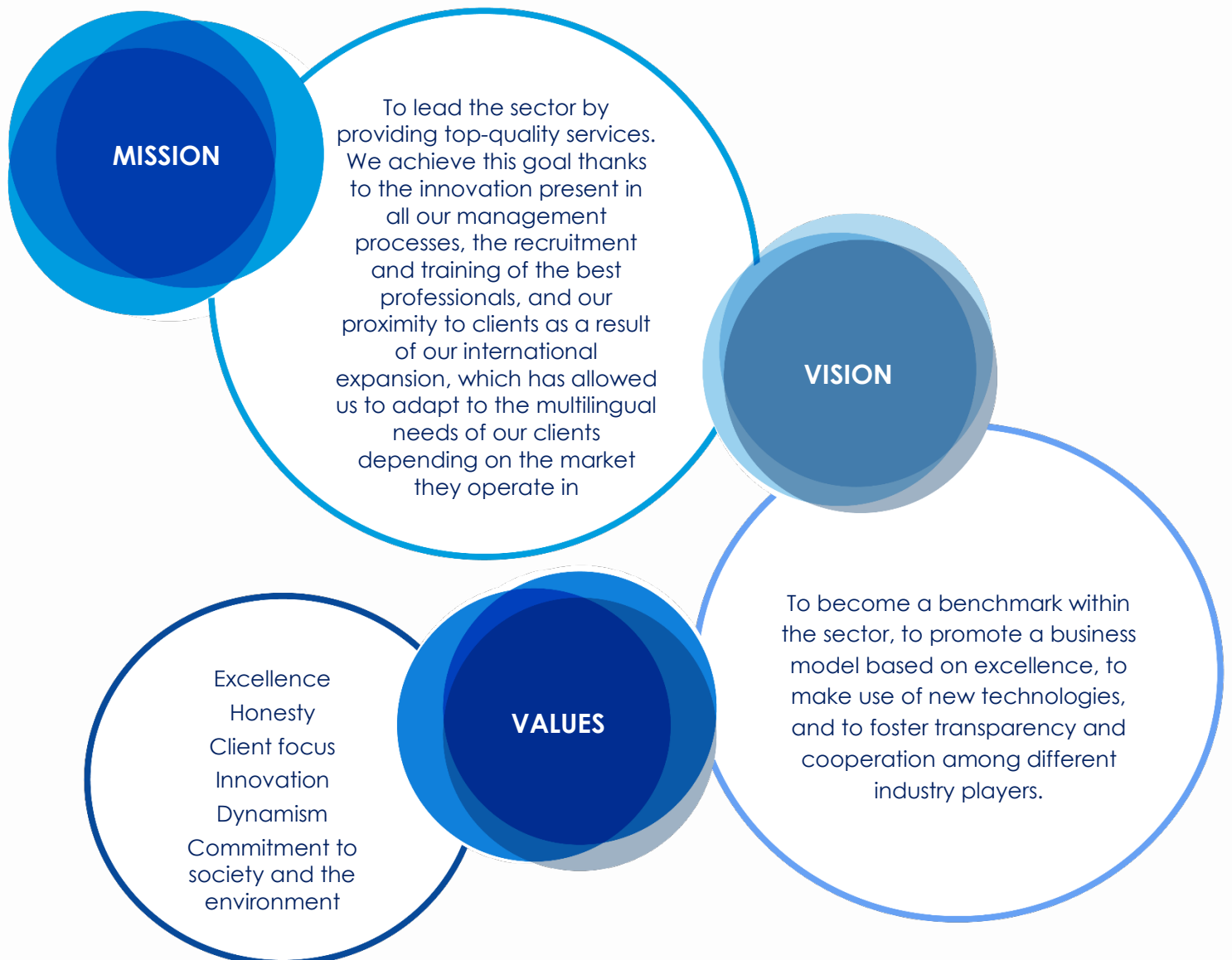
Incidences Ratio in 2020



Translators Satisfaction - Proz Rate - 5 years average



Mission, Vision and Values



Translation and Localization Services

Translation Services



Translation and multilingual document management in all technical fields and areas of experience. Our solutions for multilingual project management cover the major industries: Pharmaceuticals, medicine, chemistry, civil engineering, defense, telecommunications, information technologies, aeronautics, the iron and steel industry, the automobile industry, etc. Over 5500 approved professional translators throughout the world, specialized by sector and language pair.



Website, Software and App Localization

Localization and internationalization services, covering all localization process phases, from globalization to testing and software resolution, including the internationalization of websites, design, translation, implementation and administration.



Industrial Property Translation

Industrial and intellectual property translation services Translation of validations, trademark applications, distinctive signs, translation of state of the art reports, international search reports, documentation for submitting litigation between patents and the translation of domestic and international patents into a multitude of languages.



Certified and Sworn Translation

We have a database of official translators who are certified to work with different languages. SeproTec can thus verify, compare, contrast and certify translations in accordance with each country's unique legal requirements.



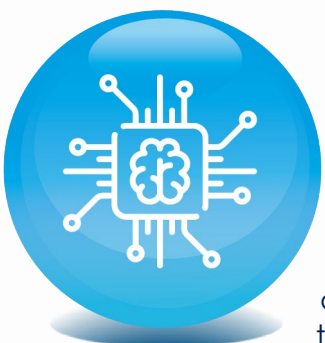
Text Proofing and Editing

Proofreading and editing are crucial to quality writing. We have linguists specialized in proofreading and editing texts with specialized knowledge in different subjects who meticulously compare the translated version with the original. SeproTec's editors are professional native speakers of the target language with fluency in both the language and culture of the source text.



Terminology Management

Terminology management includes the creation and updating of glossaries and terminology databases, tools that enable us to maintain coherence and consistency throughout the document, as well as to establish a standard language in order to develop the client's global image.



Machine Translation with or without Postediting

SeproTec offers a machine translation service with different quality levels, depending on the customer's needs, ranging from a simple machine translation for documents meant for quick comprehension, to full human postediting for documents requiring higher quality.

SeproTec has its own machine translation engine, to which rules are added to perfect it and which is fed with the corpus arising from translation memories and glossaries.

Conference Interpreting Services

We currently have a database of over 6000 interpreters, categorized by language combination, interpreting style, field specialization and technical expertise.

Simultaneous Interpreting

SeproTec is specialized in both managing a team of professional interpreters and providing technical equipment and specialized technical staff.

The interpreter orally translates (interprets) the speaker's words as they are spoken. For that, he or she needs a simultaneous interpreting station (soundproof cabin, specialized sound equipment, receivers, microphones). The interpreting session reaches the audience in real-time through headphones. This type of interpreting delivers the best quality results due to the immediacy and fluidity of the communication.



Simultaneous Interpreting with Infoport:

Infoport is a wireless portable simultaneous interpreting station. It is made up of a simple technical kit (briefcase, microphone and headphones) that enables users to go to meetings and move around the meeting venue with no loss of sound quality. It is commonly used for guided tours, plant or factory visits and meetings with up to 20 participants.



Consecutive or Liaison Interpreting

This type of interpreting does not require technical equipment. The interpreter translates the speaker's message orally once he or she has finished speaking. The speaker must pause in his or her presentation to allow the interpreter to translate. The interpreter orally translates between both speakers with no need for technical equipment in either working language, and usually takes notes to ensure that the message is conveyed accurately.



Whispered Interpreting or 'Chuchotage'

The interpreter stands behind the person or persons (maximum of 3 participants) who do not speak the working language and orally simultaneously translates (whispering) the speaker's message. He or she then interprets the client's responses back to the other participants. This is commonly used in short work meetings, where one or two participants do not speak the common language used in the meeting.



Remote Interpreting (RSI + VSI)

Remote simultaneous interpreting (RSI) is the smart solution for simultaneous language interpreting at conferences, events and meetings around the globe, no matter where the events are located. Our Remote Interpreting Platform covers all bases, as it is in essence a remote event conferencing software, which includes consecutive or simultaneous interpreting, enabling conversations supporting any number of speakers, users, interpreters or languages. Flexible and scalable – events can be arranged on short notice, presentations can be shared, and chatting among users is available.



Sign Language

Sign language has its own grammatical structure and vocabulary, so it is not just a transposition of spoken language but a language in itself, with its own system.

SeproTec provides sign language interpreting services in events, conferences, information media and educational centers - in the latter case accompanying students with hearing disabilities to their classes.



Equipment Renting and Sale

SeproTec has soundproof simultaneous translation booths that meet both the UNE 1093:1984 and UNE 1094:1984 standards as well as public address systems, infrared equipment for simultaneous interpreting, infoport briefcases, receivers, microphones and all the material needed to ensure an event runs smoothly anywhere in the world.



Public Service Interpreting

We currently have a database of over 6000 interpreters, categorized by language combination, interpreting style, field specialization and technical expertise.

SeproTec offers its clients a team of interpreters who can cover everything from official languages to rare dialects and practically unused languages spoken by small groups of people.

SeproTec carries out this activity mainly in courts, police stations, and for non-governmental organizations, associations, shelters, immigrant assistance services, etc.

Legal Interpreting

The complexity characterizing legal proceedings requires everybody involved to have an appropriate level of training and professionalism due to the responsibility on their shoulders.

SeproTec has over ten years of experience training legal interpreters and providing legal interpreting services both to public administrations and to law firms and private citizens.



Interpreting for State Security Forces and Corps

The rise in organized crime, immigration, and even poverty, have all contributed to making interpreters another mediator in police interventions. This kind of interpreting requires special training given that it involves particular characteristics.

Health Care Service Interpreting

Often, foreign health care service users need to go to health centers or emergency rooms due to ill health. In such cases the assistance of an interpreting professional specialized in health care is vital.

Telephone Interpreting

SeproTec is a pioneer in providing multilingual service by telephone, and we have developed our own management system adapted to the needs of this service.

Telephone interpreting is a system through which you can get an interpreter immediately over the telephone. It can be used as part of the on-site interpreting service with a telephone in hands-free mode, or through a telephone call connected to our call center.

The main advantage of this kind of interpreting is the immediacy and cost savings, as the user can get an interpreter for any of 80 different language combinations from any part of the world in under three minutes with nothing more than a cellular telephone. Not only that, this system also does not demand any subscription fees or impose any minimum billing requirements on users. The user pays only for the minutes consumed, regardless of the use of the platform throughout the year. If the user wishes, they can simply pay at the time of the call by using a credit or debit card, or our payment gateway.



Other Services



Transcreation



Transcription



Testing



**Multimedia
Localization**



Subtitling



Dubbing



**Desktop
publishing**



**Technical
Writing**

Quality Assurance Procedures

SeproTec's ability to ensure quality deliveries is based on a series of rigorous processes that cover every aspect of our projects and their management. These processes have been developed by localization industry experts and are reflected and implemented in our **Integrated Quality and Environment Policy**.

Indeed, to be absolutely certain that everything is in compliance with the highest quality standards, our processes are analyzed, monitored and improved quarterly. To do this we carry out internal auditing of all our language services, and every year we also undergo a stringent external audit, which is performed by SGS Audit Services.



Our efforts have been recognized by the International Standards Organization (ISO) and we have been awarded certifications under the requirements of the ISO 9001 Standard (Quality), UNE-EN ISO 17100 Standard, which is specific to translation services, and the ISO 14001 Standard for environmental management.

Our Krakow office is also certified with the ISO 27001, specific for Information Security Management Systems.

Corporate Social Responsibility

SeproTec is committed to a culture of social responsibility that facilitates the achievement of business targets but, at the same time, contributes to social welfare, essentially through support for the environment and the inclusion of underprivileged groups. This is manifested each year in a variety of actions taken by the company's different branches:

- **Annual renewal of the commitment to the Global Compact and its ten principles:** a United Nations initiative to encourage companies throughout the world to adopt sustainable and socially responsible policies. To achieve this, we have developed a series of principles and practices that promote, strengthen and respect the Global Compact's principles in relation to human rights, environmental stewardship and the fight against discrimination and corruption.



- **Compliance with the law, rights and fundamental freedoms:** We are committed to respecting the law, human rights and public freedoms in all the countries where we do business.
- **Development of people and integration:** we promote and respect workers' rights and are committed to respecting local legislation in each country on working hours and pay, as well as any applicable regulatory agreement, ensuring that we follow the recommendations of conventions and of the International Labor Organization.

We create a favorable framework for labor relations and encourage the development of our employees, ensuring equality of opportunity, the implementation of work-life balance measures personally and professionally insofar as possible, a policy of zero-tolerance of any kind of discrimination, the inclusion of underprivileged groups at risk of social exclusion, and respect for diversity.

- **Health & Safety:** Every one of SeproTec's procedures are compliant with labor regulations and social standards, and we apply pro-active policies to promote a safe and healthy work environment.
- **Good Governance:** We have pledged to gradually apply internationally acknowledged corporate governance practices based on the principle of transparency, in line with our ethical code and our firm stance against unfair competition.
- **Fighting Corruption:** We disapprove of any non-ethical practices to obtain specific benefits, and of corruption on the whole. We will do everything in our power to prevent this sort of practice.

- **Confidentiality:** We are committed to guaranteeing the confidentiality of the private information provided by our clients as a consequence of our professional activity. To ensure this, we continually review our processes and information security systems, and we sign confidentiality agreements both with our customers and our collaborators.
- **Quality and Environment:** We encourage the development of projects and activities that contribute to sustainable development and promote environmental protection. We have been working in accordance with quality assurance and environmental sustainability policies for years, and they are audited and certified by external consultants. We have policies for saving energy, reducing paper use and calculating our CO2 emissions, with the goal of continuous improvement.
- **We encourage volunteering and social involvement** with underprivileged groups, including food and toy drives, half-day volunteering with local associations, and specific actions with shelters for abandoned animals.
- For many years we have **sponsored and organized special actions to support Translators without Borders**, a non-profit organization created to provide translation services to humanitarian organizations, as well as to support other non-profit organizations such as Hospitals for Africa or Fundación Aladina.



**TRANSLATORS
WITHOUT BORDERS**
BRONZE Sponsor

Human Resources Policy

The average number of employees on the company payroll has grown continuously over the past ten years, with the incorporation of professionals with different specializations (degrees in translation and interpreting, engineers, lawyers, economists, marketing and sales specialists, designers, employee selection and management experts, etc.).

Our HR policy seeks to engage professionals in the company's vision, mission and values, driving both their professional and personal development and encouraging them to relate to a corporate culture based on the principles of honesty, transparency, sustainability and a focus on the customer, which form the basis of how we do things. We prioritize our workers' safety and equality of opportunity as one of our company's core values.

Commitment to the Profession

At SeproTec we support any initiative that contributes to bringing educational training in line with the demands of the labor market, and we actively collaborate with projects that create synergies between both.

That is why we are actively and continuously working with several different Spanish and European universities offering translation and interpreting degrees, which we do through seminars, participation in conferences and exhibitions, collaboration with students in their theses and final projects, and internships for translation and interpreting graduates in translation, project management, localization, and machine translation and postediting.

Awards and Recognition

Thanks to the whole team's effort and talent, SeproTec has been recognized (#26th) as one of the world's 30 most important companies in the sector by **Common Sense Advisory**, one of the most prestigious international consulting firms in this field.

On the Language Service Provider Index developed by **Slator** (Slator LSPI), SeproTec is listed as one of the language industry's main companies, at 25th place. Participants in the Slator LSPI were selected based on their revenue and market activity, and they form a representative list of the sector's main providers. Slator is a leading market analysis company in the language industry.

We occupy 31st place in **The Nimdzi 100**, the ranking of the world's biggest language service providers for 2018. Nimdzi is a market research and international consulting company made up of language service analysts, consultants, experts and researchers.

In 2010, SeproTec was recognized by the prestigious association **Europe's 500** as the Spanish company with the second fastest growth over the preceding few years, both in terms of turnover and number of employees.

In 2009, SeproTec was awarded the **US Commerce Association's** award for the best translation and interpreting management service.

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