

Certificate ES11/10744



El sistema de gestión de

ZINACLE

Campus Universitario
Avda de Elvas, s/n
Edificio Parque Científico y Tecnológico, Oficina 1.9
06006 Badajoz



has been assessed and certified as meeting the requirements of

ISO 17100:2015

“TRANSLATION SERVICES”

For the following activities

Translation services.

in/ from the following sites

**Campus Universitario, Avda de Elvas, s/n
Edificio Parque Científico y Tecnológico, Oficina 1.9 06006 Badajoz**

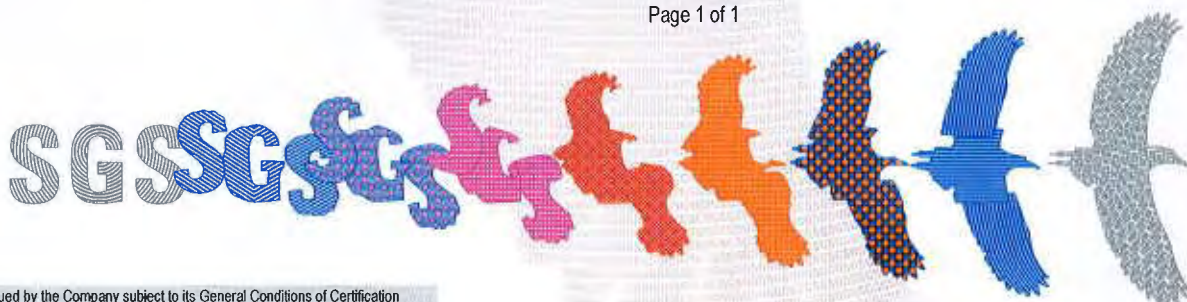
This certificate is valid from
18 November 2020 until 8 November 2023.
Issue 5. Certified with SGS since November 2011.

Authorized by

Certification Management

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QUALITY POLICY

The ultimate goal of Zinacle's Quality Policy, based on ISO 9001 and ISO 17100 quality standards, is to continuously improve our services in order to help our customers strengthen the internationalization of their companies, attending to their needs efficiently and with a view to exceeding their expectations. To achieve this, it is fundamental that all of the interested parties be involved and satisfied.

With this in mind, Zinacle undertakes to:

- Fulfil the requisites, delivery deadlines and quality expectations of our customers, adapting our human and technical resources to their needs.
- Fulfil the legal and contractual requisites, placing particular importance on confidentiality and information security.
- Maintain an effective communication flow with all the parties involved, to ensure the proper functioning of the quality system.
- Establish relationships of collaboration and trust with our suppliers and customers.
- Work with translation professionals who have the necessary qualifications and specialisation for each situation and always in accordance with the requirements of ISO 17100.
- Make the necessary means available to our team to ensure their duties can be fulfilled in optimal fashion.
- Offer our employees continuous training in order to adapt their qualifications to the needs of our customers and changes in the industry.
- Raise awareness of the importance of the Quality Management System and involve the entire staff in it, so as to reach the goals we set ourselves, the foremost of which is the satisfaction of our customers.

The Management