

This is a translation of the certificate ES01/1014

The management system of

ZINACLE, S.A.

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 9001:2015

For the following activities

Translation services.

This certificate is valid from 7 November 2022 until 23 October 2025 and remains valid subject to satisfactory surveillance audits.

Issue 12. Certified with SGS since 23 October 2001.

Last certificate expiry date 23 October 2022

Recertification audit date 28 October 2022

Authorised by

SGS International Certification Services Iberica, S.A.U.

C/Trespaderne, 29. 28042 Madrid. España

t +34 91 313 8115 - www.sgs.com



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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