

## IDIOMAS Y SINERGIAS SAS - SumaLatam

We're a woman-owned, multilingual content-related services provider in Latin America delivering translation and localization for the world. With 20 years of experience, we provide comprehensive language solutions, no matter how complex or simple the translation project may be. We manage multiple language combinations, different formats, (written, audiovisual, graphic) and components (manuals, websites, applications, etc.).

Our **mission** is to communicate people beyond languages, conveying cultures, ideas, products, and services.

Our **vision** is to be the language leaders in the markets we serve.

We commit to establish this Quality Policy based on the following principles:

- 1- **Meet applicable requirements** as per our clients' needs.
- 2- **Continually improve the Quality Management System** including performance.
- 3- Keep continuous evaluation of our vendors in order to guarantee the quality we offer our clients.
- 4- Manage the operation by means of a process-based management system and, thus, efficiently meet the organization's objectives while performing a regular revision of each one.
- 5- Commit to communicating and implementing this policy at all organizational levels to reach our vendors with whom we create actual work teams.
- 6- **Meet our quality standards**, response time and strict delivery time.

This Policy will be regularly revised and communicated in order to verify its continuous adjustment.



.....  
Cecilia Iros  
Chief Executive Officer



.....  
Ines M. Iros  
Chief Financial Officer

November 3, 2020

