

1st of January 2016, Madrid.

## QUALITY POLICY

The **ComTranslations** management is aware of how important it is for the Company to satisfy the needs and expectations of its clients in **TRANSLATION, INTERPRETING, DUBBING SERVICES, SUBTITLING AND EDITING.**

In order to fulfil this commitment, the management has established a **Quality Control System** in accordance with the norm **UNE-EN ISO 9001:2008** whose essential points are as follows:

- Establishing Quality Control as a strategic element for the running of the organization.
- Complying with all legal requisites, as well as all commitments that the organisation has in relation to the quality of the services it offers.
- Understanding our clients' current and potential needs in order to achieve their complete satisfaction.
- Offering an effective consultancy service, continued support, fulfilment of the agreed terms and a swift response to any potential complaints.
- The promotion of training and awareness of employee needs. The guarantee of a level of training, motivation and access to the necessary technology to ensure the efficient completion of tasks.
- Concentrating our efforts on continuously improving the quality of our services and the efficiency of our procedures to develop our client relations.
- Creating a suitable working environment, facilitating employee participation in all activities and the achievement of our goals.

Signed by:



D. Carlos García

CEO

**COMTRANSLATIONS**  
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*This Policy, suitable for our organisation, is revised at agreed intervals, communicated and understood by all personnel who have an obligation in the assurance of Quality Control.*