

## QUALITY POLICY STATEMENT:

Wordbank aims to be a leading localization specialist advising on and helping global companies to deliver International communications cost-effectively and rapidly through a combination of linguistic excellence, quality-driven project management and the innovative use of automation technology.

Wordbank Marketing Ltd is committed to the effective implementation and maintenance of a quality management system which satisfies the requirements of BS EN ISO 9001:2015. We are further committed to ensuring that we satisfy all legal/statutory requirements as applicable and to enhancing customer satisfaction.

By adopting a 'process' approach we will promote a greater understanding and a more effective control of inputs and outputs and the effects on stakeholders.

By process performance evaluation and monitoring we will provide a platform for continual improvement and a framework for setting objectives.

By engaging in risk-based thinking, we will strive to mitigate business risks and embed this thinking in our quality management system elements and design.

This policy and the Quality Management System are fully endorsed and supported by the senior management team.

It is the responsibility of ALL Company employees to ensure that process outputs fully meet the requirements of their customers. In addition, it is the responsibility of ALL managerial and supervisory staff to ensure that the Quality Management System and the controls within constituent processes are understood, implemented and maintained. This shall be done by actively promoting the benefits of the Quality Management System and consolidated by the principle of 'leading by example'.

Endorsement of the policy is indicated by approval of this document.

K. Dalton-Grant  
**Managing Director**  
10<sup>th</sup> May 2021