

## Quality Policy Statement

Oxford Conversis Limited is proud of the reputation we have built since being established in 2003.

Our focus has been to become the leading partner in clinical trial translations. To achieve this, all Conversis teams are highly skilled in the nuances of life sciences translations and our clients' businesses and goals. Currently over 95% of our business is focused on Life Sciences linguistic requirements.

This reputation has been gained from developing long term relationships with companies such as CROs, pharmaceutical companies and medical communication agencies through both the quality of our work and breadth of our capabilities, covering Translation, Localisation, Transcreation, Desktop Publishing, Voice Over and Subtitling Services and Interpreting.

It is the policy of Conversis and all our people to provide our clients with exceptional standards of care, service and technology solutions for each multilingual project that we undertake on their behalf.

We will achieve this by:

- Fully understanding and meeting our clients' needs, expectations and requirements
- Nurturing a culture that revolves around people, process and technology
- Applying our skills, knowledge and expertise to satisfy those needs
- Completing tasks within agreed timeframes
- Monitoring our success through undertaking regular reviews against agreed performance measures for customer satisfaction and complaints
- Maintaining our Quality Management System in line with the requirements of internationally recognised standards for Quality (BS EN ISO9001:2015) and Translation Services (BS EN ISO 17100:2015) and in compliance with all applicable legislations
- Continually improving the effectiveness of the Quality management system and our business, products and services by setting measurable objectives
- Systematically analysing how we work to further enhance the speed, accuracy, and the quality of your projects
- Deploy evidence-based decision making, based on the rigorous analysis of our data and even more importantly from talking to our clients
- Ensuring we have robust recruitment, training, and development processes to ensure that only the best people work on your content
- Communicating this policy to all employees and any other interested parties who are involved in delivering our products and services
- Reviewing this policy annually to ensure it remains suitable, adequate and effective

It is through our commitment to meeting or exceeding our clients' expectations that we seek to sustain and develop the growth of our business.

Date: 16 February 2021

Signed:



Craig Harrison

Chief Executive Officer