

Welocalize Corporate Policy

As a trusted global partner, Welocalize accelerates the global business journey by delivering innovative translation and localization solutions that enable brands and companies to reach, engage, and grow international audiences.

Our vision is to build the most trusted company across the stops on a customer's global journey, meeting the industry requirements and safeguarding the confidentiality of customer information. We do this by aligning the highest quality standards for People, Processes and Technologies to match our customers' unique needs.

It is the policy of Welocalize to:

- Operate a Global Corporate Management System that fully meets the requirements of
 - **ISO 9001:2015**
 - **ISO 17100:2015**
 - **ISO 13485:2016**
 - **ISO 18587:2017**
 - **ISO 14001:2015**
- Comply with all applicable statutory and legal requirements.
- Protect the environment and prevent pollution in all aspects of our business.
- Reduce environmental aspects and impacts of our operations.
- Recycle / reuse materials wherever practical.
- Minimize the environmental impact, for the life cycle (including disposal) of all equipment, and other physical assets under our control.
- Establish clear and measurable OKR (Objectives/Key Results) for the business, including all key processes, and to ensure that these are communicated and understood by all staff.
- Measure and manage performance and take action to ensure that our objectives are being met.
- Continuously innovate to improve the effectiveness of our processes, and systems, in order to support our business objectives.
- Empower our people, ensuring they have the correct training and information in order for them to live by our guiding principles and to deliver on our objectives.

The Corporate Policy and its associated OKRs are reviewed during our Management Review process.

Our company culture is built on the following four pillars:

- **Quality**
- **Customer Service**
- **Innovation**
- **Global Teamwork**

At Welocalize we encourage all staff to follow our guiding principles, which are based on these four pillars. Our staff performance management system is based on a competency framework that aligns with these same four pillars.

Our people carry a strong sense of purpose and responsibility in their work. We have seen this has always led to better quality deliverables and a higher degree of service to all of our customers.

The Welocalize Executive Team fully endorses this stated policy, and its associated objectives and we are dedicated to ensuring that the Corporate Management System will be continuously monitored, measured, updated, and improved to help us to continue to deliver value for our customers and to protect the environment in the future.

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| Full Name Daniel O'Brien | DocuSigned by: Approver Signature Signer Name: Daniel O'Brien Signing Reason: I approve this document Signing Time: 09 October 2023 11:22:56 PDT 2775EDA8934B4255B7413682DE726CCF |
| Approver Title CFO | |
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