



Mission Statement of the Integrated Quality, Environment and Information Security System.

As top representative of **Pangeanic – B.I Europa**, I have written this *Mission Statement*, in line with the requirements of the standards **UNE-EN-ISO 9001:2015, UNE-EN-ISO 17100:2015, ISO 18587:2017, UNE-EN-ISO 14001:2015, UNE-EN ISO/IEC 27001:2017** and **UNE-EN-ISO 13485:2016** in order to raise awareness so that all activities related to the provision of the translation service and other value-added services that we have set up in our organization are oriented towards the company's commitment to the Quality, Environment and Information Security Policy, compliance with applicable legislation and continuous improvement.

A company cannot exist without customers, so we express our commitment to strict compliance with the requirements of our clients. Consequently, **Pangeanic - B.I Europa** considers it a priority to establish a streamlined and secure communication system to know clients' expectations and needs, to know their opinion in order to measure and evaluate their degree of satisfaction.

The competitiveness of **Pangeanic - B.I. Europa** is a prerequisite for the company to stay on the market. To this end, it is absolutely necessary to maintain the professional competence of our collaborators (staff and subcontracted persons) and to update, correctly use and adequately maintain our technical resources (own or subcontracted for a specific project).

Pangeanic - B.I. Europa believes that one way to differentiate itself in the market is by acquiring an environmental commitment. Furthermore, it aims to protect, store and back up the information of interested parties in order to guarantee the protection and privacy of the data, and therefore safeguard and manage the technologies used for this purpose against internal or external threats, whether deliberate or accidental. For this reason, it integrates the Environmental and Information Security management systems into its management system.

Pangeanic - B.I. Europa is committed to the path of continuous improvement and must therefore integrate the cycle of planning, implementation, evaluation and improvement, in order to provide the service perfectly from the outset. Given its importance in our type of business, it is vital to carry out an excellent management of internal activities and subcontracting.

Quality, control of environmental aspects and impacts, and the confidentiality and integrity of information apply to every position and job at **Pangeanic - B.I. Europa**, and this implies the need for collaboration and commitment from all members of the company to achieve the objectives we set out in this statement.

Pangeanic - B.I. Europa, in its desire to achieve sustainable socio-economic development, positions itself as socially responsible, differentiating itself from competition and positively reinforcing its image with clients and consumers. It optimizes resource and waste management, reduces the negative environmental impacts derived from its activity or those risks associated with accidental situations and preserves information by safeguarding guarantees of confidentiality, integrity, availability, authenticity, information conservation and traceability, complying with legal and other requirements.

In Valencia, *reviewed and confirmed in version 7, March 2020*

A handwritten signature in black ink, appearing to read "Manuel Herranz", written over a light blue rectangular background.

Manuel Herranz

Manager of **Pangeanic - B.I Europa S.L.**