NORAKTRAD Management Policy

NORAKTRAD, S.L., a provider of translation services, translation and DTP, localisation, proofreading and interpreting services, has as its basic premise the performance of its activity with optimum quality standards and with a special commitment to its clients.

Our quality policy is based on the principles and values acquired through our experience and on three basic pillars.

Related to management:

- To orientate our management system towards our clients and to meet their requirements (what they ask of us) and what they need and expect (even if this is not asked of us).

- To define our management within a system based on the ISO 9001 and ISO 17100 Quality Standards, and Information Security Standard ISO/IEC 27001, and to use this system as an instrument for the continuous improvement process.

- To ensure compliance with our clients' requirements, legal requirements and those to which NORAKTRAD subscribes.

Based on the responsibility in our services:

- To strictly comply with the services agreed with the client. To allocate all internal and external resources necessary to ensure this compliance.

- To prevent failures and errors in operations and activities of NORAKTRAD's key processes.

- To be known as a benchmark for quality and reliability in our sector.

- To take individual responsibility for the quality of the work carried out and to learn continuously in order to always offer the best service.

Based on our people:

- To instil in everyone at NORAKTRAD the responsibility for the quality of their own work and a continuous commitment to a result of the utmost professionalism, i.e. each person gets involved in the projects from the beginning and in any circumstance, even after being submitted.

- To promote the training and involvement of all people in NORAKTRAD as a means to achieve the ongoing improvement from activities as members of the company.

- To instil a commitment of responsibility by all internal and external people to protect the information they have access to and process, to avoid its loss, alteration, destruction or misuse.

- To transmit the responsibility to all internal and external people of informing of any security incidents, suspicious events or misuse of resources that may be identified.

Related to information security:

- To establish information security as a tool that allows identifying and minimising the risks and threats that NORAKTRAD's information may be exposed to.

- To identify, classify and establish the necessary protection mechanisms for all assets belonging to NORAKTRAD against threats, whether internal or external, deliberate or accidental, with the aim of ensuring compliance with information confidentiality, integrity, availability, legality and reliability.

- To define and implement controls to protect information against authenticity violations, unauthorised access and loss of integrity, that guarantee the availability of the services offered by NORAKTRAD.

- To solely and exclusively promote the use of authorised software, which has been legally acquired by NORAKTRAD.

Manuela Maza (CEO)

4 January 2022