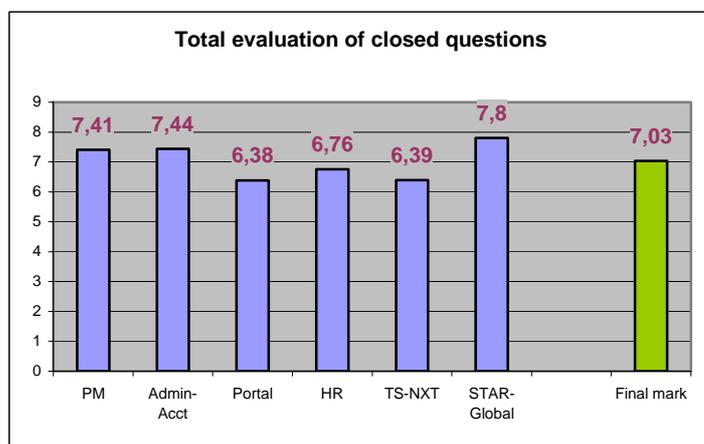


STAR Servicios Lingüísticos gives its suppliers a voice

STAR Servicios Lingüísticos has carried out its first **Supplier Satisfaction Survey** in order to receive evaluation by its external suppliers, identify their needs and listen to their suggestions.

The survey was sent to approximately 200 translators and proofreaders and contained a total of 30 questions covering five different areas: project management and dealings with STAR project managers; relations with the administration and creditor management department; the usability of the Supplier Portal; technical support; dealings with the supplier manager; and technical support and facilities provided by STAR for training in and use of the main working tools, Transit NXT and TermStar.

Such high participation (close to 50%) demonstrates our suppliers' positive reception of this initiative.



On a scale from 0 to 10, suppliers gave a mark of 7.5 for their overall satisfaction in working with STAR, and the average total of marks received for closed questions was 7.03.

In general, professional areas and those connected to business relations were given a high mark. Instrumental areas (functionality of the supplier portal, use of Transit NXT) received the lowest marks, with the survey demonstrating the margin for functional and ergonomic improvements in working tools and the company's training and information policy.

"We believe that the results obtained can greatly help us to improve all areas affecting the relationship with our main service suppliers," says Anastasia Konovalova, STAR's supplier manager. "The quality of this relationship is crucial to the quality of service that we offer the client. What we do for our suppliers is reflected in our client's satisfaction; for us, they are two sides of the same coin."

To show our thanks for contributing to the survey, all participating suppliers will receive a short report detailing the results obtained.

About STAR Servicios Lingüísticos

STAR Servicios Lingüísticos (www.star-spain.com) was founded in Barcelona in 1999. It is part of the STAR group, which was founded in Switzerland in 1984; the group currently has 44 offices worldwide and more than 800 employees. The Spanish branch of the group, a leading company in translation services and the development of linguistic technology, has experienced continuous growth since its foundation and its clients include prestigious brands such as BMW, Bosch, BSH, Bulgari, Cartier, Leica, Konica Minolta, Lidl, Peugeot, Renault, Roche, Siemens, Toyota and Volkswagen. The key to Star's success is its capacity to provide its clients with high quality economical solutions for international communication. STAR is certified according to ISO 9001-2008 and UNE EN 15038.