



# SUPPLIER DIVERSITY POLICY

**Questel**

Questel is a premier, global provider of end-to-end IP services, including filing, translation, interpretation, and localization support services, serving the world’s most demanding and sophisticated companies in over 200 unique countries and language pairs.

To provide services that meet our clients’ needs, Questel contracts with thousands of suppliers in over 80 countries, ranging across Africa, Asia, Europe, Oceania, and the Americas.

In each of these regions, Questel seeks to work with suppliers who meet the standards of being professionally qualified and vetted according to applicable ISO standards’ requirements, and who agree and maintain quality targets, on-time deliverables, responsiveness, and mutually beneficial pricing.

## Diversity in Supplier Base and Non-discrimination

Questel aspires to recruit the most capable and professional supplier partners in the industry. To facilitate this aim, Questel draws from a globally diverse group of individuals and businesses. Questel believes diversity among our suppliers is not only good business practice, diversity is vital to our ongoing success.

Questel’s standard of ethics strictly prohibit discrimination against individuals or businesses. This prohibition includes, without limitation, discrimination based on local minority status, ethnic or religious background, disability, sexual orientation, gender, or any factors other than professional standards and adherence to Questel’s certification requirements, as applicable. Prohibition may apply to the vetting process, rate setting, or the volume of work provided or offered, etc.

The following are a few of several recognized supplier diversity classifications and diversity certification bodies.

Diversity Business Category <sup>1</sup>	Examples of Certification Bodies
Woman-Owned Business Enterprises (WBE)	Canada: WBE Canada Global: WEConnect International U.S.: WBENC
Minority-Owned Business Enterprises (MBE) / Small Disadvantaged-owned Business (SDB) / Alaska Native Corporation (ANC) / Native American-owned businesses (SBA)	Australia: Supply Nation Canada: CAMSC China: MSD China South Africa: SASDC UK: MSDUK U.S.: NMSDC
Disabled-Owned Business Enterprises (DOBEs)	Global: Various federal, state, and local certification bodies, where available. U.S.: Disability:IN
LGBT Business Enterprises (LGBTBEs)	Australia: GLOBE Canada: CGLCC Europe: East Meets West Mexico: FME-LGBT Scandinavia: SGLCC U.S.: NGLCC
Small Business Enterprises (SBEs)	Global: Various federal, state, and local certification bodies, where available.
Veteran-owned Business (VET) / Service-Disabled Veteran-owned Business (SDV)	Global: Various federal, state, and local certification bodies, where available.

<sup>1</sup> Diversity Business Categories and certification bodies informed by World Bank Group [here](#).

In addition, Questel policy prohibits discrimination against any person based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability, genetic information, sexual orientation, gender identity and expression, or other classifications protected under federal, state, or local law.

Any inconsistent practices with regard to supplier recruitment should be reported to the Vice President of Procurement.

## Locale

Supplier location is key to promoting the diversity of Questel's supplier pool.

### **Local Suppliers**

Using suppliers located in their native countries helps ensure the integrity of our services. For instance, for translation services, all other qualifications being equal, preference is given to suppliers that are native speakers of the language they translate. Questel draws its supplier pool from countries, ethnic backgrounds, and religious creeds worldwide.

### **Local Offices**

To maintain a balanced and active global presence, Questel maintains offices and employees in several countries. These offices work with local suppliers, pulling from Questel's diverse pool of suppliers based on the service need.

We believe that using native local suppliers enhances the quality of our work product and is a key factor to our long-term success.

## Solicitations

Recruitment processes help ensure diversity.

### **World-recognized Recruiting Forums**

Questel uses the largest recruiting forums in the world to source its suppliers.

### **Open Solicitation**

We also encourage suppliers who do not participate in industry leading recruiting forums to apply via Questel's website. There are no restrictions on these solicitations. Questel encourages all interested applicants!

## Supplier Evaluation

Suppliers are evaluated using professional or industry standards and best practices. For instance, Questel uses the requirements set forth in the ISO 17100:2015 standard to evaluate a prospective linguistic supplier's qualifications.

## Supplier Project Distribution

Project distribution is both criteria and merit based.

### Criteria Based

Supplier candidates must first meet the basic professional qualification requirements as outlined within the appropriate ISO or other industry standard as applicable. These criteria are verified by a diverse group of stakeholders.

### Merit Based

After passing the professional criteria requirements, suppliers receive work based on the quality output of their projects, availability to accept work, and responsiveness.

### Supplier Self-selection

Depending on the service, projects may be distributed by allowing qualified suppliers to pull projects based on availability and interest.

By using professional criteria, merit, and self-selection models, Questel further ensures the diversity of its key suppliers.

## Improvement Targets

Our processes undergo continual improvement. Some approaches to encourage this continual improvement include supplier training summits and supplier feedback.

### Supplier Summits

Supplier summits allow groups of suppliers to receive training from global, regional, or local staff.

### Supplier Feedback

Feedback is critical to maintaining Questel’s highly skilled, diverse supplier base. With appropriate feedback, all suppliers are provided equal opportunity to continuously improve.

Questel’s global staff—a diverse bunch themselves—enjoy, learn from, and are enhanced by their interactions with its wonderful group of suppliers.

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