

# QUALITY POLICY FOR UMANLINK CX & MANAGEMENT COMMITMENT

At UMANLINK, the expert in omnichannel and multi-sector customer relationship management, we take pride in supporting our clients in the implementation of their projects and the enhancement of their practices.

As a committed partner in guiding towards greater efficiency, agility, and competitiveness, we deploy the excellence of our human and technological resources for the benefit of our clients. Human values have always been at the core of our activities, emphasizing respect and development for each individual, whether for our employees or partners worldwide.

The UMANLINK quality policy revolves around 3 essential values :

## CREATIVITY

In a constantly evolving world, we are determined to consistently find the optimal solution for our clients by intelligently combining talent, data, and technology.

For UMANLINK, creativity is manifested through :

- Sharing and leveraging our expertise, experiences, partnerships, and skills worldwide. We believe that by investing in human capital, we can deliver quality services.
- Ingenuity and agility to maximize performance and continuously anticipate improvement.
- Proposing innovative ideas and solutions to achieve efficient results

## RESPECT

At UMANLINK, respect is demonstrated through attention, consideration, and benevolence towards employees, clients, and partners.

We recognize the convictions and unique character of each individual, committing to do what is best for all the communities we work with, as the strength of the chain lies in its links.

## AMBITION

At UMANLINK, we do not settle for the status quo; we experiment with new ways of celebrating success. We unleash the full potential of our organization to provide all stakeholders in our group with a stimulating, dynamic, and inspiring work environment.

For us, ambition is embedded in a mindset of continuous development and anticipation of UMANLINK's future challenges, as what is measured improves.

We are always inclined to explore new ideas and embark on innovative projects that foster change.

To achieve an optimal balance among clients, employees, and the company, the leadership of **UMANLINK commits to:**

- Promoting the development of human skills and implementing appropriate means to enhance the expertise of employees.
- Designing a quality service to satisfy end clients and client initiators.
- Providing an excellent, transparent, and engaging customer experience.



**Josselin SOURIS**  
PRESIDENT

