

COMMUNICATION ON PROGRESS (COP)

Period covered by the Communication on Progress (COP) report from 01/01/2020 – 12/31/2020

STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER

Monday, May 10, 2021

To Our Stakeholders:

I am pleased to confirm that MasterWord Services, Inc. reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption. In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business approach, culture and day-to-day operations of our company. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely,



Ludmila Golovine
CEO & President

About MasterWord Services, Inc.

MasterWord is a woman-owned business founded in 1993 providing interpretation, translation, localization, training and assessments, and other language support services to enable language access and ensure the success of international organizations, projects, and initiatives globally in over 250 languages.

Supporting the world's leading energy, engineering, finance, healthcare, government, insurance, and non-profit organizations, including Fortune 500 companies, MasterWord's strength lies in discovering our clients' unique challenges and tailoring custom solutions for success.

MasterWord is committed to sustainable improvement and quality management and has been certified to conformance with the International Organization for Standardization ISO 9001:2015 Quality Management System, ISO 13611:2014 Community Interpreting Guidelines, and ISO 17100:2015 Translation Services Requirements, ISO 21998:2020 Interpreting service —Healthcare interpreting—Requirements and Recommendations and ISO 18587:2017 Translation services—Post-editing of machine translation output standards.

True to our mission of Connecting People Across Language and Culture®, MasterWord provides consistent and sustainable customer value and satisfaction in our services by doing business with heart, excellence, integrity, innovation, solution driven, and teamwork.

Our Approach to Ten Principles

During spring 2021, MasterWord Services joined the UN Global Compact program. We outline here three major initiatives and stakeholders, guiding our Corporate Social Responsibility Programs and Policy—areas we aim to make a difference within the natural context of our business.

Our Targeted Audiences are:

- People (employees and contractors)
- Community (locally)
- Society (globally)

To reach these audiences we decided to implement the UN Global Compact initiative in two steps. The first step focuses on implementing initiatives within the company to ensure that all MasterWord staff are familiar with and understand the UN Ten Principles and are committed to applying sustainable solutions throughout the organization. The second stage should be directed towards initiatives outside the organization, towards the community, locally and globally. We are a heart-centered business driven by our mission to connect people across language and culture by doing the right thing with our customers, their patients, our language professionals, and everyone we interact with. We have identified long-term goals, and we believe that these goals are an important tool that help guide our commitments and measure our progress. We will regularly evaluate them to assess their alignment with our mission and vision. We will continue to seek out new opportunities to maximize our positive impact on the world around us.

HUMAN RIGHTS

We recognize the importance and universality of human rights and commit to respecting them in all aspects of our business. We are committed to advancing Language Access and promote this through our business activities and stakeholder dialogue. We advance our mission to eliminate language barriers that prevent internal and external stakeholders from accessing essential services. MasterWord is a

founding member of the Global Coalition for Language Rights working towards building the world of digital equality for access to information, education, technology, healthcare, commerce & opportunities for all people. The company continues to be committed to equal employment opportunities to ensure the rights of each person in all Human Resources Department actions, including recruitment, selection, training, compensation, promotion, and recreation, all of which shall be based upon individual ability, interests and performance. MasterWord internal and external stakeholders enjoy the benefits of decisions which are free of discrimination or harassment on the grounds of race, religious creed, color, national origin, ancestry, medical condition, marital status, gender, age, protected veteran status, sexual orientation, or status as an individual with a disability. The Company has developed and maintained a written Affirmative Action Policy (AAP). This policy supports the affirmative action program and urges each employee to commit to carrying out the intent of this policy.

Goals

We provide equal opportunities and ensure non-discrimination of our employees, contractors, clients, stakeholders, and anyone else we may be in contact with.

Monitoring and evaluating performances

Through our business activities, we help improve language access to healthcare services for patients of Limited English Proficiency and Deaf patients and reduce healthcare disparities. MasterWord is aiding in the fight to end human trafficking, we became an active member of the Texas Businesses Against Trafficking (TBAT) organization. This involvement has contributed to our employees' knowledge and understanding, as a role model that influences other businesses to follow our leadership in combatting human trafficking. Ludmila Golovine, CEO & President of MasterWord, regularly gives presentations on "Embracing Diversity & Establishing an Inclusive Company Culture," "Working with Limited English Proficient, Deaf, and Hard of Hearing Victims and Survivors of Human Trafficking," "Patient Centered Care When Working with Survivors of Human Trafficking" and many more podcasts, videos, etc. Since 2019 Ludmila Golovine is a member of the Board of Translation Commons, a nonprofit volunteer community with a mission to create resources for a digital ecosystem where all languages have equal access, thus, enabling educational, cultural and economic opportunities, sustaining cultures and languages, and advancing linguistic professional enrichment for under-resourced languages. To support these efforts, Translation Commons and MasterWord make all efforts to bring awareness to indigenous languages and language access rights through social media platforms. MasterWord is trusted not only for our language access initiatives but also due to our outspoken CEO Ludmila Golovine and VP of Operations Jeannette Stewart who leaders and role models, encourage the diverse MasterWord team to engage with the community and volunteer their time to support non-profit organizations in their efforts to improve language access and make the world a better place. Since 2017 MasterWord has been a collaborating partner with the JFS Alexander Institute for promoting ReelAbilities Houston, a ten-plus day film and arts festival, which uses arts as a vehicle to promote and spread the message of inclusion by eliminating the stigma associated with disabilities through cultural arts and amplifying the voices of

people with disabilities locally and nationally. Their event in 2020 was sponsored by MasterWord helping to maintain quality programming and further their efforts to a more inclusive and accessible community. 02/10/2020—MasterWord also donates regularly to ReelAbilities.

LABOUR

The working environment and health of the employees

MasterWord believes that employees are our most important resource and the basis for our success. We believe that all employees have the right to individual freedom of expression and opinion. This is supported by regular monthly meetings between management and employees and quarterly meetings with our interpreter and translator contractors. We recently conducted our annual language professional survey, which showed a couple of areas of concern. The discoveries were acted upon immediately to improve the satisfaction of all stakeholders. In having a satisfactory working environment, reduces stress and leads to improved health. We have implemented an initiative called “Wellness Connection” that aims at promoting and protecting our internal and external stakeholders physical, emotional, and mental well-being. This initiative continues every year. The employee rights therefore include working remotely or from home if needed, ergonomic workplace accommodations, and private health insurance. Our time-off program exceeds the average. We promote an environment characterized by respect for the individual where cultural and ethnic diversity are combined with teamwork to create a harmonious work force. We also make certain that employees that give time to their communities and issues they care about are more engaged in the workplace.

Goals

It is our goal to have a high rate of our internal stakeholders’ satisfaction and wellbeing and to lower sickness related absence.

Monitoring and evaluating performances

MasterWord believes that constant conversation with the employees and contractors is the best way of securing a good working environment and preventing stress. Management therefore has a responsibility of monitoring the employee’s well-being, both on a regular basis and through their annual “Performance Reviews.” Since the implementation of the Wellness Connection” program, we have provided free online resources and hosted seminars for language professionals on topics such as “Decreasing Stress and Becoming More Present,” “Guided Meditations,” and “Outside In: What are Emotional Germs?” We also have created a space within our corporate office where employees can carry out religious practices, meditate, relax, de-stress, etc. We hosted a Virtual Wellness Connection event titled “Virtual Wellness Connection 2020: Know Thyself—How Your Mind Affects Your Body.” Ludmila Golovine presented on Dealing with Stress and Burnout in Highly Collaborative and “Always-on” Work Dynamics. MasterWord is a founding member of the Global task force to create and distribute a

message of Child on-line safety for prevention of human trafficking and abuse in marginalized communities; We assist public agencies and third-party organizations to strengthen their focus on child labor identification and prevention as well as treatment for its victims by providing volunteer work and complimentary language access services. Ludmila presented “How to Work with Limited English Proficiency & Deaf/Hard of Hearing persons in Human Trafficking Encounters” for Houston Immigration Legal Services Collaborative and CAM Central American Minors Working Group requested by STAR Counseling and Consultation. MasterWord provided complementary American Sign Language (ASL) services for the Dysautonomia International 2020 Virtual conference. Services were Simultaneous Spanish interpreting to American Sign Language (ASL) for one conference day.

ENVIRONMENT

The environmental impact of a language service provider of our scope for reducing the carbon footprint is smaller in scale than in many other industries. However, we believe that there is no excuse not to try. We have therefore adopted a green recycling program, in which environmental considerations are taken. This includes recycling of cardboard boxes and plastic waste. Our commitment to environmental stewardship focuses on using resources wisely and protecting the planet as we operate and grow our business. Lack of natural resources and threats to the environment and biodiversity are serious environmental issues. These challenges demand important changes in the way society uses natural resources.

Goals

We wish to continue finding areas where we can reduce our CO2 emissions and waste.

Monitoring and evaluating performances

In recognition of these challenges MasterWord has committed to the following long-term environmental stewardship goal: reduce our CO2 emissions and waste. We purchased half of our electricity from renewable sources in 2020. We accept responsibility where any wrongdoing has occurred and take appropriate measures to remedy it and to prevent it from being repeated. We follow procedures on identification and resolution of non-conformances described in our Quality Assurance Manual. We provide opportunities to our employees, contractors, and members of the public to voice their concerns and complaints. We follow internal procedures on management and resolution of any concerns and complaints.

ANTI-CORRUPTION

MasterWord follows its policy on ethics and anti-corruption, observes and adheres to the professional standards of conduct as outlined in the NCIHC Code of Ethics, the RID Code of Professional Conduct, the CHIA Standards for Healthcare Interpreters, and the ATA Code of Ethics and Professional Practice.

Our Human Resources department raises awareness for our employees and representatives on anti-bribery and anti-corruption and offers relevant training annually. We commit to complying with legal requirements in all jurisdictions in which we operate and ensuring that our relationships and activities comply with all applicable legal obligations.

Goal

Encourage employees to report violations without fear of reprisal

Monitoring and evaluating performances

We are committed to doing business with integrity. This means avoiding corruption of all kinds. It is the policy of MaterWord to comply with all applicable anti-corruption laws, including the U.S. Foreign Corrupt Practices Act (“FCPA”), the U.K. Bribery Act (“UKBA”), and the local laws in every country in which we do business. This policy applies to all our employees, including officers and directors. In addition, we require third parties who represent us (such as agents, consultants, and contractors) to conduct themselves in a manner consistent with this rule. We use suggestion boxes at our corporate office to collect feedback and suggestions from our staff. Masterword participated in the Jung Center's Annual Fund and the Mind Body Spirit Institute event and donated to the Jung Center’s Annual Fund and the Mind Body Spirit Institute. Masterword also donated to the Asia Society Huffington Awards 2020 Virtual event.