Written Documents: Translation Process and Quality Assurance

April 2026

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10801 Mastin St. #580 Overland Park, KS 66210
propio.com

Written Documents-Certifications and Quality Procedures

Propio, formerly known as United Language Group (ULG) has nearly four decades of experience providing qualified written translation and language accessibility services for the U.S. healthcare, health insurance, and medical industries in over 235 languages. We approach language access with evidence-based solutions, initiative-taking measures, and culturally sensitive communication to ensure equitable, meaningful access for all diverse communities and populations.

From health education and vital documents to member outreach and enrollment materials, Propio delivers high service standards with every translation project, delivering language translation with quality, service, and speed. Our ISO-aligned quality assurance processes, rigorous linguist assessment and qualification requirements, and metric-driven reporting ensure that all translated materials meet the high level of accuracy that is required while still resonating on a cultural level. Our long history in the healthcare and medical industry has enabled us to achieve a large and diverse healthcare customer base as well as a specialized and dedicated healthcare team of account managers, project managers, translators, cultural adaptation specialists, and technologists that provide truly authentic and meaningful communication services. Each staff member and our team of 10,000 linguists have been hired for their customer-service orientation and healthcare terminology expertise. They are further trained and empowered to ensure that special care will be taken to ensure cultural nuance and appropriate literacy levels are applied to your translations. Healthcare translations will aim to match the literacy level of the English source content to further ensure readability and consistency, which is generally around the 6th grade reading level for most materials.

1. Translator Qualifications and Language Proficiency Assessments

   Propio has adopted a rigorous screening and training process to assess, evaluate, and qualify our healthcare translators. All translators must be native speakers of the language into which they translate, and most average ten or more years of experience in most languages, hold language certification and/or advanced degrees, and all must pass a variety of tests and questionnaires to measure each applicant's language skill and proficiency in source and target languages, as well as healthcare terminology and cultural appropriateness. The results, combined with the applicant's background and experience, indicate whether a linguist is skilled and proficient enough to work with Propio. We further continue this with training, rating, and assigning the most appropriate translators to work on any given project. Please see below for requirements for our translators in our linguist qualification policy:

   • Must pass a rigorous translation test for accuracy and regional nuance.

• Most hold a verifiable language certification and at least one advanced degree from a recognized university. Additional degree(s) in industry subject matter are preferred and prioritized.
• Must be a native and primary speaker of their target language(s).
• Must have >5 years of professional translations experience. >10 years is preferred and prioritized.
• Must provide 3+ contactable references from clients and samples of previous work to be assessed.
• Ongoing assessment: In addition to these entry criteria, Propio linguists are continuously assessed at the project level as part of the QA step.

Additionally, Propio looks to ensure the following:

• ATA Accreditation: Many of our translators are certified by the American Translators Association (ATA) where applicable. ATA certification is not available in many of the language pairs of the U.S. LEP populations. Due to our high standards of linguist proficiency requirements, we rely on our multi-step qualification process and translator's background, assessment results, education, and references to determine and validate a potential linguist's qualifications and skill level.
• Technical capabilities: We require translators to have appropriate electronic tools, working knowledge of translation memory, automated term lists, and other software programs.
• Onboarding: Once a translator is qualified and approved through the recruitment and qualification process mentioned above, an on-boarding process is in place that includes contract signing, confidentiality agreements, portal training, and customer-specific training as well as process and policy review.
• Ongoing monitoring: Work completed by our active translators undergoes our internal quality assessment audits on a regular sample of translation projects. All linguists must maintain high quality scores on these audits to continue working with us.

2. Metrics and KPI's For Consistent Service Delivery

Propio's Quality/Information Security Management System (QMS/ISMS) guides our policies, principles, processes, and procedures which describe how PROPIO manages organizational goals, meets applicable customer and regulatory requirements, and follows ISO quality processes.

Our quality process enables us to optimize our services and deliver consistent quality, and timely language services. This approach also facilitates achieving consistent results by measuring KPI's such as turnaround time, accuracy and more, thereby helping to ensure timely, accurate and reliable translations that meet client requirements. Metrics and KPIs tracked include:

• On-time deliveries: Propio maintains a 99+% on-time delivery (OTD) rating. On-time delivery is automatically tracked through our HITRUST secure portal and Translation Management System.

Propio translation services and timelines are aligned to meet customer-specific, compliance/regulatory-driven or even product-specific timelines, such as NOA/NAR's, Grievance and Appeals, annual enrollment materials and more.

• Translation Quality: Measuring translation quality is vital to ensuring consistent, accurate final deliverables. Our ongoing quality-level audits identify potential issues with processes or resources and enable us to identify when immediate corrective actions are required.

• Customer Satisfaction: Gathering feedback directly from our clients allows us to identify potential issues which are not visible/identifiable from other reports/KPIs. Also, it indicates where improvements and innovations may be needed.

• TM leveraging analysis: By analyzing TM (translation memory) we identify content trends and savings to maximize the TM leveraging and term/translation consistency for each client.

• Utilization: Comparing translation volumes against utilization numbers is a great way to identify Propio's capacity for scalability and helps with planning for growth and/or with high volume requests.

3. Language Quality Control and Quality Assessment Process

Language quality control is at the heart of Propio's ability to provide accurate, effective, and culturally appropriate communications. Our documented quality-driven policies, procedures, evaluation standards, and multi-step translation workflows ensure consistent quality in every language. Propio knows the importance of ensuring linguistic accuracy, readability, and cultural appropriateness in written healthcare communications. We prioritize patient/member comprehension, taking special care to ensure cultural nuance and appropriate literacy levels are applied to enhance understanding of complex health information. Our teams also follow industry-leading best practices from the healthcare industry, and have a goal of providing clear, simple, and inclusive communications, which is further supported by the following:

• Utilizing qualified, subject-matter professional translators who have the appropriate cultural knowledge, translation and writing skills needed for high-quality, culturally appropriate translations.

• A requirement for using multiple, separate, and qualified professionals listed above for every translation.

• Providing linguists with training, reference/ background information, target audience insight, and any specific requirements to better result in a translation that resonates with the intended recipient.

• Ensuring translations preserve the content and meaning of the original text, easy to understand, and translated with cultural and linguistic sensitivity as needed.

• Multiple QA steps to ensure translated text is reviewed for accuracy, cultural and linguistic appropriateness, and literacy level consistency.

Quality Control is measured across the process. Separate, experienced, native-speaking linguists translate, edit, and proofread each translation as well as perform an auto check to ensure

content matches any approved term lists/glossaries. Separate, qualified proofreaders are utilized with every language pair and service we offer. Proofreaders check for any errors in the grammar, syntax, punctuation, sentence structure and more. They also can check to ensure that the translated text is contextually correct and culturally appropriate. Translated and formatted documents can also go through an additional multi-step Third-Party Quality Assurance (QA) process that includes tasks such as checking sizing and placement of text or headers/footers, text and graphic formatting, function of hyperlinks, updating/ formatting of tables of contents and indices, formatting/placement of bullets and margins and column and page breaks. Quality e-assurance representative signs off on the process once completed and then saved for tracking purposes.

Wendy Dulaney

Wendy Dulaney
Account Manager
Healthcare Accounts
Propio, April 6, 2026

Propio LS, LLC
10801 Mastin Boulevard, Suite 580
Overland Park, KS 66210

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PRESCIENT ASSURANCE

Prescient Assurance LLC
25 W 36th Street Floor 11
New York, NY 10018

August 4, 2025

Propio LS, LLC
10801 Mastin St. #580, Overland Park, KS 66210
Name of Signatory: Christopher Pesce
Phone and Email of Signatory: 913-381-3143, cpesce@propio.com

Letter of Attestation

SOC 2 Type 2 Compliance

Unqualified Opinion
In our opinion, in all material respects:

a) The description presents Propio LS, LLC's system that was designed and implemented throughout the period April 1, 2025 to June 30, 2025 in accordance with the description criteria.

b) The controls stated in the description were suitably designed throughout the period April 1, 2025 to June 30, 2025, to provide reasonable assurance that Propio LS, LLC's service commitments and system requirements would be achieved based on the applicable trust services criteria, if its controls operated effectively throughout the period, and if the subservice organization and user entities applied the complementary controls assumed in the design of Propio LS, LLC's controls during that period.

c) The controls stated in the description operated effectively throughout the period April 1, 2025 to June 30, 2025, to provide reasonable assurance that Propio LS, LLC's service commitments and system requirements were achieved based on the applicable trust services criteria, if the complementary subservice organization and complementary user entity controls assumed in the design of Propio LS, LLC's controls operated effectively throughout the period.

Prescient Assurance LLC confirms SOC 2 Type 2 compliance by Propio LS, LLC in accordance with the AICPA's Trust Service Criteria for Security, Confidentiality and Availability.

Prescient Assurance

Prescient Assurance, LLC.

AICPA SOC

HITRUST 6175 Main Street
Suite 400
Frisco, TX 75034

View this assessment in the HITRUST Report Center

Letter of HITRUST Essentials, 1-year (e1) Certification

November 13, 2025

Propio Language Services
10801 Mastin Street
Suite 580
Overland Park, Kansas 66210-1843 USA

HITRUST has developed the HITRUST CSF, a certifiable security and privacy framework which incorporates information protection requirements based on input from leading organizations. HITRUST identified a subset of the HITRUST CSF requirements that an organization must meet to be HITRUST Essentials, 1-year (e1) Certified for a defined assessment scope. Propio Language Services ("the Organization") has chosen to perform a HITRUST CSF v11.6.0 e1 validated assessment utilizing a HITRUST Authorized External Assessor Organization ("External Assessor").

Scope

The following platforms of the Organization were included within the scope of this assessment ("Scope") which included a review of the referenced facilities and supporting infrastructure for the applicable information protection requirements:

Platforms:

- AILP residing at Amazon Web Services and Microsoft Azure
- Propio Analytics residing at Amazon Web Services
- Propio One residing at Amazon Web Services
- Sync residing at Amazon Web Services
- Translation Portal residing at Amazon Web Services and Microsoft Azure
- Workforce OS residing at Amazon Web Services

Facilities:

- Amazon Web Services (AWS) (Data Center) managed by Amazon located in US East 2, United States of America
- Microsoft Azure (Data Center) managed by Microsoft located in US Central, United States of America

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Certificate

Issued by Indian Register Quality Systems

IRCLASS SYSTEMS AND SOLUTIONS PRIVATE LIMITED

Certificate No.
IRQS/254901988

To certify that the HIPAA Compliance of

Propio LS, LLC

ADDRESS

10801 Mastin St. #580 Overland Park,
KS 66210, Kansas,
United States

has been assessed and found complying to the requirement of **HIPAA (Health Insurance Portability and Accountability Act)**

INITIAL CERTIFICATION DATE	CURRENT DATE OF GRANTING	EXPIRY DATE
DECEMBER 16, 2025	DECEMBER 16, 2025	DECEMBER 15, 2026

CERTIFICATION SCOPE

- Provision of Interpretation, Translation and Localization Services
- Propio ONE, Propio Analytics, Workforce OS, AILP, Translation Portal, Sync and supporting backend systems
- AWS-hosted infrastructure supporting Propio's applications, including EC2, S3, ECS, ELB, RDS/VPC/networking components, IAM configurations, and associated security controls
- GitLab, used for development, version control, CI/CD, and security scanning
- Corporate IT environment, including:
  - Workforce identity and access management
  - Endpoints and device controls
  - Logging, monitoring, vulnerability management, and patching
  - Security operations, incident response, and risk management processes

Indian Register Quality System

Shashi Nath Mishra
COO

Condition Overleaf

Indian Register Quality Systems (A Division of IRCLASS Systems and Solutions Private Limited)
Head Office: 52A, Adi Shankaracharya Marg, Opp. Powai Lake, Powai, Mumbai - 400 072, India. Website: www.irqs.co.in, www.irclass.org

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Certificate of Approval

Issued by Indian Register Quality Systems

IRCLASS SYSTEMS AND SOLUTIONS PRIVATE LIMITED

Certificate No.
IRQS/250101882

To certify that the Quality Management Systems of

Propio LS, LLC

ADDRESS
10801 Mastin St. #580 Overland Park,
KS 66210, Kansas,
United States

has been assessed and found conforming to the requirement of **ISO 9001: 2015**

INITIAL CERTIFICATION DATE	CURRENT DATE OF GRANTING	EXPIRY DATE
NOVEMBER 21, 2025	NOVEMBER 21, 2025	NOVEMBER 20, 2028

CERTIFICATION SCOPE

Provision of Translation and Localization Services

Indian Register Quality Systems

AUTHORISED CERTIFICATION BODY SIGNATURE

Shashi Nath Mishra
Chief Operating Officer (COO)

This approval is subject to continued satisfactory maintenance of the Quality Management Systems of the organization to the above requirements which will be monitored by IRQS during annual Surveillance audits. Validity of the Certificate is subject to successful completion of annual surveillance audits. The use of the Accreditation Mark indicates accreditation in respect to activities covered by the certificate with NABCB accreditation no. QM 005.

Condition Overleaf.

Indian Register Quality Systems (A Division of IRCLASS Systems and Solutions Private Limited)
Head Office: 52A, Adi Shankaracharya Marg, Opp. Powai Lake, Powai, Mumbai – 400 072, India. Website: www.irqs.co.in, www.irclass.org

CQA/IRQS/NABCB/QMS/Rev 03

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Certificate of Approval

Issued by Indian Register Quality Systems

IRCLASS SYSTEMS AND SOLUTIONS PRIVATE LIMITED

Certificate No.
IRQS/260760429

To certify that the Medical Devices – Quality Management Systems of

Propio LS LLC

ADDRESS
10801 Mastin St. #580,
Overland Park, KS 66210

has been assessed and found conforming to the requirement of **ISO 13485: 2016**

INITIAL CERTIFICATION DATE	CURRENT DATE OF GRANTING	EXPIRY DATE
MARCH 16, 2026	MARCH 16, 2026	MARCH 15, 2029

CERTIFICATION SCOPE

Provision of Translation and Localization Services for Medical Device IFUS, Labels, and Related Documentation, Ensuring Compliance with Applicable Regulatory and Customer Requirements

Indian Register Quality Systems

AUTHORISED CERTIFICATION BODY SIGNATURE

Shashi Nath Mishra
Chief Operating Officer (COO)

This approval is subject to continued satisfactory maintenance of the Medical Devices - Quality Management Systems of the organization to the above requirements which will be monitored by IRQS during annual Surveillance audits. Validity of the Certificate is subject to successful completion of annual surveillance audits.

Conditions overleaf.

Indian Register Quality Systems (A Division of IRCLASS Systems and Solutions Private Limited)
Head Office: 52A, Adi Shankaracharya Marg, Opp. Powai Lake, Powai, Mumbai - 400 072, India. Website: www.irqs.co.in, www.irclass.org

CL/AR/QS/MEQP/Rev 02

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Certificate of Registration

Issued by Indian Register Quality Systems

IRCLASS SYSTEMS AND SOLUTIONS PRIVATE LIMITED

Certificate No.
IRQS/265100451

To certify that the Management Systems of

Propio LS LLC

ADDRESS
10801 Mastin St. #580,
Overland Park, KS 66210,
Kansas, United States

has been assessed and found conforming to the requirement of **ISO 18587:2017 - Translation services — post-editing of machine translation output — Requirements**

INITIAL CERTIFICATION DATE	CURRENT DATE OF GRANTING	EXPIRY DATE
MARCH 17, 2026	MARCH 17, 2026	MARCH 16, 2029

CERTIFICATION SCOPE

Provision of Translation and Localization Services

Indian Register Quality Systems

Shashi Nath Mishra
COC

This approval is subject to continued satisfactory maintenance of the Translation services - Post editing of machine translation output - Requirements organization to the above requirements which will be monitored by IRQS during annual Surveillance audits. Validity of the completion of annual surveillance audits.

Condition Overleaf.

Indian Register Quality Systems (A Division of IRCLASS Systems and Solutions Private Limited)
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Certificate of Approval

Issued by Indian Register Quality Systems

IRCLASS SYSTEMS AND SOLUTIONS PRIVATE LIMITED

Certificate No.
IRQS/254801948

To certify that the Translation Services of

Propio LS, LLC

ADDRESS
10801 Mastin St. #580 Overland Park,
KS 66210, Kansas United States

has been assessed and found conforming to the requirement of **ISO 17100 : 2015**

INITIAL CERTIFICATION DATE	CURRENT DATE OF GRANTING	EXPIRY DATE
DECEMBER 02, 2025	DECEMBER 02, 2025	DECEMBER 01, 2028

CERTIFICATION SCOPE

Provision of Translation and Localization Services

Indian Register Quality Systems

Shashi Nath Mishra
COO

This approval is subject to continued satisfactory maintenance of the Translation Services of the organization to the above requirements which will be monitored by IRQS during annual Surveillance audits. Validity of the Certificate is subject to successful completion of annual surveillance audits.

Condition Overleaf

Indian Register Quality Systems (A Division of IRCLASS Systems and Solutions Private Limited)
Head Office: 126, Adi Shankaracharya Marg, Opp. Powai Lake, Powai, Mumbai - 400 072, India. Website: www.irqs.co.in, www.irclass.org

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