



FOR IMMEDIATE RELEASE

Jacksonville, FL USA., September 3, 2008

Integrating Corporate Social Responsibility

On behalf of myself and all my co-workers worldwide at **GMS Language Services®**, I'd like to thank all of our loyal customers for choosing **GMS Language Services®** now and in the future!

We work hard to uphold our core principles and values by offering the highest level of excellence in all our services and in every aspect of our business and to make sure that **GMS** is your first choice each and every time you need language services.

Our commitment to social responsibility and strong principles of corporate governance, represented through our quality-assurance processes, is core to our way of doing business, and strongly aligned with our drive to create and increase value to you.

We are committed to maintaining and building up relationships with you, our customers, and gaining your input and feedback on issues that are most important to you.

GMS defines Corporate Social Responsibility (CSR) as conducting business in ways that produce social and economic benefits for our clients, the companies and organisations who we serve.

Read below for a summary of the tangible benefits!

Mary Lou Kloth
President

Customer loyalty

Studies have revealed that customers prefer to do business with a company they believe to be socially responsible, when their other key buying criteria are met.

In 2008, we surveyed our customers and found that 96 percent feel that **GMS** understands their needs and provides services to meet these needs. The vast majority – 98 percent – of customers surveyed indicated being extremely or very likely to recommend **GMS** to colleagues or contacts within their industry.

Your loyalty as well as your feedback has been instrumental to **GMS'** success.

Attracting and retaining our qualified employees & partners

Of course, we would not have the customer loyalty without the hard work and dedication of my co-workers.

GMS' commitment to CSR contributes to overall retention and higher-than-usual levels of employee and partner satisfaction and engagement. The company's commitment to further training also motivates partners and employees to stay and further develop their careers and competencies within GMS.

The retention of our employees and partners is critically linked to our growth and success.

Where we are going

Having a strong reputation as a socially responsible company makes it certain that we will be welcomed and make a difference in businesses and organisations on a global level.