



## Quality Policy

Our aim is to provide our customers with linguistic services of the highest quality, facilitating their effective international communication and more rapid business growth.

Our quality policy is a tool to help us achieve our goal – to satisfy and exceed customer expectations, to proceed hand in hand with innovations in the language industry, and to ensure the professional and personal growth of employees and vendors, along with business growth and prosperity. Our quality policy is based on the ISO 9001:2015, ISO 17100:2015 and ISO 18587:2017 international standards.

### Main principles of our quality policy

#### Commitment to quality and continual improvement

- We provide linguistic services adhering to industry standards; we satisfy applicable and customer requirements and meet or exceed quality expectations.
- We try to minimise errors and eliminate risks that might negatively affect our services.
- We ensure quality services through monitoring, assessment, and verification processes at every stage.
- We strive to continuously improve the quality of our services: we regularly review our quality objectives and enhance the effectiveness of our quality management system.
- We keep abreast of innovations in the language industry. We implement the most advanced translation and localisation tools and process automation systems.

#### Sustained customer satisfaction

- We strive to ensure customer satisfaction by following customer requirements, ensuring seamless communication, offering effective solutions, and working as members of the customer's team in pursuit of a common goal.
- We actively monitor and assess customer satisfaction.
- We respond actively to customer wishes and feedback, and take decisive steps and means to satisfy their expectations and avoid recurrence of unpleasant situations.



## Qualified staff and work standards

- Qualifications, experience, and the thorough work of our employees are keys to the high quality of our services and customer satisfaction.
- Our company employees are continuously informed about innovations and trends in the language industry.
- We seek to create a team spirit and a culture of learning, improvement, openness to innovations, and sharing of experience.
- We ensure favourable working conditions.

## Qualified vendors

- The qualifications of our vendors are highly important in the provision of quality-assured services; therefore, we only employ vendors who have the proper education, professional training, and experience.
- Our vendors are carefully selected and assessed on a regular basis. We offer good opportunities for learning, indicating aspects of their work requiring adjustment.
- We strive to maintain relations of mutual understanding and common goal-seeking with our vendors.

## Prosperity for the company

- We seek to ensure stable growth and the long-term prosperity of our company.