

## QUALITY STATEMENT

Straker Translations' continuous commitment to quality aims to ensure that our services meet the needs of our customers at all times in accordance with our contractual requirements, policies and procedures. As a result we currently undertake the following:

- Rigorous selection criteria for our suppliers, designed to only include those who have the qualifications and the experience to undertake the work to the high standard required and have passed the linguistic tests or other associated quality metrics successfully. On-going review of the recruitment criteria is carried out by the team
- Regular training of our team on our processes, programmes and systems to ensure continuous improvement and customer satisfaction
- A formalised internal team ethics procedure where any team member can raise an issue of ethical concern for review
- Annual internal audit programme
- Invitation for feedback from clients on all file completion emails where files are returned to the client
- A formalised customer complaints procedure
- Communication of the quality policy to all staff and its publication on the company's website.

This Quality Policy is fully embraced and supported by the CEO, who is ultimately responsible for quality, but all employees are responsible for the quality of the services that are within their direct responsibility.



Grant Straker  
Chief Executive Officer

25 September 2017