

## QUALITY POLICY STATEMENT

The Word Hub's mission is to be recognised as a leading specialist technical translation company, using the latest technology, processes, and knowledge to deliver a service that customers can trust, thus helping customers to realise the full potential of their own products and services worldwide.

The Word Hub is committed to:

- satisfying applicable requirements, including the needs and expectations of all our interested parties,
- working with customers, employees, and suppliers to establish and maintain the highest quality standards,
- providing the necessary resources to achieve our objectives, and
- the continual improvement our quality performance and quality management system.

To deliver the above commitments, we have an established quality management system that is certified to the international standards ISO 9001:2015 Quality Management System and ISO 17100:2015 +A2017 Translation Services by a UKAS accredited certification body, and implemented with the objective to:

1. Assess our business threats and opportunities, and to reduce these risks and deliver the opportunities.
2. Understand our compliance obligations and implement their requirements.
3. Plan for business interruption events and ensure adequate arrangements for business continuity should the interruption events occur.
4. Ensure that our own staff are competent and aware of their own roles and responsibilities.
5. Provide the best technology and equipment, and maintain quality working environments.
6. Ensure that, where we outsource activities, suppliers are professionally competent.
7. In the delivery of services, ensure that:
  - client requirements are fully identified, planned, and delivered,
  - translations are technically correct and are coherent in the target language,
  - the confidential nature of the work carried out is respected,
  - the client is fully and reliably informed of project progress, and
  - that conformance to client specifications is achieved.
8. Review the performance of the company, including achievement of customer satisfaction and of quality objectives.
9. Deliver continual improvement through improvement plans and control of non-conformity.

We have established quality objectives to achieve the above commitments which are regularly monitored by the management team.

We communicate our quality policy to all interested parties. This policy is displayed on company premises, presented at new employee induction, and made available upon request from interested parties.

We review the effectiveness and adequacy of this quality policy on an annual basis and as part of change planning, lessons learnt, knowledge transfer or following a quality non-conformity or other failure to meet our quality objectives.

As the individual with ultimate responsibility for compliance at The Word Hub, I approve this quality policy,



Darren Verdi-Ashton, Director, 30<sup>th</sup> October 2023