

# QUALITY & ENVIRONMENTAL MANAGEMENT POLICY



## OPEN COMMUNICATION

We provide an environment that supports new ideas, opinions and free thinking.

The way in which we communicate expresses our mission and says a great deal about how we feel to belong to a globally successful company.

We operate all our activities in accordance with legislative regulations and occupational safety requirements.

We are sincere and open with our customers. We are transparent. We do not put off resolving problems; we communicate immediately to achieve the best result for our customers and Company.

We do not tolerate any behaviour that could endanger our customers or our Company and employees.



## SATISFIED SUPPLIERS

We select our suppliers and co-workers with great care.

We adequately reward them for a job well done.

We support both their work and personal development.

We offer CAT tool support.

Our supplier is our partner, since we both strive for the same goal – a satisfied customer.

We evaluate outputs and provide feedback.

We do not discriminate – equal opportunities are available to everyone.



## SATISFIED CUSTOMERS

We offer quality, complex and expert language services.

We actively listen to and react to the demands of our customers and strive for their complete satisfaction.

We are available throughout the Czech Republic and have a strong on-line presence.

We advise our customers as if we were advising friends; we strengthen their trust in us.

We carefully select our suppliers and project managers, who guarantee the quality of each and every project.

Our prices are fair and correspond with the expert quality of the service provided.

We pay attention to information security; protection of customer data is matter-of-course.

We follow new technologies and trends, constantly improving the efficiency and level of our services, processes and management systems.

We prevent mishaps proactively. We set corrective and preventative measures.

We are a long-term, dependable partner to our customers.



## MANAGEMENT STATEMENT

Skřivánek strives to be a leading provider of language services in the field of translation and interpreting, including localization, DTP services and language teaching both in the Czech Republic and on a global scale.

The management of Skřivánek Holding SE announces this security policy as a framework for the Company's direction in the field of quality and environment. The management's intention is to support the set goals and principles of this policy. In all its activities (translation and interpreting, language teaching, software localization and administrative activities), Skřivánek Holding SE undertakes to support the following objectives:



## SATISFIED EMPLOYEES

We support the work and personal development of our employees.

We provide a safe and pleasant working environment.

We listen to the ideas of our employees and engage them in the development of our Company.

We work as one team, we respect one another and any mistakes made are seen as opportunities for further improvement.

We strive to create a family environment where we can count on each other, which is just one of the many reasons we love our job!

We pay our employees fair wages. Every one of us has a share of the profit based on the value we jointly create.

We support a work-life balance approach.



## INNOVATION

We innovate to meet constantly evolving customer needs.

We always think long-term.

We provide room for our employees' initiative (improving processes, technologies, etc.).

We monitor current technological trends and are a step ahead of our competitors.



## ECOLOGICAL AND SOCIAL RESPONSIBILITY

We openly communicate with the public and state authorities regarding environmental issues.

We actively protect the environment, reduce the waste of resources and prevent pollution.

We make use of modern technologies that are environmentally-friendly.

We engage in public benefit projects.

We respect human rights and work standards.

This policy applies to all our employees.

Our management team is committed to reviewing the policy on a regular basis to reflect the Company's current intentions, to provide a framework for setting and reviewing QMS and EMS objectives, and to ensure that its implementation leads to the continuous improvement of these systems.