



Quality and Environmental Management Policy 2017 – 2019

Management statement

Skrivanek is the leading provider of language services in the field of translations and interpreting including localizations, DTP services and language courses in the Czech Republic and another 14 countries throughout the world.

Skrivanek Holding SE management proclaimed Policy as a framework for the company direction in the field of Quality and Environmental Management. The aim of the management is to support the set goals and principles covered herein.

In the framework of its translation, interpretation, language tuition, SW localization and administrative activities, Skrivanek Holding SE undertakes to:

- Provide quality, complex and professional language services to all our customers, actively listen to our customers, determine and respond to their requirements and endeavour to understand their expectations, and expend continuous efforts to satisfy their needs and assure their satisfaction;
- Carefully select, monitor and assess our language service suppliers in order to assure first-rate products and services for our customers, increasing their awareness of environmental protection within our company areas;
- Involve all our employees in the development of the company and the improvement of its environmental profile, effectively use their knowledge and experience, recognise their benefit to the company and provide a working environment that will motivate them towards their self-realisation;
- Endeavour to create conditions that motivate each employee to improve the effectiveness and quality of our products, services, processes and management systems;
- Endeavour to create quality working conditions for all our employees with the goal of assuring safe performance of their work;
- Carry out all our activities in compliance with legislative regulations and other requirements for environmental protection and occupational safety, continuously prevent pollution and minimise negative impacts on the environment;
- Openly communicate with the public and state administration on the issue of the environment.

This policy is binding for all company employees.

The management undertakes to regularly examine the policy so that it corresponds with current company intentions, provides a framework for determining and examining QMS and EMS goals, and so that its fulfilment leads to continuous improvement of these systems.

Prague, 31/01/2017

A handwritten signature in blue ink, appearing to read 'Andrea Vojackova'.

Andrea Vojackova
Area Manager

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EN ISO 9001, EN ISO 14001, ISO/IEC 27001, and EN 17100 certification
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The company is registered in the Commercial Register kept by the Municipal Court in Prague, File C, Insert 232789.

The logo for Skrivanek, featuring five small squares in blue, black, red, yellow, and green above the word 'SKRIVANEK' in a bold, black, sans-serif font.