

QUALITY POLICY

Global Voices is committed to setting the highest standards for product quality and service in the translation and interpreting industry. The quality policy is continually reviewed to ensure its alignment with the context of the organisation (including strategic direction), interested parties and their requirements that may be applicable to the quality objectives.

Our goal is the continuous improvement of our processes, operations and customer focused services through implementation of management systems that meet the requirements of ISO 9001:2015 and ISO 17100:2015. Our core values are key to our success and provide a framework for defining our quality objectives.

CORE VALUES:

INNOVATION
RESPONSIBILITY
WOW FACTOR
POSITIVITY

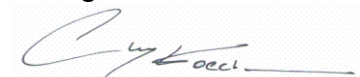
THE BEST WAY TO PREDICT THE FUTURE IS TO CREATE IT
LET'S MAKE IT HAPPEN!

QUALITY OBJECTIVES:

- ◆ We will adapt and respond to our clients' needs and timescales throughout our relationship.
- ◆ We will ensure we have competent personnel with a depth of knowledge and experience relating to the clients' needs. This applies to office staff and external providers.
- ◆ We will ensure consistency and accuracy in all project assignments.
- ◆ We will follow closely customer satisfaction and respond to any queries within 36 hours.
- ◆ We will ensure that the quality objectives are compatible with the strategic direction of the company.
- ◆ We evaluate risks and opportunities in order to drive process improvements and enhance customer satisfaction.

The Quality Policy, Objectives and Core Values are integral to our business and improvement initiatives and as such are communicated throughout our team and enacted through our actions, systems and procedures. Our continuous management review process shall ensure that the policy remains valid and our objectives are monitored for continued suitability and progressed as applicable.

Signed: Luigi Koechlin, Director



Date: 17 Apr 2017