



QUALITY POLICY

EAP Linguistics Ltd. (EAP)'s purpose is to support our customers' multilingual communications in any way that we can that's within our ability to provide a reliable and high-quality service. What's more, we aim to continually improve the service we provide to meet our customer requirements, safeguard their information and to produce finished work that can make us proud.

PURPOSE

We aim to achieve the above by implementing a quality management system that complies with the international standard of good practice EN ISO 9001:2015.

We are committed to meeting legal, regulatory and customer requirements, in addition to learning from customer, vendor and internal feedback.

We are also committed to the continued development of our quality management system and helping to ensure it remains effective.

It is only by providing an outstanding service and high-quality deliverables that we will achieve our quality objectives, as set out in our quality management system, as well as fulfil our aim of building long-term trusting relationships with our customers, collaborators and suppliers, thus ensuring that no message gets lost in translation.

SCOPE/TO WHOM THIS POLICY APPLIES

This policy applies to all persons working for EAP Linguistics Ltd. or on our behalf in any capacity, including employees at all levels, directors, officers and contractors. This policy does not form part of any employee's or contractor's contract of employment/engagement and EAP Linguistics Ltd. may amend it at any time.

RESPONSIBILITY FOR POLICY

The Managing Director has overall responsibility for the quality policy and ultimately for the quality management system. In this role, the MD is supported by the Quality Manager who monitors the QMS and reports regularly on the system's implementation, status and effectiveness.

In addition, all persons working for EAP Linguistics Ltd. or on our behalf in any capacity, including employees at all levels, directors, officers and contractors are responsible for ensuring compliance with the QMS in the performance of their duties on behalf of EAP, and, ultimately, for the quality of their work.

COMPLIANCE WITH THIS POLICY



The objectives, accountabilities and procedures necessary to achieve the required standards are described in our Quality Management System.

COMMUNICATION AND AWARENESS OF THIS POLICY

EAP provides training and has established systems to assist all staff and contractors to achieve the standards required.

BREACHES OF THIS POLICY

While we endeavour to produce work and offer a service that we can be proud of, we have to recognize that we don't always achieve our own standards. When a customer or supplier complains, we are committed to investigating that complaint and will do our best to put right all justified complaints.

All identified breaches of the QMS or non-conformities with our quality policy are duly assessed and, when applicable, corrective and further preventive measures are put into place.

Date: May 05, 2022

Signed:

Karen S B Sexton

Karen Sexton

Director