

## QUALITY POLICY

### *Revision 2*

1 - Stop Bulgaria is the European division of 1 – Stop global group specialized in language services. The company operates on three continents and offers top quality services to both leading world corporations and to small clients looking for quality and efficiency provided by a multinational team of experts.

1 - Stop Bulgaria provides translating services through a team of committed local professionals and freelancers located around the globe using the most advanced technologies. The company has been certified to the ISO 17100 standard for translating services to ensure the highest professional level of its services.

1 - Stop Bulgaria has been developing its scope of activities by offering language training services to meet the demands of its clients.

The company has implemented a Quality Management System compliant with ISO 9001:2015, available as documented information and communicated to all interested parties. The Quality Management System is designed to meet the highest expectations of our clients and our own quality objectives.

Our company philosophy is:

1. To be **FAMILY** for our employees, to be **HOME** for all professional linguists and close **PARTNER** for our clients.
2. To provide the best possible services to our client base using the resources of a multinational team with proven expertise in Asian and other languages.
3. To offer our services 24/5 as we support our global clients wherever they are located.
4. To follow the market dynamics in the context of our business environment and ensure the continuous satisfaction of our clients.
5. To deliver our services using advanced technologies for language processing (such as CAT and DTP tools) and communication purposes.
6. To do our best to meet the expectations and requirements of our clients and satisfy their needs in the most efficient way.
7. To follow an ethical code of conduct and comply with the relevant legislation and applicable international standards in all aspects.
8. To ensure the safety and protect the confidentiality of our employees, customers, partners and suppliers via high standards of information security and personal data protection.
9. To develop the expertise of our team and strive for continual improvement of our Quality Management System.

This Quality Policy has been communicated, understood and applied within our organization and it is available to all interested parties.

Date: 29.03.2019