

Quality Policy

It is the policy and overall business objective of Empower Translate (Global) Limited and Acuity Translations Limited (the Company) to provide services of the highest quality and in compliance with clients' specified requirements.

It is also the objective of the Company to enhance its reputation and capabilities in order to gain wider recognition in its field of expertise.

The Company recognises that genuine commitment to understanding the present and future needs of its clients is essential to the achievement of these objectives and thus continually strives to ensure that the needs and reasonable expectations of clients are realised in the quality of the services it provides.

The Quality Management System will be described in the Quality Assurance Manual and detailed in a Procedures Manual. To further the quality aims of the Company we will ensure that all employees understand and adhere to the requirements of this policy and the contents of the Quality Assurance Manual.

The Quality Manual and subsequent Procedures Manual will be published as a direct response to the requirements defined by ISO 9001:2015.

The Company will constantly monitor its quality performance and will implement improvements where appropriate.

Translation Quality Policy

It is the policy and overall business objective of Empower Translate (Global) Limited and Acuity Translations Limited (the Company) to provide translation services in line with the requirements of ISO 17100 and in compliance with clients' specified requirements.

It is also the objective of the Company to have a documented process in place to ensure that the people selected to perform translation tasks have the required competences and qualifications and that the infrastructure of the Company supports efficient and effective completion of translation projects as well as safe and confidential data management.

The Company will constantly monitor its performance and will implement improvements where appropriate.

Information Security Policy

The Policy of the Company is to exercise due care and due diligence on a continuing basis to protect Information Systems from unauthorised access, use, disclosure, destruction, modification, disruption or distribution.

This will ensure that our reputation with our clients is maintained through confidentiality, integrity and availability.

Management will ensure business, legal, regulatory requirements and contractual security obligations are taken into account.

Risk Assessments against agreed criteria are continually undertaken.

The Management Team bears the responsibility for establishing and maintaining the system and undertakes to ensure its integrity is maintained through instruction and training of its personnel and that each employee has a proper understanding of what is required of them.

Equally every employee has a personal responsibility to maintain this integrity.

Further the Management will ensure any subcontractor employed for a particular function will meet the requirements specified and accept responsibility for their actions.

The Organisation has a Policy of Continuous Improvement and Objective setting in line with the ISO 27001:2013 Standard.

The Information Security Management System will be monitored regularly under the Top Management's ultimate responsibility with regular reporting of the status and effectiveness at all levels.