

Attachment 2 QUALITY POLICY

The Eurologos Group (headed by the Belgian office in Bruxelles) is one of the leading multinationals in translation and multilingual editing. With over 20 offices spanning 4 continents, Eurologos carries out its linguistic services in the places where the target language is spoken, in order to fulfil Eurologos' *mission of **relocalising language production*** (TRANSLATING AND PUBLISHING WHERE THE LANGUAGES ARE SPOKEN). This mission stems from the belief that since all other kinds of production can be delocalised except language.

MTP Srl Eurologos Milano is certified according to **UNI EN 15038:2006** standard requirements. In line with the Group's Quality Policy, Eurologos has defined and implemented a Quality Management System (QMS) in accordance with the **UNI EN ISO 9001:2008** regulation requirements. This system is intended as a tool to ensure the controlled management of processes with respect to effective and efficient criteria and in compliance with specific requirements. **Its purpose is to increase client and concerned parties satisfaction, whilst seeking continuous improvement.**

MTP Srl Eurologos Milano operates according to the foundations of the Eurologos Group Headquarters' Quality Policy:

- Professional realisation of services including multilingual translations, proofreading, editing and rewriting etc.
- The implementation of precise criteria for the evaluation of linguistic quality ensures excellent and accurate translations.
- Eurologos endeavours to pursue a production strategy for multilingual services carried out "in the places where the languages are spoken".
- The guarantee of an exceptional, personalised service for every client from the first point of contact.
- Management aimed at constantly improving the organisation and its research to maintain client satisfaction.

MTP Srl Eurologos Milano has set out further guidelines regarding its true vision and mission, in a rulebook intended to respect our clients' demands:

- Being understood
- Communication is essential
- No language is foreign
- The world is at everyone's fingertips
- Beauty is a right
- Our creativity at your service
- Professional from start to finish
- You learn something new every day.
- The art of hospitality
- One client, one project

A specific publication, available on request for all interested parties, clarifies the content and intentions of such regulations. With a view to continuous improvement, we strive to attain client satisfaction through a systematic and accurate analysis of their demands. This comes as a result of their continuous involvement in /continued collaboration through the process, alongside our evaluation of each client's specific and individual needs.

With regard to that outlined above, **the senior management of MTP Srl Eurologos Milano** is committed to:

- **Formalising processes, roles and interaction methods**, including various functions/activities with the ultimate aim of obtaining and maintaining certifications **in adherence with the UNI EN ISO 9001:2008 regulation, and extending to UNI EN 15038:2006 requirements.**
- **Providing the necessary resources** to allow for the implementation of the Quality Management System and for the fulfilment of the following improvements.
- **Nominating a suitable representative**, who is granted organisational authority, the necessary resources and delegation of authority to realise and maintain the Quality Management System and to do everything required to pursue the quality and continuous development objectives.
- **Involving more internal human resources and all types of collaborators**, by continuously, offering educational and professional development opportunities, increasing the individual's awareness of their role in maintaining a Quality Management System, which prioritises continuous improvement, placing the client at the forefront of our activity.

The senior management team at MTP Srl Eurologos Milano takes constant care to define on an annual basis, and pursue specific objectives for analysis, measurement and improvement. These **Quality Objectives** are described in a specific document that is considered an integral part of the current Policy and Quality Management System. The effective attainment of objectives will be confirmed by the management during Quality Management System review sessions. The outcome of these reviews will enable planning for amendment, prevention and improvement. The same Quality Policy will be under review, in order to measure continuous adequacy and suitability.

The current Policy is distributed via wall-hangings in offices, the server and website; **and is communicated to all internal and external personnel, promoting the group's knowledge and adhesion to its principles.** As requested by the Eurologos Group Headquarters' Policy, this is in order to further promote a *positive and dynamic image, presenting the best product and service to its clients.*

Communicating the Quality Policy to all employees is also ensured through meetings and the dissemination of encouraging messages from the senior management team.



Management
MATTEO FIORINI



Representatives of Quality Management
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