

QUALITY POLICY

Revision 3

1-Stop Bulgaria is the European division of the 1-Stop Global group, specializing in language services. The company operates on three continents and offers top-quality services to both leading world corporations and small clients, providing quality and efficiency through a multinational team of experts.

1-Stop Bulgaria provides translation services through a team of committed local professionals and freelancers located around the globe, using the most advanced technologies. The company is following the criteria of ISO standards to ensure the highest professional level of its services:

ISO 17100:2015 - Translation Services: Ensures professional translation processes and qualifications.

ISO 18587:2017 - Post-Editing of Machine Translation Output: Guarantees high-quality post-editing services for machine translations.

ISO 9001:2015 - Quality Management Systems for Translation and Localization Services: Maintains a comprehensive quality management system focusing on continuous improvement and client satisfaction.

ISO 27001:2022 - Information Security Management: Prioritizes the security and confidentiality of client information with robust information security management practices.

In 1-Stop Bulgaria, the Quality Management System is documented and communicated to all interested parties, designed to meet the highest expectations of our clients and our quality objectives.

Our company philosophy is:

- To be **FAMILY** for our employees, **HOME** for all professional linguists, and a close **PARTNER** for our clients.
- To provide the best possible services to our clients using the resources of a multinational team with proven expertise in Asian and other languages.

- To offer our services 24/5 to support our global clients wherever they are located.
- To follow market dynamics in the context of our business environment and ensure continuous client satisfaction.
- To deliver our services using advanced technologies for language processing (such as CAT and DTP tools) and communication purposes.
- To meet the expectations and requirements of our clients and satisfy their needs efficiently.
- To adhere to an ethical code of conduct and comply with relevant legislation and applicable international standards in all aspects.
- To ensure the safety and protect the confidentiality of our employees, customers, partners, and suppliers through high standards of information security and personal data protection.
- 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 is available to all interested parties.

Date: 29.03.2024

COO:

Yana Dinchiyska