

QUALITY POLICY

The continuing Policy of AA Global Language Services Ltd is to provide a professional and efficient service to meet all of the requirements of our customers. This achievement will result in security efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organisation. We have a comprehensive range of policies and procedures to ensure maintenance of the quality of our services and operations throughout the Company, shared by linguists and in-house staff alike.

The Management Team will show leadership and commitment and take full responsibility for establishing, implementing, integrating and maintaining the Quality Management System. We undertake to ensure sufficient resources are made available within the Organisation to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Organisation.

AA Global will ensure that each employee will have a proper understanding of the importance of Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organisation.

Our measures for ensuring quality begin long before our selection of translators and interpreters. All our linguists must satisfy our requirements of qualifications and relevant experience in their field. Our criteria includes, but is not limited to Translation and Interpreting Degrees from recognised universities, Diploma in Public Service Interpreting (DPSI), at least level 2 standard in OCN and NVQ and either Qualified Members or working toward Qualified status of the Institute of Translators and Interpreters (ITI). Job applicants are tested for competency in both the mother tongue and English language. We check all qualifications and contact referees. We maintain up-to-date records so that we can allocate the most 'fit for purpose' resource to your requirement.

Recruitment & Induction Training

Once the applicants have proven that they satisfy our strict requirements of qualifications and background expertise, they are tested in accordance with posts they are applying for. In the case of Interpreters, this involves oral tests, face to face or by telephone. In case of written translations, translators are given a test piece which is then marked by a Senior Translator of the same language, and if necessary, improvement points are then discussed with the applicant before any translation jobs are assigned to them. Once the tests are successfully completed, all linguists are issued with our Code of Practice, Code of Ethics (which include confidentiality and data protection) and relevant policies and support documents (please refer to attached "Recruitment and Induction Documentation Checklist" for full listing).

On-going Measures and Operational Quality Assurance

In order to give absolute peace of mind to our clients, we 100% verify all written translations. Every single written translation is proofed before delivering to our clients in accordance with our QA procedures. Depending on the complexity and the nature of text, stages of QA may involve teams of proof readers, editors and formatters as required. All typeset material intended for printing or publishing (i.e. on websites etc) are additionally checked for accuracy of font and script and electronic files produced to ensure compliancy on client's equipment.

Routine checks of interpreter performance are conducted by analysing client job sheet/assignment feedback or sporadic checks through shadowing of assignments. Any cause for concern is discussed with the individual concerned and AA Global may as a result conduct additional assessments of the interpreter's work, suggest additional training, or arrange for shadowing of the interpreter until we are satisfied that any issues are resolved. The interpreter is not deployed on new assignments until we are satisfied they are reaching high standards of interpreting and conduct.

We encourage CPD and also conduct in-house continuous professional development training. Our regular quarterly survey of linguists aimed at updating our records and capturing continuous professional development also seeks information on training needs for which AA Global facilitate training events on their behalf.

We conduct an annual Client Satisfaction Survey to check the overall satisfaction with our service. This survey is completely anonymous and is sent to all clients who have employed us in the previous 12 months.

On-going Support for Workforce

AA Global Language Services provides comprehensive support to linguists working on projects for our clients. Our back-up support team at the headquarters have access to unlimited resources for terminology, glossaries and research material. These are shared with or made available to translators on call. All our interpreters are issued with a handbook which contains a section in Medical, Legal or Commercial terminology as well as handy tips and useful information to enable them to provide their services in a more professional and efficient way to our clients. Our interpreters, and indeed clients, can always contact us for information which will be provided to them either promptly or by return.

Contract Management QA Measures

For multi-assignment contracts, we will conduct dedicated team briefings with all our local interpreters. These will underscore Codes of Practice and other guidance such as confidentiality and data protection covered in induction training, and will cover all the protocols to be observed in relation to this contract, as well as operational guidance on contract monitoring requirements.

These will include, but are not limited to:

- Overview of the client organisation, locations, authorised officers, nature of assignments.
- Support arrangements from AA Global for bookings, lone working in outreach situations, debriefing arrangements.
- The AA Global Code of Conduct for Interpreters/Translators.
- The AA Global Code of Ethics for working with minority groups.
- The AA Global policies on Health and Safety and on Lone Working, and pre-assignment Risk Assessment procedures for outreach/out-of-hours or other assignments where the interpreter is effectively working alone without recourse to support and where a risk has been identified.
- Data confidentiality and Data Security; including the Ministry of Justice guidelines for External Contractors on the storage, use and transfer of data.
- Current legislation on working with children and vulnerable adults, including any client organisation protocols on incident reporting and child protection.
- Identity badges.
- Briefing on and protocols to be followed in relation to working in High Secure Mental Health settings.
- Fire Safety and the Customer Care Code of Practice.
- Diligent care with all goods and equipment belonging to the client organisation.
- Ensuring the security of the client organisation's premises and co-operation with the client's staff in complying with reasonable requests and instructions to ensure the safety and security of the client organisation premises, staff, patients, detainees and visitors.
- Assignment administrative tasks, such as completion of the weekly time/work sheet completed following each interpreting session verified by the authorised officer for the client organisation or conducting lone working Risk Assessment by linguist upon arrival prior to interpreting session.
- Distribution of updated Company Policy Documentation (where relevant), issue of medical terminology glossary for familiarisation/advance preparation, copies

of Home Office guidance on interviewing Victims of Torture, url's for on-line medical dictionaries. We can enhance our standard medical terminology to include further acronyms or terminology at the request of the client.

- De-briefing arrangements for interpreters who experience distress as a result of an interpreting session.
- Any arrangements required by the client for a handout providing customised signposting of end users to further counselling or other support if they find the session raised issues they wish to talk over independently.

Monitoring & Reporting and Client Support

We currently maintain a comprehensive booking and assignment tracking system. We project plan, track and monitor resources and assignment resource using MS Project. We collate this and other monitoring information, including usage data and cost analytics, trend data, complaints, and end of assignment feedback from a variety of sources into a client customised monitoring report in MS Excel. We can provide MI and other tracking and performance data customised to your requirements to formats and frequencies you specify, disaggregated by department, location or other variables you need.

We are currently in the process of overhauling our website and, as part of this, we are developing the potential for linking client features such as Google-type analytics where clients can track usage metrics in a dedicated client area.

AA Global promotes continual improvements and sets Quality Objectives in line with the framework laid down within ISO 9001:2015 and ISO 17100:2015 Standards. These objectives address the risks and opportunities within the Organisation as determined by Senior Management.

Additional Measures

In addition, we discuss with the client any established working relationships with preferred suppliers or third sector organisations in your area and how we might work effectively in partnership with any existing suppliers to ensure a smooth transition and continuity of provision with minimum disruption.

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