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## TRANSLATION PROJECT EXECUTION - PROCESS FLOW AND TERMS & CONDITIONS

### REQUEST FOR PROPOSAL

1. The client sends by email, fax or mail an inquiry concerning translation services to the Translation Services Provider.

1.1. At his discretion the Client's enquiry determines the deadline for the translation and any other relevant information.

### OFFER

2. The Translation Services Provider receives the enquiry and analyses it. This analysis includes processing files into editable format for the purpose of a precise pricing. In the analysis all client's requirements are taken into account, and the feasibility of a translation project within the required time limit is evaluated.

2.1. The Translation Services Provider submits his offer to the Client by e-mail, fax, mail or in any other manner required by the Client.

### CONTRACTING A SERVICE

3. The Client becomes familiar with the offer submitted to him and if he accepts the offer, he contracts (places an order) in writing (by e-mail, fax, mail) for the implementation of the translation project.

3.1. When there is a framework agreement for translation services between the Client and the Translation Services Provider, the detailed bidding stage as described in paragraphs 1 - 3 above may be omitted. In such a case the client passes the content to be translated in a way that is convenient for him (by e-mail or otherwise). The further procedure is continued as follows.

### ORDER CONFIRMATION AND REGISTRATION OF THE TRANSLATION PROJECT

4. The Translation Services Provider records the Translation project in his dedicated translation project management system.

4.1. The Translation Services Provider generates the order confirmation for the Client which means that the translation project was accepted for the implementation. At this stage, if necessary, further detailed arrangements for the implementation of the translation project are made. Such arrangements may be made by e-mail, phone, fax, or personally at the office of the Translation Services Provider or at the Client's office, as the case may be. Any oral arrangements are properly documented and recorded by the Translation Services Provider.

4.2. The agreement between the Translation Services Provider and the Client is effective at the time of generating the order confirmation and transmitting it to the Client. The order confirmation includes at least the following information: name and number of the translation project, deadline, agreed remuneration.

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4.3. The Translation Services Provider shall not be required to start the translation project before the agreement is effectively concluded, i.e. before the above mentioned conditions are met (the order confirmation is generated and sent to the Client).

4. The Translation Services Provider records and manages every translation project, taking into account all Client's requirements and instructions concerning among others linguistic aspects such as compliance with the Client's guidelines on style, terminology, including the adaptation of the translation of the target audience, glossary update, required file formatting, etc.

#### PROJECT MANAGEMENT

5. As mentioned in paragraph 2, if necessary, the Translation Services Provider pre-process the content to be translated. Such pre-processing includes among others preparation for translation using CAT tools, converting pdf files, converting pictures, gathering internal or external reference materials including specialist terminology, terminology commonly used by the Client, relevant websites, etc., in order to obtain the best qualitative compliance with the Client's instructions.

6. Each registered translation project is managed by the Project Manager, who takes care of its proper implementation. The Project Manager assigns tasks within the project. The tasks include: pre-processing, translation and verification (proofreading). Each such assignment is documented.

#### VERIFICATION (PROOFREADING)

7. The translated text is subject to a two-step verification. The first stage involves the verification of the integrity of the target text (i.e. whether nothing was omitted in translation process), dtp including insertion / editing of graphics.

7.1. The second stage of verification process is performed by a competent verifier (proof-reader) who dispose of appropriate language skills and has an adequate background knowledge. This stage of verification involves comparing the target text to the source, in terms of terminological consistency, grammar, linguistic register and style.

7.2. In the case of huge translation projects to be executed within a very limited time (express projects), the Translation Services Provider may notify the Client that the deadline as required by the Client will not allow to perform the full verification process.

#### EDITING

8. If the ordered service covers a service of extra editing of the target text, the Translation Services Provider shall edit the text, as per the Client's suggestions.

8.1. Consultations with the Client are particularly required and recommended in the case of texts that will be published and widely spread, advertisement texts / slogans, marketing content, etc.

#### URGENCY OF TRANSLATION PROJECTS

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9. The Translation Service Provider may perform translation services with the following urgency modes to be chosen by the Client: regular, urgent and express. Application of one of these urgency modes depends on the number of standard translation pages of the target text that must be translated in one business day within the agreed deadline, in accordance with the price list or conditions agreed with the Client.

9.1. When the Client and the TSP do not agree on the urgency mode, it is assumed that the Client intends to have his translation project executed with regular urgency.

10. For the needs of determining the urgency modes, the following rules for the acceptance of translation projects are binding:

a) an order received from the Client after 4 p.m. of a given business day shall be deemed to have been received on 8 a.m. of the next business day.

b) an order received from the Client on a non-business day shall be deemed to have been received on the next successive business-day at 8 a.m.

#### RETURNING TRANSLATION PROJECT TO THE CLIENT

11. When the translation project (or other similar service resulting in a target text, such as verification, editing, updating, etc.) is ready, the Translation Services Provider delivers the target text to the Client in an agreed manner. When the delivery channel was not agreed the TSP returns the translated content in the same way the source content was passed to the TSP by the Client.

#### COMPLAINTS

Quality complaints must be submitted in writing within 7 days upon delivery of the translated text to the Client. Complaint notice must exactly specify the defects of the translation. The complaints shall be dealt with as soon as possible, however within no longer than 7 days. Justified quality defects are removed free of charge and the final financial settlement is done in mutual agreement. Super express projects shall not be subject to complaint procedure. Express projects may be subject to complaint procedure however only if there are gross mistranslation errors, style, misspelling or writing mistakes shall not be subject to complaint procedure.

#### INTERPRETATION SERVICE

12. The above rules apply also to interpretation services. At the end of an interpretation service, the Client confirms the work time of an interpreter on a dedicated work time registration form. Each commenced hour of interpreter's work, during which the interpreter interprets for less than half an hour, shall be rounded up on the registration form to half an hour. Each commenced hour of interpreter's work, during which the interpreter interprets for more than half an hour, shall be rounded up on the registration form to a full hour.

These rules are binding for the TSP and the Client as per the date of order placement.

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