

# Quality & Environmental Management Policy (2025 – 2027)



At Skrivanek, we envision a world connected through seamless communication and cultural understanding. Our mission is to empower businesses, organizations, and individuals with innovative, high-quality, and sustainable language-tech solutions that combine advanced technology with the human touch. This policy reflects our commitment to continuous improvement, ecological responsibility, and value creation, ensuring compliance with international standards and alignment with our stakeholders' expectations.

## Management Commitment

The leadership of Skrivanek is dedicated to:

- Delivering innovative, value-driven language solutions that consistently meet client requirements.
- Minimizing environmental impact by adopting sustainable practices and leveraging advanced technologies.
- Ensuring compliance with all relevant quality and environmental regulations, as well as aligning with global standards such as ISO 9001, ISO 27001 and ISO 14001.
- Fostering a culture of collaboration, inclusivity, and continuous improvement through ongoing learning and proactive risk management.

This policy is subject to regular review to ensure alignment with our strategic goals, global trends, and the needs of our stakeholders.

## Stakeholder Engagement And Satisfaction

For Customers

- Leverage AI tools to enhance service delivery and utilize AI-powered analytics to anticipate client needs, providing tailored solutions with measurable impact.
- Ensure robust data security measures to protect client information and build trust.

For Employees

- Promote a culture of diversity, inclusion, and creativity, ensuring employees feel supported and engaged.
- Encourage a growth mindset by offering clear career pathways and continuous opportunities for skills development and personal growth.

For Suppliers

- Strengthen partnerships with suppliers by providing training, resources, and constructive feedback to align with Skrivanek's quality and sustainability goals.

## Strategic Objectives

1. Progress Through Innovation and Learning

- Adopt a fail-fast, learn-fast approach to innovation, driving rapid experimentation and adaptation while maintaining stringent data security protocols to protect sensitive information.
- Develop and implement advanced AI-driven tools and automated workflows to enhance operational efficiency and quality.
- Integrate technological innovation with human expertise to deliver culturally and contextually accurate solutions that create measurable value.

2. Environmental Responsibility

- Transition to fully digital and automated workflows to reduce waste and improve energy efficiency across all operations.
- Partner with organizations to support global sustainability efforts and educate stakeholders on these matters.

3. Empowerment Through Learning

- Expand the Skrivanek Training Center to provide ongoing development opportunities for employees, suppliers, and clients.
- Create and deliver training programs and digital products on languages, advanced technologies, and other skills in demand in the market.
- Collaborate with educational institutions and industry bodies to foster innovation and develop a skilled workforce for the future.

4. Partnerships, Global Collaboration, and Expansion

- Expand partnerships with local and global organizations, academic institutions, and language-tech innovators to drive cross-industry growth and knowledge sharing.
- Identify and penetrate new markets by tailoring services to meet diverse regional and cultural needs, reinforcing Skrivanek's position as a global leader.
- Collaborate with diverse communities to develop culturally adaptive and inclusive services that resonate with local audiences while supporting global communication goals.