

Environment, Social and Governance

Environment measures and targets within our business:

Environmental policy communicated by the company management to all employees with a commitment to protecting the environment and achieving sustainability, and for continuously improving the utilisation of resources.

Resource-efficient working:

- Paperless office management (no paper wherever possible)
- Avoidance of plastic (e.g. plastic film and wrapping, plastic bottles, etc.)
- Provision of reusable tableware
- Installation of centralised printers
- Deactivation of all technical equipment not strictly needed
- If possible: donating redundant furniture and equipment
- Natural ventilation of interior spaces instead of installing a climate control system

Taking account of environmental aspects while performing work and delivering services:

- Reducing travel activities through remote interpreting
- Use of resource-efficient means of transport such as rail services, public transport
- Sorting waste materials, and responsible disposal or possible recycling
- Sustainable marketing
- Paperless event organisation
- Provision of a water carbonator and water jugs for employees
- Use of energy-saving mode on technical equipment

Realising and maintaining the system:

- Checking the effectiveness of the measures
- Staff training
- Regular optimisation of measures
- Conducting of internal audits

Continuous improvement of an environmental management system:

- Evaluating the effectiveness and possible improvement of the measures
- Regular updating of processes
- Introducing new potential technologies for sustainable working

Social measures and targets within our business:

Allround Service is deeply committed to fostering positive social impacts through our operations and stakeholder relationships. Our approach to social responsibility encompasses:

Diversity and Inclusion:

- A global network of specialized language professionals, ensuring diverse cultural insights and equitable opportunities for professionals worldwide.
- Our employees hail from a variety of cultural and professional backgrounds, bringing unique perspectives and enriching the creativity and adaptability of our team.
- As a female-led and female-dominated business, we are proud to champion gender equity, providing opportunities for women to excel in leadership roles and across all levels of the organization.

Workplace empowerment:

- Investments in the continuous training and education of our staff, enabling them to stay at the forefront of linguistic and technological advancements.
- A collaborative and inclusive work culture that values employee well-being, professional growth, and feedback-driven improvements.

Community impact:

- Our services, such as translations and interpreting for international conferences, directly support cross-cultural understanding and global cooperation.
- Promoting equitable access to information by tailoring our linguistic services to support underserved communities and facilitate cross-border communication in critical areas like education, healthcare, and humanitarian aid.

Client-centric approach:

- Close collaboration with clients ensures tailored solutions that align with their needs, fostering trust and long-term relationships.
- Flexible project management, adapting to the dynamic requirements of clients, ensuring on-time delivery without compromising on quality.
- Transparent and detailed reporting, ensuring clients are kept informed throughout the project lifecycle, from initial planning to final delivery.
- Fostering long-term relationships with clients, serving as trusted advisors who not only fulfil short-term language needs but also provide expertise in future communication initiatives.

Realising and maintaining the system:

- Checking the effectiveness of the measures
- Staff training
- Regular optimisation of measures
- Conducting of internal audits

Continuous improvement of the social measures:

- Evaluating the effectiveness and possible improvement of the measures
- Regular updating of processes
- Introducing new potential technologies for sustainable working

Governance-related measures and targets within our business:

At Allround Service, excellent governance is the cornerstone of our operations. Guided by the principles of transparency, accountability, and compliance, we ensure that all aspects of our business reflect the highest ethical standards. Our governance practices include:

Stringent quality control:

- All services, from interpretation to transcription, are aligned with the internationally recognized DIN EN ISO 17100 standards, ensuring precision, reliability, and professionalism.
- Each project undergoes a robust quality assurance process, from initial quotation to final customer satisfaction assessments.
- Regular internal audits are conducted to identify and address any gaps in quality control, ensuring our commitment to excellence remains intact.

Data privacy and security:

- Absolute adherence to the GDPR and global data protection regulations, safeguarding the confidentiality of sensitive information and upholding our commitment to secure, ethical data handling.
- Deployment of cutting-edge IT systems for data processing, coupled with a rigorous security policy for both digital and physical assets.
- We maintain secure and encrypted communication channels for all client and project-related interactions to prevent unauthorized access.

Ethical business practices:

- Implementation of anti-corruption measures and a Code of Conduct (CoC) to ensure integrity in all interactions with stakeholders (separate document).
- Long-term partnerships fostered through transparent communication and reliable delivery, reflecting our values of trust and professionalism.
- Regular ethics reviews are carried out to evaluate our business practices, identify potential risks, and ensure compliance with ethical standards.

Realising and maintaining the system:

- Checking the effectiveness of the measures
- Regular optimisation of measures
- Conducting of internal audits

Continuous improvement of social measures:

- Evaluating the effectiveness and possible improvement of the measures
- Regular updating of processes
- Introducing new potential technologies for sustainable working