

A person in a blue shirt and yellow pants is climbing a reddish-brown rock face. The person is seen from behind, reaching up with their right hand. A rope is attached to their harness and extends downwards. The background is a bright, hazy sky.

# service charter

## communication

- We will communicate with staff, suppliers and clients in a clear, professional and courteous manner.
- We will reply to all of our client questions or requests as quickly as possible; no later than 2 hours after initial request.
- We will investigate any complaint within 24 hours and pass on our full internal report to the client with resolution for future work, applied throughout TranslateMedia's worldwide offices wherever relevant

## expert knowledge

- We will ensure that all queries are answered by the right person with the relevant industry knowledge at all times.

## innovation

- We will constantly offer innovative solutions to our clients and suppliers, staying ahead of market trends.