



Verztec Ownership Policy

We operate a Work Ownership Policy at Verztec.

The main reasons for introducing this policy are:

1. It encourages employees to be detail-oriented, especially in capturing and understanding clients' requirements (*when dealing with clients' projects).
2. Better Quality Deliverables and Better Service Experience for our customers
3. Cultivates the corporate culture of re-confirming internally or with client when in doubts, when it comes to critical client's preferences and project/task requirements. (and to reduce internal miscommunication and misunderstanding)
4. It encourages a greater sense of ownership and accountability, especially in terms of cost management, at the workplace

The Policy in Operation

The implementation of the policy is straight-forward. In the course of work that you undertake in Verztec, at certain times you would be required to:

- (1) Perform tasks that involve sample demonstrations of the services Verztec offers (eg. sample translations, sample designed artwork or sample copy written text) for clients and prospects.
- (2) You may also be involved in requirements capture of details pertaining to client's projects so you can manage them or pass on to a project manager to handle it.
- (3) You may be tasked to design and/or perform edits for print outsourcing or you may be tasked to coordinate design and print related projects, and that your role requires you to provide specific and proper instructions to external printer vendors.
- (4) You may be tasked to search for resources and carefully select vendors for projects.

These are important responsibilities and you are expected to take the highest level of ownership in making sure that the tasks are carried out well with the right procedure with careful checks.

- In event that costs are incurred for services or project samples carried out without official management team approval (*eg. sample translations, sample designed artwork or sample copy written text), and that Verztec is liable to pay certain amount of fees;
- Or if you misunderstood the client's requirements (inaccurate capture of client / prospect requirements) and failing to re-confirm the language pair or project requirements with client. (*eg. if a project has to be translated from English to Japanese, but u wrongly assigned it to a translator to translate it to English to Korean,



- Or if a project has to be copy written in French but you had it done in German instead or you incur an unexpected increase of external printing costs occur due to oversight / careless design edits or updates whatsoever on your end);
- Or in event that you asked the translator/vendors to proceed with the work and fee costs are incurred – without getting official management checks and approval of the purchase order (POs will be sent out in Verztec Xtranet for assigned projects indicating Management's Approval), and that the purchase order request was held back/stopped or to be altered from management due to whatever reasons, then the financial costs of the mistake and all the mentioned above, in this case will be bared by yourself.

The key to doing this well is to treat the company's money as your own money. Treat the tasks that you handle in Verztec with care as if they are your own personal tasks! Handle them with pride and make sure you check carefully before moving to the next step.

Kindly ask and re-confirm and seek approval from management if in doubts.

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