SUBCONTRACTOR POLICY ON SERVICE PROVISION

FOR TRANSLATORS, PROOFREADERS, QUALITY ASSURANCE EXPERTS, POST-EDITORS AND DTP-SPECIALISTS

VERSION 3.1
DECEMBER 2019

INTRODUCTION

Hunnect Kft. undertakes to provide, and is engaged in the provision of, translation and related services that comply with the highest quality requirements of Hungarian and a wide range of international standards. These standards may be met only when the requisites in terms of personnel and equipment from the best possible selection are available for application in the work processes. In addition to these core requisites, a further requirement lies in these various high-quality work processes being incorporated into a comprehensive, well-defined and consistently applied system where the various elements are designed to operate smoothly on their own and in conjunction with one another in accordance with their intended purpose and in a reliable manner.

This Subcontractor Policy is formulated by Hunnect Kft. as Principal to regulate this work process whereby assignments are completed according to the highest possible standards.

Any translator, proofreader, quality assurance expert, post-editor, or DTP-specialist, as Subcontractors in a business relationship with Hunnect Ltd, is required to comply with the provisions of the Subcontractor Policy on Service Provision. Each of the Subcontractors is required to sign this Policy and return the same to Hunnect Kft. as an expression of their undertaking to comply with these terms before an Agency Agreement or Subcontractor Agreement can be made and entered into between Hunnect Kft. and the Subcontractor. Non-compliance with this Policy shall be deemed as a breach of the Subcontractor Agreement.

The Policy has been approved by, and its implementation has been ordered by:

Sojnóczky Sándor
Managing Director, m. p.

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1. GENERAL REQUIREMENTS

1.1   *Confidential treatment of data and information*

- By signing and returning this Policy to Hunnect Kft., the Subcontractor undertakes an irrevocable and unconditional obligation to treat any and all business information, plans, data, facts, solutions and other materials or documentation (hereinafter: information) s/he may have learnt in the course of any assignment made for Hunnect Kft. in a confidential manner.

- The Subcontractor shall represent and warrant that s/he will not deliver or disclose to any unauthorized person(s), nor make them available for the public or use for any other purpose(s) any information s/he may have learned or obtained in any manner in performing such assignments without the advance and express approval from Hunnect Kft. in writing. The Subcontractor undertakes to forthwith return to Hunnect Kft. any and all information and the copies thereof received and delivered for the purposes of performing assignments at the request of Hunnect Kft.

- The Subcontractor expressly agrees to be liable for breach of the obligation of confidentiality without limitations in time or space.

- The obligation of confidentiality undertaken hereunder shall not cover information that

    is or has been made public lawfully without breach of obligation of confidentiality undertaken hereunder;

    was acquired by the Subcontractor lawfully prior to signing this Policy;

    shall be disclosed by Hunnect Kft. to any authority, court or other entity under applicable statutory regulations.

- The Subcontractor is aware that a person having found to have breached business secrets may be, with a justified reason, liable for damages on account of the breach of regulations by such person laid down in the relevant regulations and in particular the Hungarian Civil Code, or the damage caused by such person in such breach or may be subject to litigation, and in cases of gross breach of the obligation of confidentiality may even be subject to fine when such act amounts to a crime. The Subcontractor and the person having breached the obligation of confidentiality shall be jointly and severally liable for pecuniary damage caused by the breach of the obligation of confidentiality.

- The Subcontractor – by signing this Policy – agrees also not to perform any work, whether translation or proofreading, for Clients of Hunnect Kft. directly within 12 months of the last assignment with the particular Client whose assignment such Subcontractor has performed for Hunnect Kft.

- The current business relationship under this Subcontractor Policy and the obligation of confidentiality set forth herein shall be governed by the agreement of the Parties and the statutory regulations in force in Hungary from time to time.

- Online translation tools and relevant support services (e.g. Google translate, Wordfast Anywhere, etc.) may not be used as these translation assisting tools store the translated texts in their data bases, and by virtue of this fact the Subcontractor would commit a breach of the obligation of confidentiality undertaken above. The only exception to the above is the case where Hunnect Kft. provides otherwise in its instructions made for the specific assignment.

- The Subcontractor is not allowed to use Machine Translation (MT) on work execution, unless specifically requested by Hunnect Kft. The Subcontractor must inform all its employees, agents, freelancers or independent suppliers delivering any part of the work about this ban. In case the Subcontractor discovers that some of its resources have used MT, the Subcontractor has to inform Hunnect Kft. immediately. Use of MT without prior consent of Hunnect Kft. shall be considered as a breach of this Policy and is subject to financial penalty. Furthermore, the Subcontractor shall not be compensated for such executed work.

1.2 *Requirements for performing the job*

- *Subcontractor (or Agency) Agreement:* The parties agree to conclude a Subcontractor (or Agency) agreement upon having familiarized themselves with, and signing this Policy.
- *Subcontractor profile:* the fees agreed with and recorded for the Subcontractor in the registration form at the beginning of cooperation between the parties may not be amended unilaterally. In issues relating to remunerations, please contact the Process Support and Resources Manager. The Subcontractor shall forthwith duly inform Hunnect Kft. about any change in his/her particulars, e.g. qualifications, contact data or translation CAT tool and any request s/he may have.
- *Quality assurance requirements:* the Subcontractor agrees to check the completed material in accordance with the criteria detailed in section 2.1 of this Policy before delivering the completed material to Hunnect Kft.
- *Deadline:* The delivery of the translation is due at or before the time agreed upon in advance. When the Subcontractor is facing a situation where s/he might not meet the delivery deadline undertaken by him/her, s/he shall forthwith notify Hunnect Kft. of this fact in due to time to allow Hunnect Kft. to take steps to avoid breach of contract that may arise from delayed delivery to its Clients occasioned by the Subcontractor's default. Delayed delivery without due notice thereof in time shall be deemed as failure of delivery and may result in Hunnect Kft.'s claiming damages on account of such fact.
- *Availability:* in the case and in the course of a specific job, the Subcontractor is responsible for providing continuous availability, to ensure that – preferably by Skype, mobile phone or e-mail on a continuous basis or in at least one of these ways, or in a manner duly notified to Hunnect Kft. in advance – such contact may be established and maintained. The Subcontractor shall inform the Process Support and Resources Manager of Hunnect Kft. about any change in his/her contact data and about any lengthy periods when the Subcontractor is unavailable for services immediately (or when any hindrance should arise, on discontinuation of such hindrance) over the phone or via any rapid way of written communication (e.g. text message over mobile phone, e-mail, etc.) with confirmation of receipt requested.
- *Job board:* The Subcontractor shall deliver projects accepted by him/her via the job board of Hunnect Kft. also through the job board, and shall conduct correspondence with the Project Manager relating to the project also through this channel. (Detailed information on the job board is available from the

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1.2.1   IT-related requirements

▪ *File name:* in each case, the Subcontractor shall deliver the files under the names received by him/her from Hunnect Kft., except when otherwise required in the project-specific instructions, in which case such instructions shall be observed.

▪ *File format:* the completed job shall be delivered in the file extension (.doc, .rtf., .xls etc.) and folder structure corresponding to the source text or as otherwise defined by Hunnect Kft.

▪ *File structure:* the Subcontractor shall send the deliverables to Hunnect Kft. in a file structure agreed upon by them on acceptance of the assignment. Accordingly, where the assignment covers translation, editing, proofreading and quality assurance (a "TEP-job"), the Subcontractor shall deliver each of the necessary files in 2 versions only, the translated and final version of the file. In this case, the name of the folder containing the translated text only shall be: [project number]_[capitalized two-letter code of the target language]_v1. The name of the folder containing the final version in this case shall be: [project number]_[capitalized two-letter code of the target language]_v2.

The files to be delivered through the job board of Hunnect Kft. shall always be compressed in a zip format with the following name: [project number]_[capitalized two-letter code denoting the characteristics of the deliverables]_[capitalized two-letter code of the target language].

▪ *Virus check:* the translator shall have a virus protection software with continuous upgrading from the manufacturer of the software.

1.2.2 Assessment of the quality of deliverables made by the Subcontractor

Hunnect Kft. will assess the quality of each and every deliverable made by the Subcontractor in its registration system. Assessment shall be made against 7 criteria. Each assignment will be checked against the various assessment criteria by giving it rating of 1, 2 or 3. The ratings will have the following general meaning:

1   The deliverable received from the Subcontractor may not be delivered to the Client without changes to the text, as the quality of the text would jeopardize the business relations between Hunnect Kft. and the Client.

2   The deliverables received from the Subcontractor need to be modified to a minor extent, however, were no such modifications be made, delivery of the job to the Client would not jeopardize the business relations between Hunnect Kft. and its Client.

3   The deliverables received from the Subcontractor need not be modified at all.

Further details concerning the assessment of deliverables made by the Subcontractor are set forth below:

ASSESSMENT CRITERIA AND RATING	1	2	3
Linguistic issues Spelling and language accuracy: the spelling regulations of the particular language shall be observed. Further items for consideration include: case inflection, intra-sentence concordance between parts of speech, typos, punctuation, arithmetic signs and units of measurement.	The nature and/or number of errors render the target text incomprehensible or misunderstandable.	Even though such errors occur in the target text, they will not render the text incomprehensible or difficult to understand.	The target text is not marred by such errors.
Not following instructions The Subcontractor shall observe the general instructions relating to all projects and project-specific instructions relating to the particular project alike. The Subcontractor shall observe each of the instructions given in the instruction file, those posted on the job board and ftp-portal of Hunnect Kft., and those given via e-mail and Skype alike.	The Subcontractor failed to fulfill the instructions(s), rendering it necessary for Hunnect Kft. to make changes to the text – either by Hunnect Kft. itself or through the involvement of other parties – which results in delayed delivery to its Client or rejection of the text by the Client.	The Subcontractor failed to observe the instruction(s), rendering it necessary for Hunnect Kft. to perform additional work, whether by itself or through other parties.	The Subcontractor followed each and every instruction.
Technical issues caused The file(s) received from the Subcontractor is (are) infected by viruses or is (are) unopenable; tags are missing or are misplaced; the target file(s) contain(s) hidden text parts; the marking tool of PDF files contains the name or ID of the Subcontractor; the "Notes" section of MS Office files contain the name or ID of the Subcontractor.	The technical errors caused by the Subcontractor made it necessary for Hunnect Kft. to make changes to the text – either by Hunnect Kft. itself or through the involvement of other parties – which results in delayed delivery to its Client or rejection of the text by the Client.	The technical errors caused by the Subcontractor made it necessary for Hunnect Kft. to perform additional work, whether by itself or through other parties.	The deliverables from the Subcontractor are free from any and all technical errors.

Professional accuracy Compliance between target and source text; accuracy of terminology.	The mistranslations and/or terminological inaccuracies by the Subcontractor made it necessary for Hunnect Kft. to make changes to the text – either by Hunnect Kft. itself or through the involvement of other parties – which results in delayed delivery to its Client or rejection of the text by the Client.	The deliverable made by the Subcontractor is marred by mistranslations and/or incorrect terminology, which made it necessary for Hunnect Kft. to perform additional work, whether by itself or through other parties.	The target text is a correct rendering of the source text at its full length; the Subcontractor accurately used correct terminology in the text.
Communication issues The Subcontractor is unavailable when contacted and/or will not respond to requests in time; the Subcontractor's communication is unclear or is stylistically inadequate.	The improper communication on the part of the Subcontractor made it necessary for Hunnect Kft. to make changes to the text – either by Hunnect Kft. itself or through the involvement of other parties – which results in delayed delivery to its Client or rejection of the text by the Client.	The improper communication on the part of the Subcontractor made it necessary for Hunnect Kft. to perform additional work, whether by itself or through other parties.	Communication with the Subcontractor was fee from any problems.
Incomplete delivery On assigning the job, Hunnect Kft. determines the scope and format of deliverables, together with the delivery deadline to be met by the Subcontractor.	Improper deliveries on the part of the Subcontractor made it necessary for Hunnect Kft. delayed delivery to the Client by Hunnect Kft. due to remedying deficiencies in deliverables, or rejection of the text by the Client.	Improper deliveries on the part of the Subcontractor made it necessary for Hunnect Kft. to perform additional work, whether by itself or through other parties.	The Subcontractor made full and complete delivery.

Late delivery The deliveries are to be made by the deadline as agreed upon by and between Hunnect Kft. and the Subcontractor. No deviation from the deadline shall be allowed unless as provided in Section 1.2 hereof.	The Subcontractor delivers the job after the deadline agreed by the Subcontractor and Hunnect Kft. and/or fails to duly inform Hunnect Kft. of such delay in delivery in time, making Hunnect Kft. deliver the job to its Client in delay.	The Subcontractor delivers the job later than the deadline agreed by the Subcontractor and Hunnect Kft. and/or fails to duly inform Hunnect Kft. of such delay in delivery in time, making it necessary for Hunnect Kft. to perform additional work, whether by itself or through other parties.	The Subcontractor delivered the job before or by the delivery deadline, or informed Hunnect Kft. about a possible delay in delivery and/or requested an extension of deadline in due time.

From time to time, Hunnect Kft. will inform the Subcontractor about the findings of the assessment of various projects by way of feedback. Immediate action shall be made in case of ratings of 1 given to the Subcontractor's performance.

Where the Subcontractor's performance on a particular project is rated as 1 for any of the assessment criteria, Hunnect Kft. shall have the right to reduce the amount due for the Subcontractor under the purchase order by the damage thus caused or the costs incurred in correcting the error or remedying deficiencies. Continuous or repeated weak performance on the part of the Subcontractor that shows no sign of improvement may result in termination of the Subcontractor agreement by Hunnect Kft.

Acceptance of a job offer and then rejection of the same by the Subcontractor without proper grounds will entitle Hunnect Kft. to cancel the Subcontractor agreement (as if it never existed) and Hunnect Kft. may seek reimbursement of the additional costs incurred and damage sustained on its part by the Subcontractor's action.

1.2.3   Invoicing data and obligations

- Hunnect Kft. undertakes to pay the amounts invoiced by the Subcontractor under a payment schedule allowing the Subcontractor to receive such amounts in a reliable manner.
- The Subcontractor undertakes to enter on the invoice any and all purchase numbers of the jobs covered by the invoice.
- Hunnect Kft. – upon acceptance and confirmation of partial and final delivery made by the Subcontractor – undertakes to transfer the amount invoiced under the agreement as adjusted by the quality of performance by the Subcontractor within 30-45 days of receipt of the invoice.

- Hunnect Kft. will make payment of the full invoiced amount only when the deliverables have been accepted in terms of quality and the whole project had been delivered by the Subcontractor.

- The Subcontractor shall invoice jobs delivered in the preceding month and confirmed by Hunnect Kft. as duly delivered, by the 5th day each month (but not later than 15 days[1] of the date of delivery).

- The Subcontractor shall forthwith notify Hunnect Kft. of any change in his/her invoicing and/or banking data and from the date of such notification shall enter the new data on the invoice.

- The purchase order (PO) shall operate as a contract, wherefore no unilateral and arbitrary modifications of its terms are allowed. Should a PO be deemed by the Subcontractor as erroneous, s/he shall notify the Project Manager of Hunnect Kft. accordingly within 24 hours of the issuance thereof.

- Hunnect Kft. is not in a position to compile and provide the Subcontractor with a monthly or quarterly statement of the Subcontractor's deliveries. Each Subcontractor shall keep a record of his/her deliveries and issue his/her invoices in reliance on this record.

- Generally, accounts on projects will be rendered on the basis of source text word count or hourly fee. The Project Manager shall notify the Subcontractor of the method of calculation and shall agree on remuneration for the particular project before the commencement thereof.

- In case of using a CAT tool, Hunnect Kft. will apply discounts on segments in the translation memory corresponding to sentences in the source text, whether in part or in full, on commencement of the project. The rate of discounts applied may vary for individual projects. The discount rates shall be agreed to by Hunnect Kft. and the Subcontractor prior to assigning the job to the Subcontractor, with such rates duly entered in the purchase order.

2. THE ASSIGNMENT

2.1 Translation

i. The translator may commence work once assignment of the job to him/her has been confirmed by Hunnect Kft. and once the texts necessary for the assignment have been provided to the translator.

ii. Firstly, the translator shall carefully read any and all instructions relating to the project and the provisions of the instructions file, whether furnished to him/her by Hunnect Kft. through e-mail and Skype and the job board of Hunnect Kft. and/or the ftp portal.

iii. Then, the translator shall check whether s/he has received any and all files and tools specified by Hunnect Kft. as necessary for the project. When one or more item(s) is (are) found missing, s/he shall forthwith notify Hunnect Kft. of this fact in writing in a retrievable manner.

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[1] In 2012, within 15 days after delivery, pursuant to the statutory regulations on accounting in force, that is, in case of monthly settlement of accounts, by the 15th of the month following the subject month.

iv.   The translator shall carefully read through the reference materials received for the project before commencement of the work.

v.   The translator shall translate the text(s) in accordance with the instructions given to him/her, with due heed to the reference and ancillary materials to the best of his/her knowledge and capabilities.

vi.   After commencement of the job, the translator shall have the right to reject completion of the project on justifiable grounds only, for example, once the text has been found to be beyond his/her qualifications or competence, due to a lack of necessary technical requisites for the job or in case of *a force majeure* event. In this case, the translator shall forthwith notify Hunnect Kft. of his/her decision, otherwise s/he may be liable for damages on account of the damage Hunnect Kft. may sustain from the translator's conduct.

vii.   When facing any question, doubt, problem or uncertainty in performing the assignment, whether it be a professional, linguistic, technical or IT-related issue, the translator shall forthwith clarify the issue with Hunnect Kft.

viii.   The translator shall subject the completed translation to a spell-check for the target language and correct the text as and where necessary.

ix.   Then, the translator shall have the bilingual file(s), the glossary, if available for the project, and the translation memory (TM) read by the consistency check software ApSic Xbench and correct the target text as and where necessary. Other software may also be used for checking consistency. ApSic Xbench shall be used with plug-ins activated suitable for the filtering of the following potential errors:

- Exclude tags during QA
- Partial Translation (Source Text Left)
- Incomplete Translation (<70% of Original)
- Corrupted Symbols
- Ending Punctuation Mismatch
- Double Punctuation Marks
- Spaces Before Punctuation Marks
- Spaces Before/After Text in Brackets
- Brackets and Quotes Twoness
- Find Repeated Words
- Numbers Localization
- Space Before/After Number

Use of "Partial Translation (Source Text Left)" and "Incomplete Translation (<70% of Original)" options are not recommended.

On making the necessary changes in the target text, the translator shall subject the said file(s) to a repeated check by the software and shall make the corrections of errors thus revealed. The translator shall repeat the above procedure until inconsistencies shown by the ApSic Xbench software are of a nature that require no correction. Then, s/he shall export the error report in an Excel spreadsheet and save the changes and shall enter a note in the first empty box beside the particular lines that the error need not be corrected. When the Xbench software sends a "No errors found" message, the Subcontractor shall make a screenshot of such message and shall save it.

If required, Hunnect Kft. will provide assistance for the Subcontractor in downloading and using the ApSic Xbench software and the appropriate plug-in.

x. On completion of the translation and before delivery of the same, the translator shall read through the text and shall concurrently check the translation for content, language, layout, technical and IT compliance against the following criteria:

Checks relating to content and language shall cover in particular:

Has everything to be translated been actually translated? It is a fundamental requirement that everything to be translated needs to be actually translated and nothing that need not be translated should be translated. Particular attention shall be given to correct spelling and indication of personal names, proper nouns, geographical names, brand names, product names, trademarks, units of measurement, etc.

The terminology provided to the translator has been used in a precise manner. (In this respect, ApSic Xbench software for checking consistency may help.)

The references in the annex, index, footnote or core text on particular pages are accurate.

The cross-references in the index are accurate.

The table of contents (if any) corresponds to the text and page numbers of that of titles referenced therein.

The spelling and orthography of the translated text, including use of punctuation, quotation marks, brackets, arithmetic signs, etc. correspond to the requirements of the latest valid edition of the spelling rules for the target language.

The translated text is syntactically correct and coherent, in line with the usage and rules of the target language.

The numbers and phone numbers have been amended in line with target language usage, in particular, decimal signs, the division of figures in the thousand range, the space or the lack of space between the number and the unit of measurement that follows, as well as country dial code numbers.

Abbreviations are spelt correctly.

Layout checks (except for checking corrupt characters, numbering and listings) shall relate to clean files only, in particular:

The translated text does not contain corrupt characters and double spaces.

The layout of the translated text is identical with that of the source text.

The type of numbering and listing in the translated text – including preceding graphic marks – is the same as that of the source.

The volume of numbering and listing in the translated text is the same as that of the source.

The font and letter type (bold, italics or underlined), as well as text color in each paragraph corresponds to those in the source text.

The number of empty lines between the individual paragraphs is the same in the translation and the source.

The header(s) and footer(s) in the translated text have been translated and numbered appropriately.

The page breaks (if applicable) are appropriate and do not result in superfluous pages.

Checks relating to technical compliance shall cover in particular whether:

the translated file(s) may be opened;

the translated file(s) may be cleaned up;

the appropriate and necessary tags are not missing from the target text;

the tags in the target text are properly located;

no hidden text is left in the target file(s);

the "Notes" section in a MS Office file does not contain the name or ID of the Subcontractor.

Checks relating to IT compliance shall cover in particular whether:

the name of translated file(s) corresponds to the name of the file(s) received from Hunnect Kft.;

the translated text is contained in the pre-defined file format (.doc, .rtf., .xls, etc.) and file/folder structure;

the file(s) containing the translated texts is (are) virus-free.

xi.   On completion of the translation and the above checks, the translator shall deliver the translation to Hunnect Kft. by the deadline specified in Section 1.2 hereof. The deadline shall be as agreed upon by the translator and Hunnect Kft. in their latest agreement relating to the particular project.

xii.   The range of deliverables to be delivered by translator shall correspond to the agreement made by the translator and Hunnect Kft. as at acceptance of the assignment from Hunnect Kft.

The translator shall give in a file with .txt or .doc extension an outline of the problems and difficulties that s/he may have encountered in performing the assignment to aid those involved in the project at a later stage. In fulfilling his/her obligations laid down above, this file may only contain information that was already given to Hunnect Kft. by the translator.

In cases where the translation was made with the use of CAT tools, the translator shall send to Hunnect Kft. an error report confirming the use of software (Apsic XBench or any other similar software agreed upon with Hunnect Kft. in advance) in checking the quality of the translation, duly exported in an Excel file and supplemented with notes as laid down in paragraph ix of this Chapter or a screenshot made of the "No errors found" message.

On assigning the job to the translator, Hunnect Kft. may request compilation of a brief glossary regarding the terms of repeated occurrence in the text and the translation of these terms, to be made in an .xls extension file. In such cases, the glossary in a file with .xls extension shall also be deemed as part of deliverables under the project.

2.2   Proofreading

i.   The proofreader may commence work once assignment of the job to him/her has been confirmed by Hunnect Kft. and the texts necessary for the assignment have been provided to the proofreader.

ii. Firstly, the proofreader shall carefully read any and all instructions relating to the project and the provisions of the instructions file, whether furnished to him/her by Hunnect Kft. through e-mail and Skype and the job board of Hunnect Kft. and the ftp-portal.

iii. Then, the proofreader shall check whether s/he has received any and all files and tools specified by Hunnect Kft. as necessary for the project. When one or more item(s) is (are) found missing, s/he shall forthwith notify Hunnect Kft. of this fact.

iv. The proofreader shall carefully read through the reference materials received for the project before commencement of the work.

v. The proofreader shall check the text(s) in accordance with the instructions given to him/her, with due heed to the reference and ancillary materials, to the best of his/her knowledge and capabilities.

vi. In performing the assignment, the proofreader shall check whether the translator has made the translation in line with the instructions and in reliance on the reference and ancillary materials given to him/her and shall modify the translated files as and where necessary.

vii. The proofreader shall satisfy him/herself as to whether the translator had checked the translated text in accordance with Chapter 2.1 (x) hereof by checking the translated file(s) against the same criteria and modify the same as and where necessary.

viii. In cases where any part or the entirety of the translation does not meet the requirements for proofreading, in other words, where the text needs to be retranslated, the proofreader shall notify Hunnect Kft. of this fact within 1 hour of accepting the assignment at the latest and the parts of the text that need retranslation shall be subject to the procedure in place for such case then in force.

ix. In other cases, the proofreader – after commencement of the job – shall have the right to reject completion of the project on justifiable grounds only, for example once the text has been found to be beyond his/her qualifications or competence, due to a lack of necessary technical requisites for the job or in case of a *force majeure* event. In this case, the proofreader shall forthwith notify Hunnect Kft. of his/her decision, otherwise s/he may be liable for damages on account of the damage Hunnect Kft. may sustain from the proofreader's conduct.

x. When facing any question, doubt, problem or uncertainty in performing the assignment, whether it be a professional, linguistic, technical or IT-related issue, the proofreader shall forthwith clarify the issue with Hunnect Kft.

xi. The proofreader shall subject the text s/he has proofread to a spell-check for the target language and correct the text as and where necessary.

xii. Then, the proofreader shall have the bilingual file(s), the glossary, if available for the project, and the translation memory for proofreading (TM) read by the consistency check software ApSic Xbench and correct the target text as and where necessary. Other software may also be used for checking consistency. ApSic Xbench shall be used with plug-ins activated suitable for the filtering of the following potential errors:
   - Exclude tags during QA
   - Partial Translation (Source Text Left)
   - Incomplete Translation (<70% of Original)
   - Corrupted Symbols

- Ending Punctuation Mismatch
- Double Punctuation Marks
- Spaces Before Punctuation Marks
- Spaces Before/After Text in Brackets
- Brackets and Quotes Twoness
- Find Repeated Words
- Numbers Localization
- Space Before/After Number

Use of "Partial Translation (Source Text Left)" and "Incomplete Translation (<70% of Original)" options are not recommended.

On making the necessary changes in the text, the proofreader shall subject the said file(s) to a repeated check by the software and shall make the corrections of errors thus revealed. The proofreader shall repeat the above procedure until inconsistencies shown by the ApSic Xbench software are of a nature that require no correction. Then, s/he shall export the error report in an Excel spreadsheet and save the changes and shall enter a note in the first empty box beside the particular lines that the error need not be corrected. When the Xbench software sends a "No errors found" message, the Subcontractor shall make a screenshot and shall save it.

If required, Hunnect Kft. will provide assistance for the Subcontractor in downloading and using the ApSic Xbench software and the appropriate plug-in.

xiii.   The proofreader shall make a list of the types of revealed and corrected errors in the course of or after the completion of the assignment, with 2-3 examples for each. In determining the types of errors, the proofreader may use the definition of error categories laid down in Chapter 1.2.2 hereof. The error list shall be saved in a file with .txt or .doc extension.

xiv.   On completion of the assignment and before sending the proofread file(s), the proofreader shall read through the text and modify the same as and where necessary.

xv.   On completion of the proofreading and the above checks, the proofreader shall deliver the translation to Hunnect Kft. by the deadline specified in Section 1.2 hereof. The deadline shall be as agreed upon by the proofreader and Hunnect Kft. in their latest agreement relating to the particular project.

xvi.   The range of deliverables to be delivered by proofreader shall correspond to the agreement made by proofreader and Hunnect Kft. as at acceptance of the assignment from Hunnect Kft. The proofreader shall also send to Hunnect Kft. the brief list of errors described in item xii. In cases where the proofreading was made with the use of CAT tools, the proofreader shall send to Hunnect Kft. an error report confirming the use of software Apsic XBench (or any other similar software agreed with Hunnect Kft. in advance) in checking the quality of the translation, duly exported in an Excel file and supplemented with notes as laid down in paragraph xii of this Chapter or a screenshot made of the "No errors found" message.

2.3   *Quality Assurance*

i. Quality assurance of translated and/or proofread texts (QA)

The quality assurance of translated and/or proofread texts shall mean checking and verification that the deliverables made by the translator and/or the proofreader comply with the relevant provisions of this policy, to be performed after translation and proofreading and before delivery of the text to the Client of Hunnect Kft.

The quality assurance expert may commence work once assignment of the job to him/her has been confirmed by Hunnect Kft. and the texts necessary for the assignment have been provided to him/her.

Firstly, the quality assurance expert shall carefully read any and all instructions relating to the project and the provisions of the instructions file, whether furnished to him/her by Hunnect Kft. through e-mail and Skype and the job board of Hunnect Kft. and the ftp-portal.

Then, the quality assurance expert shall check whether s/he has received any and all files and tools specified by Hunnect Kft. as necessary for the project. When one or more item(s) is (are) found missing, s/he shall forthwith notify Hunnect Kft. of this fact.

The quality assurance expert shall carefully read through the reference materials received for the project before commencement of the work.

The quality assurance expert shall perform quality assurance on the text(s) in accordance with the instructions given to him/her, with due heed to the reference and ancillary materials to the best of his/her knowledge and capabilities.

In performing the assignment, the quality assurance expert shall check whether the translator and/or the proofreader has made the translation in line with the instructions and in reliance on the reference and ancillary materials given to him/her and shall modify the file(s) as and where necessary.

The quality assurance expert shall satisfy him/herself as to whether the translator and/or the proofreader had checked the translated and/or proofread text in accordance with Chapter 2.1 (x) hereof by checking the translated and/or proofread file(s) against the same criteria and modify the same as and where necessary.

In conducting terminology check, deviation from the provisions of Chapter 2.1 (x) is allowed when no glossary or TM is available for the particular job to be subjected to check by ApSic Xbench quality assurance software. In such cases, the quality assurance expert shall check proper use of the terminology on a test basis.

In cases where the quality assurance expert has found that the translator and/or the proofreader had failed to perform any or all of the checks described in Chapter 2.1 (x), s/he shall forthwith discontinue work and notify Hunnect Kft. of this fact. S/he shall do the same where s/he finds that – notwithstanding the said checks having been performed – the quality of the translated and/or proofread text prevents the quality assurance expert from proceeding at the usual rate of 2-3000 words/hour established for quality assurance work performed in the mother tongue of the quality assurance expert on account of the volume of necessary corrections and changes to be made to the text.

In other cases, the quality assurance expert – after commencement of the job – shall have the right to reject completion of the project on justifiable grounds only, for example, for lack of the necessary technical requisites at his/her disposal or in case of a *force majeure* event. In this case, the quality assurance expert shall

forthwith notify Hunnect Kft. of his/her decision, otherwise s/he may be liable for damages on account of the damage Hunnect Kft. may sustain from the quality assurance expert's conduct.

When facing any question, doubt, problem or uncertainty in performing the assignment, whether it be a professional, linguistic technical or IT-related issue, the quality assurance expert shall forthwith clarify the issue with Hunnect Kft.

On completion of the assignment and before sending the quality checked file, the quality assurance expert shall read through the text and modify the same as and where necessary.

On completion of the quality assurance check, the quality assurance expert shall deliver the ready file(s) to Hunnect Kft. by the deadline specified in Section 1.2 hereof. The deadline shall be as agreed upon by the quality assurance expert and Hunnect Kft. in their latest agreement relating to the particular project.

The range of deliverables to be delivered by quality assurance expert shall correspond to the agreement made by quality assurance expert and Hunnect Kft. as at acceptance of the assignment from Hunnect Kft.

ii. Assessment of quality of translator's and/or proofreader's performance (Language Quality Assessment, LQA)

Assessment of the quality of the translator's and/or proofreader's performance shall mean an *interim* check of the translator's and/or proofreader performance on a sample piece of work constituting part of the project in the course of the translation and/or proofreading process to see whether the performance on their part is in accordance with the relevant provisions herein laid down.

The Subcontractor engaged in assessment of the quality of the translator's or proofreader's performance may commence work once assignment of the job to him/her has been confirmed by Hunnect Kft. and the texts necessary for the assignment have been provided to the Subcontractor.

Firstly, the Subcontractor shall carefully read any and all instructions relating to the project and the provisions of the instructions file, whether furnished to him/her by Hunnect Kft. through e-mail and Skype and the job board of Hunnect Kft. and the ftp-portal.

Then, the Subcontractor shall check whether s/he has received any and all files and tools specified by Hunnect Kft. as necessary for the project. When one or more item(s) is (are) found missing, s/he shall forthwith notify Hunnect Kft. of this fact.

The Subcontractor shall carefully read through the reference materials received for the project before commencement of the work.

The Subcontractor shall perform the assignment in accordance with the instructions given to him/her, with due heed to the reference and ancillary materials, to the best of his/her knowledge and capabilities.

In performing the assignment, the Subcontractor shall check whether the translator and/or the proofreader has carried out the work in line with the instructions and in reliance on the reference and ancillary materials given to him/her, without, however, the authority to modify the file(s).

The Subcontractor shall list any and all errors detected by him/her in an Excel file (.xls) which is sent by Hunnect Kft. to the Subcontractor for this purpose at the

commencement of the project. The list of errors shall be compiled with no omissions and in a precise manner.

After commencement of the job, the Subcontractor shall have the right to reject completion of the project on justifiable grounds only, for example once the text has been found to be beyond his/her qualifications or competence, due to the lack of necessary technical requisites for the job or in case of a *force majeure* event. In this case, the Subcontractor shall forthwith notify Hunnect Kft. of his/her decision, otherwise s/he may be liable for damages on account of the damage Hunnect Kft. may sustain from the Subcontractor's conduct.

When facing any question, doubt, problem or uncertainty in performing the assignment, whether it be a professional, linguistic, technical or IT-related issue, the Subcontractor shall forthwith clarify the issue with Hunnect Kft.

The Subcontractor shall subject the sample text to spell-check in the target language and shall add new items to the error list as necessary.

On completion of the job and before delivery of the same to Hunnect Kft., the Subcontractor shall read through the sample text and shall add new items to the error list as necessary.

On completion of the job and before delivery of the same to Hunnect Kft., the Subcontractor shall check whether the list of errors is completed in full and in a precise manner.

On completion of the job and before delivery of the same to Hunnect Kft., the Subcontractor shall check the file on the list of errors for technical and IT compliance to see whether:

- the file may be opened;
- the name of the file and the file format corresponds to the name and file format of the file received from Hunnect Kft;
- the file is free from viruses.

On completion of the language quality assessment and the above checks, the Subcontractor shall deliver the file containing the list of errors to Hunnect Kft. by the deadline specified in Section 1.2 hereof. The deadline shall be as agreed upon by the Subcontractor and Hunnect Kft. in their latest agreement relating to the particular project.

The range of deliverables to be sent shall correspond to the agreement made by the Subcontractor and Hunnect Kft. as at acceptance of the assignment from Hunnect Kft. In the context of the assessment of the quality of the translator's and/or proofreader's performance, it is generally sufficient to send the full and precise list of errors in the appropriate file format.

iii. Checking PDF files and checking desktop published documents

The job of checking PDF files and desktop published documents shall cover another final revision of translated, proofread and quality checked files before sending it to the press, and the detection of any unnoticed errors or those generated through transforming the file to ready-to-print version and these errors shall be corrected in the majority of projects.

The Subcontractor engaged in checking PDF files and desktop published documents may commence work once assignment of the job to him/her has been confirmed by Hunnect Kft. and the texts necessary for the assignment have been provided to him/her.

Firstly, the Subcontractor shall carefully read any and all instructions relating to the project and the provisions of the instructions file, whether furnished to him/her by Hunnect Kft. through e-mail and Skype and the job board of Hunnect Kft. and the ftp-portal.

Then, the Subcontractor shall check whether s/he has received any and all files and tools specified by Hunnect Kft. as necessary for the project. When one or more item(s) is (are) found missing, s/he shall forthwith notify Hunnect Kft. of this fact.

The Subcontractor shall carefully read through the reference materials received for the project before commencement of the work.

The Subcontractor shall perform the assignment in accordance with the instructions given to him/her, with due heed to the reference and ancillary materials, to the best of his/her knowledge and capabilities.

For the checking of PDF files, the Subcontractor shall open the PDF file(s) by using the PDF Xchange Viewer software. Other PDF viewer software may also be used for this purpose.

If required, Hunnect Kft. will provide assistance for the Subcontractors in downloading and using the PDF Xchange Viewer.

The Subcontractor may not make arbitrary changes, his/her job is limited to detecting errors in the text (if any). In the course of checking PDF files and desktop published documents, particular but not exclusive attention should be paid to find the following types of errors:

- corrupt characters: (e.g. accents disappearing from letters ő and ű, letter ő changed into having a tilde rather than the standard accent, etc.)
- typos, spelling mistakes;
- errors in terminology;
- lines with inappropriate breaks, excessive spaces due to justified lines, too small spaces due to excessive density of letters, improper separation of words and other paragraph formatting errors;
- numbers, format and layout inconsistent with those in the original;
- untranslated parts, omissions and other grave errors in translation.

The Subcontractor shall mark errors detected by him/her in the manner agreed upon with Hunnect Kft. when accepting the assignment. In conducting check of PDF files, the Subcontractor shall use the Highlight Text Tool. It is important that the Subcontractor highlights the exact set of characters s/he wishes to highlight.

In cases where the errors found in the file(s) need(s) to be corrected, the Subcontractor shall make such corrections in the manner agreed with Hunnect Kft. on acceptance of the assignment, e.g. by using tracked changes in a file with .doc extension or in a "Pop-Up Note" under the "Highlight Text Tool" in a PDF file.
It is of critical importance that the DTP-specialist with no command of the target language can understand precisely what s/he is expected to do from the notes made by the Subcontractor. Where the amended text requires explanation, it should be made in English, in the most concise way and in an unambiguous manner. Another important requirement is that the marking tool applied does not contain the name or ID of the Subcontractor. The relevant setting shall be made in the application before commencement of the work.

The content of the particular project may require the Subcontractor to make the changes recommended by him/her in the PDF file(s) and/or desktop published document(s) also in the formerly translated and/or proofread file(s) with extensions other than the PDF(s) or the desktop published document(s). In such cases, the file(s) with extension other than PDF shall be treated and checked in accordance with the relevant provisions of Chapters 2.1 and 2.2.

The Subcontractor – after commencement of the job – shall have the right to reject completion of the project on justifiable grounds only, for example, for lack of the necessary technical requisites at his/her disposal or in case of a *force majeure* event. In this case, the Subcontractor shall forthwith notify Hunnect Kft. accordingly, otherwise s/he may be liable for damages on account of the damage Hunnect Kft. may sustain from the Subcontractor's conduct.

When facing any question, doubt, problem or uncertainty in performing the assignment, whether it be a professional, linguistic, technical or IT-related issue, the Subcontractor shall forthwith clarify the issue with Hunnect Kft.

On completion of the assignment and before delivery of the same to Hunnect Kft., the Subcontractor shall read the text in the PDF and/or the desktop published document(s) and shall enter further error marks as and where necessary. Then, the Subcontractor shall implement the changes recommended by him/her in these files also in the file(s) with extension other than PDF, if so required in the given project.

On completion of the job and before delivery of the same to Hunnect Kft., the Subcontractor shall check the file for technical and IT compliance to see whether:

- the file(s) may be opened;
- the name of the file(s) and the file format correspond to the name and file format of the file(s) received from Hunnect Kft;
- the marking tool of the file(s) does (do) not contain the name or ID of the Subcontractor;
- the file(s) is (are) free from viruses.

On completion of the translation and the above checks, the Subcontractor shall deliver the finalized file(s) to Hunnect Kft. by the deadline specified in Section 1.2 hereof. The deadline shall be as agreed upon by the Subcontractor and Hunnect Kft. in their latest agreement relating to the particular project.

The range of deliverables to be sent by the Subcontractor shall correspond to the agreement made by Subcontractor and Hunnect Kft. as at acceptance of the assignment from Hunnect Kft.

2.4 Post-editing of machine translated texts

i. The scope and requirements for post-editing of machine translated texts shall be specified by the Project Manager in charge of the particular project on behalf of Hunnect Kft. in accordance with the relevant quality standards.

ii. The post-editor may commence work once assignment of the job to him/her has been confirmed by Hunnect Kft. and the texts necessary for the assignment have been provided to him/her.

iii.   Firstly, the post-editor shall carefully read any and all instructions relating to the project and the provisions of the instructions file, whether furnished to him/her by Hunnect Kft. through e-mail and Skype and the job board of Hunnect Kft. and the ftp-portal.

iv.   Then, the post-editor shall check whether s/he has received any and all files and tools specified by Hunnect Kft. as necessary for the project. When one or more item(s) is (are) found missing, s/he shall forthwith notify Hunnect Kft. of this fact.

v.   The post-editor shall carefully read through the reference materials received for the project before commencement of the work.

vi.   The post-editor shall perform the assignment in accordance with the instructions given to him/her, with due heed to the reference and ancillary materials, to the best of his/her knowledge and capabilities.

vii.   The post-editor – after commencement of the job – shall have the right to reject completion of the project on justifiable grounds only, for example, for the lack of the necessary technical requisites at his/her disposal or in case of a *force majeure* event. In this case, the post-editor shall forthwith notify Hunnect Kft. accordingly, otherwise s/he may be liable for damages on account of the damage Hunnect Kft. may sustain from the post-editor's conduct.

viii. In performing the assignment, the post-editor shall check whether the translation is in line with the instructions and in reliance on the reference and ancillary materials given to him/her and shall modify the file(s) as and where necessary.

ix.   In cases where any part or the entirety of the translation do not meet the requirements for post-editing, in other words, where the text needs to be retranslated, the post-editor shall notify Hunnect Kft. of this fact within 1 hour of accepting the assignment at the latest and the parts of the text that need retranslation shall be subject to the procedure in place for such case then in force.

x.   On completion of the assignment and before delivery of the same to Hunnect Kft., the post-editor shall read the text and subject the same to check for compliance with requirements as to content and form as well as linguistic, technical and IT compliance against the following criteria. The below criteria are applicable to the entire post-editing assignment by default to the all post-editing projects, except where other requirements are set by Hunnect Kft. for the particular project on commencement of the job.

> **Criteria for checking compliance with requirements as to content and language**
>
> Has everything that was to be translated been actually translated by the software? It is a fundamental requirement that everything to be translated needs to be actually translated, and everything that should be left untranslated should not be translated. Particular attention shall be paid to correct spelling and indication of personal names, proper nouns, geographical names, brand names, product names, trademarks, units of measurement, etc.
>
> The terminology is properly applied. (In this respect, ApSic Xbench software for checking consistency may help.)
>
> The references in the annex, index, footnote or core text on particular pages are accurate.
>
> The cross-references in the index are accurate.

The table of contents (if any) corresponds to the text of titles referenced therein.

The spelling and orthography of the translated text, including use of punctuation, quotation marks, brackets, arithmetic signs, etc. correspond to the requirements of the latest valid edition of the spelling rules for the target language.

The translated text is syntactically correct and coherent, in line with the usage and rules of the target language.

The numbers and phone numbers have been amended in line with target language rules, in particular decimal marks, the division of figures in the thousand range, the space or the lack of space between the number and the unit of measurement that follows as well as country dial code numbers.

The abbreviations are spelt correctly.

Layout checks (of the clean files, except corrupt characters, numbering and listings) shall cover the following:

The translated text does not contain corrupt characters and double spaces.

The layout of the translated text is identical with that of the source text.

The type of numbering and listing in the translated text – including preceding graphic marks – is the same as that of the source.

The volume of numbering and listing in the translated text is the same as that of the source.

The font and letter type (bold, italics or underlined), as well as text color in each paragraph correspond to those in the source text.

The number of empty lines between the individual paragraphs is the same in the translation and the source.

The header(s) and footer(s) in the translated text have been translated and numbered appropriately.

The page breaks (if applicable) are appropriate and do not result in superfluous pages.

Checks relating to technical compliance shall cover whether:

the translated file(s) may be opened;

the translated file(s) may be cleaned up;

the appropriate and necessary tags are not missing from the target text;

the tags in the target text are properly located;

no hidden text is left in the target file(s);

the "Notes" section in a MS Office file does not contain the name or ID of the Subcontractor.

Checks relating to IT compliance shall cover whether:

the name of post-edited file(s) corresponds to the name of the file(s) received from Hunnect Kft.;

the post-editor has arranged the typeset text in a pre-defined file extension (.doc, .rtf., .xls, etc.) and file and folder structure;

the file(s) containing the post-edited text is (are) virus-free.

xi.   On completion of the post-editing job and the above checks, the post-editor shall deliver the translation to Hunnect Kft. by the deadline specified in Section 1.2 hereof. The deadline shall be as agreed upon by the post-editor and Hunnect Kft. in their latest agreement relating to the particular project.

xii.   The range of deliverables to be delivered by post-editor shall correspond to the agreement made by the post-editor and Hunnect Kft. as at acceptance of the assignment from Hunnect Kft. The post-editor shall send feedback and the brief summary of error types to Hunnect Kft. on the errors found in the translation subjected to post-editing by him/her.

2.5   *Other types of jobs*

In case of job types other than those described in Chapter 2.1-2.4, the Subcontractor shall fulfill the assignment in accordance with the specific instructions applicable to the particular job under the requirements in place for the job. The instructions, requirements and other terms and details applicable to the job shall be as agreed upon between Hunnect Kft. and the Subcontractor prior to assignment of the job to the Subcontractor.

3. COMMUNICATIONS

3.1   *Availability*

The cooperation between the Subcontractor and Hunnect Kft. shall be based on quick, reliable, concise, factual, and effective communications. To this end, the Subcontractor shall be available for contact by Hunnect Kft. on a continuous basis. Hunnect Kft. requires that availability shall be ensured by the following means of communications:

- E-mail;
- Skype;
- Phone (preferably cell phone).

The Subcontractor shall be available for contact via at least one of the above means of communications. Availability for contact is of particular importance in the course of cooperation between the Subcontractor and Hunnect Kft. The Subcontractor shall be available for contact for the whole length of the particular assignment, even after the conclusion of the project, as the Client of Hunnect Kft. may contact Hunnect Kft. to clarify further professional issues and to put forth its requests, which the Subcontractor shall fulfill and respond to under the scope of the assignment.

The Subcontractor – at times when not performing an assignment under contract – shall have the right to notify Hunnect Kft. in advance of hindrance on his/her part for any reasons, whether for the time being or for a future period, to be available to work for Hunnect Kft. or to accept a new assignment from Hunnect Kft.

3.2   *Liasioning*

i. Without delay or within reasonable time, the Subcontractor shall respond to Hunnect Kft.'s offer of assignment, except when s/he has notified Hunnect Kft. of his/her unavailability in advance as laid down in Section 3.1.

ii. In cases where the Subcontractor has accepted a particular piece of assignment via the job board of Hunnect Kft., the primary means of communications for that assignment will be the said job board.

iii. After commencement of the job, the Subcontractor shall have the right to reject completion of the project on justifiable grounds only, for example once the text has been found to be beyond his/her qualifications or competence, due to the lack of necessary technical requisites for the job or in case of a *force majeure* event. In this case, the Subcontractor shall forthwith notify Hunnect Kft. of his/her decision immediately or in due time as specified in Section 1.2 hereof on *deadlines* at the latest.

iv. When facing any question, doubt, problem or uncertainty in performing the assignment, whether it be a professional, linguistic, technical or IT-related issue, the Subcontractor shall forthwith clarify the issue with Hunnect Kft. When the Subcontractor does not know or understand something, s/he may not make his/her decisions solely in reliance on the number of hits by an Internet search engine relating the issue, on a specific manner of procedure applied in another project, on personal recollections or personal knowledge of the Subcontractor or on his/her feelings or guesses.

v. In the above cases, the Subcontractor shall resort primarily to the Project Manager of Hunnect Kft. in charge of the particular project. This Project Manager is usually – but not always – identical with the person having given the assignment to the Subcontractor. In cases where neither of them is available, the Subcontractor shall resort to the Director of Operation, or another Project Manager in his/her absence, or – as a final resort – to another staff member of Hunnect Kft. then available.

   The Subcontractor may also be contacted by the staff member in charge of quality assurance of the particular assignment on behalf of Hunnect Kft. The Subcontractor shall conduct communications with this staff member while ensuring that the Project Manager concerned is also familiarized with the developments.

   Deliveries shall always be made (also) to the particular Project Manager.

vi. The Subcontractor shall have the right to communicate with Hunnect Kft. regarding the issues described in paragraph (iv) in any, one or more of the means of communications listed in Section 3.1 hereof as and where necessary. The Subcontractor shall select the means of communications in line with the urgency of the matter at issue, as reasonable. Communications in issues listed in paragraph (iii) and (iv) shall be made in the means that ensures the fastest way of communications.

   In line with the prohibition laid down in Section 1.1 hereof, the Subcontractor may not contact Clients of Hunnect Kft. directly within 12 months of the latest assignment with the particular Client whose assignment such Subcontractor has performed for Hunnect Kft.

vii. With a view to ensuring that the Subcontractor can receive assignments from Hunnect Kft. at the most suitable times, manners and in the most rapid way, s/he shall notify Hunnect Kft. in advance as soon as possible of his/her scheduled holidays, changes in his/her capacity and in data relating to him/her (contact data, software used, qualifications attained, etc.).

viii.   Hunnect Kft. is always available for contact between 9 a.m. and 5 p.m. CET on weekdays. Hunnect Kft. is not in a position to guarantee availability for contact outside these business hours.

3.3   *Professional communications*

i.   Communications between Hunnect Kft. and the Subcontractor shall be conducted in line with general standards of business etiquette, as regards its form, style and tone. Accordingly, offensive language may not be used and no abusive remarks or hints may be applied to individual people or their work.

ii.   Where a Subcontractor comes to have a negative opinion about an assignment received from Hunnect Kft. or the performance of another Subcontractor, the operation of any staff member or a Client of Hunnect Kft., or the assignment received from such Client, etc., s/he shall explain his/her position in a calm, factual tone, in a concise manner, with proper references and illustrations in support of such claims, particularly when the Subcontractor is to respond to a critical remarks on the deliveries made by some other Subcontractor or by the Subcontractor him-/herself in a response file provided by Hunnect Kft., in which case this file will generally be received by the Client of Hunnect Kft.

SIGNATURE CLAUSE

By signing this Policy, the Subcontractor represents and warrants that s/he had read, understood, accepted and agreed to be bound by the terms of this Policy and acknowledges that s/he is liable for compliance with the terms of this Policy under the relevant statutory regulations, in particular the Hungarian Civil Code and under the terms and conditions of the agreement made and entered into between the Subcontractor and Hunnect Kft., and agrees that non-compliance with the terms hereof shall be deemed breach of contract on his/her part.

December 2019

…………………………………………..   …………………………..
                [NAME]   [date]