

		<h2 style="color: red;">Giltbridge Data Sheet</h2>	
Date	10-Aug-20		
Name (please choose one: Mr. Mrs. Ms. Miss)	Ms.		
First name	Phoebe		
Last name	Yan		
Company Name	Shenzhen Giltbridge Translation Co., Ltd.		
Address (Headquarters)			
Street:	Room 3A, Block 1, No. 6012, Shennan Avenue		
City:	Shenzhen		
Province or State:	Guangdong		
Postal Code:	518034		
COUNTRY:	CHINA		
Phone 1)	86-0755-83497770		
Phone 2)	86-028-64330698-214		
Mobile Phone	86-13880624247		
Fax			
E-mail	market@giltbridge.com		
Skype ID	live:d20a98a16ca5d89		
Website	www.giltbridge.com		
Main Language Pairs:	Simplified Chinese to English / English to Simplified Chinese		
Client References			
	Name of Client	Service provided	Date
1.	Huawei Technologies Co., Ltd.	Translation (TEP), Editing/Proofreading, Quality Checks, DTP	From 2007 to now
2.	Qualcomm Technologies, Inc	Translation (TEP), Editing/Proofreading, Quality Checks, DTP	From 2014 to now
3.	OPPO Telecommunications Co., Ltd.	Translation (TEP), Editing/Proofreading, Quality Checks, DTP	From 2018 to now
4.	MINDRAY Medical International Co., Ltd.	Translation (TEP), Editing/Proofreading, Quality Checks, DTP	From 2004 to now
5.	Tencent Holdings Ltd.	Translation (TEP), Editing/Proofreading, Quality Checks, DTP	From 2019 to now
Internal Resources			
	Title	Number	Notes
	No. of PMs	5	
	No. of In-house Translators	96	
	No. of In-house Reviewers	39	
	No. of engineers	2	
	No. of DTP specialists	2	
	No. Of Freelancers in DB	300+	
Company daily workflow			
Average volume: 400,000 words per day; maximum volume: 550,000 words per day			
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Quality Assurance Measures

Giltbridge has attached and will always attach great importance to the quality of its service offerings.

Item	Details
Agency Headquarters	Room 3A, Block 1, No. 6012, Shennan Avenue, Futian District, Shenzhen, Guangdong, China
Locations of Branch Offices	Vancouver, Canada; Nanjing, China; Chengdu, China
Number of Staff	Full-time
	Part-time
	Translators (in house)
	Translators (outsourced)
	Administrative
Other	
Range of Language Pairs Translated	40+
Minimum Qualifications Required of Translators	Degree/Diploma/Etc.
	Years of Translation Experience
	Accreditations/Memberships
Specialized fields	Our specialized fields include IT, Telecommunications, Medical Devices, Mechanical Engineering, and Life Science.
Translation outsource process	Most of our translation jobs are handled by our in-house translators. But sometimes we'll outsource some huge jobs. For those jobs, we will establish a project team and assign one or more in-house translators to be group leaders to manage the overall job quality and schedule.
Non-disclosure agreement	Every employee must sign non-disclosure agreement upon recruitment.
Giltbridge SOPs	1) GBT Standard Translation Procedures 2) GBT Quality Management Procedures
Procedure documentation	All procedures are documented, version controlled, and distributed to staff.
Independent quality assurance function	We operate an independent quality assurance function before every project delivery.
Client feedback tracking	We create a specific client feedback folder for every project on our internal server to collect, store, and track client feedback.
Continual operation improvement	1) Our translators hold regular trainings to improve translation skills. 2) Our sales personnel collect client feedback to work out improvement plans. 3) Our support personnel gives responsive and professional assistance.
Translation tools	CAT tools: WordFast 3.4.8, Wordfast Pro 5.4.0, and Trados 2015 QA tools: Xbench and LTB
(A) the initial assessment and pricing of a translation job	1. Clarify the job information, such as the job TAT, word count, field, etc. 2. Based on the job information, offer a quotation to the client. 3. Discuss with the client to get kickoff confirmation.
(B) the selection of staff for handling the job	1. Align the job information with translators' specialties in our database. 2. Select a proper translator or team for the job. 3. Discuss with the translator or team on their availability for the job. 4. If they are available, assign the job to them.
(C) the mechanism by which the job is transmitted between the client, your company and the translator(s)	1. Our marketing personnel receives a job from the client. 2. The marketing personnel sends the source and reference files as well as the job instructions to our project manager. 3. The project manager pre-processes the job and sends the files to a selected translator. 4. When the translation process ends, the translator sends the translated files to the project manager. 5. The project manager checks the deliverables and sends them back to the marketing personnel. 6. The marketing personnel checks whether the deliverables meet the client's requirements and then sends the files back to the client.
(D) the process of translation	1. Pre-processing 2. Translation 3. Query (if any) 4. Editing 5. DTP (if any) 6. Proofreading 7. Delivery
(E) the process of quality control; scope of checks	Process: 1. QA personnel checks the translated file. 2. QA personnel runs a QA tool to check the file. 3. The translator confirm the revision. Scope: accuracy, untranslated segments, spelling, format, etc.

(F) the delivery of the completed job to the client
(G) the retention of job material/information
Disaster recovery plan
Security policy (both physical security and logical security)
Corporate LAN scope and access controls
Computer system, electronic records backed-up measures

<p>1. Ensure that the deliverables are accurate and complete.</p> <p>2. Send the deliverables to the client.</p> <p>3. Leave our contact information in case the client has any further questions.</p>
<p>The job materials are saved on our internal server with access control. After getting client's payment and confirmation, we will clear the files monthly.</p>
<p>Our company has an active-active metropolitan disaster recovery plan, and we have rehearsed it recently.</p>
<p>Yes, our company has a strong security policy:</p> <ol style="list-style-type: none"> 1) RAID 5 mirroring 2) Active-active backup 3) Independent door access control system 4) Equipment room surveillance 5) Data on internal server is backed up twice a day. <p>6) Files on internal server have access control, and only permitted personnel can access the specific files.</p> <p>7) All company computers are added into a server domain, and the highest permission is "user".</p> <p>8) Our employees will have information security training and exams periodically.</p>
<p>We utilize a corporate LAN.</p> <p>Shenzhen headquarters LAN scope: 192.168.1.0/24</p> <p>Nanjing office LAN scope: 192.168.2.0/24</p> <p>Chengdu office LAN scope: 192.168.0.0/24</p> <p>Network access control:</p> <ol style="list-style-type: none"> 1) HTTP and HTTPS website whitelist 2) Uploading and downloading functions disabled 3) Mailbox and IM software are strictly managed.
<p>The computer system is locally backed up. Electronic records are backed up to specific locations on the internal server by IT personnel. The backup frequency for ordinary data is once a week, and for important data is once everyday.</p>

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THANK YOU!



Fields of Expertise

Expertise: Giltbridge is a translation expert in information technologies, telecommunications, and medical devices. Our other expertised fields include but are not limited to the following:

	Field	Years Experience		Field	Years Experience	
Legal	General Legal	20	Technical	General Technical	20	
	Contracts	20		Aviation/Aeronautics/Aerospace	20	
	Court Papers			Automation	20	
	Federal Courts			Automotive	20	
	Deposition notice			Engineering- General	20	
	Lease agreement			Engineering- Chemical	20	
	Insurance			Engineering- Electrical	20	
Life Sciences	General LifeSciences	10	Engineering	Engineering- Mechanical	20	
	Biochemistry	10		Telecommunications	20	
	Clinical Research			IT	IT: General	20
	Protocol Test				IT: Doc & Help (UA)	20
	Drug Label				IT: Hardware	20
	Health Insurance Form				IT: Software (UI)	20
	Health Questionnaire	10			IT: Tech. Marketing	20
	IVR Scripts		Games			
	Healthcare	10	Graphics Software			
	Healthcare Marketing	10	IT: ERP/CRM			
	Informed Consent Forms		IT: SAP online			
	IVR Scripts		SAP	IT: SAP offline		
	Patient Brochure			IT: Access to SAPTerm		
	Patient Diary			Electronics	20	
	Patient Notes (By Hand)			Manufacturing/Industrial	20	
	Pharmaceuticals			Multimedia Applications	20	
	Public Health Information		Nuclear	20		
	Serious Adverse Events		Oil & Gas	20		
	Medical	General Med Device	20	Education	Publishing	20
		General Medical	20		Environmental	20
Cardiology			Patent/Intellectual Property	General Patents	20	
Dental				Automotive Patents	20	
IFU/DFU				Chemical Patents	20	
IVD (In Vitro Diagnosis)				Engineering Patents	20	
MSDS				Pharmaceutical/Medical Patents		
Orthopedic				Semiconductor Patents		
Financial	General Finance	20		Advertising/Marketing	General Marketing	20
	Accounting		Ad Copy/Copywriting		20	
	Annual Reports		Apparel		20	
	General Banking		Consumer Products		20	
	Benefits Information		Cosmetics		20	
	Financial Fact Sheets		Durables		20	
	Financial Instruments		Food & Beverage		20	
	General Investment		Hotel		20	
	Hedging/Risk Management		Journalism/Publications		20	
	HR Handbooks & Manuals	20	Leisure		20	
	HR Newsletters	20	Menu		20	
	HR Policy	20	Parent Education		20	
	Insurance Forms		Press Release		20	
	Insurance Policy		Print Advertising		20	
	Investment Analyses		Sports/Fitness		20	
	Letter to Employees	20	Sub/Dub Script		20	
	Market Commentary	20	Teacher Education		20	
	Prospecti		Tourism		20	
	Securitizations		Toys & Crafts		20	

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