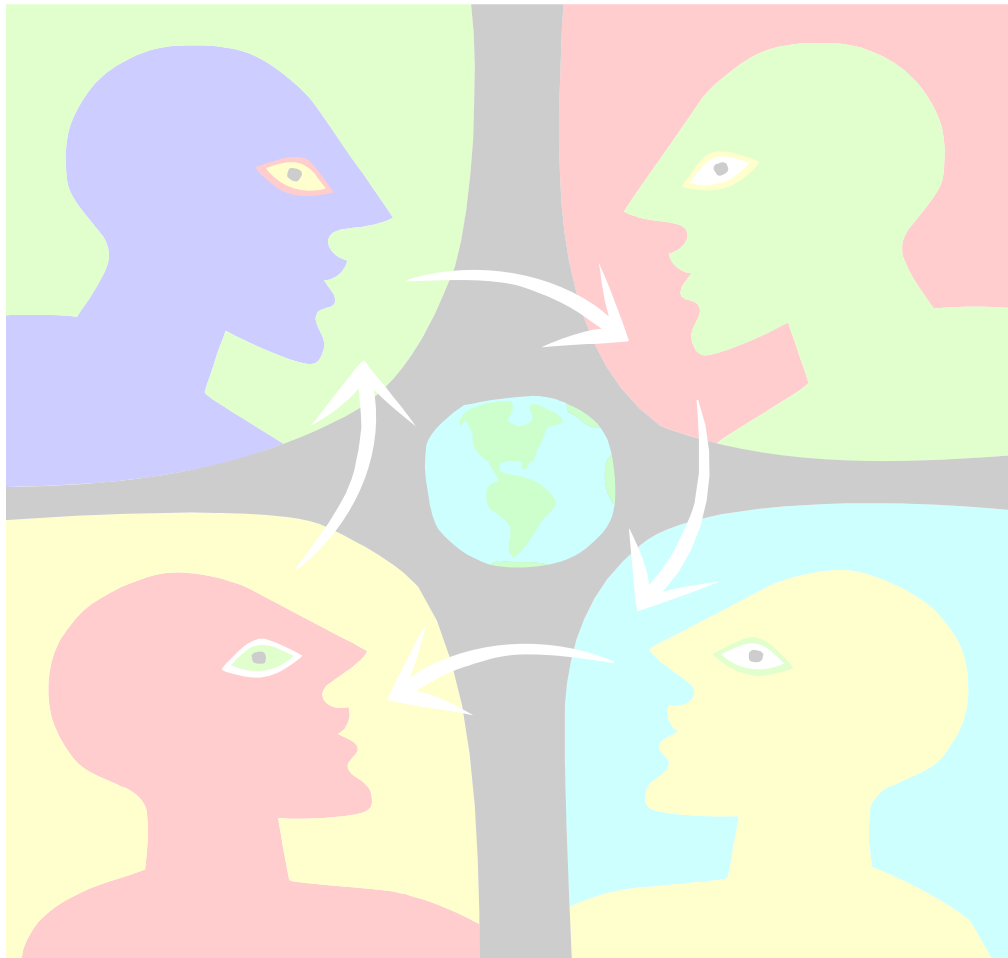


ATKINS INTERNATIONAL ASSOCIATES, INC.
Translators and Interpreters



Procedure Manual

Version.2009v2

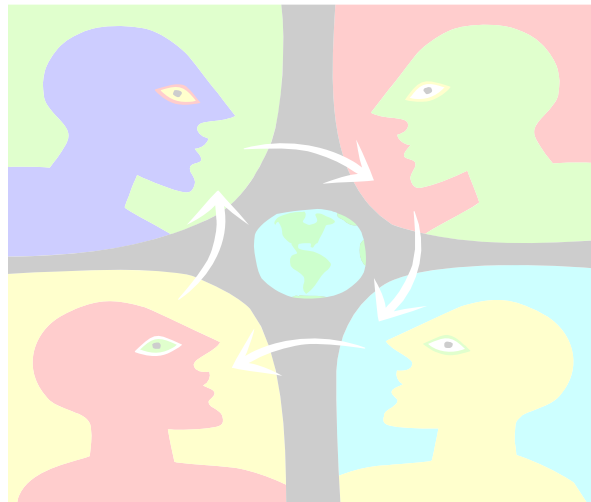
Atkins International Associates, Inc.
54 Old Highway 22, Suite 302, Clinton, NJ 08809 USA
Phone 908.735.8577 ▪ Fax 908.735.2277
www.atkinsinternational.com ▪ www.aiatranslations.com ▪ www.aiaworldplay.com

AIA^TTRANSLATIONS

We are happy you will become another important member of our global network of translation and interpreting professionals!

We believe that having a basic corporate understanding generates interest and increases communication between the company and its freelance consultants.

AIA sees interpreters and translators as important contributors to the worldwide presence and reputation of our company. For this reason, we make an effort to keep you involved and informed of the activities of our company.



Founder, Mary Rhodes, started Atkins International in 1995. The company initially dedicated itself to providing corporate language training. As relationships developed with our corporate clients, AIA expanded its service offerings to include global relocation assistance, cross-cultural and diversity training, multi-media design, and translation and interpreting services.



SERVICES

Language Training:

The AIA primary market is comprised of international corporations. Language training makes up approximately twenty-five percent of the company's annual revenue. AIA has a worldwide network of trainers who work with clients in programs such as Oral Skills, Writing Skills, Presentation Style and Business Writing. These programs are offered in all languages. AIA also works with children and spouses of relocated professionals.

Translations:

AIA is located in Clinton, New Jersey, which is an area of the state that includes a high concentration of pharmaceutical and biotechnology firms. For this reason, AIA has developed an expertise in this area. Our translation department, aiaTranslations, provides all types of translations, from immigration and legal documents, to the most complex, high-tech and medical documents. Currently, translation and interpreting make up approximately fifty-five percent of the company's annual revenue.

Interpreting:

AIA provides consecutive interpreters to many of New Jersey's courts. We also provide consecutive interpreters and escorts to companies both inside and outside of New Jersey. We work with some of the leading simultaneous interpreters to provide conference interpreting throughout the world for many of our corporate clients. Interpreting represents approximately ten percent of AIA annual revenue.

Cross-Cultural and Diversity Training:

AIA provides cross-cultural and diversity training to corporations, non-profit organizations and schools around the world. We have been a provider of relocation assistance and related training and area orientations since our inception. Recently, we launched an initiative to provide topical cultural and diversity programs which has been met with great success. This type of training makes up approximately ten percent of AIA annual revenue.

ADMINISTRATIVE STAFF

Mary Rhodes, *President*

Mary is the founder and head of the company. Her extensive experience and depth of knowledge in the areas of both language and cross-cultural training make her an exceptional trainer and program curriculum developer. She can be reached at mary.rhodes@atkinsinternational.com.

Molly Rhodes-Naughton, *Vice President*

Molly is the Vice President and Lead Project Manager of aiaTranslations. She is also the Chief Operations Officer of Atkins International Associates, providing oversight of administrative functions and corporate planning. Molly speaks five languages and earned a BA from American University's School of International Service. She also received an MBA from Thunderbird: The Garvin School of International Management. She can be reached at molly.naughton@atkinsinternational.com.

Jerusha Lamptey, *Director, aiaDesign and Special Programs*

Jerusha oversees the design of AIA multi-media projects and initiatives. As a published anthropologist, Fulbright Scholar, and MBA graduate of American University, she brings a distinct and broad perspective to our diversity and cross-cultural programs. She can be reached at jerusha.lamptey@atkinsinternational.com.

Sherry Dineen, *New Business Development*

Sherry is responsible for managing our media relations and marketing initiatives. She is also the Director of our medical writing staff and Editor-in-chief of our corporate newsletter, aiaConnect. She can be reached at sherry.dineen@atkinsinternational.com.

Audrey Miller, *Program Assistant*

Audrey provides administrative support to our language and diversity programs and marketing initiatives. She can be reached at audrey.miller@atkinsinternational.com.

ADMINISTRATIVE PROCEDURES



Service Agreement:

All translators and interpreters are required to sign a confidentiality agreement prior to beginning work on an assignment. If you have any questions about the content of the agreement, please contact Molly Rhodes-Naughton.

Purchase Order:

For EVERY assignment, AIA will provide a purchase order and job number which will stipulate the work to be done, agreed upon deadlines, and payment terms. If you do not receive a purchase order or job number, please contact Molly Rhodes-Naughton.

Tax Forms:

The law requires us to have completed tax forms on file for all working consultants. AIA CANNOT AND WILL NOT PAY YOU if you have not provided these forms. When you are contracted for an assignment, the AIA office will send these forms to you for completion. Please contact our Accounting Department with any questions.

Most consultants will be required to complete Form W-9. U.S. citizens living and working abroad will be asked to complete Form W-8. In some cases, we may be required to solicit proof of employment eligibility from non-incorporated individuals via form I-9. Whichever form you receive, please return it as soon as possible.

Online Application:

To be included in our database of available consultants, AIA requires completion of our electronic application by all employees and contractors. Failure to submit an online application can result in missed project opportunities. The application can be found on our website at www.atkinsinternational.com/workwithus.asp. Please contact Audrey Miller with any questions.

Payment Method:

All consultants will be asked to complete a form indicating their preferred method of receiving payment. In order to help our consultants avoid steep banking fees for wire transfers, our accounting department offers the option of holding payment until a pre-established minimum is met. Please contact our Accounting Dept. with any questions.

TRANSLATOR AND PROOFREADER/EDITOR GUIDELINES

Job Assignment:

AIA project managers assign jobs based on the compatibility and availability of the translator or editor. When selected for a project, you will be provided with a job number and purchase order. The project manager will use the purchase order to clarify deadlines, delivery expectations and payment terms. Please reference this job number on all invoices and correspondence related to the assignment.

Meeting Deadlines:

Translators and proofreaders must meet agreed upon deadlines for the delivery of an assignment. If a deadline cannot be met, the consultant must provide at least 24 hours notice. Failure to provide proper notice of a delay may lead to cancellation of the assignment and forfeiture of related fees.

Invoice Submission:

Translators and editors must provide total units and cost per unit on each invoice. Expenses and additional charges must be itemized. Invoices must also indicate the appropriate job number and be submitted upon completion of each assignment.

Translator/Editor Payment:

AIA policy is to process payments once per month. As a result, we are unable to meet consultant-specific payment terms. Payments are mailed on the first business day of each month for work completed and invoices received in the prior month. For example, consultant invoices received in January will be paid on March 1st. Invoices received late will be processed in the next month's billing cycle. Please refer to your purchase order for the expected payable date of each assignment.

Please keep in mind that AIA issues client invoices based on your invoice. Please send your invoices immediately upon completion of an assignment to avoid payment delays for both you and our mutual client. Submit invoices directly to accounting via our website at <http://www.atkinsinternational.com/AIA%20TEAM%20SITE/translatorbill.html> or via email to ap-ar@atkinsinternational.com.

Our Name:

AIA corporate policy and our services agreement do not allow the use of the company name or the names of our clients in referral or client lists. On the other hand, we are happy to provide consultant references upon request based on appropriateness.

DOCUMENT NAMING PROTOCOL

Document Names:

AIA project managers follow a document naming protocol to simplify and alleviate confusion during the translation, editing and proofreading process. We expect translators and editors to make every attempt to follow the guidelines below:

Formula:

[job number][doc name/description][source language][version date]

Example: 2555VIOXDA-EN-01JUL.doc [version date follows dd/mmm]

Translated into German: 2555VIOXDA-EN-01JUL-DE.doc

Edited by German editor: 2555VIOXDA-EN-01JUL-DE-EDT.doc

Document from Translator: 2555VIOXDA-EN-01JUL-DE-EDT-FIN.doc

Exceptions:

These guidelines may require modification under certain circumstances, especially when dealing with multiple source files and client validation procedures/feedback. Your project manager will make an exception determination and advise you accordingly.

Document from client with comments:
2555VIOXDA-EN-01JUL-DE-FIN-VAL.doc

Validated document reviewed and finalized by translator:
2555VIOXDA-EN-01JUL-DE-FIN-VAL-FIN.doc

Changes to English source file:
2555VIOXDA-EN-02JUL.doc

Suggestions:

These document naming protocols are implemented to improve document tracking and control. We welcome any suggestions on how to improve this process. Please contact Molly Rhodes-Naughton with any questions or comments.

Interpreter Guidelines

Job Assignment:

AIA project managers assign jobs based on the compatibility, location and availability of the interpreter. When selected for a project, you will be provided with a job number and purchase order. The project manager will use the purchase order to clarify deadlines, delivery expectations and payment terms. Please reference this job number on all invoices and correspondence related to the assignment.

Interpreter Training:

AIA can provide interpreters with training and support for all assignments. For example, A list of common court vocabulary is available for review. If you would like to receive additional information, or have questions regarding procedures at court or for your corporate assignment, please contact Molly Rhodes-Naughton.

Assignment Duration:

AIA interpreters are generally contracted for a minimum of two hours. Please do not ask clients to be released from your assignment prior to the completion of the two hour minimum. We expect interpreters to observe professional protocol and arrive at least ten minutes prior to the appointment time. While on assignment at court, please do not leave the court without explicit permission from the judge or the clerk.

Late Arrival:

If you are going to be late to an assignment, please attempt to reach the contact person at the assignment site. You must also contact the AIA office to advise of the anticipated late arrival, even if the contact person has been notified. In the event that the client has not yet been reached, AIA staff can continue notification efforts. The AIA office can be reached after normal business hours at (908) 625-3890 or (908) 581-4915.

Representation of AIA:

As a contracted consultant for a specific assignment, you are acting as a representative of Atkins International Associates. Personal business ventures are to remain private and are to not be discussed with AIA clients. We expect that all inquiries for services that arise from your affiliation with AIA will be directed to the AIA office.

INTERPRETER GUIDELINES *continued*

Interpreter Conduct:

AIA Interpreters are expected to be consummate professionals and to avoid involvement in issues outside of their interpreting duties. For example, private or one-on-one conversations between a court interpreter and any witness or defendant when a lawyer or court official is not present should be avoided. Court interpreters are also discouraged from offering opinions or making legal recommendations to any defendant or witness.

AIA interpreters are also expected to dress appropriately. Corporate interpreters should wear formal business attire. Court and medical interpreters should wear business casual attire.

Smoking and drinking alcohol are strictly prohibited while on assignment for AIA.

Time and Expense Reporting:

Interpreters are expected to report their time, travel and relevant expenses to the AIA office immediately upon completion of an assignment. Expense receipts must be submitted within fifteen days of the invoice date.

Please submit invoices directly to accounting via email to ap-ar@atkinsinternational.com or via our website www.atkinsinternational.com/AIA%20TEAM%20SITE/translatorbill.html.

Interpreter Payment:

AIA policy is to process payments once per month. As a result, we are unable to meet consultant-specific payment terms. Payments are mailed on the first business day of each month for work completed and invoices received in the prior month. For example, consultant invoices received in January will be paid on March 1st. Invoices received late will be processed in the next month's billing cycle. Please refer to your purchase order for the expected payable date of each assignment.

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