



**Company name:** STENTOR, trade for translation, tutoring and publishing, owned by Spomenka Husar

**Abbreviated company name:** STENTOR

**Registered office / place of business:** HR - 10 000 Zagreb, Ulica grada Vukovara 284, Business Centre Almeria, object C, 3rd floor

**Principal activity:** Translation and interpreting; editing and proofreading; tutoring and publishing

**Legal form:** Trade

**Owned by:** Spomenka Husar

**Reg. No:** 92148794

**VAT No:** HR26043979673

**Year of establishment:** 2003

**Number of employees:** 14

**Bank account 1:** IBAN HR5724840081101813496, Raiffeisenbank Austria d.d. Zagreb

**Bank account 2:** IBAN HR8324020061140130326, Erste&Steiermärkische bank d.d. Rijeka

**Contact:**

Tel	+385 1 3907 360, 3907 278
Fax	+385 1 3773 243
E-mail	<a href="mailto:info@stentor.hr">info@stentor.hr</a>

[www.stentor.hr](http://www.stentor.hr)



## Company History and Short Description of Business Scope

Stentor, a trade for translating, tutoring and publishing, is owned by court interpreter and translator Spomenka Husar.

The main scope of our activity — although we also provide interpretation services — are certified and non-certified translations in the areas of company law, law in general, tax law, banking and finance, insurance, the pharmaceutical industry and medicine, construction, environmental protection, waste management and the automotive and oil industries.

Among our top clients is the Ministry of Foreign and European Affairs, with which we have been cooperating since 2005 in the translation of the EU acquis into Croatian and of Croatian regulations into English. Other leading clients include the Judicial Academy, with which we cooperate on various EU projects, the Central Finance and Contracting Agency (CFCA), the Croatian Hydrocarbon Agency, the World Bank, Erste&Steiermärkische Bank d.d., courts and public prosecutor's offices, law firms (Petres & Cvirn, Schönherr, DLA Piper, Glinska & Mišković, Travaš & Partners, Bogdanović, Dolički & Partners, etc.), insurance companies such as Generali osiguranje d.d., Wiener osiguranje Vienna Insurance Group d.d. and UNIQA osiguranje d.d., car manufacturers Renault Nissan Hrvatska d.o.o., C Automobil Import d.o.o. (Citroen) and P Automobil Import d.o.o. (Peugeot), pharmaceutical companies MEDIVA d.o.o., Fresenius Medical Care Croatia d.o.o., Berlin-Chemie Menarini Croatia d.o.o. and Agroproteinka d.d., C.I.O.S. d.o.o., Prvo Plinarsko Društvo d.o.o. (natural gas), IKEA Hrvatska d.o.o., as well as various international clients (Bouygues Bâtiment International: Zračna luka Zagreb d.o.o. and Bina-Istra d.d.; Marathon Oil Corporation, OMV AG, OANDO PLC, Ardent Oil Ltd., Thales Austria GmbH etc.).

In 2015, the distribution of income from domestic and international clients was even, with continuous growth and expansion into foreign markets. Furthermore, we have regularly participated in public tenders for translation services. In 2012, as one of the most successful bidders, we signed the *Framework contract for translation into Croatian of the texts related to the policies and administration of the European Union*, contract No. GEN11-HR-19925. Within the framework of this contract we have translated more than 30,000 text pages (i.e. 7,500,000 words) from English, French and German since 2013.

In 2014 we signed several contracts with the Court of Justice of the European Union (for the following lots: English, French, German, Italian and Spanish). In the following years, we have signed various new contracts, such as the FL/RAIL16 contract.

We translate from many foreign languages, from a foreign language into Croatian and from Croatian into another, and from one foreign language into another foreign language.

Languages: Albanian, Bulgarian, Croatian, Czech, Dutch, English, French, German, Greek, Hungarian, Italian, Latin, Macedonian, Modern Greek, Polish, Portuguese, Romanian, Russian, Serbian (Cyrillic script), Serbian (Latin script), Slovak, Slovenian, Spanish, Turkish, Ukrainian.

Our translators are educated specialists, adept at using all existing terminology bases, translation memories and CAT tools. All our employees have university degrees. Although, they are primarily educated as translators and/or interpreters, the variety of specialty fields they cover is wide and spans from economy to law and industry. Our employees and freelance associates educate themselves continuously; we also organize workshops on regular basis for our employees and freelance associates in order to improve their skills and competences. We are continuously increasing the number of associates in order to widen the network of external associates. Our translators, employees and freelance associates (currently over two hundred in Croatia alone) meet the HRN EN ISO 9001:2009 (EN ISO 9001:2008) Quality Management



System and HRN EN 17100:2015 Translating Services standards, which is further supported by a high evaluation during the February 2016 audit, achieved as a result of our quality policy.

We assess and maintain the quality of our vendors in several ways but as a certificated agency we have implemented procedures for recruiting, quality assessment and maintenance. During translation process (triple-check principle) all translators are supervised and evaluated on day to day basis according to our evaluation system established. There are also common techniques we use for evaluating vendors performance, including evaluation forms, surveys, system metrics, and software applications.

Stentor uses the latest language technology with the objective of shortening delivery times and offering competitive pricing, while increasing translation quality.

Ulica grada Vukovara 284, Business Centre Almeria, object C, 3rd floor, 10 000 Zagreb

01 3907 278, 3907 360

spomenka@stentor.hr



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@Stentor\_LSP