

Code of Conduct

Effective Date: February 3, 2024

Purpose

This Code of Conduct sets out ethical principles and standards of professional conduct, the objects of which are to ensure professional accountability and quality of our service.

Professional Conduct

1. We shall act legally, fairly, and honestly in all the work we do. This means we will:
 - (a) comply with all relevant laws
 - (b) treat people with courtesy, dignity, and respect, and
 - (c) show sensitivity and respect to source and target cultures
2. We shall conduct ourselves in a professional and ethical manner at all times.
3. We shall not discriminate in the services which we provide on the basis of race, colour, sexual identity, sexual orientation, ethnic origin, place of origin, citizenship, ancestry, creed, age, marital status, family status, or disability.

Skills and Qualifications

1. We shall not claim any skills or qualifications that we do not possess, and shall accept work only in the fields in which we are competent.
2. Before providing a professional service, we shall take into account the limitations of our abilities, knowledge, and the means at our disposal. Specifically, we shall not undertake work for which we are not sufficiently prepared, without obtaining the necessary assistance or information.
3. We shall keep up to date with new techniques, specialized Terminology in the fields in which we are competent and provide service in, and current usage.

Professional Standards

We shall apply high professional standards. This means we will:

- (a) transfer the tone and spirit of source texts accurately and thoroughly to any target text
- (b) accept responsibility for the quality of the work we deliver
- (c) respect delivery dates and will let the Client know if we cannot complete an assignment on time
- (d) work only in languages and fields that we are competent in

(e) promptly inform the client of any error committed in the execution of the assignment

(f) remain neutral, impartial and objective, and refrain from altering or interpreting material for political, religious, moral or philosophical reasons, or any other biased or subjective considerations.

Responsibilities to the Client

1. We shall at all times acknowledge a client's right to consult a colleague or any other competent person.
2. We shall endeavour to establish a relationship of mutual trust with our client.
3. We shall respect our client's right to view any documents concerning the client that are created in any record created with respect to the client, and to obtain a copy of such documents.

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