



CODE OF PROFESSIONAL CONDUCT

1. INTRODUCTION

Written translation and oral interpretation require extensive training and knowledge. Assignments also require that a translator/interpreter come into contact with many people and organisations and have access to information which may be restricted. TRINOR has prepared a Code of Professional Conduct to assure its customers and collaborators that any work done is subject to a professional ethics.

2. SCOPE

The TRINOR Code of Professional Conduct is applicable to its partners, employees, subcontracted persons and entities (and their employees) who have access to any document or information directly or indirectly received from TRINOR, and to any other individual or legal entity that may be subcontracted in turn by the aforementioned to carry out an assignment for TRINOR. To be able to do any work for TRINOR, the above-mentioned persons must sign a document in which they state that they have read and understood the TRINOR Code of Professional Conduct and that they undertake to observe it.

3. PRINCIPLES

The TRINOR Code of Professional Conduct is based on three fundamental principles: Quality, Confidentiality and Loyalty.

3.1 Quality

Any translator or interpreter who works for TRINOR directly or indirectly should do so to the highest possible quality standard. The quality of an assignment involves the *capability* of the person to do it, the quality of the *content* and the *punctuality* with which the translator/interpreter delivers or carries it out.

3.1.1 Capability

Translators or interpreters should estimate their ability (of lack of it) to carry out an assignment when they are commissioned to do it. If they consider themselves incapable of doing the work in question or unable to do it for any reason whatsoever, they should notify TRINOR's Central Office immediately. The capability to carry out an assignment will be determined by the following:

- *Knowledge.* Having (or being able to access) the necessary specific knowledge to do an assignment in a professional manner.
- *Resources.* Having the resources needed to do the assignment according to the instructions received.
- *Time.* Having sufficient available time to complete the assignment within established deadlines.

3.1.2 Content

A written translation should reflect an adequate balance between faithfulness to the original and appropriate style in the target language, always bearing in mind the purpose of the text.

An interpreter should ensure the best possible communication between the persons who are using our services. To this end, the interpreter will endeavour to do the assignment with accuracy and speed and will take all the necessary steps to ensure that all interlocutors understand the content of the dialogue in question.

Naturally, the quality of the service provided will always depend on the extent to which the customer co-operates and the quality of the original (whether it be speech or text).

3.1.3 Punctuality

Translations should be done as conscientiously as possible and within established deadlines. It is understood that, unless otherwise agreed, the translator will observe the general deadlines established by TRINOR.

On interpreting assignments, the interpreter should arrive punctually at the place where the assignment will take place. In the event of events or visits where the starting time is programmed, the interpreter should arrive at least 15 minutes before the assignment is due to start.

3.2 Confidentiality

When carrying out an assignment, a translator or interpreter will inevitably gain access to information of a more or less private nature. Confidentiality is a basic aspect of our profession. The following Rules of Conduct regarding Confidentiality do not prescribe.

3.2.1 Confidential information

‘Confidential information’ is any piece of information that a translator or interpreter may come across during an assignment that, for any reason (whether apparently justified or not) the direct or indirect customer would prefer not to be circulated. Therefore, any information regarding the organisation of a customer and/or its employees, any documentation produced by a customer and any other piece of information (however insignificant it may seem) related to the customer will be considered confidential. Any information on the customer that has been made of the public domain in any form by either the customer or a third party will not be considered confidential.

3.2.2 Disclosure

The translator or interpreter shall refrain from discussing or commenting on any information of a confidential nature, as defined in the previous paragraph, with any person who is not part of the

customer's organisation, including their colleagues, friends and relatives. They will also refrain from discussing this information with persons inside the customer's organisation without prior permission from the person who has contracted the translation/interpretation service or this person's superior.

3.2.3 Security

The translator or interpreter will ensure that any material in their possession that could be of a confidential nature is kept safely to avoid access by third parties. Once an assignment is completed the material will be destroyed or returned if the customer so requests.

3.3 Loyalty

Loyalty is one of the pillars of professional work. This loyalty should be maintained both to the final customer and to possible intermediaries, including TRINOR. The following Rules of Conduct regarding Loyalty do not prescribe.

3.3.1 Loyalty towards the Customer

- Translators and interpreters shall not use confidential information acquired during an assignment for their own benefit or for that of third parties.
- Translators shall place at the disposal of the customer all such professional knowledge of a non-confidential nature which they may have, pointing out, if necessary, any possible errors or unclear content which they may detect in the original text of a translation, and making such suggestions as they consider appropriate to assist the customer in using the translation in question.
- Interpreters shall at all times pay due regard to the interests of the customer, collecting and communicating any information that may be useful, and they shall endeavour at all times to help the customer achieve its business or other goals.

3.3.2 Loyalty towards TRINOR

- The translator or interpreter shall act with regard to the interests of TRINOR, avoiding any conduct that may prejudice the reputation or good-standing of TRINOR.
- Under no circumstances will the interpreter directly contact a customer without the prior consent of TRINOR. Such contacts shall in all cases be carried out in the name of and on behalf of the intermediary who has been contracted by the final customer.
- If a direct or indirect customer of TRINOR contacts a translator or interpreter directly, TRINOR shall be immediately notified about such contact.
- Interpreters and translators shall always identify themselves to the customer as members of the organisation that has contracted them, and never in their own name or that of another organisation. Translators and interpreters are therefore expressly prohibited from giving customers their personal details (address, telephone number, visiting cards, etc.), other than their name or those of another organisation (not even its name) other than the organisation contracted by the customer, without prior consent from TRINOR.

STATEMENT

I hereby declare that I have read in its entirety and fully understood the content of the Code of Professional Conduct of TRINOR and I undertake to comply with it to its full extent.

Signature: _____

Name: _____ ID Card/Passport n°: _____
(please print your full name)

At _____ on _____
(place) (date) (month) (year)