

ATC Code of Professional Conduct

Admission to the Association of Translation Companies is conditional upon companies agreeing to adopt and abide by this Code of Professional Conduct, as evidenced by a signed declaration to this effect by the prospective member's owner, director or a nominated senior representative. Breaches shall be referred to the Association's Ethics Committee, whose decisions shall be final.

- 1.** Member companies shall only supply translations that have been prepared by competent translators with appropriate qualifications and experience. Similarly interpreting services shall only be supplied using competent interpreters with appropriate qualifications and experience. Member companies shall supply all language services to a correspondingly high standard that are fit for purpose.
- 2.** Member companies shall make every effort to check the accuracy of a translation before delivering the final version to the client, and shall inform the client of any linguistic or other technical concerns which the client might need to know about.
- 3.** Member companies shall make every effort only to supply interpreters whose qualifications and experience meet the standards requested by the client, or when this proves impossible, the client shall be informed before the assignment takes place.
- 4.** Member companies shall make every effort to gain accreditation to the ISO or national standard appropriate to the service in question, or conform to same standard in default of such accreditation.
- 5.** It is recommended that member companies shall offer their services in accordance with the written Terms and Conditions of Trading that must be explicitly drawn to a client's attention in advance of the commencement of an assignment.
- 6.** Member companies must carry Professional Indemnity insurance cover to a level recommended by the Association, or as agreed with the client, for all their work.
- 7.** Member companies shall safeguard the confidence of both present and former clients and shall not disclose or use these confidences to the detriment or prejudice of their clients, for their own financial advantage.
- 8.** Member companies have a general duty of fair dealing towards their existing and past clients, fellow members of the Association, other members of the translating and interpreting professions, such as competitors, including translators and interpreters, and members of the public.
- 9.** Member companies shall not make misleading or unsubstantiated claims, in their correspondence, nor in their literature or advertising and promotional material.
- 10.** Member companies shall not engage in any practice, or conduct themselves in any manner detrimental to the reputation and interest of the Association of Translation Companies, or the translating and interpreting profession in general.
- 11.** Member companies shall agree to abide by the findings of the Association's arbitration service in cases of dispute involving clients and or members.
- 12.** Member companies shall agree to abide by the findings of the Association's Ethics Committee in cases of breach of this Code of Professional Conduct.

Declaration

I, (first name) _____

(Surname) _____

of (company name) _____

have read the Code of Professional Conduct of the Association of Translation Companies and hereby agree to abide by it.

Signature: _____

Date: _____