

# Elia Code of Professional Conduct and Business Practices

## Founding and Full Members

- Member companies shall only undertake translation/interpretation assignments that they are able to perform to a standard of quality which fully meets the agreed needs of the client.
- Member companies shall use professionally skilled, competent translators and/or interpreters who are qualified by education, training and experience to successfully carry out their assignment(s).
- Member companies shall make every reasonable effort to check the accuracy and correctness of a final translation before delivery to the client.
- Member companies shall safeguard confidential information of both present and former clients and shall not misuse such information to the disadvantage of such clients. Member companies shall also ensure that subcontractors have signed confidentiality/non-disclosure agreements before handling confidential information of any client.
- Member companies shall be subject to a general duty to fairly treat their clients, fellow members, subcontractors, other parties within the translation/interpretation profession and members of the public.
- Member companies shall make every effort to agree with both clients and subcontractors on the cost, timing and other terms of a project before accepting an assignment. If it is not possible to adhere to the agreed terms, the client and/or subcontractors must be consulted concerning a solution or an alternative course of action at the earliest opportunity.
- Member companies shall not use the credentials of translators or interpreters inappropriately or without their consent and shall encourage smooth procedures and good working relations.
- Member companies' contractual agreements with translators and/or interpreters shall be confirmed in writing prior to commencement of work.
- Member companies shall, on an annual basis, consider the need for professional indemnity insurance with respect to errors and omissions in translation and/or interpretation at an appropriate level for the magnitude and nature of their work and shall obtain such insurance when such companies deem it appropriate.
- Member companies shall neither unjustifiably criticise the work of others nor make misleading claims about their own capabilities in order to solicit business.
- Member companies shall not engage in any practice nor conduct themselves in any manner which is detrimental to the reputation and interest of the European Language Industry Association or to the translation/interpretation profession.

- Member companies shall comply at all times with all applicable rules and regulations of the Association which may be in effect at any time.

## **Associate Members**

- Associate Members shall not engage in any practice nor conduct themselves in any manner detrimental to the reputation and interest of the European Language Industry Association or to the translation/interpretation profession.
- Associate Members shall safeguard the confidences of fellow members and shall not disclose or use these confidences to the disadvantage or prejudice of such members, or to the financial advantage of the affiliate member company or organisation.
- Associate Members shall be subject to a general duty to fairly treat clients, fellow members, subcontractors, other parties within the translation/interpretation profession and members of the public.
- Associate Members shall neither unjustifiably criticise the work of others nor make misleading claims about their own capabilities in order to solicit business.
- Associate Members shall comply at all times with all applicable rules and regulations of the Association which may be in effect at any time.