



## CODE OF ETHICS FOR LANGUAGE AGENCY CORPORATE MEMBERS

All Language Agency Corporate Members of the Institute agree:

- Only to undertake assignments that they are competent to fulfil
- Not to accept any work that, in their opinion, is intended for unlawful or dishonest purposes or is contrary to the public interest
- To be fair in all their dealings with clients, subcontractors, employees, other language professionals, fellow members and the public in order to establish and maintain good working relationships
- Not to make any unsupported or misleading claims in any publication, marketing or promotional material, documentation or elsewhere
- To treat all material and/or information received from clients in the course of business as highly confidential and not to use any such information for personal or financial gain.
- To ensure that each of their employees and subcontractors signs and upholds a non-disclosure agreement
- To adhere to all the terms of any service agreements with clients, including service to be provided, special instructions, cost and deadlines; should it become impossible to observe such an agreement for any reason whatsoever, the client shall be consulted at the earliest opportunity concerning a solution or alternative course of action
- To be guided in negotiating remuneration by the principle of equitability and fairness
- To enter into and observe service agreements with their freelance language workers, and to state their expectations clearly prior to contracting such freelancers for any work
- To use only competent, experienced language workers qualified to carry out an assignment successfully
- To be bound by an arbitration process established by SATI in the event of a dispute between themselves and any clients, employees, subcontractors or fellow members
- Always to uphold the highest ethical and moral standards in their dealings with their clients, employees and subcontractors and in the exercise of the language practice occupation
- To take part in the activities of the Institute and always to conduct themselves in such a way that their conduct and the quality of their work will be to the credit of the Institute and language practice as an occupation