

Written translation and oral interpretation require very extensive training and knowledge. The work of translators and interpreters entails contact with numerous persons and organisations and access to information that may be restricted to a greater or lesser degree.

In the absence of an official association of translators and interpreters, WAI COMUNICACIÓN S.L. has drawn up a Code of Ethics to ensure its customers and associates that all our work is performed within the framework of a professional ethical standards.

## **1. Scope**

This Code of Ethics is applicable to the management, employees, subcontractors and their employees of WAI COMUNICACIÓN, S.L. that have access to any document or information provided directly or indirectly by WAI COMUNICACIÓN, S.L. and to all natural and juridical persons subcontracted by the former to perform tasks for WAI COMUNICACIÓN, S.L. To perform tasks for WAI COMUNICACIÓN S.L. the aforesaid persons shall be required to sign a declaration that they have read and understood this Code of Ethics and undertake to respect its provisions.

### **Principles**

This Code of Ethics is based on three main principles: Quality, confidentiality and loyalty.

#### **1. Quality**

All translators and interpreters who perform jobs directly or indirectly for WAI COMUNICACIÓN, S.L. shall maintain the highest quality standards in their work. The quality of a job entails the capacity of the translator to perform it, the quality of the content and degree of compliance with deadlines.

##### **1.1. Capacity**

On receipt of the original document (written translations) or of the job description (other tasks) the translator shall assess his/her ability to complete it successfully. The translator shall then decide to accept or reject the job and immediately notify the Head Office of WAI COMUNICACIÓN, S.L. of their decision. Capacity is considered to consist of the following:

- ❖ Knowledge If the translator considers that he/she has or can obtain the specific knowledge required to perform the job with professional quality.
- ❖ Resources If the translator consider that he/she has the means to do the job in compliance with the instructions received.
- ❖ Availability If the translator estimates that the delivery deadline is realistic and achievable.

##### **1.2. Content**

All written translation must achieve the right balance between fidelity to the original on the one hand and the appropriate style, tone and register in the target language suitable to the purpose of the text on the other.

The goal of all oral interpretation is to facilitate fluid communication between the users of the service. Therefore the interpreter shall perform his/her job with the maximum accuracy and speed and shall take the measures required to ensure that all users are understanding the content of the dialogue.

It must be kept in mind that the quality of the output of the service always depends to a certain extent on the disposition of the customer and the quality of the original (whether written or spoken).

### **1.3. Punctuality**

All written translations shall be performed with due diligence and delivered within the established deadline. The timeframes stipulated by WAI COMUNICACIÓN, S.L. shall be respected unless otherwise agreed between the parties.

Interpreters shall arrive at the workstation sufficiently in advance to be ready to begin working punctually at the stipulated time. In the case of events or visits scheduled at a particular time the interpreter shall arrive at least 15 minutes before starting time.

## **2. Confidentiality**

In the course of their professional activities translators and interpreters inevitably have access to personal data and confidential information. Therefore confidentiality is an essential aspect of their performance. The term of validity of confidentiality agreements do not expire.

### **2.1 Confidential Information**

Confidential Information is understood to mean all information to which a translator and/or interpreter may have access in the course of his/her professional activity that for any reason – whether apparently justified or not – the direct and/or indirect client desires or may desire not to disclose. Confidential Information, therefore, is defined as all information on a client's organisation and its employees and a data relating to the client no matter how insignificant it may seem. Information already in the public domain is not considered to constitute Confidential Information.

### **2.2 Disclosure**

Translators and interpreters shall abstain from discussing or commenting on confidential information as described above with any person different from the client. This includes all people forming part of the client's organisation except the person who ordered the service and his/her superior

### **2.3 Safety:**

The translator or interpreter shall ensure that all material in his/her possession that may be classified as confidential is stored with proven security measures to prevent access by unauthorised third parties. Once the job has been completed that Confidential Material shall be destroyed or returned according to the indications of the client.

## **3. LOYALTY**

Loyalty is one of the basic pillars of professional work. The translator owes this loyalty to both the end client and to WAI COMUNICACIÓN,

S.L. as the service provider. The term of validity of exclusivity agreements do not expire.

### **3.1 Loyalty to the Client**

- ❖ The translator/interpreter shall not use confidential information acquired in the course of professional activity for his/her own benefit or that of third parties.
- ❖ Translators shall place their entire experience, knowledge and know-how at the client's disposal (except confidential information belonging to third parties), notifying of possible errors or content that may be misinterpreted in the original and making the appropriate recommendations to help clients to achieve a high quality target document.
- ❖ Interpreters shall always safeguard the interests of their clients, collecting and transmitting any information that may be useful and striving at all times to help them to achieve their goals.

### **3.2 Loyalty to WAI COMUNICACIÓN, S.L.**

- ❖ Translators and interpreters shall safeguard the interests of WAI COMUNICACIÓN, S.L., endeavouring at all times to avoid conduct that would damage the image of the service provider.
- ❖ Translators shall under no circumstances contact the client without the prior written consent of WAI COMUNICACIÓN, S.L., and at all events in the name and on behalf of the service provider.
- ❖ The translators/interpreters shall notify WAI COMUNICACIÓN, S.L. immediately in the event that a direct or indirect end client of the service provider contacts them directly.
- ❖ In the event that WAI COMUNICACIÓN, S.L. authorises direct contact, translators/interpreters shall always introduce themselves to the end client in representation of the service provider and never in their own name or on behalf of a different organisation. Therefore, translators
- ❖ and interpreters shall refrain from notifying the end client of their own personal data or that of an organisation (address, telephone number, website etc. and in the latter case including the name) different from the service provider.

On request of the client WAI COMUNICACIÓN, S.L. signs confidentiality agreements valid for an indefinite period with its collaborators.