Professional guidelines for translation service providers

Professional translators and translation companies:

 represent their credentials, capabilities and experiences honestly

 answer, courteously, inquiries related to services, fees and available equipment,

 accept only assignments that they have the knowledge, resources and time to do well

 disclose, prior to accepting any assignment, any biases that may have relevance

 agree, before work starts, what is to be delivered, as well as how, when, and who will bear any delivery cost

 agree, before work starts, on payment amount, timing and currency, and who will bear any payment cost

 set their rates at levels that allow them to deliver, on an ongoing basis, the quality levels that their clients require 

 treat all sensitive information as confidential, and take steps to protect that confidentiality

 take any and all steps necessary to ensure consistent delivery of work of a high professional standard

 accept responsibility for the quality of work they deliver, even when that work has been subcontracted

 do not attempt to change, after work has begun, agreed-upon terms (except by mutual consultation)

 do everything possible to meet agreed-upon terms, even when unforeseen problems are encountered

 do not directly contact end clients, or subcontractors, without permission

 attempt to resolve disputes directly among parties involved

 strive to continually improve their own skills

 do not unjustly criticize other professionals or their work

 capitalize on opportunities to further the industry as a whole

 do not engage in conduct or communication unbecoming of a professional

Professional interpreters:

 ask for clarification, and give it, when appropriate, making clear when they are speaking and not interpreting

 do not interject their own feelings, opinions or advice

 interact with others only to the extent required to interpret

 do not accept assignments in which payment is contingent on the outcome of a case or proceedings