

# Legal & General Language Services Ltd

## CODE OF ETHICS

This is an outline of the Code of Ethics that interpreters representing Legal & General Language Services Ltd should follow in order to remain professional. The following document is divided into 4 sections: Professional Conduct, Competence, Impartiality and Confidentiality.

### **PROFESSIONAL CONDUCT**

Legal & General Language Services Ltd interpreters should behave in a professional manner at all times whilst on their assignments and should observe these guidelines in order to achieve this.

Courtesy: Interpreters should behave in a polite, dignified and modest manner and be neatly dressed.

Punctuality: Interpreters should be punctual for all assignments. If a delay is unavoidable, then the office should be informed as soon as possible.

Preparation: Interpreters should be prepared for each assignment / client by making themselves familiar with the details, information and location prior to the assignment commencing.

Completion: Interpreters should aim to complete all work and assignments to the best of their ability. If any of the subject matter is unclear, the interpreter should ask the representative present for an explanation.

Relax: Interpreters should aim to make the client feel comfortable - approach them and speak to them. Interpreters should explain their role to the client and encourage the client to speak to them.

Impartiality: Interpreters are to act as impartial service providers. Interpreters should not allow any pre-conceptions or prejudices they may have to influence their behaviour towards the client in any way. Interpreters should not accept an assignment if the client is known to them personally. If this is not realised until the client is seen, then the interpreter must state the fact immediately – then it is up to the client or representative present to proceed with the assignment or to terminate it.

Gifts: Interpreters should not accept gifts or offers of money. Interpreters should explain to the client the reason why offers of this nature may compromise their professional reputation.

Development: Interpreters should be willing to extend their abilities by undertaking any relevant training, when it is made available to them.

Respect: Interpreters should behave respectfully towards their fellow interpreters, aiming to help their colleagues, when help is required. Any difference of opinion should be dealt with in a professional manner with the relevant authority – rather than without the knowledge of the other party.

Interpreters should regularly evaluate their work practices to maintain a high level of performance and professionalism.

## COMPETENCE

Interpreters should only agree to undertake an assignment if they meet the following criteria:

Affirmation: By accepting an assignment this is taken as an admission, by the interpreter, that they are capable and qualified to complete the assignment in question.

Accuracy: Interpreters should interpret exactly what the client has said. Interpreters should include all derogatory and vulgar words.

Inclusion: Interpreters should not omit, or alter, anything the client says although they are allowed to ask the client for simplification, or clarification, under certain circumstances. Interpreters should be clear when communicating with the client and equally clear and audible when relaying the interpretation of what the client has said.

## IMPARTIALITY

Interpreters should behave in an impartial manner at all times, by adhering to the following principles:

Beliefs: Interpreters should not willingly undertake an assignment in which they know they will find impartiality difficult due to personal or religious beliefs.

Detachment: Interpreters should withdraw from an assignment if they feel unable to remain detached, with regard to objectivity, as this may compromise their professionalism.

Opinions: Interpreters should not voice their personal opinions to the client, or regarding the client to any other party. A written or verbal account by the client should not be influenced, in any way, by the beliefs, or opinions of, the interpreter.

### Personal interest:

**Interpreters should not recommend services or organisations to the client if they have a personal or financial interest in them. The interpreter is not permitted to approach the client with details of contractors unless permission is authorised, in writing, by Legal & General Language Services Ltd. Failure to comply with this ruling could lead to legal proceedings, against the interpreter, and loss of business could be claimed by Legal & General Language Services Ltd.**

If an interpreter is approached by all parties involved in an assignment, then the interpreter should act for the party that Legal & General Language Services Ltd has agreed to first. Any subsequent work should **always** be referred to Legal & General Language Services Ltd.

## **CONFIDENTIALITY**

Confidentiality is an essential requirement of an interpreter and any breach of a client's confidentiality could lead to dismissal.

Disclosure: If, for example, the law requires it, an interpreter may disclose relevant information but only after gaining the permission of the client.

Colleagues: If another interpreter, who will become involved with an assignment, requires briefing then the primary interpreter must gain permission from the client so as to enable them to share such information with a colleague.

Sub – contracting: An assignment should not be transferred to another interpreter, or agency, without the permission of the client, and without first discussing this with Legal & General Language Services Ltd.

Documents: Any documents which have undergone translation remain the property of the client. If copies are required they can only be obtained with the permission of the client.

**Confidentiality is an essential requirement of all our interpreters and is paramount in order for our clients to feel comfortable with our interpreters.**