



Kwintessential Ltd Practice Guide for Translators

Statement

Anyone who registers through Linguist-Jobs.com is automatically bound to, and agrees by, the operating standards and processes outlined below in this guide.

Violation of any of the operating standards and processes may lead to a translator being removed from the database and any existing / pre-planned assignments will be terminated with immediate effect.

Introduction

At Kwintessential:

- We are dedicated to setting the benchmarks of excellence within the industry
- We are committed to understanding a company's needs and investing our energies and expertise to meeting them
- We will strive to establish excellent working relationships with all our clients
- We actively seek feedback from all our clients; building on our strengths and addressing those areas which may help us to deliver a more effective service

The Kwintessential Practice Guide underlies our approach to our work. We are committed to ensuring that our business results are achieved through good practice and an ethical approach to our work.

Good business practice helps to create a positive working environment and ensures that the companies with whom we work respect us for our integrity and honesty.

The following Guide outlines a) Kwintessential practice standards and b) processes and procedures.

It is important that you make yourself familiar with these standards and that you commit to the same high standards when conducting work on behalf of Kwintessential.

Section One: Operating Standards

1) Confidentiality

All individuals working on behalf of Kwintessential are required to protect any source material which has been sent to you for translation. All information is to be considered strictly confidential and should be managed in an appropriate manner. As such, information should be securely deleted upon completion of use. The security of information and the application of appropriate confidentiality measures are strictly your responsibility once the information has been received.

You are also required to protect any proprietary, commercial or other information that is confidential to the client upon behalf of whom you are completing a translation. Again, this obligation continues after your assignment with the company ends, or once your employment with Kwintessential ends.

2) Political Activities

Kwintessential maintains a position of impartiality with respect to party politics. Accordingly, we do not contribute funds to any political party, politician or candidate for public office in any country.

All individuals working on behalf of Kwintessential should ensure that they do not use Company funds, time, equipment, supplies, facilities or other resources to support their activities.

3) Use of Kwintessential Resources

You should not use funds, property, equipment or other resources of either Kwintessential or a company to whom you are assigned for your own personal benefit.

You should take responsible care of any equipment that you come into contact with whilst performing your role. You should also ensure that precautions are taken to prevent theft, damage or misuse of either Kwintessential resources or resources belonging to the company to whom you have been assigned.

Section Two: Processes

Sickness:

On occasions in which you have to cancel an assignment due to sickness / emergency then please let an advisor at Kwintessential know immediately to enable alternative arrangements to be made.

Late Delivery:

If for any reason you are likely to be late in the delivery of an assignment then please let an advisor at Kwintessential know in order that they can contact the client and advise accordingly.

Business Cards:

Please do not distribute personal business cards. We reserve the right to refuse payments in cases in which we deem that a translator has tried to solicit business from Kwintessential clients.

Sub Contracting:

Do not under any circumstances subcontract assignments. We have a strict policy in place in respect to translators carrying out assignments and as such, no one other than an assigned translator can be used unless they have been fully vetted and we feel that they are appropriate for the assignment in hand. We reserve the right to refuse to pay the respective invoice if a substitute has been sub contracted for the assignment without this having been fully discussed and agreed by Kwintessential in advance.

Invoices:

Please email invoices and ensure that they are submitted within 2 weeks of an assignment taking place.

Kwintessential reserve the right at any time to cancel an agreed assignment with no notice if any of the above policies / procedures are violated.

For all questions and queries regarding assignments with Kwintessential, please contact one of the Kwintessential Project Managers on 01460 279 900.

Thank you and we look forward to working with you.