



Code of Conduct





INTRODUCTION

EuroGreek's mission is to provide quality turnkey language solutions – from simple translation projects to desktop/ web publishing to localisation and testing – processed exclusively by in-house mother-tongue specialists.

Since 1986, we have been specialising in medical, technical and financial translations from English/French/German/Spanish/Italian into Greek and Greek into English.

Over the years we have extended our services to cover most subject areas.

All of our work is produced in-house, ensuring we meet all deadlines and maintain terminology and style consistency, thus offering very high translation and presentation quality.

Our first office was established in North London in 1986. In 1991 we began operations in Athens as well. Both offices are privately owned. Our Production Centre is a state-of-the-art facility of 800 m² – including a Library & Resources area and a Conference Room – equipped with 50 workstations running most popular Operating Systems, Applications, Desktop Publishing Applications as well as CAT Tools.

Over the past 32 years, EuroGreek has supplied hundreds of millions of words to clients all over the world. We employ 30 in-house specialists and our current capacity exceeds 15 million words per year.



New York, USA

QUALITY ASSURANCE

Quality Guarantee

We place particular emphasis on translation, review and presentation quality. Our in-house specialists are experienced and highly qualified, usually to post-graduate level. They only translate from the source language into their mother tongue and their work is always reviewed by a second in-house specialist.

We pay particular attention to each client's requirements and special instructions, producing exactly what the client needs, always on time.

Through streamlined proactive project management procedures, we minimize possible corrective actions at later stages, thus creating a very pleasant and productive working relationship with our clients.

All work we provide is covered by a 100% quality and on-time delivery guarantee. This means no invoice is issued if the client finds even one serious error, or the job is not delivered on time.

Our quality guarantee applies only to projects that are entirely processed by EuroGreek.

Quality Management System Standards

EuroGreek has been certified by Lloyds Register Quality Assurance to the following Quality Management

System Standards:

- BS EN ISO 9001:2015
- ISO 17100:2015

Audits are carried out by Lloyds Register Quality Assurance annually.

Internal audits are also carried out every six months by our in-house Quality Manager.

For more details on our Staff Selection Criteria and our extensive QA Procedures, please refer to our website at www.eurogreek.com.

PRINCIPLES OF THE CODE

We, the members of **EuroGreek Translations Limited**, accept as our ethical and professional duty the following principles:

1. Meaning

To convey meaning between people and cultures faithfully, accurately and impartially.

Linguistic integrity is at the core of what translators, reviewers and revisers do. Faithful, accurate and impartial translation conveys the message as the author or speaker intended with the same emotional impact on the audience.

Linguistic integrity is not achieved when the target language is rendered word for word from the source language. Linguistic integrity implies that nothing is added or omitted in the target message.

2. Confidentiality

To hold in confidence any privileged and/or confidential information entrusted to us in the course of our work.

Clients expect their information to be held in strict confidence. This includes information conveyed in a translation or during revision, as well as the very fact that the translation or revision has taken place. This holds even for published material.

It goes without saying that translators, reviewers and, revisers adhere to all existing laws or acts concerning confidentiality. Some information is obviously sensitive and confidential, for example, information contained in personal documents, financial statements and court proceedings.

Translators, reviewers and revisers shall maintain complete confidentiality at all times and treat any information that may come to them in the course of their work as privileged information, not to be communicated to any third party without prior written authority. They shall also require all those assisting them in their work to be similarly bound.

No translator, reviewer or reviser shall derive any gain from privileged information acquired in the course of work undertaken.

No translator, reviewer or reviser shall disclose privileged information about other members.

All our internal/external translators/reviewers, as well as all other EuroGreek staff, are bound by strict non-disclosure agreements. All electronic data is kept securely in our in-house servers. Sensitive data is destroyed, upon client's request, immediately after project completion.

- All hard copies and intermediate files created by EuroGreek from client source or reference files are destroyed within 3 months of project completion.
- All Client Material received, such as original hard copies, CDs, DVDs etc. are returned to the client upon request, or are destroyed by EuroGreek within 3 months of project completion.
- Unless otherwise instructed, all electronic source, reference and target project files have a restricted-access retention period of 5 years.
- All CVs, which do not result in employment contracts, are safely deleted.



Athens, Greece

3. Representation & Due Diligence

To represent our qualifications, capabilities and responsibilities honestly and to work always within them.

Translators, reviewers and revisers, should advertise themselves accurately and truthfully. Resumes, websites, brochures, business cards and business demeanour all need to accurately reflect who we are and what we can actually do, both practically and professionally.

All marketing and promotional material should:

- Be legal, decent, honest and truthful
- Respect the principles of fair competition

and should not:

- Imply expertise or resources beyond those that can be provided
- Unfairly discredit competitors either directly or by implication
- Encourage or condone unacceptable behaviour
- Cause any conflict of interest

EuroGreek Translations Limited has to make sure those lists reflect true expertise and real client relationships, not just a one-off contract through an agency for an impressive end client.

This extends beyond listing degrees on a resume or adding a credential to an email signature: Most certifications and credentials have guidelines on how to use them; these guidelines should be strictly adhered to. Prior to a fulltime position being offered to a prospective employee, EuroGreek performs a due diligence check on that person, which includes contacting their referees.

Translators, reviewers and revisers decline assignments that are beyond their expertise or capacity. They shall refuse work that they know to be beyond their competence either linguistically, or because of lack of specialised knowledge.

Subcontracting to another agency or freelancer, outside the pool of our approved specialists, to meet an unrealistic deadline –or for any other reason– is not acceptable without the express permission of the client.

4. Continuing Education & Training

To enhance our capabilities at every opportunity by continuing education in language, subject field and professional practice.

In the face of constant change in language, technology and business models, professional translators, reviewers and revisers have to enhance their languages and cultural sensitivity, seek continuing education in subject areas, business practices and other skills.

For as long as they continue in practice, translators, reviewers and revisers are required to undertake continuing professional development as appropriate, in order to continue to offer the highest possible standards of work by maintaining and updating their language skills, subject knowledge or any other skills or knowledge necessary for the work.

Continuing education is a requirement for maintaining credentials.

5. Knowledge Sharing

To act collegially by sharing knowledge and experience.

Translators reviewers and revisers share information, both informally (such as list serves) and more formally, giving workshops and mentoring.

Activities include:

- Participating in online fora and social media communities
- Volunteering (both for professional societies and humanitarian causes)
- Presenting at conferences and seminars
- Mentoring

Everyone benefits from this sharing: learning by teaching, enjoying increased exposure and improved perception of their expertise and abilities. In addition to the valuable information that is shared, the association and industry benefit from the professionalism that is reflected by those sharing.

Collegial behaviour also includes refraining from negative statements about colleagues.



6. Agreements

To define in advance by mutual agreement and abide by the terms of all business transactions among ourselves and with others;

It is widely considered best practice to use a contract, or any other agreement tool, to avoid misunderstandings. The responsibility for this is shared by both parties to an agreement.

There is a range of instruments available, from a simple email all the way to a formal contract that undergoes full legal review.

Whatever the instrument, the agreement must be fair and acceptable to both parties. This meets the need for immediacy and provides the interpreter with basic protection in case of a misunderstanding about fees.

There is no single standard contract for the translation and interpretation industry. Contracts often contain language relating to non-competition, independent contractor status, intellectual property transfer, cancellation/non-performance and other best practices. Even if these issues are not specifically addressed in an agreement, best business practices and fairness still apply.

Independent translators and interpreters often have templates ready to use with clients, who do not have their own contracts or agreements, for translators or interpreters to sign.

7. Recognition

To ask for and offer due recognition of our work and compensation commensurate with our abilities;

Due recognition means that EuroGreek Translations Limited may seek acknowledgement for their work. For example: All language service providers are free to negotiate fees that realistically reflect their experience, skills and quality of service.

8. Workplace Integrity

To make sure our workplace ensures the following:

- **Equal Opportunities:** EuroGreek Translations Limited is an equal opportunities employer. The ability to effectively produce the expected results as per the job description, a good social and work ethos and the ability to work harmoniously with the rest of the team are the only criteria applicable during our employee selection process. Race, gender, age, ethnic or social background have never been part of our selection criteria.

- **Harassment not tolerated:** No form of harassment, whether verbal or physical will be tolerated. All members of staff are expected to conduct themselves in a respectable manner. Furthermore, all members of staff are encouraged to contact their immediate supervisor, whether they find themselves victim to harassment or witness harassment against another member of staff.
- **Safety:** All safety measures have been put in place to ensure that all members of staff can feel secure in their environment.
- **Freedom of expression:** Every member of staff has the right to express themselves freely without the fear or reprisals.

9. Anti-bribery and Corruption

An incentive to act against one's professional obligations or duty to others is a bribe. However, the exchange of small gifts and advantages in the normal course of business (such as promotional gifts or corporate hospitality) is not prohibited so long as the value to the recipient is not such that it exerts an improper influence over them. No member shall accept remuneration from any party that could be construed as a bribe.

EuroGreek Translations Limited has never and will never condone the practice of bribing and expects the same from all of its employees and suppliers. Any form of corruption observed will be duly reported to the relevant authorities.

10. Environmental Awareness

EuroGreek's ultimate environmental goal is to become carbon neutral and recycle all of its used materials and equipment.

We recycle all paper and plastic, using appropriately labeled recycling bins. We also recycle all toner cartridges, batteries, mobile phones, cables and electronic equipment.

We are participating in the Greek national programme to fund wheelchairs for those in need, organised by edu.klimaka.gr, by collecting plastic bottle caps.

We provide pro-bono translations for non-profit organisations. Examples are our cooperation with World Swim Against Malaria and the Greek-based NGO To Hamogelo Tou Paidiou (The Child's Smile).

We contribute a small part of our profits to charities such as Médecins Sans Frontières (MSF), the British Red Cross and Action Aid. We also provide much needed goods to organisations such as the Athens Residential Home for the Elderly.

London Office | 590 Green Lanes, London, N13 5RY, UK
Athens Office | 93 Karagiorga Street, Athens 166 75, Greece
Telephone: +30 210 9628 559
Email: production@eurogreek.com
www.eurogreek.com

