



Code of Conduct

1. Ensure you have adhered to any specific instructions regarding the formatting of the document.
2. Ensure you have delivered your document in the correct file types including any translation memories or CAT tool formats.
3. Ensure you have spell checked your document before sending.
4. Ensure you have read over your translation at LEAST once to make sure there are no typos or untranslated text.
5. Ensure you have used the correct localisation requested on the order. E.g. US or UK English.
6. Ensure you adhere to deadlines and checkpoints.
7. If your translation order is greater than 5,000 words, you should regularly update the project manager with your progress (at least once per day).

Below are some examples of the penalties which can be expected for failing to meet the requirements set out by the project manager for your order.

Quality Issues

1) No issues OR 1 or 2 minor typographical errors	100% of full payment
2) 3+ minor issues AND/OR 3+ typographical errors AND/OR Grammatical errors AND/OR Formatting issues AND/OR Style issues	70-90% of full payment
3) Major errors such as: Mistranslation AND/OR Added text AND/OR Spelling mistakes AND/OR Missing translations AND/OR Untranslated text	0-50% of full payment

Payment reductions will be made at the project managers' discretion. Should there be a situation whereby the translation is rejected or editing costs equal or exceed the initial fee for the project, a full reduction shall be applied for the job and the invoice shall be nullified. Quality issues (see above) will be assessed by a third party translator and not by Stealth Translations Ltd.



Punctuality

1) On time	100%of full payment
2) 0-1 hours late with good communication	90-100% of full payment
3) 1-4 hours late, no communication	70-90% of full payment
4) 4 hours late or worse	0-50% of full payment

Communication regarding punctuality is mandatory and if you indicate issues concerning failure to meet delivery time or falling behind schedule, project managers will generally be more lenient regarding penalties and will work with you to get an extension to deadlines or reallocation of parts of your allotted assignment. Please take note of our office phone numbers and project managers' mobile numbers so that if a situation arises where you have no access to the Internet you can notify us with any problems concerning the punctuality of your delivery immediately.