

Interpreter Code of Conduct

ON-DEMAND LINGUISTICS is committed to delivering the highest standard of interpretation and translation services across all sectors, including medical, legal, business, and public service settings. As a network of certified professional interpreters, we hold ourselves to rigorous ethical and professional standards that reflect our core belief: **every voice deserves to be heard.**

This Code of Conduct applies to all interpreters engaged by ON-DEMAND LINGUISTICS, whether working on-site, remotely, or as part of a virtual event. Adherence to this Code is a condition of engagement and reflects the trust placed in us by our clients, service users, and the wider communities we serve.

Our Core Values

ON-DEMAND LINGUISTICS operates on the following foundational principles:

- **Accuracy** – Faithful, precise interpretation without omission, addition, or distortion.
- **Impartiality** – Neutral, unbiased conduct at all times.
- **Confidentiality** – Absolute discretion with all information encountered during assignments.
- **Professionalism** – Punctual, prepared, and appropriately presented at all times.
- **Respect** – Dignified treatment of all individuals, regardless of background, identity, or circumstance.

Who This Document Applies To

This Code applies to all freelance and contracted interpreters working with ON-DEMAND LINGUISTICS, across all language pairs, service types, and delivery modes. It is expected that every interpreter reads, understands, and agrees to uphold the standards set out in this document before undertaking any assignment on behalf of the company.

Failure to comply with any part of this Code may result in the suspension or termination of your engagement with ON-DEMAND LINGUISTICS, and in serious cases, may be reported to the relevant professional body.

All interpreters are expected to act in a manner that upholds the reputation and values of ON-DEMAND LINGUISTICS at all times, both during and outside of assignments.

Accuracy & Impartiality

The foundation of professional interpretation is the accurate and faithful rendering of spoken or signed communication between parties. Interpreters engaged by ON-DEMAND LINGUISTICS must ensure that their work reflects the speaker's intended meaning, tone, and register as closely as possible in the target language.

Accuracy

Interpreters must convey messages completely and precisely, without omitting, adding, or altering content. This includes:

- Interpreting everything that is said, including false starts, corrections, and emotionally significant expressions where contextually appropriate.
- Maintaining the register and tone of the original speaker — formal language should remain formal, and colloquial language should be rendered as naturally as possible in the target language.
- Requesting clarification or repetition when necessary to ensure accuracy, rather than making assumptions. If an interpreter is uncertain about a term, phrase, or concept — particularly in specialist domains such as legal or medical settings — they must acknowledge this openly and seek clarification from the appropriate party. It is never acceptable to guess or approximate in high-stakes communication environments.

Impartiality

Interpreters must remain strictly neutral at all times. The interpreter's role is to facilitate communication, not to influence, guide, or advise any party. This means:

- Refraining from expressing personal opinions, offering advice, or making judgements about any party involved.
- Avoiding any conduct, verbal or non-verbal, that could be perceived as favouring one party over another.
- Disclosing any potential conflict of interest to ON-DEMAND LINGUISTICS **before** accepting an assignment.

Managing Difficult Content

Interpreters may encounter distressing, offensive, or highly sensitive material during assignments. It is essential that such content is interpreted faithfully, even when personally uncomfortable. If an interpreter feels that continuing an assignment would compromise their wellbeing or their ability to perform impartially, they must notify ON-DEMAND LINGUISTICS as soon as possible so that appropriate support or a replacement can be arranged.

Personal beliefs, cultural perspectives, or emotional responses must never interfere with the accurate and impartial delivery of interpretation services.

Confidentiality & Data Protection

Interpreters working with ON-DEMAND LINGUISTICS regularly encounter sensitive, private, and legally privileged information. Maintaining strict confidentiality is not only an ethical obligation but also a legal requirement under applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Confidentiality Obligations

All information encountered during the course of an assignment — including the identities of the parties involved, the nature of the meeting or consultation, and the content of any discussions — must be treated as strictly confidential. Interpreters must:

- Not disclose any information obtained during an assignment to any third party, including family members, friends, or colleagues.
- Refrain from discussing assignment details in public spaces or via unsecured communication channels.
- Not retain, copy, or reproduce any documents, recordings, or materials encountered during an assignment unless explicitly authorised to do so by ON-DEMAND LINGUISTICS. This obligation to confidentiality continues **indefinitely** after the conclusion of an assignment. There is no expiry on the duty of discretion.

Data Protection

Interpreters must handle any personal data they encounter in line with UK GDPR principles. Personal data must be:

- Used only for the purpose of facilitating the assignment.
- Not stored beyond what is strictly necessary.
- Kept secure at all times, particularly when working remotely.

Remote and Virtual Assignments

When working remotely, interpreters must take additional precautions to protect confidentiality:

- Ensure that sessions are conducted in a private, secure location where conversations cannot be overheard.
- Use only approved and secure platforms as directed by ON-DEMAND LINGUISTICS.
- Ensure that no unauthorised individuals are present or able to observe the session.

Any suspected or actual data breach must be reported to ON-DEMAND LINGUISTICS immediately. Do not attempt to manage a breach independently.

Professionalism & Conduct

Interpreters represent ON-DEMAND LINGUISTICS in every assignment they undertake. The standard of professionalism expected is consistently high, regardless of the setting, client, or duration of the assignment. Conduct that falls short of these standards reflects not only on the individual interpreter but on the organisation as a whole.

Punctuality and Preparation

Interpreters must arrive — whether in person or virtually — punctually and fully prepared. This includes:

- Arriving at least 10 minutes before the scheduled start time for in-person assignments.
- Logging on to virtual platforms in advance to test equipment and connectivity.
- Conducting appropriate pre-assignment research, particularly for specialist or technical subject matter. If an interpreter anticipates being late or is unable to attend an assignment, they must notify ON-DEMAND LINGUISTICS at the earliest possible opportunity so that alternative arrangements can be made.

Presentation and Behaviour

Interpreters should present themselves in a manner appropriate to the setting. Professional attire is expected for all client-facing assignments unless otherwise agreed. During assignments, interpreters must:

- Conduct themselves with courtesy and respect towards all parties.
- Refrain from engaging in personal conversations with any party beyond what is necessary to facilitate the assignment.
- Avoid using mobile devices for personal use during active interpretation.

Professional Boundaries

Maintaining clear professional boundaries is essential. Interpreters must not:

- Offer personal advice, opinions, or recommendations to any party.
- Act as an advocate or support worker for any individual.
- Accept gifts, gratuities, or personal favours from clients or service users.
- Engage in any conduct that could be perceived as inappropriate or unprofessional.

Continuous Professional Development

ON-DEMAND LINGUISTICS encourages all interpreters to maintain and develop their professional skills. Interpreters are expected to hold relevant qualifications and memberships in good standing, and to engage in ongoing professional development appropriate to their language pairs and specialist areas.

Professionalism is not simply about what you do during an assignment — it encompasses how you communicate, prepare, and represent yourself and ON-DEMAND LINGUISTICS at every stage.

Equality, Dignity & Safeguarding

ON-DEMAND LINGUISTICS is a Disability Confident Committed employer and is dedicated to promoting equality, diversity, and inclusion in everything we do. These values extend to all interpreters working within our network, and to the way in which services are delivered to every individual we support.

Equal Treatment

Interpreters must treat every individual they encounter with dignity and respect, regardless of age, disability, gender reassignment, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Discrimination, harassment, or prejudicial conduct of any kind will not be tolerated and may result in immediate termination of engagement.

All service users, regardless of background or circumstance, are entitled to receive the same high standard of professional interpretation. Interpreters must not allow personal views or cultural assumptions to affect the quality or impartiality of the service provided.

Dignity and Respect

The communities served by ON-DEMAND LINGUISTICS are often in vulnerable or high-pressure situations — attending medical appointments, legal hearings, or sensitive business meetings. Interpreters must be sensitive to this and conduct themselves in a manner that supports the dignity and wellbeing of all parties.

This includes being mindful of:

- Cultural differences in communication styles and expectations.
- The emotional state of individuals in distressing situations.
- The power dynamics inherent in certain settings, such as legal or healthcare environments.

Safeguarding

Interpreters may occasionally encounter situations where they have concerns about the safety or welfare of a vulnerable adult or child. In such cases, interpreters must:

- Not ignore or dismiss safeguarding concerns.
- Not attempt to manage the situation independently.
- Report concerns to ON-DEMAND LINGUISTICS immediately, who will follow the appropriate safeguarding procedures.

The safety and wellbeing of vulnerable individuals takes precedence. If you witness or suspect abuse, neglect, or harm, you have a professional and moral duty to report it without delay.

Interpreters are not expected to act as safeguarding officers, but they are expected to escalate concerns promptly and responsibly through the correct channels.

Compliance & Reporting

Upholding this Code of Conduct is a shared responsibility. ON-DEMAND LINGUISTICS expects all interpreters to act with integrity and to raise concerns promptly when they arise. A culture of openness and accountability is essential to maintaining the trust of our clients and the communities we serve.

Reporting Concerns

If an interpreter encounters a situation during an assignment that raises ethical, professional, or safeguarding concerns, they must report this to ON-DEMAND LINGUISTICS as soon as practicable. This includes:

- Suspected or actual breaches of confidentiality.
- Conduct by any party that is abusive, threatening, or inappropriate.
- Situations where the interpreter feels unable to continue the assignment safely or impartially.
- Any conflict of interest that was not identified prior to the assignment. Concerns should be raised directly with the ON-DEMAND LINGUISTICS management team. All reports will be handled sensitively, fairly, and in accordance with applicable policies.

Breaches of This Code

Any breach of this Code of Conduct will be taken seriously. Depending on the nature and severity of the breach, ON-DEMAND LINGUISTICS may:

- Issue a formal warning.
- Suspend the interpreter from future assignments pending investigation.
- Terminate the engagement with immediate effect.
- Report the matter to the relevant professional body or regulatory authority. Interpreters are encouraged to raise concerns about the conduct of others in good faith. Malicious or unfounded allegations, however, will also be treated as a conduct matter.

Acknowledgement and Agreement

All interpreters engaged by ON-DEMAND LINGUISTICS are required to confirm that they have read, understood, and agree to abide by this Code of Conduct. This confirmation forms part of the onboarding process and must be renewed upon any significant update to the Code.

This Code of Conduct is a living document and will be reviewed and updated periodically to reflect changes in legislation, professional standards, and organisational policy.

By working with ON-DEMAND LINGUISTICS, you affirm your commitment to the values, standards, and obligations set out in this document.

FOR AND ON BEHALF OF THE FREELANCE INTERPRETER/TRANSLATOR:

I confirm that they have read, understood, and agree to abide by this Code of Conduct.

Signed: _____

Name: _____

Date: _____