

Code of Professional Conduct and Ethics

UNIVERSITAS Austria is the Austrian association of Professional Interpreters and Translators. All Association members are under the obligation to comply with this Code of Professional Conduct and Ethics.

- (1) The Code of Professional Conduct and Ethics is an integral part of the bylaws of UNIVERSITAS Austria. For more information and details on translation and interpreting, please refer to the respective standards as currently applicable (EN 15038, ISO 17100).
- (2) To communicate the criteria laid down by these standards, the “General Terms and Conditions of Business” for translation services are made available to the members of the Association in the member zone of the Association’s website. These terms apply only when they have been agreed between an Association member and the respective client (e.g. in an order form).
- (3) Association members have a professional education in their field. They use only professional designations and academic titles conferred in accordance with the provisions of the law.
- (4) The behaviour of Association members is guided by the general principles of moral conduct. Furthermore, they are mindful of dressing appropriately and conducting themselves professionally at all times so that their behaviour serves to promote and enhance the standing of the profession and of the Association.
- (5) Association members regularly pay their annual membership dues.
- (6) Association members exercise their profession impartially and without prejudice and to the best of their ability and knowledge.
- (7) The qualification, high quality of services and professional behaviour of the members contribute to the good reputation of the profession.
- (8) Association members have excellent language skills and are familiar with the social and cultural background of their respective working languages. They engage regularly in continued professional development to maintain and advance their language and expert knowledge; they have solid general knowledge and strive to stay abreast of current developments in the profession.
- (9) Association members are free to accept or reject assignments.

- (10) Association members adhere to agreed delivery deadlines. If this should not be possible, the parties involved must be informed of this fact in a timely manner. Association members will use their best efforts to solve the problem.
- (11) If an Association member receives justified criticism for the performance of an assignment, that member shall make the required corrections.
- (12) Association members accept only assignments that they are capable of performing correctly, in accordance with the contractual terms and to the best of their knowledge and capacity. The terms of the assignment must be defined in detail at the time of acceptance of the order, for example, by reference to the General Terms and Conditions of Business mentioned in clause (2).
- (13) Members of the Association comply with legal provisions and the Association's internal rules when carrying out an assignment.
- (14) Association members are in any case under the obligation to maintain secrecy, with this obligation applying also after the end of a contract and also with respect to persons who already have knowledge of the relevant facts.
- (15) Association members act in the spirit of fair cooperation and solidarity; they express criticism objectively and discretely; they refrain from biased criticism and personal attacks that may be damaging to the reputation of another Association member.
- (16) In the case of disputes among Association members or disputes between an Association member and UNIVERSITAS Austria, the Arbitration Panel is called on to decide on the matter and will take action immediately. All information relating to the dispute must be made available to the Arbitration Panel; the principle of confidentiality shall apply. It is possible to file an objection against a decision of the Arbitration Panel by appealing to the General Meeting.
- (17) Association members work for reasonable fees that are freely agreed between the client and the member, such fees falling within the bandwidth of usual market prices.

A purely empirical market overview is provided by the survey of fees regularly conducted by the Association.
- (18) Quotations and statements of fees by Association members are complete and correct.
- (19) Association members advertise primarily through the quality of their professional services and avoid aggressive advertising methods. Based on the Association's internal peer-review-based quality assurance system, members have the option of

registering for UNIVERSITAS Austria certification for interpreting and/or translation; they may also acquire an online presence within the framework of UNIVERSITAS Austria's website for a small fee.

- (20) The Executive Board of the Association monitors compliance with the principles of the Code of Professional Conduct and Ethics. Association members as well as non-members may call on the Executive Board regarding disputes in this context. The Executive Board must take action immediately and grant the Association member in question a hearing. If the findings show that an Association member has in fact committed a breach of the aforementioned principles and is unwilling to change his or her behaviour, sanctions may be imposed. Such sanctions shall be decided internally by the Association's Arbitration Panel. When a breach of the Code of Professional Conduct and Ethics is notified to UNIVERSITAS Austria by a non-member, the Executive Board shall decide on what steps to take.

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