



Association of
Translation Companies
DEFINING STANDARDS OF EXCELLENCE

Code of Professional Conduct

2024



The Association of Translation Companies

The Association of Translation Companies (ATC) is a trade association representing the interests of its members in the UK and internationally. It is the leading voice for companies operating in the UK's language services industry.

From its beginnings as a small group of British translation companies in 1976, the ATC has become a recognised representative of the UK's language services industry on a worldwide arena. It provides authoritative advice about matters relating to multilingual communication and, working with its stakeholders in commercial organisations and public sector authorities, advocates on behalf of its members, promoting the value of language skills and language services including translation and interpreting. The ATC is also at the forefront of the development of international standards for language services.

ATC membership is recognised at government and international levels as the mark of quality-managed language services. The ATC works on a not-for-profit basis, and its activities are guided by its Council, elected officers, and its stated objectives.

Defining standards of excellence

The ATC's mission is to act as the UK authority for language service companies. The ATC defines standards of excellence by promoting quality-driven language services and best practices.

The ATC is the UK authority for language service companies

The aims of our association are to:

- represent language service companies in the UK;
- support and nurture our members for sustainability and growth;
- spearhead the advancement of language service companies and the language services industry;
- create a network where our members can connect with each other as a professional community;
- develop strategic partnerships with the language services industry and buyer-side associations and organisations; and
- establish and promote appropriate and relevant regulatory functions and practices.



Our Values

Integrity

We shall be straightforward and honest in all our professional and business activities.

Diversity, equity & inclusion

We shall act fairly and without prejudice, promoting diversity, equity, and inclusion in our dealings with our members and stakeholders.

Accountability & commitment

We shall be mindful of our responsibility to develop and maintain the reputation of our members and the wider language services industry. We shall be committed to all our members, regardless of size, and place them at the heart of every decision we make.

Sustainability

We shall foster and promote sustainable business practices, and be a key source of credible information, guidance and support for our members.

Introduction

This version of the ATC Code of Professional Conduct was ratified by the ATC Council in October 2024.

The Code of Professional Conduct is designed to support members in maintaining professional standards. The Code is also intended to reassure clients, suppliers, and other stakeholders that language services provided by our members are conducted in a professional and ethical manner.

All ATC members confirm their compliance with this Code when they join the ATC, and in connection with their annual membership renewal. The Code applies to all members, whether they are engaged in providing translation, interpreting, or any other form of language service, regardless of their size, company structure, or location.

It is the responsibility of members to keep themselves updated on changes or amendments to any part of this Code. Updates are published periodically, communicated to all members, and are available for review on the ATC website.

In case of doubt about the interpretation of the Code, members may contact the ATC Secretariat (secretary@atc.org.uk) for further advice and clarification.



Codes for ATC Council

The ATC is governed by a voluntary, elected Council of members headed by three officers: Chair, Vice-Chair, and Honorary Treasurer. The Council guides the activities of the association in fulfilling its vision and aims, and ensures that the association and its representatives act with integrity and in line with its professional duties and Code of Professional Conduct.

ATC Council Members are governed by the ATC Code of Professional Conduct, and are also expected to comply with a non-disclosure agreement, the requirements of competition law, and the supplementary Code for Council Members which states that they shall:

- act in a financially responsible manner, applying due diligence to the scrutiny of all reports (financial, quality, operational) and any other relevant material that is presented to them;
- in the event of a conflict of interest:
 - a) disclose any personal or business interests which may give rise to actual or perceived conflicts of interest;
 - b) ensure personal or financial interests do not conflict with their ability to perform Council duties in an impartial manner;
 - c) not allow personal or financial interests, or the interests of any associated person to conflict with the interests of the ATC; and
 - d) manage and declare any conflict between their personal and public duty.

Code of Professional Conduct for members

Admission to the ATC is conditional upon members agreeing to adopt and abide by the ATC Code of Professional Conduct. The Code shall be signed by the owner, director, or nominated senior individual of the ATC member company, and adopted by the company at all levels.

The ATC expects its members to conduct business in an ethical manner with integrity, honesty, and fair dealing. This Code of Professional Conduct sets out the principles that should constitute ATC members' method of doing business.

Legal and regulatory obligations

The ATC expects all members to act in accordance with the laws and regulations of the country or countries in which they work.

The ATC Code of Professional Conduct does not take precedence over national or international law. Its provisions are intended as guidance to member companies who must also fulfil any other responsibilities set down in law, or other nationally and internationally agreed standards.

If a member becomes involved in litigation, either as claimant or defendant, they are required to inform the ATC. If litigation goes against the member, the ATC reserves the right to carry out its own review, and assess the membership status of any member company convicted of illegal activity by any court.



Disputes, breaches and complaints

The ATC is committed to resolving disputes and investigating complaints relating to alleged breaches by its members of this Code of Professional Conduct fairly and objectively.

Disputes and complaints are handled following the ATC's documented Dispute Resolution Process.

General principles of professional conduct

These general principles of professional conduct aim to ensure that ATC members uphold high standards of professionalism, integrity, ethics, accountability, and quality in their operations.

ATC members shall

1. adhere to the ATC's values and this Code of Professional Conduct;
2. comply with applicable laws and regulations;
3. ensure that the professionals they employ or contract for assignments have the necessary qualifications and experience to perform their tasks effectively;
4. establish clear agreements with their clients and suppliers that outline the rights and responsibilities of all parties involved, and are legally binding;
5. put in place quality control measures to ensure the fitness for purpose of services provided;
6. treat clients, employees, suppliers, and other stakeholders, including other ATC members, with respect, courtesy, honesty, and fairness;
7. not make misleading or unsubstantiated claims in their literature, promotional material, or correspondence; and
8. have proper and legal regard for the legitimate interests, rights, identity, confidential information, and personal data of all stakeholders.