

## Code of Ethics and Conduct

As a partner with Future Group, you accept as your ethical and professional duty to:

### **ACCURACY:**

Interpreters/Translators will always thoroughly and faithfully render the source language, omitting or adding nothing, giving consideration to linguistic variations in both source and target languages, conserving the tone and spirit of the source language message.

### **CULTURAL SENSITIVITY – COURTESY:**

Interpreters/Translators will be culturally competent, sensitive, and respectful of the individual(s) they serve.

### **CONFIDENTIALITY:**

Interpreters/Translators must not divulge any information obtained through their assignments, including but not limited to information gained through access to documents or other written materials.

### **DISCLOSURE:**

Interpreters/Translators will not publicly discuss, report, or offer opinion concerning matters in which they are or have been engaged, even when that information is not privileged by law to be confidential.

### **PROFICIENCY:**

Interpreters/Translators must meet the minimum proficiency standard set by passing the required certification examination or screening evaluation.

### **COMPENSATION:**

Interpreters/Translators will not accept additional money, considerations, or favors directly from provider and or LEP client. Interpreters/Translators will not use for private or others gain or advantage any provider's time, facilities, equipment, or supplies, nor will they use or attempt to use their position to secure privileges or exemptions.

### **NON-DISCRIMINATION:**

Interpreters/Translators will always be neutral, impartial and unbiased. Interpreters/Translators shall not discriminate on the basis of gender, disability, race, color, national origin, age, socioeconomic or educational status, or religious, political, or sexual orientation. If an Interpreter/Translator is unable to ethically perform in a given situation, the Interpreter/Translator must refuse or withdraw from the assignment, without any threat or retaliation in response to this action.

### **SELF-EVALUATION:**

Interpreters/Translators must accurately and completely represent their certifications, training, and experience.

### **IMPARTIALITY – CONFLICT OF INTEREST:**

Interpreters/Translators must disclose any real or perceived conflict of interest, which would affect their objectivity in the delivery of service. Providing interpreting or translation services for family members or friends may violate the individual's right to confidentiality, or constitute a conflict of interest.

**PROFESSIONAL DEMEANOR:**

Interpreters/Translators will be punctual, prepared, and dressed in a manner appropriate and not distracting for the situation.

**SCOPE OF PRACTICE:**

Interpreters/Translators must not counsel, refer, give advice, or express personal opinions to individuals for whom they are interpreting/translating, or engage in any other activities, which may be construed to constitute a service other than interpreting/translating. Interpreters/ Translators are prohibited from having unsupervised access to clients, including but not limited to phoning clients directly.

**REPORTING OBSTACLES TO PRACTICE:**

Interpreters/Translators will assess their ability to interpret/translate at all times. Should an interpreter/translator have any reservations about his or her competency, he or she must immediately notify the parties and offer to withdraw, without any threat of retaliation in response to this action. The interpreter/translator may remain until a more appropriate interpreter/translator can be secured.

**ETHICAL VIOLATIONS:**

Interpreters/Translators will immediately withdraw from encounters they perceive as violations of this code. Any violation of the Code of Professional Conduct may cause termination of the contract.

**PROFESSIONAL DEVELOPMENT:**

Interpreters/Translators will develop their skills and knowledge through professional training, continuing education, and interaction with colleagues and specialists in related fields.

**PROFESSIONALISM & CUSTOMER SERVICE:**

If an interpreter has agreed to take an assignment they are required to show up to an appointment on time and prepared. Once an interpreter has agreed to take an assignment, we inform the provider of the name of the interpreter. Therefore, if the interpreter is late or does not show up it is a reflection on the interpreter and the agency. The interpreter is the only one who knows everything that is going on therefore it is the interpreter's responsibility to educate all parties involved in the interpretation in a polite and courteous way.

**THIS CODE APPLIES TO ALL PERSONS PROVIDING LANGUAGE  
INTERPRETING OR TRANSLATION SERVICES AND MUST BE COMPLIED  
WITH AT ALL TIMES.**

**Printed Name: Serene Farm**  
**Signed name: *Serene Farm***

**Date: 8/12/25**