

## Code of conduct for interpreting via Capiro Live Interpreters

### Working via Capiro Live Interpreters

Capiro Live Interpreters (further referred to as Capiro) wishes a reliable and high-quality service for its customers. Interpreters are important in this. Capiro therefore believes that an interpreter should have complete control over his own rate and availability. To deliver quality, Capiro only allows qualified interpreters to work through its application. Capiro tries to support the interpreters who use Capiro as well as possible.

After your registration to work via Capiro, Capiro evaluates your qualities and your notified. Capiro reserves the right not to allow interpreters in its services. The qualities as an interpreter are decisive, but also whether the interpreter works as an independent interpreter. Interpreters should also be employed as a self-employed interpreter or have entered their interpreter activities as an entrepreneur in the Trade Register of the Chamber of Commerce. Capiro needs the evaluation to assure that the interpreter is sufficiently capable, competent, and able to interpret via the Capiro platform. Having the required diplomas and certificates is indispensable.

### What does Capiro expect from interpreters?

The interpreters working via Capiro are of undisputed behavior and integrity. Capiro assumes that you are always representative in word and image, during your contacts with customers via Capiro platform. So, your clothing, hair and office must be business like.

The interpreters observe strict secrecy - with exception of legal obligations and what is further stipulated in this document - of everything that comes to their knowledge about or in connection to the client and the affiliated companies, the activities and relations of the client and all information available to them in connection to their work. Discussing the interpretation assignment or its content with third parties is not permitted. During the interview, if another interpreter helps the other interpreter, the interpreter ensures the transfer of relevant information.

The interpreters will carry out accepted interpreting assignments in person, unless otherwise agreed with the client. Interpreters only take over assignments from colleagues after an agreement with Capiro about the take-over and conditions.

The interpreters only accept assignments for which they have the required (language) knowledge and competence and authority. The interpreters are aware of the great responsibility that the task of interpreter entails. performing this task, they must put their entire knowledge and skills into the service of their client. Interpreters shall inform their clients immediately if they do not feel able to carry out the assignment properly. The interpreters bear full responsibility for their work and their performance.

If they cannot fulfill an obligation in time or not at all, interpreters shall inform the client and / or consult each other about the continuation or termination immediately.

Interpreters ensure to keep their professional knowledge and skills up to standard. They strive, in the awareness of their responsibility, always providing the best quality and optimal service. They never intentionally do an incorrect interpretation.

The interpreters ensure that their impartiality in the exercise of their profession is not jeopardized. They refrain from expressing personal opinions or influencing discussion participants, e.g. by making suggestions.

Interpreters testify to respect to persons with whom they deal professionally and thereby refrain from any form of unwanted verbal, non-verbal and physical intimacies. In communication, Capiro finds it important to treat each other respectfully and decently.

The interpreters can expect conversations on various topics during assignments. The conversations could be about business transactions, business partnerships, etc. From the private sector topics can contain religious convictions, sexual orientation, crimes, war violence, sexual offenses, traumatic experiences, etc. Capiro expects that interpreters also adopt a neutral attitude in these kinds of subjects and translates the entire conversation.

Interpreters shall refrain from using data or information which they have learned during the exercise of their profession for their own benefit. In particular, they do not interfere in the business contacts between a client, Capiro or, respectively, customers and other discussion participants.

The interpreters refrain from any kind of unworthy behavior and unworthy competition towards each other and strive for a mutual relationship based on goodwill and trust.

The interpreters themselves must have a liability insurance for their work.

### **Availability, orders and earnings**

The Capiro application basically assumes the continuous availability of the interpreters, which means that interpreters need to mark when he / she is 'not available'.

During the periods and times that the interpreter has indicated that he is 'not available', or switched to 'offline', Capiro will not carry out ad hoc assignments.

To prevent misunderstandings, it is more than advisable that your agenda is well updated. Capiro and its customers should be able to count on your availability as indicated in your agenda.

Interpreters need to be 'present' on time (read: ready to interpret). Furthermore, interpreters will only accept assignments that fit time planning in their own planning and availability. Interpreters are aware of the consequences - for all those involved - that arise from canceling or cutting off an assignment.

For the services, interpreters only receive the remuneration laid down in the Capiro systems. In between changes in the hourly rate, done by the interpreters in their own Capiro profile, are recorded in the systems. So appointments will go for the original rate!

Interpreting invoices Capiro per calendar month on the basis of the overviews from their personal portal. Capiro reimburses the interpreter when the customer has paid. Due to the multitude of clients, interim partial payments are possible.

The electronic accounting / data processing of Capiro is, unless written evidence to the contrary, as proof.

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Any approach by third parties for the purpose of influencing the interpretation assignment is to be reported to Capiro immediately.

Interpreting is strenuous, so a rest period after an interview is therefore recommended. During that period that you can not immediately be called, but customers can still make appointments with you.

### **The technique**

Interpreters should have switched off their mobile phone or other electronic devices such as tablet and laptop during the interpretation period as standard, except for the device that serves as an aid during the interpretation. It is not allowed that you view or respond to e-mails and / or calls from others during the interpreter interview, unless the customer has given explicit permission for this.

The interpreters need to carry out speech-oriented interpreting assignments via their stable (fixed) internet connection or their own Wi-Fi connection. The use of mobile phones during the assignment is only allowed if the customer has given permission and the interpreter is in a quiet place where the conversation cannot be listened to by third parties.

Interpreters must work in a quiet environment and must take into account their image and background are on video-image among all the participants. This also applies to background sounds, such as pets or small children.

### **The customers**

Capiro also expects customers to treat the conversation participants with respect and with due respect for the confidentiality of the conversation itself, the privacy and confidentiality of the content. Capiro will immediately hear from the interpreter if a customer does not comply with this. In this way, Capiro can also secure the processes better on the customer side.

### **Liability of Capiro**

Capiro accepts no liability for the connection failure, the connection quality, or the unexpected loss of the connection.

The electronic accounting and data processing of Capiro is, unless written evidence to the contrary, as proof.

Capiro is not responsible and not liable for setting up the conversations, the conversation times, the call duration and the conversation content, as well as the content and communication about assignments between the client and the interpreter.

### **Privacy statement**

Capiro handles carefully the personal details of interpreters and customers. The data and information might be used to execute agreements, to carry out a financial administration and to inform customers and interpreters about the Capiro services. Capiro can contact a customer directly to check the service.

In addition, data and information might be used in the context of handling complaints or requests for service. Capiro does not collect and process substantive data or information directly from discussions. For more information, please refer to: [www.capioliveinterpreters.com](http://www.capioliveinterpreters.com).

### **Customer service and questions?**

If there are any questions about the use of the application, suggestions to improve the application or when you need support for example in a difference of opinion with a customer or have other questions to Capiro please contact us via [info@capiolive.com](mailto:info@capiolive.com)

### **Sign up as an interpreter**

Registering as an interpreter to work via the Capiro systems is easy and fast via our website. As an interpreter your registration and working via Capiro is free of costs. Because we want to offer high-quality translation services to our customers, we make demands on the interpreters who sign-up. An interpreter can only create an account for himself or herself, indicating your language (s) and specialism(s). Capiro will assess your application as a new interpreter as described earlier. Capiro will close multiple accounts by the same interpreter.

### **Interested?**

1. Sign-up via our website: <https://portal.capioliveinterpreters.com/sign-up>
2. Send to: [interpreter@capiolive.com](mailto:interpreter@capiolive.com) your: Curriculum Vitae, scans of diplomas and certificates and, if applicable, proof of enrollment as an interpreter in the trade register or work as a self-employed interpreter. Please also send a copy of Identity card or passport (please cover your picture and Identity number).
3. If you are a sworn interpreter, then also proof your registration in the registers, or send in a scan of the certificate of swearing.

### **(Temporary) Sign out as an interpreter**

As an interpreter you can stop your activities via Capiro without notice, by de-activating your account, this can also be done temporarily. In these cases, any mutual (financial) obligations are correctly concluded in consultation.

### **Interpreting is people's work**

Abuse or unacceptable behavior may result in Capiro deciding to (temporarily) exclude interpreter activities.

### **Change Code of Conduct for interpreters via Capiro Live Interpreters**

Capiro reserves the right to change the text of the Code of Conduct. So, it is important to regularly take note of the text of this Code of Conduct ([www.capioliveinterpreters.com](http://www.capioliveinterpreters.com)).

's-Hertogenbosch, 16 April 2018