



ASSOCIATION OF
LANGUAGE COMPANIES

ALC Code of Professional Conduct and Business Practices

For Founding, Charter, Active and Affiliate Members

1. Member companies shall only undertake language services assignments that they are able to perform to a standard of quality that fully meets the agreed needs of the client.
2. Member companies shall use professionally skilled, competent translators, interpreters or other language professionals who are qualified by education, training, and experience to successfully carry out their assignments.
3. Member companies shall have a quality control or quality assurance procedure in place, which can include adhering to industry standards, such as ASTM standards, ISO standards, or similar standards, to ensure that clients receive quality services.
4. Member companies shall safeguard and not disclose to any third party the confidential information of both present and former clients without the prior written consent of the client, and shall not misuse such information to the disadvantage of such clients. Member companies shall also ensure that subcontractors have signed confidentiality/non-disclosure agreements before handling confidential information of any client.
5. Member companies shall acknowledge their duty to treat fairly their clients, fellow members, subcontractors, other parties within the language services profession, and members of the public.
6. Member companies shall make every effort to agree with both clients and subcontractors on the cost, timing and other terms of a project before accepting an assignment. If it is not possible to adhere to the agreed terms, the client and/or subcontractors must be consulted concerning a solution or an alternative course of action at the earliest opportunity.
7. Member companies shall not use the credentials of translators or interpreters without their consent and shall encourage smooth procedures and good working relations.
8. Member companies' contractual agreements with translators, interpreters and other professionals shall be confirmed in writing and signed by the parties prior to

commencement of work.

9. Member companies shall, on an annual basis, consider the need for professional indemnity insurance with respect to errors and omissions at an appropriate level for the magnitude and nature of their work and shall obtain such insurance when such companies deem it appropriate.

10. Member companies shall not engage in any practice, nor conduct themselves in any manner that is detrimental to the reputation and best interests of the Association of Language Companies (ALC) or to the language services industry.

11. Member companies shall comply at all times with all applicable rules and regulations of the Association and endeavor to comply with all applicable laws and regulations that may be in effect at any time.

For Industry Partner Members

1. Industry Partners shall not engage in any practice, nor conduct themselves in any manner that is detrimental to the reputation and interest of the Association of Language Companies (ALC) or to the language services industry.

2. Industry Partners shall safeguard the confidences of fellow members and shall not disclose or use these confidences to the disadvantage or prejudice of such members, or to the financial advantage of the affiliate member company or organization.

3. Industry Partners shall acknowledge their duty to treat fairly their clients, fellow members, subcontractors, other parties within the language services profession, and members of the public.

4. Industry Partners shall comply at all times with all applicable rules and regulations of the Association and endeavor to comply with all applicable laws and regulations that may be in effect at any time.

Any Founding, Charter, Active, Affiliate and Industry Partner Members participating in the ALC is bound by the Individual Code of Conduct.



Individual ALC Code of Conduct

Across all its activities and program, ALC consistently demonstrates its commitment to creating a diverse and inclusive association. To that end, ALC is dedicated to ensuring that our events and gatherings, whether in person or virtual, are an inclusive, respectful, productive, and harassment-free experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, alienage or citizenship status, physical or mental ability, color, physical appearance, body size, race, ethnicity, national origin, marital status or partnership status, pregnancy or lactation status, religion or creed, status as a veteran or active military service member or any other basis protected by U.S. federal, state, or local laws.

ALC aims to create opportunities for its members to connect, share information, build knowledge, and learn from each other. ALC holds events, both in-person and virtually, to encourage the open exchange of ideas and to support professional development and personal growth. We believe that ensuring a wide, diverse range of voices that fully represent the diversity of our membership is essential to a thoughtful, robust conversation and raising the bar on best practices for our community.

ALC Event Code of Conduct

In order to participate in an ALC-sponsored event or on an ALC social media platform all participants, attendees, speakers, sponsors, and volunteers must agree to abide by this code of conduct ("Code of Conduct"). ALC reserves the exclusive and sole right to enforce its code of conduct.

EXPECTED BEHAVIOR

In order to support an environment that builds community and positive connections, the following behaviors are expected of all participants in ALC-sponsored events and where posting or participating on ALC social media platforms:

- Be present and participate actively.
- Be mindful of your surroundings and of your fellow participants.
- Act with professionalism and respect towards everyone you encounter, including event and venue staff.
- Exercise consideration in your words and actions.
- Support a participatory environment for everyone.

- Behave in accordance with professional standards (such as this Code of Conduct, your respective company policies, and applicable law).
- Alert ALC staff if you notice conduct in violation of this policy, a dangerous situation or someone clearly in distress.

ALC expects the use of inclusive and respectful language that honors and acknowledges the immutable characteristics of all individuals. This involves embracing diversity by refraining from making assumptions about a person's origin, respectfully recognizing their background, correctly addressing individuals with their preferred pronouns, and acknowledging the diversity in relationships and family structures.

UNACCEPTABLE BEHAVIOR

Examples of unacceptable behavior include, but are not limited to the following:

- Demeaning, discriminatory or harassing behavior or speech, including but not limited to personal insults, sexist, racist, homophobic, transphobic, ageist or ableist language or any language that insults or demeans the characteristics of a person protected under U.S. federal, state or local law.
- Inappropriate physical contact; you should have someone's consent before touching them.
- Language that implies exclusion or derogation of a person on the basis of the person's immutable characteristic; for example, asking a participant where they are "really from;" assuming a person's spouse or partner is of the opposite gender; deliberately using the wrong pronoun to refer to an individual.
- Uninvited and unwelcome attention or contact with any participant.
- Unwelcome sexual attention, including sexualized comments or jokes, inappropriate touching, groping, or sexual advances.
- Deliberate intimidation, stalking, or following.
- Sustained disruption, including during talks and presentations.
- Displaying sexually explicit or violent material including in presented materials (e.g. slides, presentations, talks) or in informal settings or on personal devices (e.g. on your phone).
- Violence, threats of violence, or violent language directed against another person or group.
- Possession of dangerous or unauthorized materials such as explosives, firearms, weapons, or similar items.
- Bullying, including repeated verbal abuse; verbal, non-verbal or physical conduct of a threatening, intimidating or humiliating nature; or the sabotage or undermining of a person's performance.
- Theft or inappropriate removal or possession of property.
- Use, distribution, sale, or transfer of illegal drugs.
- Any other illegal activity or forms of harassment not covered above.

- Failure to cease unacceptable behavior when requested by an event participant or by a representative of ALC.
- Inappropriate disruption of an ALC event, both in person or virtually.
- Photographing, video or audio recording of slides or presentations without the presenter/author's or ALC's written permission.
- Any conduct deemed in violation of ALC Social Media Participation Policy.

ALC reserves the right in its sole discretion to determine what constitutes unacceptable behavior and what actions it will take to address incidents that occur.

CONSEQUENCES OF UNACCEPTABLE BEHAVIOR

Unacceptable behavior will not be tolerated at ALC-sponsored events or on any ALC social media platform. Anyone asked by an ALC staff member or volunteer leader to stop engaging in unacceptable behavior is expected to comply immediately. If a participant engages in unacceptable behavior or fails to comply with expected behavior at any time during the sponsored in person or virtual event or on any ALC social media platform, ALC may take any action it deems appropriate, including but not limited to issuing a written or verbal warning, removing the participant from the event without a refund, prohibiting participation in future events, suspension or termination of ALC membership and/or revocation of the privilege of participating on any ALC social media platform.

WHAT TO DO ABOUT UNACCEPTABLE BEHAVIOR

If you witness or are subjected to unacceptable behavior or have any other concerns at an ALC-sponsored event or on an ALC social media platform, notify an ALC staff member as soon as possible. If you have questions in advance of the event regarding the Code of Conduct or its implementation, please email Alison Kuhlow, ALC Executive Director, at executivedirector@alcus.org

AGREEMENT

In line with and in consideration for my participation in an ALC-sponsored event or on an ALC social media platform I accept and will at all times adhere to the Code of Conduct. I understand that if I violate the Code of Conduct ALC may take any disciplinary action it deems appropriate, including, but not limited to, removing the participant from the event without a refund, prohibiting participation in future events, suspension or termination of ALC membership and/or revocation of the privilege of participating on any ALC social media platform.



Code of Conduct – Enforcement & Review Process

The Association of Language Companies (ALC) is committed to upholding the highest standards of integrity, professionalism, and respect among its members. To that end, the following process will be used when a potential violation of the Code of Conduct is reported.

1. Submission of a Concern

- Any member, staff, or stakeholder may submit a concern regarding a potential Code of Conduct violation.
- Concerns must be submitted in writing to the ALC Executive Director.
- The submission should include:
 - Name(s) of the individual(s) involved
 - Date(s) and location(s) of the alleged violation
 - Description of the conduct in question
 - Any supporting evidence or documentation

2. Acknowledgement & Initial Review

- The Executive Director will acknowledge receipt of the concern within 5 business days.
- The concern will be reviewed to determine if it falls within the scope of the Code of Conduct.
- If out of scope, the individual submitting the concern will be informed, and no further action will be taken.

3. Governance Committee Review

- Valid concerns will be referred to the **Governance Committee** for formal review.
- The Governance Committee will:
 - Review the written complaint and any supporting materials.
 - Request additional information from the complainant, the respondent, or other relevant parties as needed.
 - Maintain confidentiality to the greatest extent possible throughout the review.

4. Response from the Member

- The member alleged to have violated the Code of Conduct will be notified via email.
- They will be given an opportunity to respond via email within 14 days of notification.
- The response may include supporting evidence, witnesses, or mitigating circumstances.

5. Deliberation & Determination

- The Governance Committee will deliberate and make a determination based on the information provided.
- Possible outcomes include:
 - No violation found (case closed).
 - Informal resolution (e.g., warning, mediation, or guidance).
 - Recommendation for formal action (e.g., suspension of membership privileges, removal from leadership roles, or recommendation for expulsion).
 - The Executive Committee may act to suspend a member pending the next meeting of the full board.
 - The full Board may vote to remove a member in accordance with the Association bylaws.
- The decision will be documented and communicated in writing to the parties involved.

6. Appeal Process

- A member may appeal the Association's decision within 30 days of notification.
- Appeals must be submitted in writing to the ALC Board of Directors.
- The Board will review the appeal and issue a final determination, which is binding.