



CODE OF CONDUCT

ABROADLINK TRANSLATIONS



OUR CODE OF CONDUCT

AbroadLink's Code of Conduct contains the ethical and behavioural principles that leads our work everyday. All employees are expected to follow them. As a translation company and service provider, we are aware how importance is having a Code of Conduct to guide our inter-professional relations, our relations with clients and our relations with our collaborators and partners. It is by acting in an ethical, responsible and committed manner that we achieve quality work and satisfying relations in the long term, both personal and businesswise.

INTERNAL BEHAVIOURS

GENERAL ETHICAL PRINCIPLES

Equality, diversity and non-discrimination

Employees are selected, remunerated and encouraged on the basis of their skills, training, knowledge, experience and personal aspirations, with no other factors affecting these decisions.

Discrimination on the basis of gender, origin, race, religion, sexual orientation or marital status is prohibited and may be subject to sanctions by the company.

Equal pay, equal treatment and equal opportunities for career development must be guaranteed in the company.

Respect for people

Harassment, abuse, bullying, intimidation, disrespect or any kind of physical or verbal aggression is unacceptable and will not be tolerated at work. All employees are responsible for ensuring that such behaviours do not occur or for alerting if they do occur.

Those in leadership roles should set an example in this regard. Therefore, they should promote at all times and at all professional levels, relationships based on respect in order to foster a respectful and positive working environment.

Prevention of occupational hazards

Health and safety at work is essential for a pleasant working environment. Workers must at all times comply with preventive health and safety measures at work, using the means provided by the company. Hygiene standards should be raised during periods of increased disease transmission.

In addition, management must be informed immediately in the event of a defect in a device or the existence of a risk that could endanger employees. Employees should not attempt to solve technical problems themselves.

Policies on environmental protection and social and environmental responsibility

AbroadLink's employees are expected to minimise the company's impact on the environment. To this end, they should be aware of environmental protocols, policies and controls and ensure, according to their responsibility and position in the company, that their activities are carried out in the most environmentally friendly way possible. This includes, for example, measures such as the reduction of paper documents.

GENERAL PRINCIPLES OF BEHAVIOUR

Implementation of the Code of Conduct

All members of the company must be familiar with the Code of Conduct and comply with its rules. Therefore, they have an obligation to collaborate to facilitate its implementation in the company. Similarly, employees may suggest changes, modifications or additions to the code, provided they are approved by all employees of the company.

Responsibility

All employees are responsible for the adequate performance of their duties and activities in accordance with the company's internal rules, taking into account the consequences of their actions and decisions on others. They are also responsible for receiving the necessary training to better perform their duties.

They are obliged to follow the protocols established for their position in the company and the requirements set by the quality standards. Thus, employees have a duty to make correct and appropriate use of the technological resources provided by the company, including the e-mail system, Internet access, telephones and software licences.

Commitment

Active engagement and positive behaviour towards the company to improve internal aspects such as processes, protocols or standards are essential elements at AbroadLink. Therefore, employees are invited to make comments or suggestions to improve the working environment or working conditions.

Employees should refrain from spreading rumours or false information that could affect the company.



BEHAVIOUR TOWARDS CUSTOMERS AND EMPLOYEES

EQUALITY, DIVERSITY AND NON- DISCRIMINATION

We conduct our business with respect for fundamental human and social rights, so that any discriminatory behaviour towards employees or customers on the basis of gender, origin, race, religion, sexual orientation or marital status is strictly prohibited.

We respect people's privacy, whether they are customers or employees, always distancing ourselves from personal situations. With regard to clients such as political or social organisations, we will maintain a neutral attitude towards their activities, reserving the right not to work with an organisation on moral grounds.



COMMUNICATION

Our aim is to always maintain active, honest and fair communication with our customers and partners. Recommendations to clients about our services focus on meeting and fulfilling clients' needs. We also keep employees informed of these rights and obligations at all times. Any change in regulations or internal company decisions affecting workers' conditions must be duly communicated to workers as soon as possible.

Thus, all communication with third parties is carried out in a pleasant, clear, respectful and friendly manner, and any verbal aggression is prohibited, whatever the reason for the conflict.



COMMITMENT TO PAY AND FULFILMENT OF AGREEMENTS

We are committed to always respecting the agreements reached with our customers and employees.

We undertake to apply a discount if deadlines are not met with our services.

CONFIDENTIALITY AND PROTECTION OF PERSONAL DATA

We undertake to treat personal data confidentially and are responsible for it. The storage, use and transmission of data will always be in accordance with the applicable law. Furthermore, all communication between AbroadLink, clients, partners and collaborators is subject to our Non-Disclosure Agreement.

Unauthorised disclosure of any information to third parties or use of such information for purposes other than those for which we have been instructed is strictly prohibited and may result in penalties.



Castellana Business Center C/Paseo de la Castellana 40, 8ª Planta - 28046 - Madrid - Spain
Tel : +34 91 198 14 01 - Fax: 01 84 88 49 16-info@abroadlink.com - <http://www.abroadlink.com>

AbroadLink is a registered trademark of AbroadLink Translations, S.L., with VAT number ESB18612895 and registered office is at Castellana Business Center, Paseo de la Castellana, 40, 8ª Planta, 28046, Madrid, Spain.