



The Language Line Services (LLS) Interpreter shall limit him/herself to interpreting. While performing his/her professional duties, the Interpreter shall not give advice, express personal opinions, or engage in any other activity that may be construed to constitute a service other than interpreting. The LLS Interpreter shall comply fully with this Code of Ethics and the Code of Conduct.

CONFIDENTIALITY The LLS Interpreter shall respect all confidences received in the course of interpretation. All information gained by the Interpreter in the course of his/her professional duties shall remain strictly confidential. This information shall not be communicated, published or in any way divulged to any organization or person, other than the organization or person engaging the services of the Interpreter.

ACCURACY & COMPLETENESS The LLS Interpreter shall render, to the best of his/her ability, a complete and accurate interpretation without altering or omitting anything that is stated. Interpreter shall not add to what is said nor provide unsolicited explanation.

IMPARTIALITY The LLS Interpreter shall be impartial and unbiased and shall refrain from conduct that may give an appearance of bias. He/she shall not allow personal opinions to interfere with his/her duties nor add unsolicited comments or make recommendations except to assist communication.

CONFLICT OF INTEREST The LLS Interpreter shall disclose any real or perceived conflict of interest. He/she shall not take personal advantage, financial or otherwise, of information obtained in the course of his/her work.

DISQUALIFICATION & IMPEDIMENTS The LLS Interpreter shall, at all times, assess his/her ability to maintain LLS' highest standards for professional interpretation. He/she shall immediately convey any reservations about his/her ability to successfully complete the assignment for the customer. The Interpreter shall decline any assignment he/she believes to be beyond his/her technical knowledge or linguistic ability.

ACCREDITATION The Interpreter shall only interpret for the language(s) for which he/she is authorized to interpret by LLS and as certified by LLS.

PROFESSIONAL COURTESY The Interpreter shall provide excellent customer service. He/she shall maintain a professional demeanor, be courteous and use the tone of voice appropriate to the situation. Interpreter shall defer to instructions from clients.

PROFESSIONAL DEVELOPMENT Interpreter shall continually improve his/her skills and knowledge. Interpreter shall maintain and improve his/her Interpreter skills and knowledge through activities such as professional training or education and interaction with colleagues and specialists in related fields. The Interpreter shall keep informed of, adhere to, and conform his/her practices to LLS policies and guidelines that relates to his/her professional duties.

HIGH STANDARDS OF CONDUCT The LLS Interpreter shall act at all times in accordance with the standards of conduct and decorum appropriate to his/her profession as an over-the-phone Interpreter.