



## **THE CANADIAN LANGUAGE INDUSTRY ASSOCIATION'S CODE OF CONDUCT**

This code of conduct reflects the Canadian Language Industry Association's interest in developing and promoting an industry that shows the highest standards of professional and corporate conduct. Enterprises shall adhere to those principles to be eligible to become and remain members of the Canadian Language Industry Association in good standing.

1. All members must make all reasonable efforts to ensure the highest possible quality of the final product/service they deliver to clients, partners and the general public.
2. All members shall only undertake mandates that they are competent to perform. All members shall deal with employees or subcontractors who are qualified to carry out the assignment.
3. All members have a duty of fair and honest dealing with their clients, partners, subcontractors, employees, fellow members, other professionals and the public in general so as to encourage good working and commercial relations.
4. All members shall conduct business with integrity, honesty and transparency. They shall not place themselves in situations of or leading to conflicts of interest. All members shall not conduct their business in a manner that restrains competition or make decisions that represent unfair competition.
5. All members shall agree with their clients, partners or subcontractors on the terms of an assignment (costs, deadlines, manner of delivery, deliverables and other terms). They shall consult with their clients, partners or subcontractors about any changes (costs, timetables, sourcing or other terms) to an offering, to an assignment or to the performance of a duty. All members shall also inform their clients of alternative courses of action.
6. All members shall not make misleading or unsubstantiated claims in their publications or communication materials either related to their business processes or their certifications. All members have a responsibility toward protecting and enhancing the image of the language industry.
7. All members shall make the best efforts to put in place or to support all means that could improve the quality and the availability of services and of products in the language industry.
8. All members, including their employees, partners or subcontractors, shall treat as confidential any information received from a client in the course of an assignment.
9. All members shall be allowed, with permission from the Canadian Language Industry Association, to reproduce the "Member of the Canadian Language Industry

Association” logo for advertising purposes. They shall ensure that the logo is in conformity with the original sent by the Canadian Language Industry Association and that it is used in a purpose and in a context that reflect the Canadian Language Industry Association’s mission and objectives. If there is a usage deemed inappropriate, the Canadian Language Industry Association may withdraw its permission.

10. The member companies shall, whenever possible, use an arbitration service in cases of dispute.
11. All members shall correctly and accurately represent themselves to the Canadian Language Industry Association to ensure that they are included in the correct membership category.

If a member has a conduct deemed not in conformity with this code of conduct, the member may see its membership revoked by the Canadian Language Industry Association without recourse.